

Missouri Association of Homes for the Aging

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TO: MoAHA Members
FROM: Denise Clemonds, CEO
SUBJECT: Emergency Preparedness Resources
DATE: April 19, 2009

As we begin to move into the severe weather time of Missouri and the increased potential for tornadoes, floods and power outages, I want to remind you of a few of the emergency tools that are available to you.

AmerenUE Customers: You'll recall, MoAHA has provided you with an emergency contact to speak to a "live" person (not a recording) to obtain an update on the status of your power restoration. However, your first call should always be to report the outage to the AmerenUE Call Center at 800-552-7583. Next, call 314-554-2229, Monday through Friday, 7:00 - 4:00 to find out how long the outage will continue. For days and hours outside the AmerenUE normal business hours, call:

Shelia Jones
Business & Community Affairs Coordinator
AmerenUE Business & Community Relations
(314) 540-5895 (cell) sjones6@ameren.com

Emergency Preparedness:

In an emergency, preparation is always the key to an effective response. The Department of Health and Senior Services has prepared several items for your use.

MoAHA members providing assisted living, 24-hour skilled nursing care, and adult day care need to be prepared for any type of emergency. The Department's Ready in 3 outlines steps you can take now to prepare staff and the individuals in your care.

- **Family Safety Guide:** Provides detailed information on the three steps in preparing in advance of any emergency. The guide is available in English, Spanish, Bosnian, and Braille. [Order Family Safety Guides](#) for your staff and the individuals in your care.
- **Video Guide:** This [video](#) provides a step-by-step guide to preparing for emergencies.
- **Disaster Preparedness Planning Template:** This template is an outline of the basic information needed to assist facilities in developing a disaster preparedness plan. To view the template click [here](#).

MoAHA members providing in-home and home healthcare services can help those they care for to be prepared for any type of emergency as well.

- Ready in 3 Family Safety Guide:
This guide provides information on the three steps in preparing in advance of any emergency. The guide is available in English, Spanish, Bosnian and Braille. Order your Family Safety Guide [here](#). Make sure you communicate your company emergency response plan to your customers and how care will be provided in any emergency.
- Why not help your customer prepare for any emergency! Use the Department's [Family Plan](#) and [Personal Healthcare Information](#) checklist to help them create a plan. Be sure to keep a copy in your company's customer files.

MoAHA is here to help: While all disasters start and end at the local level and local officials are in charge of response and recovery activities, MoAHA will continue to contact you during any emergency to assist in anyway possible. We stay in contact with the Department of Health and Senior Services Situation Room to share your status and needs with them. In addition, if you need assistance in evacuation, MoAHA can help contact other providers who may be in a situation to assist you. Also, if your customers need independent living, we can assist in connecting you to our members who reach out to community residents to help with food and temporary housing arrangements.

MoAHA is your partner during an emergency. Feel free to contact me directly during any emergency through my cell phone at (573) 230-1083.