



# NEW MEXICO POLICIES & PROCEDURES

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## SECTION CONTENTS

### STATE UNIT ON AGING EMERGENCY PREPAREDNESS AND CONTINGENCY PLANS

THE DOCUMENT CONTAINED HEREIN IS SUBJECT TO CHANGE.

VERSION: 8.2025

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# NEW MEXICO STATE UNIT ON AGING—(SUA) POLICIES AND PROCEDURES—Emergency Preparedness and Contingency Plans

*The document herein is subject to change. Version: 8.2025*

- **PURPOSE**

- A. The purpose of this policy is to establish the Aging and Long-Term Services Department Procedures for Emergency Preparedness and Contingency Plans in compliance with OAA Section 307(a)(28) (codified in 42 U.S.C. section 3027(a)(28)).

1. **DEFINITIONS:** See the link to Resources in **REFERENCES AND LINKS** below.

2. **POLICY**

ALTSD is dedicated to providing high-quality, responsive, person-centered services to older New Mexicans, individuals with disabilities, and their caregivers which is ensured by the effective execution of the Emergency Preparedness and Contingency Plans. Transparency is essential to ensure constituents have confidence in ALTSD management to make informed decisions about protecting and promoting the health, safety and rights of constituents and their programs, implementing policy, and standards for delivery, frequency, and carry-out protocols.

3. **PROCEDURE**

**Emergency Preparedness Plans—Coordination and Development**

OAA Section 307(a)(28):

ALTSD coordinates with the New Mexico Department of Homeland Security and Emergency Management in addressing emergent situations for the New Mexico older adult population, participating in regular regional meetings and including the Area Agencies on Aging (AAA) and direct service providers. ALTSD, in coordination with the Area Agencies on Aging and direct service providers, implement safety checks with local authorities and conduct wellness calls.

Area Agencies on Aging:

**City of Albuquerque Bernalillo County AAA:**

PSA 1 serves Bernalillo County.

**North Central New Mexico Economic Development District/ Non-Metro AAA**

**Emergency Response Plan includes:**

PSAA 2 serves Cibola, Colfax, Los Alamos, McKinley, Mora, Rio Arriba, Sandoval, San Miguel, San Juan, Santa Fe, Taos, Torrance, and Valencia counties.

PSA 3 serves Chaves, Curry, DeBaca, Eddy, Guadalupe, Harding, Lea, Lincoln, Quay, Roosevelt, and Union counties.

PSA 4 serves Catron, Dona Ana, Grant, Hidalgo, Luna, Otero, Sierra, and Socorro counties. **Service**

## **Continuity**

The AAAs and AAA subcontractors shall submit annually an updated contingency and emergency preparedness plan that includes working with local emergency managers in their planning and service area to assess those in need and locate emergency resources. Specifically, the plan must address:

- What alternative plans are in place for delivering services to consumers?
- If inclement weather is expected, how far in advance will consumers be notified of changes in service delivery?
- If inclement weather is expected, how far in advance will meals be delivered to home delivered consumers?
- What agencies (i.e. Cities, Counties, Red Cross, etc.) will the program work with during severe emergencies?
- IAAA subcontractors per AAA Policies and Procedures are required to contact the AAA about a closure or emergency as soon as it is reasonable to do so and should include a plan for delivering meals and conducting welfare checks/calls. The provider should use any means available to relay the information to AAA so that notification regarding closures can then be submitted (via email) to ALTSD. AAAs currently provide information regarding closures weekly in a report to ALTSD.
- If a subrecipient provider reports an emergency that may result in a closure or modification of services, the AAA will assist within its staffing and budgetary capabilities to ensure continued service delivery. Such assistance includes identifying and coordinating alternative sites from which to prepare and distribute meals, securing self-stable meals and/or food boxes, conducting wellness checks, and distributing food and/or supplies.

## **Individuals with Functional Needs**

AAAs and AAA subcontractors will work with local emergency management teams to identify individuals with functional needs within their respective communities. These individuals can be identified using the Access and Functional Needs Toolkit created by the CDC, which will allow subrecipient providers to integrate a community partner network to communicate effectively during an emergency. In an emergency, providers can reach out to consumers to whom they are currently providing services to assess the need for emergency services and share their list of consumers who may have access and functional needs, while emergency management officials can refer other community members to providers for services they may be in need of, such as emergency nutrition services.

## **AAAs Role in Emergency Situations**

AAAs will follow the universally accepted “all hazards” approach to emergency preparedness and response planning which includes four elements:

- 1) Communication;
- 2) Preparedness;
- 3) Training/Education; and
- 4) Information Management.

Organized by these elements, our role in emergency situations is outlined below:

	<b>Role of AAA</b>	<b>Mechanisms</b>
Preparedness	<p>AAAs will designate an Emergency Coordinator at AAA to oversee planning and preparedness tasks and coordinate with emergency management in the appropriate jurisdiction.</p> <p>Require Emergency and Contingency Plans for all providers.</p> <p>Require provider training on emergency preparedness and Emergency and Contingency Plans.</p> <p><i>Frequency: Annual and as needed</i></p>	<ul style="list-style-type: none"> <li>• AAA policies</li> <li>• Annual contract requirements</li> <li>• NM AAAS review of provider Emergency and Contingency plans</li> </ul>
Training and Education	<p>AAAs will provide annual staff and provider training on emergency preparedness and review of Emergency and Contingency Plans.</p> <p>Provide educational and informational resources to providers, including materials for distribution to older adults, adults with disabilities, and community members with functional needs.</p> <p><i>Frequency: Annual and as needed</i></p>	<ul style="list-style-type: none"> <li>• In-person and web-based training sessions</li> <li>• Printed and online training materials</li> <li>• Wellness call scripts</li> <li>• Informational brochures and flyers</li> </ul>
Communication	<p>AAAs will notify and update providers on emergency conditions, contacts and protocols.</p> <p>Distribute emergency advisories, orders and guidance.</p> <p>Advise providers on best practices for specific emergency situations.</p> <p>Provide technical assistance to providers as needed.</p> <p><i>Frequency: Ongoing</i></p>	<ul style="list-style-type: none"> <li>• Constant Contact messages and emails</li> <li>• Phone calls/videoconferences.</li> <li>• Web-based resources such as the American Red Cross</li> <li>• On-site technical assistance</li> </ul>
	<b>Role of AAA</b>	<b>Mechanisms</b>
Information Management	<p>AAAs will maintain file of Emergency Management and Contingency Plans.</p> <p>Maintain up-to-date list of provider emergency contact personnel.</p> <p>Document wellness calls and consumer data.</p> <p>Track emergency expenditure requests from providers and AAAs, if submitted as Title III reimbursements.</p> <p><i>Frequency: Ongoing</i></p>	<ul style="list-style-type: none"> <li>• Excel spread Sheets</li> <li>• WellSky data base</li> <li>•</li> </ul>
	<b>Role of AAA</b>	<b>Mechanisms</b>
	<p>AAAs will assist with modified Nutrition service delivery, including identification of alternative meal sites, coordination with private vendors, and delivery of food boxes and shelf stable meals.</p> <p>Ensure welfare providers and emergency managers conduct checks. Welfare checks should include the assessment of food, water, heating and cooling, support network, functional needs, and durable medical equipment and medication.</p> <p>Assist in obtaining and/or delivering emergency funding, supplies and equipment as needed.</p> <p><i>Frequency: Ongoing</i></p>	<ul style="list-style-type: none"> <li>• Coordination of local resources, providers, emergency managers, community organizations, and private vendors</li> <li>• AAA policies</li> <li>• Annual contract requirements</li> <li>• Referrals to relief agencies and emergency responders</li> <li>• Calls and check-ins with providers</li> </ul>

## **Emergency Coordination**

In accordance with emergency orders and protocols, AAAs will follow the lead of the jurisdiction in which the emergency occurs, whether that be federal, state, or local.

For a federal emergency, AAAs will interface directly with state agencies serving as the conduit with the federal government. It is assumed that the New Mexico Department of Homeland Security or the Aging and Long-Term Services Department (ALTSD) would serve as the lead agency. AAAs will follow the lead of these same agencies in the event of a state-level emergency. In the event of a local emergency, AAAs will collaborate directly with the appropriate local or tribal government district or jurisdictions. AAAs will refer to the Emergency and Contingency Plans of individual providers in more localized situations, to determine proper protocols and to identify the network of responders and resources that may be available.

For all emergencies, AAA will work with local partners including but not limited to emergency management offices, food pantries, emergency shelters, churches and faith-based organizations, and volunteer organizations such as the American Red Cross. AAAs will notify and coordinate with the appropriate emergency management entities when it identifies areas of unmet need. AAAs will also work with local emergency management officials and local providers on agreements that will outline specific expectations of each organization. Taking the lead from the New Mexico Department of Homeland Security, the AAAs will determine what course of action will be required.

## **Emergency Situations**

AAAs will utilize American Red Cross checklists to provide technical assistance to providers and to appropriately respond to a broad range of emergency situations described below.

- **Pandemic**: Though pandemic situations may not occur frequently, it is important to address this emergency given the current COVID-19 pandemic situation affecting the world. During a pandemic there may be widespread closures, where only essential services are offered. Nutrition services are essential, and their continuation must be addressed in provider emergency and contingency plans.
- **Power Outage**: Planned or unexpected, power outages can last for a few hours, days or longer, and may disrupt communications, water, transportation, stores, and other services. This may impact needs such as lighting, heating, cooling, communication, food and medicine refrigeration, cooking, and medical equipment. AAAs will collaborate with providers to conduct wellness calls in areas experiencing power outages to ensure the safety of consumers, as well as to develop tools to identify at-risk individuals who need additional support.
- **Weather-Related Storm Events**: Communities in New Mexico experience localized flooding, winter storms and heat waves every year. The NM AAAs collaborates with providers to conduct outreach to communities that may be hard hit by weather-related events, to ensure that consumers have adequate access to food, water, a source of heating or cooling, and any medical devices or medication they may need.
- **Wildfire**: Many areas of the state have experienced wildfires, and the threat of wildfires is increasing with dry conditions caused by climate change. In the event of a wildfire, the AAAs will collaborate with providers to conduct wellness calls, assess the needs of the community, and coordinate evacuations, if necessary.

## **Business Continuity**

AAAs

- **Office Locations**: Shall provide one physical location per PSA from which to coordinate emergencies, as well as options for onsite activities if one or more offices is damaged or threatened by an emergency.

## **Emergency Preparedness Plans—Involvement of the head of the State agency**

OAA Section 307(a)(29):

AAA emergency preparedness plans shall include communication and notification within 24 hours of occurrence or event to ALTSD for the development, revision, and implementation of State Public Health Emergency Preparedness and Response Plans with department input and direction to address older adults' safety and continuation and/or modification of services. AAAs shall be flexible in modification and revision of plans for emergency situations.

ALTSD may coordinate with the New Mexico Department of Homeland Security and Emergency Management, New Mexico Department of Health, New Mexico Department of Health Care Authority, New Mexico Department of Veterans Services and the New Mexico Governor's Commission on Disability in addressing emergent situations for the New Mexico older adult and adults with disabilities population, participating in regular regional meetings and including the Area Agencies on Aging and direct service providers as the emergency applies.

## **4. REFERENCES AND LINKS**

**Link:** [American Red Cross checklists](#)

**Link:** [https://www.aging.nm.gov/wp-content/uploads/2025/10/RESOURCE.Acronyms.Definitions.UnitsofService.UCIT\\_.WEBSITE.pdf](https://www.aging.nm.gov/wp-content/uploads/2025/10/RESOURCE.Acronyms.Definitions.UnitsofService.UCIT_.WEBSITE.pdf)

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## Revision History

<b>Document #</b>	SUA. Emergency. Contingency Plans
<b>Effective Date</b>	July 21, 2023
<b>Revision Date</b>	Immediately upon release
<b>Revision #</b>	#1
<b>Page #</b>	Pages #3, #4, #5, and #6
<b>Approval</b>	ALTSD Leadership
<b>Approval Date</b>	10.1.2025

<b><i>Date</i></b>	<b><i>Revision #</i></b>	<b><i>Change</i></b>	<b><i>Reference Section</i></b>