

January 18, 2011

TO: Regional and State Coordinators

SUBJECT: Planning for Emergency Response at AARP Tax-Aide Sites

Recent events are an unfortunate reminder of our need to communicate procedures to meet the challenge of an emergency that could occur at any one of our sites. The emergencies could be injury or serious illness of a volunteer or client, fire or natural disaster, or encountering a threatening person.

State Coordinators need to instruct their District/Local Coordinators to have an Emergency Response Checklist and an Emergency Contact list maintained at every AARP Tax-Aide site. Clearly there is “no one size fits all” instruction that can be written. At some sites a response might be lead by a host that has practiced procedures in place, and at other sites our volunteers will be on their own. Procedures and response instructions that we will provide must be adopted to suit each site’s needs and must be coordinated with management of the site facility.

My goal is to have emergency response instructions in place at every AARP Tax-Aide site by March. The attached draft checklist is a starting point that may be modified and/or expanded at the local level to meet locality needs and host arrangements.

I know that everyone is extremely busy completing training and certification and getting sites operational. I would not add to this already heavy workload were the need for action not critical. It simply cannot wait for the end of the tax season! Your suggestions for improvement in any of this guidance will be appreciated, and your comments welcome, but please not later than January 28.

A Cybertax with general emergency guidance will be sent late this week or early next week.

Thank you,



Bonnie Speedy

AARP Tax-Aide National Director, VP

Attachment 1: Emergency Response Site Checklist

Attachment 2: Emergency Contact List