APPALACHIAN
COUNCIL OF GOVERNMENTS

AREA AGENCY ON AGING EMERGENCY PREPAREDNESS PLAN FY 2024 - 25

Serving Seniors in

Anderson, Cherokee, Greenville, Oconee, Pickens, Spartanburg

30 Century Drive
Greenville SC 29607
(864) 242-9733

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I. Purpose

The ACOG/AAA collaborates with federal, state, and local entities that have an interest or role in meeting the needs of older individuals in planning for, during and after natural, civil defense and/or manmade disasters.

II. Scope

To work with agencies and the aging network to facilitate the development and implementation of emergency and disaster preparedness and response plans for older adults and adults with disabilities.

III. Facts

Due to the growing population of those over age 65 (including the Baby Boomer generation), there are estimated to be over 62 million over 65 by 2025. Currently 16 million live alone and over close to 2 million are grandparents raising grandchildren. This population is most vulnerable due to their impairments and illnesses. The US Census Bureau created the Supplemental Poverty Measure that estimates poverty bases on regional variations of costs of living. The agency states that the poverty rate for those over 65 is 10.3% based on the utilization of the more precise measurements.

The facts show that the older population is much more vulnerable before, during and after disasters. One aspect that the older population can add into emergency preparedness is that they have probably been through at least one disaster in their lifetime. The agencies and organizations that coordinate emergency protocols should rely on the population to give guidance of best practices that have proved crucial to this planning process.

IV. Situations

Historically, natural disasters that have occurred within the Appalachian region include flooding, tornados, hurricanes, snow, and ice storms. In recent years, much discussion took place regarding a potential flu pandemic for the United States. The events of 9/11/2001 have also forced communities to examine the potential of disasters relating to acts of terrorism. Currently, we are faced with the COVID-19 pandemic.

V. Operations

The Executive Director of the Appalachian Council of Governments will coordinate with key staff to establish that staff members are safe and have the ability to assist in any disaster efforts of the agency. Clients that are served by the ACOG/AAA, in particular those frail

clients with limited ability to function during a disaster, will be contacted by the service providers within the region in order to identify their ability to shelter in-place. The SCDOA assessment has provided some necessary basic information about the client's ability to prepare for emergencies. AAA staff will coordinate with other disaster response agencies to meet the needs of those clients. The ACOG/AAA will contact the service providers to identify their ability to provide services and technical assistance as needed.

At OPCON Level 3, Normal Operations/Steady State, ACOG/AAA sets the stage for any potential threat. During OPCON Level 3, emergency plans are reviewed, contracts are procured for shelf stable meals, plans are discussed with AAA staff as well as with contractors, and data is collected from seniors who may need assistance during an emergency situation.

At OPCON Level 2, Enhanced Steady State/Partial Activation, ACOG/AAA is in full preparation mode and is coordinating to disperse shelf stable meals to clients and sharing pertinent information with providers and clients (i.e., status of storm, shelters). Also, at this level, calls are being made to EMD and providers to ensure everyone has an understanding of what is expected of them.

By the time the region is at OPCON Level 1, ACOG/AAA will be closed until threat passes. Following the actual threat, ACOG/AAA will conduct welfare checks and start the recovery process.

VI. Disaster Communications

During a response phase, the ACOG/AAA plans to be in contact with its staff, service providers and RAAC members initially to provide information regarding dangerous inclement weather. The AAA Director receives email weather condition warnings from the state office and passes these along to all of the above. All of the senior centers could be utilized as warming centers and short-term shelters. The service provider directors would need to work with their local emergency management for designating those shelters as needed. In the event that the ACOG/AAA is contacted by local/state/federal emergency management agencies, the Executive Director and AAA Director will assign staff to community disaster centers.

The AAA Director will contact the SCDOA within 24-48 hours of a disaster with a report. This report will communicate the impact of the disaster on the region, clients, and their services and how the ACOG/AAA, emergency management, service providers and other coordinating agencies have responded to the needs of the service population. The ACOG/AAA will convey all necessary information to SCDOA per the report via emails as able and required.

During a recovery phase, the AAA staff will continue to work with service providers, especially local senior centers, to restore program basics and routine services. The ACOG/AAA will identify disaster relief assistance and make that information available to all service providers. The ACOG/AAA will also use the disaster as an opportunity to review the response of the agency, identify both the successes and shortcomings of the disaster effort in order to make revisions to the response effort for future planning. The ACOG/AAA will keep in contact with SCDOA to provide updated status reports on the issues that have been resolved and the incurred costs during the disaster response and recovery phase to be reported as needed and required.

VII. Organization & Assignment of Responsibility

The AAA Director will be the key personnel responsible for coordinating the disaster preparedness and efforts in the response and recovery phases with assistance from the ACOG Executive Director. The Regional Ombudsman and program staff will contact the long-term care and assisted living facilities to check on the disaster efforts as part of their plans to keep their residents safe. The AAA Nutrition Manager and AAA Director will contact the service providers. All other duties will be assigned by the AAA Director and ACOG Executive Director.

VIII. Continuity of Agency

As an event occurs, the AAA Director will contact the ACOG Executive Director to determine the geographic area involved in the disaster, the severity of the disaster, and preliminary response of the ACOG/AAA. Preliminary staff assignments will be determined by the AAA Director. Once assignments have been determined, a telephone tree will be initiated to contact the AAA staff. In the event telephone contact is not possible, the staff will report to the ACOG office or any preliminary designated alternative sites as available. The ACOG/AAA will coordinate with the following during a disaster:

- FEMA
- Local Divisions of Emergency Management
- Local Chapter of the Red Cross
- Local City and County Officials
- Senior Centers
- Public Health Departments
- County DSS
- Hospitals
- Regional Mental Health Providers

IX. Plan Development & Maintenance

Emergency planning documents are required as part of the RFP process for services in the Appalachian region. Part of the region's planning will depend on the more localized providers in reference to the disaster site(s). As procurement cycles continue, the emergency plans of the service providers will be updated. As the AAA develops more relationships to address emergency needs, the emergency plan document will be updated.

X. Administration, Finance & References

The AAA staff maintains a copy of their timesheet via computer. All staff time will continue to be recorded on the approved timesheet. Time designated to disaster efforts or overtime would be recorded so that it can be tracked appropriately. In the event that staff can't access their computers, hand-written copies of the timesheets will be completed.

The ACOG Finance Director and Aging Finance Manager will be responsible for tracking supplies that are utilized during a disaster response. The Aging Finance Manager will log and tally those items and expenses and submit the information to the Finance Director and AAA Director.

Staff and service providers will continue to utilize the same forms that are typically used to record service delivery to show the type and amount of service provided. However, staff and service providers will be instructed to denote what services were provided in regard to the disaster.

The form that is currently used for intake will continue to be utilized during an emergency. The AAA has a Department of Elder Affairs Planning Tool for Rapid Needs Evaluation that can also be utilized in the case of an emergency.

Any contracted services will be prior approved by the ACOG Executive Director and AAA Director. The Aging Finance Manager will maintain records for any contracted services required during a disaster. Those expenses and the documentation will be forwarded to the AAA Director at the end of one month after the disaster.

The ACOG has a form in which to document personal expenses during a disaster. The AAA staff will maintain a copy of this form with their phone tree so that it will be accessible and documentation of personal expenses can be logged, immediately, as they incur. The AAA staff will submit these expenses along with travel expenses to the AAA Director after the recovery phase of the disaster is completed.

The ACOG will provide staff with a form in which to document telephone calls during a disaster. The staff will maintain a copy of this form with the phone tree so that it will be accessible for staff to track calls, immediately, as calls are received.

During the recovery phase, AAA staff will contact service providers, long- term care facilities and assisted living facilities to determine the extent of the disaster and the impact on their current operations and standards of living. Those findings will be reported to SCDOA as needed. The ACOG Executive Director and AAA Director will maintain contact with local/state/federal emergency services for preliminary information. During this phase, the ACOG/AAA will again rely on information from service providers, clients, and other community service agencies as well as reports from FEMA, local divisions of emergency management, local American Red Cross, and city and county officials

XI. Operation Checklist

- ACOG Executive Director contacts key staff
- Activate AAA phone tree
- Regional Ombudsman contacts long term care facilities
- AAA staff contacts RAAC and service providers
- Staff documents time, phone calls, and expenses during disaster
- Maintain contact with local/state/federal emergency service agencies
- Contact SCDOA within 24-48 hrs. with report of situation and issues
- Maintain time, personal and agency expenses
- Follow-up with SCDOA as needed
- Maintain all records for possible emergency funds from SC4A and AOA/ACL
- Send final report to SCDOA
- Make report to RAAC and ACOG Board of Directors at next available meetings

XII. Attachments

A. Evacuation Zones
B. Public Information
C. Shelters
D. MOUs
E. Emergency Contact Template
F. On-Going Coordination Meeting Dates
G. Trainings
H. COVID19
I. Extracting Reportable Data in AIM Identifying “High Risk” Clients

Attachment A: Evacuation Zones

Evacuation zones and routes are determined by the South Carolina Department of Transportation and will be used during any required evacuation of the Appalachian region. Routes can be found at http://www.scdot.org/getting/evacuation.aspx.

Attachment B: Public Information

The ACOG/AAA staff will be given up-to-date information on weather predictions, conditions, evacuation orders, routes and plans, shelter information, etc. as it is available, so that if they receive calls from the public, they will be able to convey the critical information to callers without having to redirect them to local emergency management.

Attachment C: Shelters

Red Cross
940 Grove Road
Greenville, SC 29605
864-271-8222

Red Cross
201 S 5th Street
Easley, SC 29642
864-855-2557

Salvation Army
106-112 Tolly Street
Anderson, SC 29622
864-225-7381

Salvation Army
311 S. John Street
Walhalla, SC 29691
864-882-1160

Red Cross of the Piedmont
104 Garner Road
Spartanburg, SC 29303
864-583-8000

Attachment D: Memorandum of Understanding

Memorandum of Understanding
For Disaster Preparedness

The following Memorandum of Understanding (MOU) outlines an agreement between the Upper Savannah Area Agency on Aging (AAA) and the Appalachian Area Agency on Aging (AAA) in the event of a natural (earthquake, flood, hurricane, landslide, severe weather, tornadoes, tsunamis, wildfire, winter storm and extreme cold), biological or a man-made disaster.

I. Purpose

The purpose of this MOU is to define a working relationship between the Upper Savannah AAA and Appalachian AAA in preparing for and responding to certain disaster situations. This MOU provides the broad framework for cooperation between the two AAA's in rendering assistance and service to victims of disaster, as well as other services for which cooperation may be mutually beneficial, according to provisions in our mutual AAA's Disaster Plan Manual.

II. Independence of Operations

Each party of this MOU will maintain its own identity in providing service. Each organization is separately responsible for establishing its own policies and procedures and financing its own activities.

III. Disasters/Emergencies Covered by this MOU

The Federal law governing disaster relief, found in Title 42, Chapter 68 of the United States Code, defines "emergency" and "major disasters" as follows:

Emergency- means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and Local efforts and capabilities to save lives and to protect property and public health and safety or to lessen or avert the threat of a catastrophe in any part of the United States.

Major disaster- means any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this chapter to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

IV. Roles of Upper Savannah AAA and Appalachian AAA

1. Upper Savannah AAA and Appalachian AAA will work with each other in coordination with other private agencies that may help to provide needed resources in the time of disaster or emergency.

2. Upper Savannah AAA and Appalachian AAA will share information related to effects of the disaster as permitted by law.
3. Assist with the coordination of disaster relief efforts as it relates to the programs under the AAA's.
4. Allocate the responsibility for joint expenses only in writing and only in advances of any commitment.

This agreement will become effective upon signatures of each Council of Governments Executive Director.

Upper Savannah
Council of Governments

Printed Name: _____

Signature: _____

Appalachian
Council of Governments

Printed Name: _____

Signature: _____

Emergency Management Memorandum of Understanding (MOU)
Between Catawba Area Agency on Aging and York County Council on Aging

WHEREAS, the Catawba Area Agency on Aging and the York County Council on Aging are subject to danger and damage anytime from natural disasters (earthquake, flood, hurricane, landslide, severe weather, tornadoes, tsunamis, wildfire, winter storm and extreme cold), biological or a man-made disaster; and

WHEREAS, the Catawba Area Agency on Aging and the York County Council on Aging propose this Emergency Management Memorandum of Understanding (MOU) to establish a formal working Mutual-Aid relationship between organizations in support of Emergency Management planning, response and recovery programs; and

WHEREAS, in light of their respective common goals to provide in-home and community-based senior services with as little interruption as possible as a result of natural or man-made emergency or disaster, Catawba Area Agency on Aging and York County Council on Aging recognize the need to maintain a strong coordination at a level that ensures efficient use of all available resources, consistent with the principles of each entity; and

WHEREAS, Catawba Area Agency on Aging and York County Council on Aging agree to encourage, coordinate, promote and support an ongoing relationship between both entities and to hold periodic partnership meetings to focus on, but not limited to, identifying and assessing an all hazards approach and associated risks, particularly as they relate to providing services to a vulnerable older adult population; and

WHEREAS, Catawba Area Agency on Aging and the York County Council on Aging would benefit from the development and adoption of this MOU; and

WHEREAS, both parties agree, but are not limited to the following:

- Cooperate in all areas of mutual interest as it relates to Emergency Management: sharing data, information, planning, response, recovery and other operational support programs.
- Provide a rapid coordinated and effective response with utilization of resources of both planning and service areas, including any resources on hand or available that are essential to the safety, care and welfare of seniors and family caregivers impacted in the event of a declared emergency.
- Allocate the responsibility for joint expenses only in writing and only in advances of any commitment.
- Appoint a representative from each agency to serve as a point of contact for matters relevant to this MOU.
- This MOU becomes effective on the date of execution and shall remain in effect unless terminated by written notification by either organization to the other.
- This MOU may be amended by written mutual agreement.

WHEREAS, the Executive Directors of the Catawba Area Agency on Aging and the York County Council on Aging have considered this Service Area MOU and has determined that it is in the best interest of seniors and family caregivers to approve such an MOU.

NOW, THEREFORE, IT IS HEREBY CONFIRMED THAT the Catawba Area Agency on Aging and the York County Council on Aging Memorandum of Understanding (herein referred to as the **"Emergency Management MOU"**) therein is hereby approved.

EXECUTED THIS 22th DAY OF APRIL, 2019.

FOR CATAWBA AREA AGENCY ON AGING

BY _____

Barbara J. Robinson
PRINTED NAME

Executive Director
TITLE

FOR YORK COUNTY COUNCIL ON AGING

BY _____

Wendy Duda
PRINTED NAME

Executive Director
TITLE

Emergency Management Memorandum of Understanding (MOU)
Between Trident Area Agency on Aging and Catawba Area Agency on Aging

WHEREAS, the Trident Area Agency on Aging and the Catawba Area Agency on Aging are subject to danger and damage anytime from natural disasters (earthquake, flood, hurricane, landslide, severe weather, tornadoes, tsunamis, wildfire, winter storm and extreme cold), biological or a man-made disaster; and

WHEREAS, the Trident Area Agency on Aging and the Catawba Area Agency on Aging propose this Emergency Management Memorandum of Understanding (MOU) to establish a formal working Mutual-Aid relationship between organizations in support of Emergency Management planning, response and recovery programs; and

WHEREAS, in light of their respective common goals to provide in-home and community-based senior services with as little interruption as possible as a result of natural or man-made emergency or disaster, Trident Area Agency on Aging and Catawba Area Agency on Aging recognize the need to maintain a strong coordination at a level that ensures efficient use of all available resources, consistent with the principles of each entity; and

WHEREAS, Trident Area Agency on Aging and the Catawba Area Agency on Aging agree to encourage, coordinate, promote and support an ongoing relationship between both entities and to hold periodic partnership meetings to focus on, but not limited to, identifying and assessing an all hazards approach and associated risks, particularly as they relate to providing services to a vulnerable older adult population; and

WHEREAS, Trident Area Agency on Aging and the Catawba Area Agency on Aging would benefit from the development and adoption of this MOU; and

WHEREAS, both parties agree, but are not limited to the following:

- Cooperate in all areas of mutual interest as it relates to Emergency Management: sharing data, information, planning, response, recovery and other operational support programs.
- Provide a rapid coordinated and effective response with utilization of resources of both planning and service areas, including any resources on hand or available that are essential to the safety, care and welfare of seniors and family caregivers impacted in the event of a declared emergency.
- Allocate the responsibility for joint expenses only in writing and only in advances of any commitment.
- Appoint a representative from each agency to serve as a point of contact for matters relevant to this MOU.
- This MOU becomes effective on the date of execution and shall remain in effect unless terminated by written notification by either Area Agency on Aging to the other.
- This MOU may be amended by written mutual agreement.

WHEREAS, the Executive Directors of the Trident Area Agency on Aging and the Catawba Area Agency on Aging have considered this Multi-Planning and Service Area MOU and has determined that it is in the best interest of seniors and family caregivers to approve such an MOU.

NOW, THEREFORE, IT IS HEREBY CONFIRMED THAT the Trident Area Agency on Aging and the Catawba Area Agency on Aging Memorandum of Understanding (herein referred to as the **"Emergency Management MOU"**) therein is hereby approved.

EXECUTED THIS 1st DAY OF JULY 2021.

FOR TRIDENT AREA AGENCY ON AGING

BY _____

Stephanie M. Blunt
PRINTED NAME

Executive Director
TITLE

FOR CATAWBA AREA AGENCY ON AGING

BY _____

Barbara J. Robinson
PRINTED NAME

Executive Director
TITLE

Attachment E: Emergency Contact Information

Area Agency on Aging		
Appalachian Council of Governments 30 Century Circle Greenville, SC 29607	Tim Womack Aging Services Director Dani Vankirk Nutrition Manager	[redacted] [redacted]
Area Agency Contractors		
Senior Catering 314 Main St. Little Mountain, SC 29075	Judy Milhan Board Representative	Office: (803) 345-1835 [redacted]
Senior Catering Newberry Kitchen	David Chellum	Kitchen: (800) 768-8922 [redacted]
Senior Solutions 3420 Clemson Blvd Anderson, SC 29621	Doug Wright CEO Teresa Martin	[redacted] [redacted]
Senior Centers of Cherokee Co 499 W. Rutledge Ave. Gaffney, SC 29341	Amy Turner Executive Director	[redacted]
Meals on Wheels Anderson 105 S. Fant St. Anderson, SC 29624	Laurie Ashely Executive Director	Office: (864) 225-6800 [redacted]
Spartanburg Parks and Rec 9039 Fairforest Road Spartanburg, SC 29301	Jon Woodsby Senior Director of Operations	[redacted]
Senior Action 50 Director's Dr. Greenville, SC 29615	Andrea Smith Executive Director	[redacted]
Meals on Wheels of Pickens Co. 310 W. Main St. Liberty, SC 29657	Kim Valentin Executive Director	[redacted]

Meals on Wheels Greenville 15 Oregon St. Greenville SC 2960	Catriona Carlisle Executive Director	[redacted] Office: (864) 233-6565
Emergency Preparedness Offices		
Cherokee Co. EMA Peachtree Centre 1434 N. Limestone Street Gaffney, SC 29340	Rick Peterson	[redacted] Fax: (864) 487-2719
Anderson County EMA 200 Bleckley ST Anderson, SC 29625	David Baker	[redacted] Fax: (864) 260-1055
Greenville County EMA EOC, City Hall, 206 S. Main Street Greenville, SC 29602-2270	Jessica Stumpf	[redacted] Fax: (864) 467-2684
Oconee County Emergency Svcs 415 South Pine Street Walhalla, SC 29691	Scott Krein	[redacted] Fax: (864) 638-7046
Pickens County EMA 1509 Walhalla Highway Pickens, SC 29671	Denise Kwiatek	[redacted] Fax: (864) 898-5947
Spartanburg County EM Dept. 9039 Fairforest Road Spartanburg, SC 29306	Doug Byson	[redacted] Fax: (864) 595-5374
Volunteer Organizations Active in Disasters		
Red Cross of the Piedmont 104 Garner Rd Spartanburg, SC 29303	Mandy McWhierter Chapter Manager	[redacted]
RSVP 50 Director's Drive Greenville, SC 29615	Andrea Smith Executive Director	[redacted]

Attachment F: Ongoing Coordination Meeting Dates

The ACOG/AAA Designated Emergency Response Staff will record in the chart below any meeting held or attended with local emergency management agencies and members of healthcare coalitions.

Date	Hours	Agency or Staff Name	Topic(s)	Signature

Attachment G: Trainings

ACOG/AAA Staff will receive routine training no less than annually for the purpose of understanding staff roles and responsibilities in disaster preparedness, response, and recovery. Training will be documented below with a list of staff attending each session kept on file in the ACOG/AAA.

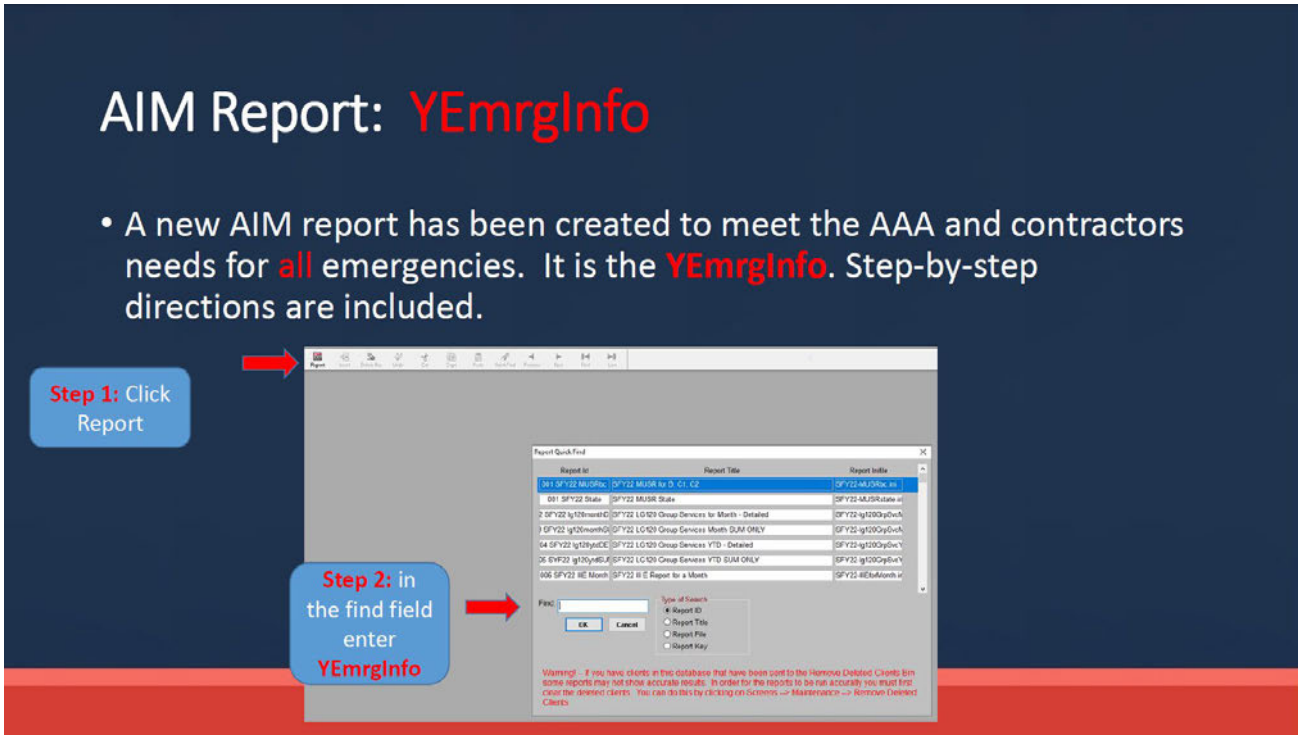
Date	Hours	Trainer(s)	Topic(s)	Presenter

Attachment H: Shelf-Stable Meal Vendors

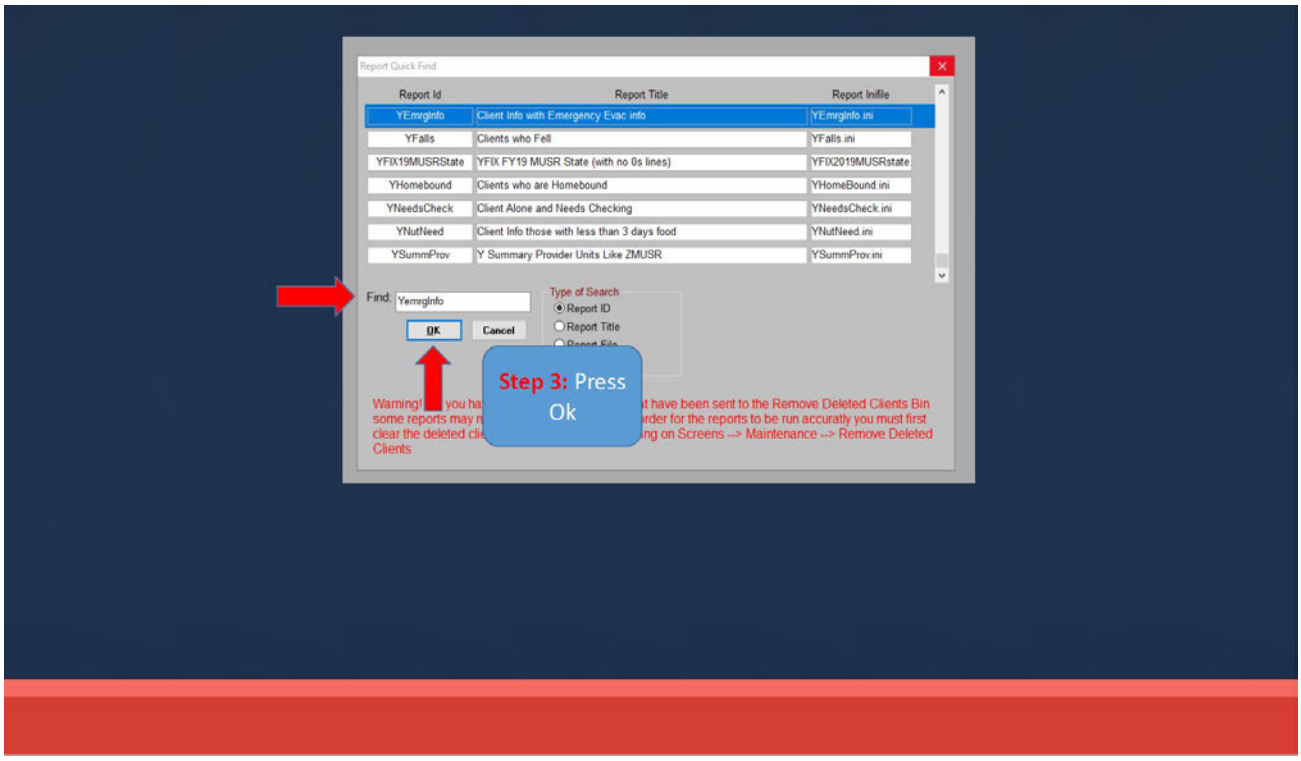
Vendor	Notes	Ordering Information
GA Foods	• 7-Day Meal Pack • Meal Pattern Menus • Prices vary per meal kit (freight not included) • Three pallet minimum order (450, 7-meal kits) • Lead time varies depending upon volume and supply chain • Orders must be in increments of 150 per pallet • Credit card orders have a 3% processing fee	Terry White twhite@gafoods.com Office: (770) 756-8853 [redacted]
Golden Gourmet	• 5-day meal pack • Meal Pattern Menus • 3-week lead time	Mike Burd mburd@goldengourmetmeals.com info@goldengourmetmeals.com [redacted]
Iacofano's	• 2/5/or 7-day meal pack • Federal 1/3 DRI • 5-7-day turnaround time	order@icofanos.com Toll-free: (855) 485-3663
JA Foods (Senior Catering)	• 5-day meal pack • Inquire with Senior Catering regarding availability for JA Foods to provide state 1/3 DRI compliant versus standard emergency meal pack	Toll-free: (877) 936-8184
Senior Catering	• 5-day meal pack	https://www.seniorcatering.com
Traditions	• 5-day meal pack • Federal 1/3 DRI • 3-week lead time	Amy Pitts amypitts@valleyinc.com

Attachment I: Extracting Reportable Data from AIM Identifying "High Risk" Clients

Slide 1.

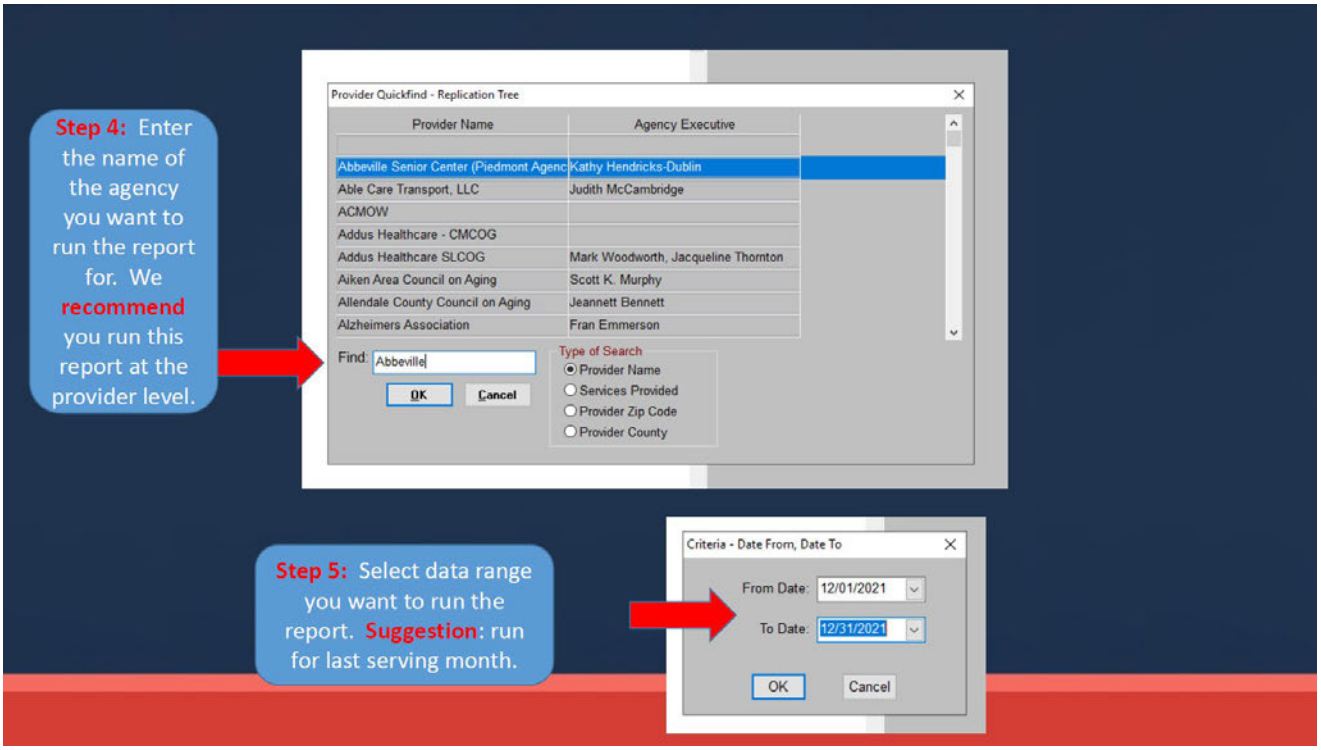


Slide 2.



Attachment I: Extracting Reportable Data from AIM (cont.)

Slide 3.



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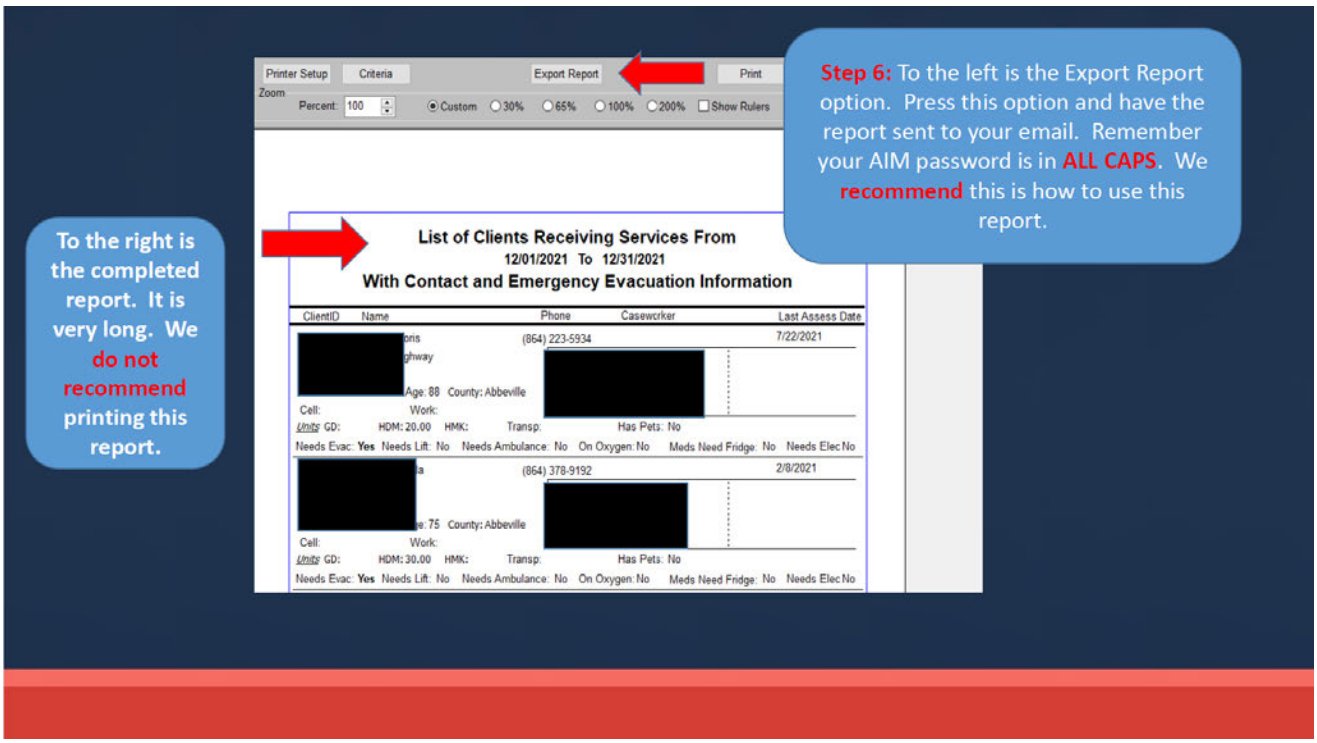
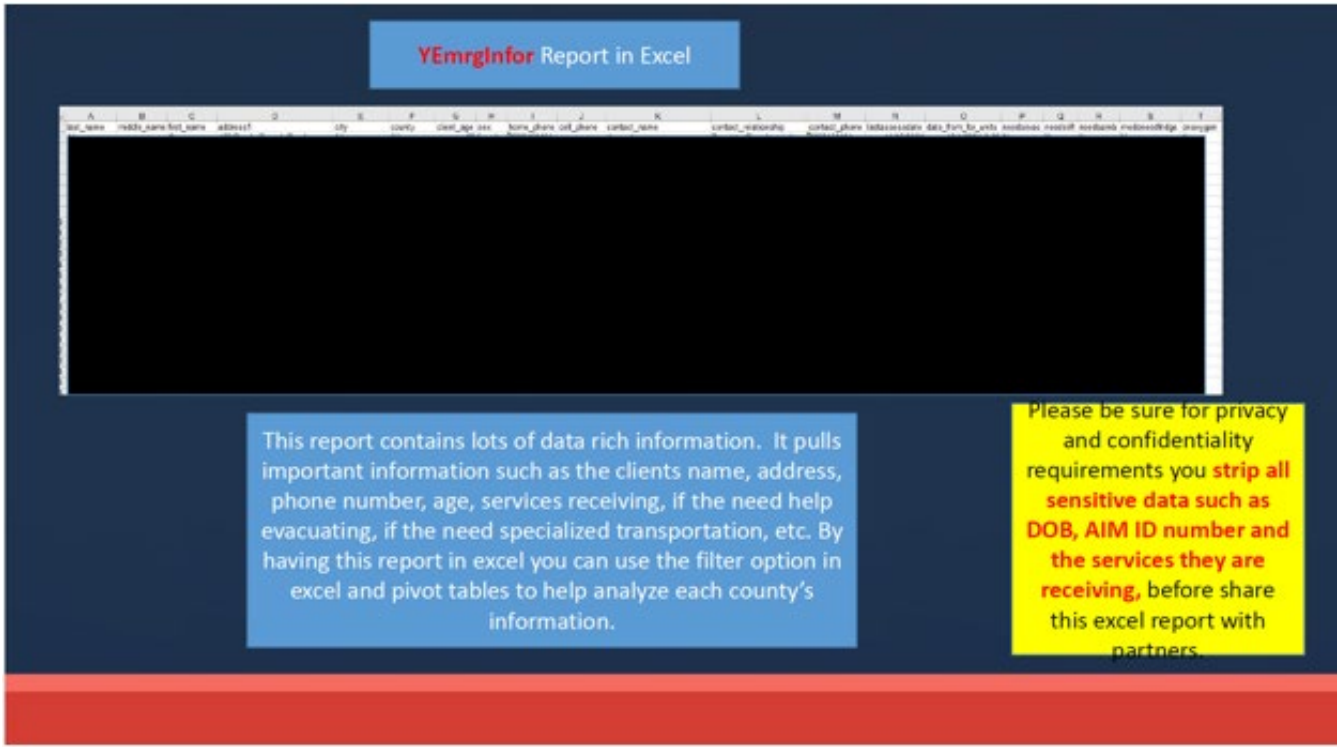


Attachment I: Extracting Reportable Data from AIM (cont.)

Slide 5.


YEmrgInfor Report in Excel
This report contains lots of data rich information. It pulls important information such as the clients name, address, phone number, age, services receiving, if the need help evacuating, if the need specialized transportation, etc. By having this report in excel you can use the filter option in excel and pivot tables to help analyze each county's information.
Please be sure for privacy and confidentiality requirements you strip all sensitive data such as DOB, AIM ID number and the services they are receiving, before share this excel report with partners.