



Santee-Lynches Regional Council of Governments
Area Agency on Aging
Emergency Preparedness Plan
Revised March 11, 2025

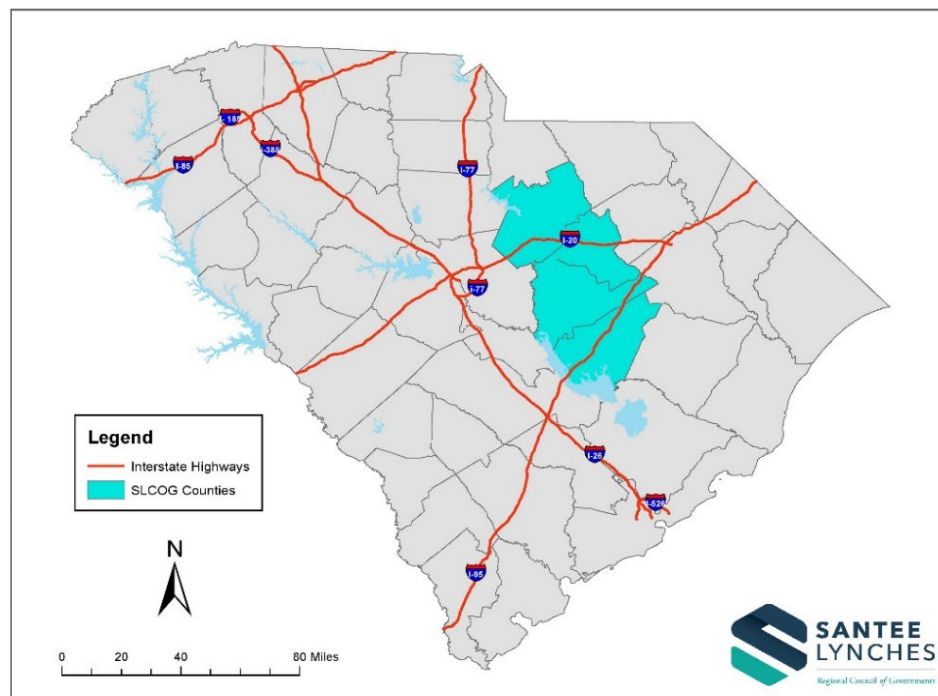
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I. Introduction

The Santee-Lynches Region has strategic linkage with the Southeastern Region through the federal interstate and aviation systems. The Region is within commuting distance of major cities and ports throughout the eastern and southeastern portion of the United States. The Region is served directly by, or within a reasonable distance of, four Interstate highways: I-95, I-20, I-26 and I-77, and is linked to major ports at Charleston and Georgetown, and to commercial airports located in Columbia and Florence.

The Santee-Lynches Region includes Clarendon, Kershaw, Lee, and Sumter Counties. The Region is located in the upper coastal plain of South Carolina, with its boundaries approximately thirty-one (31) miles east of downtown Columbia, forty-six (46) miles north of Charleston, sixty-three (63) miles west of the Atlantic Ocean, and fourteen (14) miles south of the North Carolina State line.

The principal urbanized areas in the Region are the Cities of Sumter, Camden, Bishopville, and Manning located in Sumter, Kershaw, Lee, and Clarendon Counties, respectively. The City of Sumter, being centrally located and the largest city in the Region, serves as a regional focal point for economic and social activities. Camden serves as a secondary regional center. Bishopville and Manning both serve as trade centers for the heavily agricultural Lee and Clarendon County, respectively. The Region is unified by a reciprocal flow of goods and services within its boundaries. The Region's counties and their respective municipalities are all within the direct economic influence of the Midlands multi-county U. S. Department of Commerce-designated Bureau of Economic Analysis (BEA) area and specifically, the City of Columbia's metropolitan area. The map below depicts the regional jurisdictional region strategic location. The jurisdiction is highlighted in blue.



II. Purpose

The Santee-Lynches Area Agency on Aging (SLAAA) Emergency Preparedness Plan (EPP) is the document submitted to the Department on Aging (DOA) that defines how the AAA will apply the Older Americans Act (OAA) for comprehensive and coordinated service delivery system in the event of an emergency within the planning service area (PSA). The SLAAA EPP is to detail the activity undertaken by the SLAAA staff in all phases of Disaster Planning: Mitigation, Preparedness, Response, Recovery to specifically address the needs of and protection for seniors and persons with disabilities in the Santee-Lynches Region that includes Clarendon, Kershaw, Lee, and Sumter Counties.

1. Mitigation

To lessen the impact on seniors and persons with disabilities of any declared disaster, the SLAAA EPP will detail action taken through education and coordination of efforts with community resources and government entities.

2. Preparedness

To prepare for the threat of a disaster of any type, anticipated or not, the SLAAA will prepare and maintain an EEP to detail actions to be taken. This coordination of efforts is to provide protection of seniors and persons with disabilities during a disaster and restoration of key services to meet their needs following a disaster.

3. Response

To ensure that the needs of the seniors and persons with disabilities are met following a disaster, the SLAAA EEP details the activity that the SLAAA staff will provide to local Emergency Management Response Team following a declared disaster.

4. Recovery

To assist recovery efforts, the SLAAA will detail the action to be taken by the SLAAA to be a source for timely disaster recovery resources and information to seniors and persons with disabilities in the service area.

III. Scope

The SLAAA EPP applies to the PSA that includes Clarendon, Kershaw, Lee, and Sumter Counties. Mitigation activities will occur through the year with increase preparedness activities occurring during period of known threat of weather-related disaster. The SLAAA Response and Recovery action steps will be activated when one or more of the Santee-Lynches Counties activate their counties' EPP. While regional in nature, during a disaster, the SLAAA EPP Response and Recovery activity will focus on those counties whose own emergency plan is in operation.

IV. Population and Demographics

Tables 2.1 – 2.3 below present historic population figures, growth trends, and future population projections for the region and its jurisdictions. Since 1940, the population of Kershaw and Sumter counties has seen consistent growth, while in Clarendon and Lee counties, population has fluctuated during this period. Generally, the population of the region has increased since 1970.

Projections to the year 2035 indicate rising population in Kershaw County but declining population in the other counties and the region as a whole.

Table 2.1 Land area and population history, Santee-Lynches region

Clarendon						
County	Clarendon County	City of Manning	Town of Paxville	Town of Summerton	Town of Turbeville	Clarendon County (balance)
Land Area (Sq Mi)	607.21	2.41	1.05	1.15	1.26	601.34
1940	31,500					31,500
1950	32,215	2,775	208	1,419	271	27,542
1960	29,494	3,917	216	1,504	355	23,502
1970	25,604	4,025	261	1,305	422	19,591
1980	27,464	4,746	244	1,176	544	20,754
1990	28,450	4,428	218	975	698	22,131
2000	32,502	4,025	248	1,061	602	26,566
2010	34,971	4,108	185	1,000	766	28,912
2020	31,144	3,878	232	814	760	25,460
2022 Census Estimate	31,163	3,862	342	714	710	25,535
Change 2020-2022	19	-16	110	-100	-50	75
Kershaw						
County	Kershaw County	Town of Bethune	City of Camden	Town of Elgin	Kershaw County (balance)	
Land Area (Sq Mi)	726.26	1.14	9.65	6.97	708.50	
1940	32,913				32,913	
1950	32,237	639	6,986	183	24,429	
1960	33,585	506	8,532	374	24,173	
1970	34,727	481	7,462	595	26,189	
1980	39,015	405	6,696	622	31,292	
1990	43,599	420	6,676	672	35,831	
2000	52,647	352	6,682	806	44,807	
2010	61,697	334	6,838	1,311	53,214	
2020	65,403	315	7,788	1,634	55,666	
2022 Census Estimate	65,779	454	7,834	2,065	55,426	
Change 2020-2022	376	139	46	431	-240	

Table 2.1 Land area and population history, Santee-Lynches region (continued)

Lee						
County	Lee County	City of Bishopville	Town of Lynchburg	Lee County (balance)		
Land Area (Sq Mi)	410.30	2.36	1.13	406.81		
1940	24,908			24,908		
1950	23,173	3,076	506	19,591		
1960	21,832	3,586	544	17,702		
1970	18,323	3,404	546	14,373		
1980	18,929	3,429	534	14,966		
1990	18,437	3,560	475	14,402		
2000	20,199	3,670	588	15,941		
2010	19,220	3,471	373	15,376		
2020	16,531	3,024	318	13,189		
2022 Census Estimate	16,557	2,986	247	13,324		
Change 2020-2022	26	-38	-71	135		
Sumter						Santee-Lynches Region
County	Sumter County	Town of Mayesville	Town of Pinewood	City of Sumter	Sumter County (balance)	
Land Area (Sq Mi)	665.50	1.03	0.97	26.58	636.92	2,409
1940	52,463				52,463	141,784
1950	47,634	706	578	20,185	26,165	135,259
1960	79,941	750	570	23,062	55,559	164,852
1970	79,425	757	687	24,555	53,426	158,079
1980	88,243	663	689	27,650	59,241	173,651
1990	102,637	694	600	41,943	59,400	193,123
2000	104,646	1,001	459	39,643	63,543	209,994
2010	107,456	731	538	40,524	65,663	223,344
2020	105,556	548	503	43,463	61,042	218,634
2022 Census Estimate	105,199	670	790	43,046	60,693	218,698
Change 2020-2022	-357	122	287	-417	-349	64

Source: U.S. Census Bureau, 1940, 1950, 1960, 1970, 1980, 1990, 2000, 2010, 2020 and 2022. Calculations by SLRCOG Staff.

Table 2.2 Population growth trends 1940-2022, Santee-Lynches Region

County	Clarendon	Kershaw	Lee	Sumter	S-L Region
1940-1950	2.27%	-2.05%	-6.97%	-9.20%	-4.60%
1950-1960	-8.45%	4.18%	-5.79%	67.82%	21.88%
1960-1970	-13.19%	3.40%	-16.07%	-0.65%	-4.11%
1970-1980	7.26%	12.35%	3.31%	11.10%	9.85%
1980-1990	3.59%	11.75%	-2.60%	16.31%	11.21%
1990-2000	14.24%	20.75%	9.56%	1.96%	8.74%
2000-2010	7.60%	17.19%	-4.47%	2.69%	6.40%
2010-2020	-10.94%	6.01%	-13.99%	-1.77%	-2.11%
2020-2022 (Estimate)	0.06%	0.57%	0.16%	-0.34%	0.03%

Table 2.3 Population projections, Santee-Lynches Region

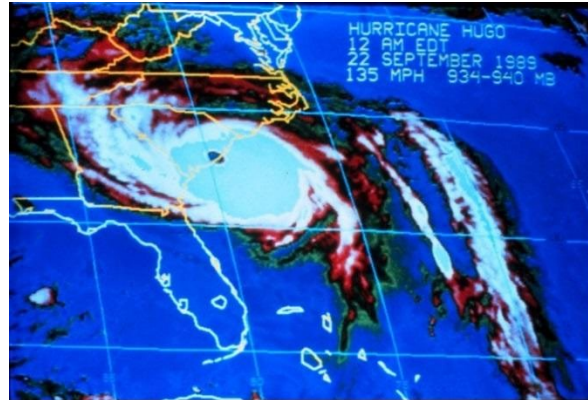
County	Clarendon	Kershaw	Lee	Sumter	S-L Region
2018	33,700	65,592	17,142	106,512	222,946
2035*	29,340	74,145	13,175	97,690	214,350
Change	-4,360	8,553	-3,967	-8,822	-8,596
% Change	-12.94%	13.04%	-23.14%	-8.28%	-3.86%

Source: U.S. Census Bureau, 2018 estimates

*Projections made by staff of SC Revenue and Fiscal Affairs Office,
<http://abstract.sc.gov/chapter14/pop5.html>

A. Hurricanes

Hurricanes and tropical storms, both classified as *tropical cyclones*, are low pressure storm systems that originate over warm ocean waters but are capable of causing immense destruction when crossing the coastline into land.



Hurricane Hugo weather map

The primary damaging forces associated with these storms are high-level sustained winds, heavy precipitation, and tornadoes. Coastal areas are also vulnerable to the additional forces of storm surge, wind-driven waves, and tidal flooding. The key energy source for a tropical cyclone is the release of latent heat from the condensation of warm water. Their formation requires a low-pressure disturbance, sufficiently warm sea surface temperatures, rotational force from the spinning of the earth, and the absence of wind shear in the lowest 50,000 feet of the atmosphere.

Hurricanes and tropical storms can form in the Atlantic Ocean, Caribbean Sea and Gulf of Mexico from the months of June to November, but the peak of the Atlantic hurricane season is early to mid-September. The average number of storms that reach hurricane intensity per year in the Atlantic basin is about six.

As an incipient hurricane develops, barometric pressure at its center falls and winds increase. If the atmospheric and oceanic conditions are favorable, it can intensify into a tropical depression. When maximum sustained winds reach or exceed 39 miles per hour the system is designated a tropical storm, given a name and closely monitored by the National Hurricane Center in Miami, Florida. When sustained winds reach or exceed 74 miles per hour, the storm is deemed a hurricane.

Hurricane intensity is further classified by the Saffir-Simpson Scale, which rates hurricane intensity on a scale of 1 to 5, with 5 being the most intense.

B. Tornado

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud extending to the ground. It is most often generated by a thunderstorm (but sometimes results from hurricanes) and produced when cool, dry air intersects and overrides a layer of warm, moist air forcing the warm air to rise rapidly. The damage from a tornado is a result of the high wind velocity and wind-blown debris, although they are commonly accompanied by large hail as well. The most violent tornadoes have rotating winds of 250 miles per hour or more and are capable of causing extreme destruction.

Most tornadoes are just a few dozen yards wide and touch down only briefly, but highly destructive tornadoes may carve out a path over a mile wide and several miles long. The level of destruction caused by tornadoes may range from light to catastrophic depending on the intensity, size and duration of the storm. Typically, tornadoes cause the greatest damage to structures of light construction, such as residential homes, and are quite localized in their impact.

Each year, an average of 800-1000 tornadoes are reported nationwide, and they are more likely to occur during the spring and early summer months of March through June. Tornadoes can occur at any time of day but are mostly likely to form in late afternoons and early evenings.

C. Severe winter storms

Severe winter storms can produce an array of hazardous weather conditions, including heavy snow, freezing rain and ice pellets, high winds and extreme cold. Severe winter storms are usually extra-tropical cyclones (storms that form outside of the warm tropics) fueled by strong temperature gradients and an active upper-level cold jet stream. Winter storms can paralyze a community by shutting down normal day-to-day operations as accumulating snow and ice result in downed trees, power outages, and blocked or hazardous transportation routes. Heavy snow can also lead to the collapse of weak roofs or unstable structures. Frequently the loss of electricity means loss of heat for residents which poses a significant threat to human life, particularly the elderly.



Sumter County Ice Storm

The level of impact severe winter weather will have upon the community greatly depends on its ability to manage and control its effects, such as the rapid mobilization of snow removal equipment. Due to the rare occurrence of severe winter weather in South Carolina, coupled with the expensive costs to acquire and maintain the necessary resources to combat their effects, many communities are not prepared for such events.

D. Severe thunderstorms

Severe thunderstorms are defined by the National Weather Service as storms that have wind speeds of 58 miles per hour or higher, produce hail at least three quarters of an inch in diameter, or produce tornadoes. To form, thunderstorms simply require moisture to form clouds and rain, coupled with an unstable mass of warm air that can rise rapidly.

Thunderstorms affect relatively small areas when compared with hurricanes and winter storms, as the average storm is 15 miles in diameter and lasts an average of 30 minutes. Nearly 1,800 thunderstorms are occurring at any moment around the world, however, of the estimated 100,000 thunderstorms that occur year in the United States only about 10 percent are classified as severe.

Thunderstorms are most likely to happen in the spring and summer months and during the afternoon and evening hours but they can occur year-round and at all hours. Despite their small size, all thunderstorms are dangerous and capable of threatening life and property in localized areas. Every thunderstorm produces lightning, which results from the buildup and discharge of electrical energy between positively and negatively charged areas. Each year, lightning is responsible for an average of 93 deaths (more than tornadoes), 300 injuries, and several hundred million dollars in damage to property and forests.



Clarendon County Severe Thunderstorm
(church steeple off with downed trees)

Thunderstorms can also produce large, damaging hail, which causes nearly \$1 billion in damage to property and crops annually. Straight-line winds, which in extreme cases have the potential to exceed 100 miles per hour, are responsible for most thunderstorm wind damage. One type of straight-line wind, the downburst, can cause damage equivalent to a strong tornado and can be extremely dangerous to aviation. Thunderstorms are also capable of producing tornadoes and heavy rain that can lead to flash flooding.

Severe thunderstorms are fairly common in South Carolina, but only a small percentage of these actually cause damage.

E. Earthquakes

An earthquake is the motion or trembling of the ground produced by sudden displacement of rock in the Earth's crust. Earthquakes result from crustal strain, volcanism, landslides, or the collapse of caverns. Earthquakes can affect hundreds of thousands of square kilometers; cause damage to property measured in the tens of billions of dollars; result in loss of life and injury to hundreds of thousands of persons; and disrupt the social and economic functioning of the affected area.

Most property damage and earthquake-related deaths are caused by the failure and collapse of structures due to ground shaking. The level of damage depends upon the amplitude and duration of the shaking, which are directly related to the earthquake size, distance from the fault, and site and regional geology. Other damaging earthquake effects include landslides, the down-slope movement of soil and rock (mountain regions and along hillsides) in which ground soil loses its ability to resist shear and flows much like quicksand. In the case of liquefaction, anything relying on the substrate for support can shift, tilt, rupture, or collapse.

F. Drought

A simple definition of a drought is a period of prolonged dryness. However, a drought can have a wide range of impacts that can affect a population in regard to the resulting water shortage that affects some activity, group, or environmental sector. Drought should be considered relative to some long-term average condition of balance between precipitation and evapotranspiration (i.e., evaporation + transpiration) in a particular area, a condition often perceived as “normal”. It is also related to the timing (i.e., principal season of occurrence, delays in the start of the rainy season, occurrence of rains in relation to principal crop growth stages) and the effectiveness (i.e., rainfall intensity, number of rainfall events) of the rains. Other climatic factors such as high temperature, high wind, and low relative humidity are often associated with it in many regions of the world and can significantly aggravate its severity.



Drought – Lake Marion Photo SCDNR

G. Flood

Flooding is the most frequent and costly natural hazard in the United States. Floods are generally the result of excessive precipitation and can be classified under two categories: *flash floods*, the product of heavy localized precipitation in a short time period over a given location; and *general floods*, caused by precipitation over a longer time period and over a given river basin. The severity of flooding events is determined by a combination of stream and river basin topography, precipitation and weather patterns, recent soil moisture conditions and the degree of vegetative clearing.

Flash flooding events usually occur within minutes or hours of heavy amounts of rainfall, from a dam or levee failure, or from a sudden release of water held by an ice jam. Most flash flooding is caused by slow-moving thunderstorms in a local area or by heavy rains associated with hurricanes and tropical storms. Although flash flooding occurs often along mountain streams, it is also common in urbanized areas where much of the ground is covered by impervious surfaces. General floods are usually longer-term events and may last for several days.



Flash flooding in Sumter from Facebook

The primary types of general flooding include riverine flooding, coastal flooding and urban flooding. Riverine flooding is a function of excessive precipitation levels and water runoff volumes within the watershed of a stream or river. Coastal flooding is typically a result of storm surge, wind-driven waves, and heavy rainfall produced by hurricanes, tropical storms, nor'easters and other large coastal storms. Urban flooding occurs where man-made development has obstructed the natural flow of water and/or decreased the ability of natural groundcover to absorb and retain surface water runoff.

Periodic flooding of lands adjacent to rivers, streams and shorelines is a natural and inevitable occurrence that can be expected to take place based upon established recurrence intervals. The recurrence interval of a flood is defined as the average time interval, in years, expected between a flood event of a particular magnitude and an equal or larger flood. Flood magnitude increases with increasing recurrence intervals.

A "floodplain" is the lowland area adjacent to a river, lake or ocean. Floodplains are designated by the frequency of the flood that is large enough to cover them. For example, the 10-year floodplain will be covered by the 10-year flood and the 100-year flood plain by the 100-year flood.

Flood frequencies, such as the "100-year flood," are determined by plotting a graph of the size of all known floods for an area and determining how often floods of a particular size occur. Another way of expressing the flood frequency is the chance of occurrence each year, which is the percentage of the probability of flooding each year. For example, the 100-year flood has a 1% chance of occurring in any given year.

H. Bomb Threat

Bomb threats are usually reported via telephone. If you receive a bomb threat via telephone:

- Take the caller seriously
- Ask a lot of questions, (see list below)
- Take notes on everything said and heard, including background noise, voice characteristics, etc.
- Keep the caller on the line as long as possible by asking questions
- If the caller hangs up do not use the telephone on which the threat was received.
- Call police immediately after calling from another telephone or ask another person to call the police immediately.
- Notify the supervisor or department head.
- Police will determine if you need to evacuate. If you do evacuate, move to your emergency assembly area, to await further instructions.
- Do not re-enter the building until you are instructed to do so.
- DO NOT search for the explosive device or touch unusual or suspicious objects.

I. Active Shooter

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people in a populated area – typically with firearms. The following recommendations are all options to be considered and should not be thought to be sequential. Select the best course of action according to the situation in which you find yourself.

If a safe path is available, RUN

- Getting away from the shooter or shooters is the top priority.
- Leave your belongings behind and get away.
- Help others escape, if possible, but evacuate regardless of whether others agree to follow.
- Warn and prevent individuals from entering an area where the active shooter may be.
- Call 911 when you are safe, and describe the shooter, location, and weapons.

If you can't get out safely, HIDE

- Get out of the shooter's view and stay very quiet.
- Silence all electronic devices and make sure they won't vibrate.
- Lock and block doors, close blinds, and turn off lights.
- Don't hide in groups- spread out along walls or hide separately to make it more difficult for the shooter.
- Try to communicate with the police silently. Use text messages or social media to tag your location or put a sign in a window.
- Stay in place until law enforcement gives you the notification, it is clear.
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.

As a last resort, FIGHT

- Commit to your actions and act as aggressively as possible against the shooter.
- Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
- Be prepared to cause severe or lethal injury to the shooter.
- Throw items and improvise weapons to distract and disarm the shooter.

After:

- Keep your hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injured along the way.
- Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.
- Follow law enforcement instructions and evacuate in the direction they come from, unless otherwise instructed.
- Take care of yourself first, and then you may be able to help the wounded before the first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for the first responder to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.
- Consider seeking professional help for you and your family to cope with the long-term effects of the trauma.

The Santee-Lynches Region includes hospitals, nursing homes, rehabilitation centers, Residential Care Facilities and a multitude of group homes and supportive living environments operated by each county's Disability and Special Needs Board and through the Department of Mental Health where there will be large numbers of citizens who have physical or mental limitations. These citizens may not be able to provide for their own safety during a disaster.

The Region also has numerous schools and institutions of higher education that have a high concentration of people being in one area during their normal operating hours.

The SLAAA EPP is not intended to interfere with or supersede the emergency plans and implementation protocol established by any agency or provider required by regulation to have an EPP in place. These providers may include, but are not limited to, the following:

- All local hospitals and urgent care centers;
- All public, private and charter schools, universities and technical colleges;
- All public and private child day care centers;
- All public and private adult day care centers and Adult Medical Day Care Centers or PACE Programs;
- All long-term care facilities for adults to include all Community Residential Care Facilities and nursing homes, regardless of the number of beds occupied;
- All other agencies or programs in the serve area required to have EPPs.

The SLAAA staff's responsibility to these entities and to anyone in the area of the PSA is to provide Information and Assistance to citizens at risk of or affected by the disaster regarding the response efforts of the county Emergency Management Department and as needed, connect potential voluntary resources with the County Emergency Management response team. The effectiveness of the SLAAA is dependent on having current information about disaster response needs from each of the county Emergency Management Directors. Clear and timely communication of needs and potential resources is critical.

V. Operations

The SLAAA designated point of contact responsible for emergency management functions during an emergency is the SLAAA Director. This person is responsible for the implementation/activation of the SLAAA EPP. The SLAAA EPP establishes protocols to provide for the basic physical and emotional needs of the disabled and/or elderly before, during and after a disaster. Operational Plans of the SLAAA are carried out in the four categories of disaster preparedness: Mitigation, Preparedness, Response and Recovery.

Mitigation Operations

The SLAAA will coordinate efforts with local service providers under contract with the SLAAA and other local agencies who serve senior citizens and persons with disabilities to educate citizens about the need to develop a personal disaster plan to include educating themselves about local resources, identifying special needs they have to consider, coordinating a plan with a family member or nearby friend and establishing a communication network to ensure their needs are met or that assistance is

provided to them following a disaster. The SLAAA will ensure appropriate staff receive emergency preparedness training at least once per year.

Preparedness Operations

The SLAAA disaster preparedness operation is threefold and addresses the following:

1. SLAAA must prepare for a disaster that would affect the provision of critical services provided directly by the SLAAA which include Home and Community Based services, Family Caregiver services, Ombudsman services and Information and Referral services.
2. SLAAA must prepare to support and assist the SLAAA providers/contractors in each of the four counties to normalize operations as soon as possible in the event a disaster occurred in the county that prevented any delays in the delivery of services to the disabled and elderly.
3. SLAAA must prepare to serve as a back-up support system to help local providers/contractors, to assist callers seeking disaster assistance by maintaining a current database of emergency contact information for disaster response resources and establish and maintain cooperative working relationships with each county's Emergency Management Director and local agency staff to promote the resources and assistance available from the SLAAA staff in response to a disaster.

To prepare for a disaster that would affect the functionality of the physical building that houses the SLAAA and affects critical services the following procedures are in place:

1. Emergency contact information (phone numbers) for all staff of the SLAAA is updated at least annually and distributed to all staff. When new staff is hired and when any advance notice is given for potential weather disasters reminders of agency procedure are provided to staff of the SLAAA and Santee-Lynches Council of Governments (SLCOG) Executive Director. Emergency contact information for key SLAAA staff is provided at least annually and upon any advance notice of a potential weather disaster to all contractors of the SLAAA.
2. The emergency plan for the SLCOG will be followed in the event there is weather related emergency, natural disaster or other disaster that prevents staff from using the building which includes telephone notification to each staff by the Division directors and Department directors to report when staff should or can return to the building.
3. Client information databases are accessed through a web-based system to allow for remote access to client data in the event the SLAAA building is not usable.
4. There is routine data backup of all information on in-house computer servers that is stored off site for safety in the event of fire, wind, or water damage to the SLCOG building. These steps are taken to aid in timely recovery and establishment of an alternative operation site for critical services.
5. As practical and needed, forwarding service will be used for the main AAA phone number to allow consumers to reach the AAA Information and Assistance program staff and Long-Term Care Ombudsman regardless of staff location.

To prepare to support and assist the providers/contractors in each of the four counties in the event a disaster occurred in the county that prevented the delivery of services to the elderly, the AAA Program Manager(s) will:

1. Require that each provider/contractor provides the SLAAA with a copy of their agency's written disaster plan that includes their involvement with local county disaster management organization,

- a current list of emergency contact information for all key provider/contractor staff with their identified roles and responsibilities during a disaster.
2. Encourage providers/contractors to have written agreements with other entities in the contractor's area to provide vehicles as needed for basic transportation or evacuation and to serve as alternate group dining sites or temporary office locations in the event of building damage to any currently functioning group dining site or the contractor's office.
 3. Encourage the pre-delivery of non-perishable meals to high-risk consumers receiving home delivered meals and congregate meals that have been identified through the assessment process who lack family or community support during a disaster or weather-related emergency. High risk consumers are those who respond during the assessment process that the individual would not have anyone check on him or her during a disaster.

When forecasts indicate that a weather-related disaster may occur in any part of the Santee-Lynches Region, advanced preparations for the disaster will be directed to both SLAAA staff and local contractor/provider staff by the SLAAA that may include, but are not limited to, the following:

1. Instructing SLAAA staff (including finance staff) to back up necessary computer data, gather necessary documents and supplies, and as able to take laptop computers home to avoid having all computer equipment in the same area. All SLAAA staff use laptops for ease of transport and/or relocation.
2. Encouraging the AAA and provider/contractor staff to fill all agency vehicles with gasoline, obtain necessary batteries and supplies for adequate first aid kits and basic office operations.
3. Confirming and distributing emergency contact information for key SLAAA staff and all contractor directors and key staff.
4. Encouraging SLAAA staff and providers/contractors to implement the preparedness phase of their individual disaster plan.
5. Instructing contractors to back up computer database systems, print reports of high-risk consumer information to include their emergency and personal contact information and provide copies of the high-risk consumer information summaries to the SLAAA.
6. Encouraging providers/contractors to contact the county emergency management director as detailed in their individual disaster plans to provide names, physical addresses and phone numbers of high-risk consumers.
7. Notifying isolated consumers lacking community support of the potential weather-related disaster, delivery of non-perishable meals to home bound clients, and contacting long term care facilities potentially affected by the weather-related disaster to determine if they are sheltering in place or relocating.

Response Operations

Upon activation of the SLAAA EPP by the Aging Director, SLAAA staff named by position as having key roles in the implementation of the plan will be notified of the plan activation by means available that include but are not limited to, phone, email, or text in an effort to provide relief and assistance to senior citizens and persons with disabilities in the disaster area and to restore routine services in a timely manner. Response includes assessment of the SLAAA office, local contracted providers' local area offices and/or communication with county Emergency Management Directors or designees to determine the effects of the disaster at each location.

In response to a disaster in the area of the SLAAA agency building that affects the functionality of the SLAAA building, the Aging Director and Managers will coordinate response efforts with the SLCOG Executive Director.

1. The SLAAA will be established in a temporary location with the assistance of SLCOG Information Technology staff.
2. All equipment, supplies and records left onsite at the SLAAA building will be removed and safeguarded in the temporary location and/or alternate location.
3. The SLAAA phone number will be forwarded to an alternate phone number, or the state telephone service provider will be contacted to assist in forwarding phone calls to alternate phone numbers used by the SLAAA.
4. The Aging Director or designee will contact each contractor to assess the damage, if applicable, in the various service areas in the region and to inform the providers/contractors of the status of the SLAAA building and means of contacting key SLAAA staff.
5. The Aging Director or designee will report the status of the providers/contractors, the SLAAA and critical services to the DOA Disaster Response Coordinator, designee through the PSA help desk email as soon as practical following the disaster and then at least once each established workday until essential function and/or normal operations are restored.

All EPP named staff will report to the SLAAA or alternate location as directed to ensure that the SLAAA staff:

1. Contact directors of SLAAA contracted provider agency staff to verify their contact with their respective Emergency Management Director and to assess service delivery capabilities within the impacted county.
2. Requests updated information relative to vulnerable seniors in the area of impact from the local provider directors and ensures such information has been provided to the county Emergency Management Directors as necessary.
3. Requests information from local Emergency Management Directors relative to services available and needs identified to work cooperatively with public and private partners to meet the needs identified.
4. Disseminates information relative to disaster response services available and restoration of routine services to callers to the SLAAA.
5. Provides information to the state unit on aging relative to the status of local service providers, recovery efforts and affects to seniors in the disaster area.
6. Ensures re-establishment of routine contracted services as soon as possible.

The SLAAA EPP is not intended to interfere with or supersede the emergency plans and implementation protocol established by any agency or provider required by regulation to have an EPP in place to protect their consumers and staff that may include, but is not limited to, the following:

- All local hospitals and urgent care centers.
- All public, private and charter schools, universities, and technical colleges.
- All public and private child day care centers.
- All public and private adult day care centers and Adult Medical Day Care Centers or PACE Programs.

- All long-term care facilities for adults include all Community Residential Care Facilities and nursing homes, regardless of the number of beds occupied.
- All other agencies or programs in the service area that have EPPs.

Recovery Operations

The SLAAA is an entity that has specialized staff that are trained to provide quality Information and Referral Assistance about a variety of disaster recovery centers and assistance. Information databases will be updated and/or staff informed of local resources to ensure all callers to the SLAAA are provided with timely beneficial contact information to meet their identified needs.

The SLAAA may provide information as requested to Emergency Management Directors at the local and state level about specific needs of the Santee-Lynches PSA citizens for which no service is available so that future planning may address these unmet needs.

VI. Disaster Communications

In the Santee-Lynches Region all local aging service provider offices have a staff member assigned to report to the County Emergency Management Center during a declared disaster or is part of the county's Emergency Preparedness Plan. The Aging Director will require the local aging service director to report on the condition of the local area, needs of the agency and citizens, and response put in action by the county's and/or the agency's EPP to the SLAAA as soon as practical following the occurrence of a disaster as defined by the county EPP.

The Aging Director or designated person will send correspondence to the PSA help desk for the DOA Disaster Response Coordinator or designated staff person as soon as practical to report the disaster, the current conditions of the impacted area and will provide daily updates to the DOA Disaster Response Coordinator as to the efforts of the SLAAA staff and local contractor staff in response to the disaster to include the location of any emergency shelters in operation in the service area, condition of the service contractor's physical property, involvement with county emergency response and ability to provide or sustain services, the location of evacuated long term care facility residents and the SLAAA's involvement with any local service contractor's disaster response and recovery.

As situations change and services are identified for the disaster area, staff of the Emergency Management office will be encouraged to contact the SLAAA so that the SLAAA staff can be an effective support for information and referral services for area citizens.

VII. Organization and Assignment of Responsibility

County Emergency Management Director and/or staff - Responsible for developing, updating and implementing the county Emergency Preparedness Plan and/or Emergency Operations Plan in the event of an emergency or disaster as defined in the plan. This Director or Staff may request and receive information from the local aging service providers or SLAAA regarding the needs of the seniors or disabled in the affected area.

Santee-Lynches Council of Governments Executive Director - Will assist the Santee-Lynches staff implement the SLAAA EPP by providing the staff and resources necessary to relocate the SLAAA in

the event the building housing the agency is not usable and is responsible for providing the staff needed to ensure proper back-up and storage of critical electronic data and computer equipment.

Santee-Lynches Aging Director - Serves as the Emergency Response Staff of the agency and implements the SLAAA EPP following notification and assessment of a reported local disaster within the Santee-Lynches Region.

SLAAA Staff - Any staff made responsible for providing Information and Referral assistance as needed with regard to area services or programs to address an identified need of the caller. In addition, these staff may be assigned specific tasks related to disaster mitigation and consumer education about the importance of personal disaster planning.

Local Provider/Contractor - Staff of any agency located in the Santee-Lynches Region that provides services to the elderly or disabled under a contract with the SLAAA. The agency staff is responsible for assisting with disaster mitigation, consumer education about personal disaster planning, disaster response and disaster recovery as detailed in the SLAAA EPP.

Department on Aging - the SC State Unit on Aging that will appoint a person to be the contact person during a disaster to whom updated information will be provided to by the Aging and Disability Director/ Emergency Response Staff regarding the preparations made prior to a threat of a disaster and the conditions in the local service areas and needs of the elderly and disabled following a disaster.

Department on Aging Disaster Response Coordinator or designated staff person (DOA DRC) The DOA DRC is the staff designated to receive local and regional information from the Aging and Disability Programs Manager or Santee-Lynches Designated Emergency Response Staff.

Local Service Agencies - these agencies may include local transportation providers, home health agencies, hospice providers, in home service providers and personal care assistant providers, congregate meal sites, schools and/or long-term care facilities who are called upon to assist in disaster preparedness, response and recovery through coordinating efforts of the SLAAA.

VIII. Continuity of Agency

Ensuring that staff of the SLAAA have a physical structure and/or location from which to provide information and assistance to the elderly and disabled citizens, Emergency Management Directors, and staff as well as local service agencies prior to and following a disaster, sufficient preparations must be in place to ensure continued operations. The SLCOG Executive Director will provide assistance and authorization for the establishment of an alternate SLAAA physical location should the primary location in Sumter be rendered nonfunctional by a disaster.

To prepare for a disaster that would affect the functionality of the physical building that houses the SLAAA and affects critical services the following procedures are in place:

1. Emergency contact information (phone numbers) for all staff of the SLAAA is updated at least annually and distributed to all staff. When staff is hired and when any advance notice is given for potential weather disasters reminders of agency procedure are provided to staff of the SLAAA and Santee-Lynches Council of Governments (SLCOG) Executive Director. Emergency contact

- information for key SLAAA staff is provided at least annually and upon any advance notice of a potential weather disaster to all providers/contractors of the SLAAA.
2. The emergency plan for the SLCOG will be followed in the event of a weather-related emergency, natural disaster or other disaster that prevents staff from using the building, which includes telephone notification to each staff by the Division directors and Department directors to report when staff should or can return to the building.
 3. Client information databases are accessed through a web-based system to allow for remote access to client data in the event the SLAAA building is not usable. Almost all databases and computer network server backups are hosted remotely.
 4. All client files and provider/contractor records and contracts are kept in locked filing cabinets that provide reasonable protection to the contents in the event of a fire.
 5. There is routine data backup of all information on in-house computer servers that is stored off site for safety in the event of fire, wind, or water damage to the SLCOG building. These steps are taken to aid in timely recovery and establishment of an alternative operation site for critical services.
 6. As practical and needed, forwarding service will be used for the main SLAAA phone number to allow consumers to reach the SLAAA Information and Assistance program staff and Long-Term Care Ombudsman regardless of staff location.

In response to a disaster in the area of the SLAAA agency building that affects the functionality of the SLAAA building, the Aging Director will coordinate response efforts with the SLCOG Executive Director, or designee to implement the disaster response plan that includes the following:

1. The SLAAA will be established in a temporary location.
2. All equipment, supplies and records left on-site at the SLAAA building will be removed and safeguarded in the temporary and/or alternate location.
3. SLCOG IT Staff or the state telephone service provider will be contacted to assist in forwarding phone calls to alternate phone numbers used by the SLAAA.
4. The Aging Director or designee will contact each provider/contractor to assess the damage, if applicable, in the various service areas in the region and to inform the provider/contractor of the status of the SLAAA building and means of contacting key SLAAA staff.
5. The Aging Director or designee will report the status of the providers/contractors, the SLAAA and critical services to the PSA Help Desk email address for the DOA Disaster Response Coordinator or designee as soon as practical following the disaster and then at least once each established workday until essential function and/or normal operations are restored.

IX. Plan Development and Maintenance

The SLAAA EPP is developed through input and research of the Santee-Lynches Council of Governments and SLAAA staff working collaboratively to bring together a functional, reasonable Emergency Preparedness Plan. The AAAs by design and structure are not first responders in the event of a disaster but have the capability through public identity and promotion and interagency collaborations and relationships to provide valuable assistance to county Emergency Management Directors in carrying out their individual county's Emergency Operations Plan.

The SLAAA EPP is updated at a minimum of once per year but preferably each quarter to ensure that staff identified emergency contacts in each county are current and that references to county emergency plans are current.

Given that the SLAAA strives to be a partner in disaster planning, response, and recovery through the unique abilities of this agency which depends on each county's willingness to provide information to the SLAAA, a copy of the EPP will be sent to each county Emergency Management Director.

X. Administration, Finance, and References

The SLAAA operates as a source of Information and Referral to consumers who are elderly or disabled and will expand their roll prior to and following a declared disaster to provide information made available from information from local service providers, Emergency Management Directors, or others to assist as requested.

XI. Operation Checklist

Disaster Mitigation

1. Promotes the development of a written personal disaster plan in the PSA.
2. Encourage staff to promote the development of a written personal disaster plan with the clients they serve using the uniform personal disaster plan form.
3. Uses public health fairs, public presentations and staff training to promote the need for a written personal disaster plan.
4. Report current unmet needs that may be exacerbated by a disaster to the DOA DRC.

Disaster Preparedness

1. Review and update emergency contact phone numbers for County Emergency Management Directors, SLAAA Staff and directors of local service providers under contract with the SLAAA and disseminate lists to staff.
2. Approve/coordinate emergency food for frail elder or disabled served under local contract.
3. Back up computer data systems.
4. Contact entity in agreement to be offsite temporary location.
5. Pack supplies for temporary office location.
6. Charge phones and computers.
7. Compile reports of contact information for identified frail elderly and disabled.
8. Notify DOA DRC staff of action taken.

Disaster Response

1. Determine usability of SLAAA office location.
2. Contact all local contractors and SLAAA staff of operation status of the SLAAA.
3. Open SLAAA location.
4. Provide technical assistance to affected local providers/contractors.
5. Communicate with county Emergency Management Directors or Centers to report availability.
6. Obtain current information to provide to I&R/A staff via web search for shelter locations, road conditions, and response efforts.
7. Notify DOA DRC staff of action taken.

Disaster Recovery

1. Update SLAAA staff of available temporary resources.
2. Conduct routine duties of the SLAAA with Information and Referral Assistance.
3. Report unmet needs to DOA DRC.

XII. Attachments

- a. OPCON Operating Conditions
 - o YEmrgInfo - AIM Report Instructions
 - o Provider Shelf Stable Meal Vendors
- b. Evacuation, Decision and Response Timeline
- c. Region Operating Conditions
- d. Evacuation Zones
- e. Useful Resources/Mobile Applications
- f. Public Information
- g. Operational Areas/Area Planning factors
- h. Shelters
- i. MOUs
- j. Emergency Contact Template
- k. Training & On-going Coordination
- l. Greatest Needs Protocols
- m. COVID-19 Operating Procedures

a. OPCODE Operating Conditions

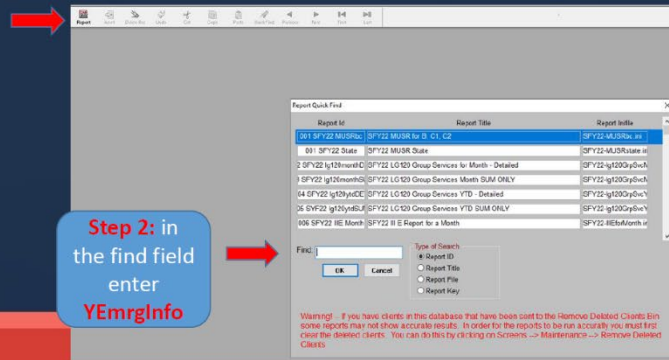
OPCON 3 – Normal Operations/Steady State

The SLAAA coordinates with regional providers to ensure their county plans are ready to be activated if needed. The SLAAA requires providers to print the **YEmrgInfo** report from AIM to ensure welfare checks can be conducted. In addition, SLAAA prints waiting lists to ensure welfare checks can be conducted. See Instructions below.

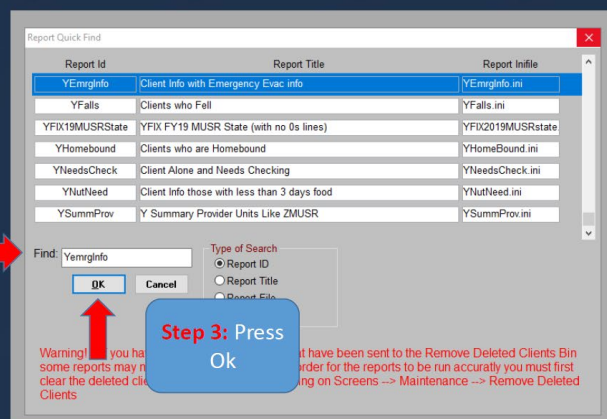
AIM Report: **YEmrgInfo**

- A new AIM report has been created to meet the AAA and contractors needs for **all** emergencies. It is the **YEmrgInfo**. Step-by-step directions are included.

Step 1: Click Report



Step 2: in the find field enter **YEmrgInfo**



Step 3: Press Ok

Step 4: Enter the name of the agency you want to run the report for. We **recommend** you run this report at the provider level.

Provider Name	Agency Executive
Abbeville Senior Center (Piedmont Agency)	Kathy Hendricks-Dublin
Able Care Transport, LLC	Judith McCambridge
ACMOW	
Addus Healthcare - CMCOG	
Addus Healthcare SLCOG	Mark Woodworth, Jacqueline Thornton
Aiken Area Council on Aging	Scott K. Murphy
Allendale County Council on Aging	Jeannett Bennett
Alzheimers Association	Fran Emmerson

Find:

OK Cancel

Type of Search
☒ Provider Name
☐ Services Provided
☐ Provider Zip Code
☐ Provider County

Step 5: Select data range you want to run the report. **Suggestion:** run for last serving month.

Criteria - Date From, Date To

From Date:

To Date:

OK Cancel

To the right is the completed report. It is very long. We **do not recommend** printing this report.

Printer Setup Criteria Export Report Print

Zoom Percent: 100 Custom 30% 65% 100% 200% Show Rulers

List of Clients Receiving Services From
12/01/2021 To 12/31/2021
With Contact and Emergency Evacuation Information

ClientID	Name	Phone	Caseworker	Last Assess Date
[REDACTED]	[REDACTED] bris ghway	(864) 223-5934	[REDACTED]	7/22/2021
	Age: 88 County: Abbeville			
	Cell: Work:			
	LD: GD: HDM: 20.00 HMK: Transp: Has Pets: No			
	Needs Evac: Yes Needs Lift: No Needs Ambulance: No On Oxygen: No Meds Need Fridge: No Needs Elec No			
[REDACTED]	[REDACTED] a	(864) 378-9192	[REDACTED]	2/8/2021
	Age: 75 County: Abbeville			
	Cell: Work:			
	LD: GD: HDM: 30.00 HMK: Transp: Has Pets: No			
	Needs Evac: Yes Needs Lift: No Needs Ambulance: No On Oxygen: No Meds Need Fridge: No Needs Elec No			

Step 6: To the left is the Export Report option. Press this option and have the report sent to your email. Remember your AIM password is in **ALL CAPS**. We **recommend** this is how to use this report.

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.

Providers are also required to coordinate with their county emergency managers. Preparation for the disbursement of shelf stable meals to clients is coordinated by SLAAA and with regional providers. The SLAAA provides continuous updates from SCEMD and other sources as it becomes available to providers and clients.

Provider Shelf Stable Meal Vendors			
Clarendon County	Kershaw County	Lee County	Sumter County
Pending vendor from new contracted providers.	Traditions Meal Solutions 877.936.8148	CPI Foods Inc. 214.634.9559 Emergi Meals 336.843.1179	CPI Foods Inc. 214.634.9559

OPCON 2 – Enhanced Steady State/Partial Activation

Providers are required daily to conduct welfare checks on active clients and report to the SLAAA with changes in status within each county. The SLAAA conducts welfare checks for clients who are currently on waiting lists. Regional reports are sent daily to the Department on Aging.

OPCON 1 – Full Activation

Office is closed until the threat passes and normal operating hours can resume safely. Welfare checks continue and coordination with the county Emergency Managers takes place. The SLAAA role is planning, preparation and recovery. The response will take place by emergency officials.

b. Evacuation, Decision and Response Timeline

Upon notification of a potential evacuation of any or all counties of the Santee-Lynches Region, each county will conduct the evacuation in accordance with their county's emergency disaster plan.

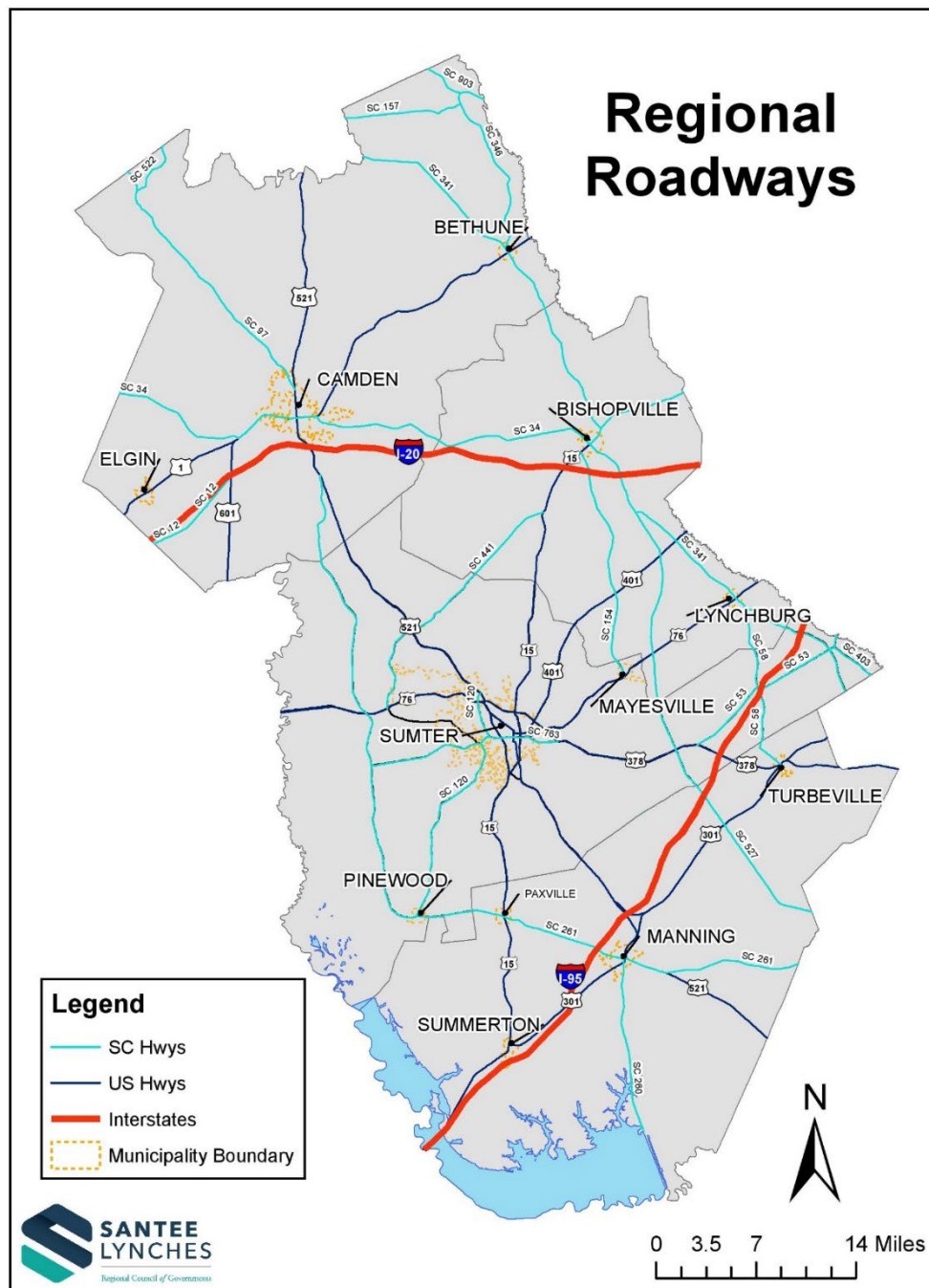
c. Region Operating Conditions

The SLAAA oversees the operations of aging providers in the region by contract/agreement. In an emergency, these aging providers would fall under the jurisdiction of the county local emergency preparedness manager. The SLAAA Aging Director and HHS Manager(s) are responsible for coordinating with providers/contractors to ensure clients are assisted. Additional staff members of SLAAA may be called upon to assist with the coordination as needed.

d. 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 Santee-Lynches region. Routes can be found at <http://www.scdot.org/getting/evacuation.aspx>

The map below depicts interstate transportation routes out of the region, as well as state highways.



e. Useful Resources/Mobile Applications

- **SC Emergency Manager App (South Carolina Updates, Planning Tools & Shelter Status) (FREE)**
<https://www.scemd.org/stay-informed/mobile-applications/>
- **My Radar (winds, storm tracks & weather alerts) (FREE/PAID)**
<https://myradar.com/>
- **Hurricane Tracker (FREE/PAID)**
<http://www.hurrtracker.com/Main/home.html>
- **American Red Cross Emergency App (FREE)**
<https://apps.apple.com/us/app/emergency-by-american-red/id954783878>
- **FEMA (Federal Emergency Management Agency) (Emergency Alerts & Planning Tools) (FREE)**
<https://www.fema.gov/about/news-multimedia/mobile-app-text-messages>

South Carolina Closures and Outages

- **State Office Closures**
<https://scemd.org/closings/>
- **School Closures**
<https://ed.sc.gov/districts-schools/schools/district-and-school-closures/>
- **Power Outages**
<https://poweroutage.us/area/state/south%20carolina>

f. Public Information

Public information for the Santee-Lynches Council of Governments is conducted by the Executive Director. In a disaster, the SLAAA could issue statements via the Executive Director. However, each aging provider in the four-county region would contact media outlets directly to provide essential operational information. Information would also be provided to each county's emergency preparedness manager. The role of the SLAAA would be simply to gather aggregate information for reporting to the state.

Newspapers

Clarendon Citizen
8 N. Brooks Street
Manning, South Carolina 29102
Phone Number: 803-433-6397
citizen@clarendoncitizen.com

The Chronicle Independent
909 West DeKalb Street
Camden, South Carolina 29020
Phone Number: 803-432-6157
Fax Number: 803-432-7609

Lee County Observer
218 N. Main Street
Bishopville, South Carolina 29010
Phone Number: 803-484-9431
Fax Number: 803-484-5055

The Item
36 West Liberty Street
Sumter, South Carolina 29150
Phone Number: 803-774-1200
webmaster@theitem.com

Regional TV stations

WIS
1111 Bull Street
Columbia, SC 29201
Main phone: 803-799-1010
Newsroom: 803-758-1261

WLTX
WLTC-TV Garners Ferry Road Columbia, SC
29209-1304
Main phone: 803-776-3600
Newsroom: 803-776-9508

ABC Columbia
5807 Shakespeare Road
Columbia, SC 29223
Phone: 803-754-7525
new@abccolumbia.com

WACH FOX
1400 Pickens Street, Suite 600
Columbia, SC 29201
803-252-5757

g. Operational Areas/Area Planning factors

The hazardous events most likely to impact our region include winter storms, tornadoes, hurricanes, thunderstorms, earthquakes, and drought. In a disaster that is predictable, the aging providers/contractors would take steps to continue service to all clients within the planning service area. For example, in a winter storm, non-perishable meals may be provided to homebound clients in advance. In the case of an unexpected disaster, the aging providers/contractors would coordinate with their local emergency response team. Providers are required to provide in a timely manner their emergency plan to the SLAAA.

h. Shelters

Sumter County Mandatory Shelters
Sumter High - 2580 McCrays Mill Rd.
Sumter County Reserved Shelters
Alice Drive Middle & Elementary - 40 Miller Rd
Furman Middle - 3400 Bethel Church Rd.
Hillcrest Middle - Hwy 521 West, Dalzell, SC

Kershaw County Mandatory Shelters
Camden High School -1022 Ehrenclou Dr., Camden, SC 29020
Lugoff High School - 1284 Highway 1 South, Lugoff, South Carolina 29078
Food for the Soul - 110 East DeKalb Street, Camden, SC 29020

Lee County Mandatory Shelters - 1
Lee County Reserve Shelters - 3

Clarendon County Mandatory Shelters
Manning High School - 2155 Paxville Highway Manning, SC 29102
East Clarendon High School - 1171 Pope St. Turbeville, SC 29162
Clarendon County Reserved Shelters
Scott's Branch High School - 9253 Alex Harvin Hwy., Summerton, SC 29148
Manning Junior High School - 1101 WL Hamilton Road, Manning, SC 29102
Walker-Gamble Elementary School - 2358 Walker-Gamble Road, New Zion, SC 29111
Manning Primary School - 125 N. Boundary Street, Manning, SC 29102
Manning Elementary School - 311 West Boyce Street, Manning, SC 29102

i. MOU's

Local Emergency Managers have a statewide mutual agreement with neighboring counties to share resources and effectively serve individuals in the event of an emergency/disaster. The SLAAA has a Memorandum of Agreement (MOA) with Central Midlands, Pee Dee and Waccamaw to ensure services/resources are available before and after an emergency/disaster.

Appendix (j) Emergency Contact Template**REGION: Santee-Lynches****FISCAL YEAR: 2025-2026**

ANY CHANGES TO THIS INFORMATION MUST BE REPORTED TO THE AAA, EPO, AND DOA WITHIN TEN WORKING DAYS.

COORDINATING AGENCIES (Agency Name & Street Address)	EMERGENCY CONTACT STAFF (Names and Job Titles)	CONTACT NUMBER (Office and After Hours)
Area Agency on Aging		
Janae Stowe 39 E. Calhoun Street Sumter, SC 29150	AAA Director	Office: 803-774-1376 Work Cell: 803-305-8568 jstowe@slcog.org Personal Cell: 803-316-3299
Assonia Sims-Yates 39 E. Calhoun Street Sumter, SC 29150	IR&A Specialist	Office: 803-774-1403 Work Cell: 803-795-5613 asims@slcog.org
Sheila Brooks 39 E. Calhoun Street Sumter, SC 29150	RLTC Ombudsman	Office: 803-774-1983 Work Cell: 803-968-1494 sbrooks@slcog.org
Amanda Hester 39 E. Calhoun Street Sumter, SC 29150	Ombudsman Volunteer Coordinator	Office: 803-774-1979 Work Cell: 803-795-2211 ahester@slcog.org
Gladene Heyward-Reid 39 E. Calhoun Street Sumter, SC 29150	Program Coordinator	Office: 803-774-1989 g Reid@slcog.org
April Green 39 E. Calhoun Street Sumter, SC 29150	Family Caregiver Advocate	Office: 803-774-1978 agreen@slcog.org
Courtney Whitney 39 E. Calhoun Street Sumter, SC 29150	SHIP/SMP Coordinator	Office: 803-774-1400 cwhitney@slcog.org
Daniel Wallace 39 E. Calhoun Street Sumter, SC 29150	Aging Program Specialist	Office: 803-774-1408 Work Cell: 803-464-0810 dwallace@slcog.org
VACANT 39 E. Calhoun Street Sumter, SC 29150	Aging Program Specialist	Office: Work Cell:
Zach Davis 39 E. Calhoun Street Sumter, SC 29150	Aging Program Specialist	Office: 803-774-1998 Work Cell: 803-305-7432 zdavis@slcog.org
Providers		
Clarendon County HDM & Evidenced-Based Services DD&C In-Homecare LLC 730-B Broad Street Sumter, SC 29150	Donna Walker, Debra Walker, & Carla Walker	Office: 803-305-1183 ddcihc@yahoo.com
Clarendon County GD & Transportation Services Vision by Design PO Box 522 206 S. Church Street Manning, SC 29102	Kiz Everette & Alvenia Prince	Office: 803-435-8593 keverette@vbdinc.org Aprince@vbdinc.org

Kershaw County Kershaw County Council on Aging 906 Lyttleton Street Camden, SC 29020	Bruce Little, Executive Director	Office: 803-432-8173 Cell: 803-427-2105 Mon – Thurs. 8:30 am – 4:00 pm Fri. - 8:30 am – 2:00 pm bruce@kershawcoa.org
Lee County Lee County Council on Aging 51 Wilkinson Road Bishopville, SC 29010	Laurie Watkins, Executive Director	Office: 803-484-6212 Cell: 803-468-8340 Mon – Thurs 7:30 am – 3:30 Fri 7:30 – 3:00 lwatkinscoa@gmail.com
Sumter County Sumter Senior Services 119 S. Sumter Street Sumter, SC 29150	Gail Wilson, Executive Director	Office: 803-773-5508 Cell: 803-464-3646 Mon – Fri 8:00 – 4:00 pm gwilson@sumterseniorservices.org
Addus Healthcare, Inc. 1800 Main Street, Suite 100 Columbia, SC 29201	Vanessa Keels, State Director	Sumter Office: 803-905-7715 843-662-4060 (x21584) Cell: 803-468-3446 VKeels@addus.com Office: Mon – Fri 8:30 am – 5:00 pm
Caregivers on Demand (Access) 106 Doctors Circle Columbia, SC 29202	Marilyn Swygert, Director	Office: 803-509-8206 mswygert@caregiversondemand.com
At Your Service Homecare 645 Bultman Dr. Sumter, SC 29150	Jeff Reed, Director	Office: 803-305-0404 jreed@ays-homecare.com
Senior Catering 314 Main Street Little Mountain, SC 29075	Judy Milhan, Director	Office: 803-345-1835 judymilhan@seniorcatering.com
Emergency Preparedness Offices		
Clarendon County Emergency Services 219 Commerce Street Manning, SC 29102	Allen Lee, Director	803-435-9310 (8am – 5pm) 803-435-0167
Kershaw County Emergency Preparedness Agency 515 Walnut Street, Camden, SC 29020	Will Glover, Director Christy Freeman	803-425-7671 (24/7) 803-425-1522 (8 am – 5 pm)
Lee County Emergency Management 119 Des Champs Street Bishopville, SC 29010	Mike Bendenbaugh, Director	803-484-5274 (8am – 5 pm)
Sumter County Emergency Management 141 N. Main Street Sumter, SC 29150	Donna Dew, Director Rob Lybrand	803-436-2158 (8am – 5pm)
Volunteer Organizations Active in Disasters		
American Red Cross	Central South Carolina Chapter	803-540-1200
Clarendon County Fire Department	Manning	803-435-4075, 803-435-4696
Kershaw Fire Department	Kershaw County	803-900-6432
Lee County Fire Departments	Lee County	803-484-5274
Sumter Fire Departments	Sumter City and Sumter County	803-436-2600
Salvation Army 16 Kendrick St. Sumter, SC	Propane gas/kerosene/electric & medication assistance	803-773-6512 or 803-775-4354 Hours are by appointment
United Ministries 36 S. Artillery Drive Sumter, SC	Construction, emergency shelter, crisis relief, medical, education assistance.	803-775-0751

k. Training & On-going Coordination

The SLAAA will participate in update training and on-going coordination meetings pertaining to Emergency Preparedness within the Clarendon, Kershaw, Lee, and Sumter Counties at least annually.

1. Greatest Needs Protocol

To prepare to support and assist the providers/contractors in each of the four counties in the event a disaster occurred in the county that prevented the delivery of services to the elderly and greatest in need, the AAA Program Managers will:

1. Require that each provider/contractor provides the SLAAA with a copy of their agency's written disaster plan that includes their involvement with local county disaster management organization, a current list of emergency contact information for all key provider/contractor staff with their identified roles and responsibilities during a disaster.
2. Encourage providers/contractors to have written agreements with other entities in the contractor's area to provide vehicles as needed for basic transportation or evacuation and to serve as alternate group dining sites or temporary office locations in the event of building damage to any currently functioning group dining site or the contractor's office.
3. Encourage the pre-delivery of non-perishable meals to high-risk consumers receiving home delivered meals and congregate meals that have been identified through the assessment process who lack family or community support during a disaster or weather-related emergency. High risk consumers are those who respond during the assessment process that the individual would not have anyone check on him or her during a disaster.

When forecasts indicate that a weather-related disaster may occur in any part of the Santee-Lynches Region, advanced preparations for the disaster will be directed to both SLAAA staff and local contractor/provider staff by the SLAAA that may include, but are not limited to, the following:

1. Instructing SLAAA staff (including finance staff) to back up necessary computer data, gather necessary documents and supplies, and as able to take laptop computers home to avoid having all computer equipment in the same area. All SLAAA staff use laptops for ease of transport and/or relocation.
2. Encouraging the AAA and provider/contractor staff to fill all agency vehicles with gasoline, obtain necessary batteries and supplies for adequate first aid kits and basic office operations.
3. Confirming and distributing emergency contact information for key SLAAA staff and all contractor directors and key staff.
4. Encouraging SLAAA staff and providers/contractors to implement the preparedness phase of their individual disaster plan.
5. Instructing contractors to back up computer database systems, print reports of high-risk consumer information to include their emergency and personal contact information and provide copies of the high-risk consumer information summaries to the SLAAA.
6. Encouraging providers/contractors to contact the county emergency management director as detailed in their individual disaster plans to provide names, physical addresses, and phone numbers of high-risk consumers.

7. Notifying isolated consumers lacking community support of the potential weather-related disaster, delivery of non-perishable meals to home bound clients, and contacting long term care facilities potentially affected by the weather-related disaster to determine if they are sheltering in place or relocating.

m. COVID-19 - Operating Procedures

OPCON 3 – Normal Operations/Steady State

- Normal AAA operations.
- Education materials on pandemic distributed to staff and the public.
- The SLAAA coordinates with regional providers to ensure their county plans are ready to be activated if needed.

Operations of Providers

- Normal meal site operations.
- Education materials on pandemic distributed to staff and seniors.
- The SLAAA coordinates with regional providers to ensure their county plans are ready to be activated if needed.

OPCON 2 – Enhanced Steady State/Partial Activation

Operations COG Staff

- SLAAA is fully operational with the implementation of a rotating schedule for staff to ensure social distancing within the office. Rotating schedules developed/implemented to include half of the staff working from home while the other half working in the office.
- Education materials on pandemic distributed to staff and the public.
- Sanitation of work area twice per day.
- Instructions sent to staff to stay home if sick. If an employee displays illness they are sent home immediately.
- All appointments for IR&A, SHIP, FCSP, Assessments, Legal, VA Transportation are transitioned and conducted by telephone, electronically and/or mail. No face-to-face interactions with clients are permitted until directed otherwise.

Operations of Providers

- Providers are fully operational.
- Education materials on pandemic distributed to staff and seniors.
- Sanitation of work areas twice per day.
- Instructions sent to staff to stay home if sick. If an employee displays illness they are sent home immediately.
- Planning and ordering of shelf stable/frozen meals.
- Secure storage of meals within the county if needed.

OPCON 1 – Full Activation

Operations COG Staff

- SLAAA is fully operational and teleworking from home until instructed otherwise by the Santee-Lynches RCOG Executive Director.
- All staff have the appropriate equipment to telework to include phones, printers, laptops/surface pros, internet, and postage for mailouts.
- Work supplies are ordered by staff when needed and delivered to their homes.

- AAA staff check in with the AAA Director twice daily via Teams or Zoom virtual platforms.
- AAA staff submit daily timesheets for review by the AAA Director.
- COG Zoom meetings are held twice a week and require attendance by all staff.
- SLRCOG Department Directors meet twice daily via Teams.
- All appointments for IR&A, SHIP, FCSP, Assessments, Legal, VA Transportation are conducted by telephone, electronically and/or mail. No face-to-face interactions with clients are permitted until directed otherwise.

Operations of Providers

- Providers are required to submit meal numbers/well checks/best practices by 3:00 pm daily for reporting to SCDOA.
- Once a week Providers and the AAA Director meet via Zoom.
- Providers continue meal delivery services as normal for homebound clients. Congregate meal site client's meals are either delivered or picked up at the senior center (drive thru method). Welfare checks are conducted weekly as deemed appropriate.
- Personal Protective Equipment (PPE) is used when delivering meals to include gloves, masks and practicing 6 feet of social distancing.
- Activities/COVID-19 educational information is included with the meal being delivered to a senior.