

Waccamaw Region 8 Emergency Operations Plan

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INTRODUCTION

The Waccamaw Regional AAA serves the Waccamaw Region which includes Horry, Georgetown, and Williamsburg Counties. The Waccamaw AAA in accordance with the South Carolina Department on Aging updates and submits an Emergency Operations Plan EOP annually. This plan will serve as a guideline that the Waccamaw will use to prepare for, respond to, and recover from emergency situations.

The Waccamaw AAA and its aging staff will work with; contracted providers, County EMD officials, SCDOA, local partnering agencies, and other statewide AAAs & COGs. The continuation of these partnerships will allow the Waccamaw AAA to respond quicker and more efficient for the clients we serve.

PURPOSE

The purpose of these EOP is to establish the framework for how the Waccamaw AAA prepares, responds, and recovers from an emergency disaster. The clients who are served within the Waccamaw Region can be heavily dependent upon our services. Therefore it is imperative that the Waccamaw AAA develops a plan that accounts for as many possible outcomes that can be prepared for.

The Waccamaw AAA will accomplish its goals through local, state, and federal partnerships. The Waccamaw AAA will first relay any client or provider requests first through local contacts. Depending on the needs or barriers a request can then be made to the state or federal level if needed. The Waccamaw AAA will utilize all local contacts first in hopes of meeting the needs of those served.

SCOPE

The WRCOG AAA Region 8 EOP will establish policies and procedures for both WRCOG AAA staff. For providers and other aging partnering agencies. Each are expected to have their own EOP to follow during an emergency. The EOP provided herein can be used as a framework or referred to by other aging partners.

The EOP will describe how our WRCOG AAA will; support local agencies, prepare for, respond to, and recover from. This plan will address any local threats that our region can be vulnerable to. Any and all potential risk factors are not limited to those listed.

Assumptions & Risks

It is the position of the WRCOG AAA to plan for as many potential risk factors that may or may not

Below are potential risk factors that may or may not affect our region on an annual basis. This is a list of some potential hazards, but not all that affect our area. It is the responsibility of all agencies serving the aging community to work together during a time of need.

Natural Hazards: hurricanes, tropical storms, tornadoes, flooding, severe weather, ice storms, erosion, sink holes, and diseases.

Man-Made Hazards: terrorism, cyber-attacks, technological and infrastructure system failures.

DISASTER PHASES

OPCON LEVEL	Level of Alert/ Response Capability	Action Plan
3	Normal operations. No immediate threats.	No action required
2	- Enhanced level of alert and awareness - Partial response and early planning begins - Communication with providers and clients begin - Early preparation for Emergency Meals	- WRCOG Senior Staff will meet to discuss approaching threat. - WRCOG Staff will discuss changes to staff workplace and schedules - AAA will communicate with providers regarding Emergency Meal Distribution. - Client wellness check calls are made
1	- Full alert - Threat imminent	- Emergency Meals Distributed if not already. - Shelters are activated and clients are assisted where needed.

WRCOG AAA EOP

The WRCOG AAA despite the designated OPGON level will operate with a minimal level of preparedness. The mission of the WRCOG AAA is to be prepared for situations that can develop unexpectedly. For situations such as but not limited to; sever weather, icy conditions, or unexpected power outages. The WRCOG AAA understands that due to the clientele being served there should always be level of awareness.

Full activation of the EOP doesn't require the declaration by the governor as a State of Emergency. Certain situations may affect part or all of our region at any time. It is the responsible

OPCON Level 3:

- Normal operations.
- No requirements or expectations of staff or providers.

OPCON Level 2:

- Partial activation and planning for potential hazard.
- Potential hazard has been identified and will be followed.
- Threat is expected, but uncertain.
- Operations are as normal unless said otherwise.

Staff/Provider Requirements

- Order shelf stable meals to have on hand if not already on hand.
- Providers will begin to communicate with clients.
- Providers will communicate with Waccamaw AAA for updates and any assistance needed.
- Daily reports will be expected to be sent daily. (Only at the request off the SCDOA)
- AAA assessment staff will be on standby.
- AAA staff will begin preparing to work remotely. All required devices, documents, or other needs will be acquired prior to the implementation of remote work.
- Providers should be preparing to distribute emergency shelf stable meals. These meals should be on hand ready to go out, or request permission from AAA to distribute.

OPCON Level 1:

- State of Emergency has been declared.
- Disaster has now become imminent.
- Waccamaw AAA and providers are in full activation.
- Regular services have been halted or modified due to hazard.

Staff/Provider Requirements

- Emergency Shelf Stable meals should have already been distributed, or currently being distributed by this stage.
- It is expected that daily reports will be required by the SCDOA. It is the expectation that reports are submitted to Justin Blomdahl no later than 7:00 each business day. These reports are a requirement until further notice.
- AAA staff should now be fully remote. Communicating with clients, facilities, checking in with each other.

OPERATIONS

Each whether natural or manmade disaster requires a level of adaptability. No one situation is the same, however all situations offer the ability to learn and adjust. This is to be better prepared moving forward for future hazards.

The Waccamaw AAA is required to perform but not limited to; ensuring providers are up to date on all changes and requirements, ensure clients are not having a lapse in service, ensuring fresh product is regularly coming in or expected, if there is a shortage or prevention of delivery the AAA may be requested to step in for assistance where it is applicable, ensuring that the AAA is up to date on all that is going on in the region.

Kim Harmon AAA Director:

- Will receive all provider and AAA updates.
- Will communicate and meet with other AAA directors as well as the SCDOA regarding any funding or resource updates.
- Will handle unit checks in CW for any emergency provided service.
- Will oversee all ongoing programs and emergency services.

Justin Blomdahl Aging Program Coordinator:

- Will receive all daily status reports from providers and designated AAA Staff.
- These forms will be submitted to the SCDOA in the format that the SCDOA sets.
- Will communicate with providers regarding any needs or where the AAA can assist.
- Communicate with assessment staff to task each of them out for specific tasks should the situation call for it.
- Communicate with local; EMD, VOADs, and other emergency relief groups within the region.

Ombudsmen Program; Tasia Stackhouse, Beulah Tobrit, Jamie Davis

- Responsible for ensuring clients within the facilities are taken care of.
- Assist with seeking out transportation for those who are in need.
- Coordinate with the local EMD or SCEMD for resources in situation that require additional assistance.
- Communicate with WRCOG AAA Aging Program coordinator regarding potential ride needs for clients.
- Submit daily reports to Kim Harmon.

Family Caregiver Program Sherrin Mazyck:

- Responsible for communicating with all caregivers.
- Assist those who are in need of transportation assistance for themselves or those they care for.
- Communicate with both Lisa Daniels and Justin Blomdahl if there are special ride needs for sheltering.
- Submit daily reports to Kim Harmon.

Information and Referral Trina Cason:

- Be available to provide resources to clients who are in need of assistance.
- Stay in communication with local; EMD, VOADS, or other emergency planning groups for resources and updates.
- Submit daily reports to Kim Harmon

Aging Assessors

- In the event of a natural disaster aging staff will be asked to work remotely from home. It is the responsibility of assessors to ensure all required office supplies are gathered prior to a crisis situation.
- While working from home assessors will be required to submit daily and/or weekly status reports to their direct supervisor.
- Assessors will also be given a list of clients within the region served. Those clients will be their list to call for wellness checks. This will only happen if the providers requests the assistance of the AAA.
- Assessors may also be called upon to assist with meal deliveries should a situation require this to occur.

Aging Mobility Management

- Our mobility management team will be made up of our aging staff. We will have a primary support and secondary support.
 - Primary Support
 - Lisa Daniels
 - Danika Karelus
 - Justin Blomdahl (supports Lisa and Danika where it is needed)
 - Secondary Support – Coordinates with Lisa and Danika when asked to step in.
 - Katrina Everett
 - Zandrena Gamble
 - Danielle Wilson-Bennett
- All rides are non-emergency. Should a client require an emergency ride. That request will be referred to 911.
- Through our current rides program. We have agencies who are willing to step in and offer sheltering rides for those in need.
- Agencies who have agreed to work with us during a State of Emergency will operate under a special guideline.
 - Agencies will be paid \$2.00 per mile in reimbursement. No loading fees will be charged.
 - Clients will only be authorized to be transported to and from a shelter during a state of emergency. Relative homes are acceptable if that is where a client chooses to shelter. Travel that is outside of our region will require the Aging Program Coordinator authorization.
 - All Medical & Essential rides will be temporarily suspended until the governor has lifted that declaration.
- All rides will be coordinated by Lisa Daniels and Danika Karelus. Justin Blomdahl, and aging staff will serve as support if needed.
- The WRCOG AAA will offer transportation assistance for sheltering. This is however a NON-EMERGENCY rides program. Emergency situations will require clients to contact their local emergency personnel or EMD.

Provider Tasks:

- Responsible for the purchasing and distribution of emergency shelf stable meals to clients.
- Responsible for documentation of distributed Emergency Shelf Stable meals within in CW or other approved SCDOA approved documentation system.
 - Per SCDOA Policy and Procedures, The number of meals provided to clients shall not exceed 5 per week, unless preauthorized.
 - On page 50 of the SCDOA Policy Manual meal reimbursement procedures can be found.

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- During a declared State of Emergency. SCDOA nutrition policies are not required. However, meals should be obtained from an approved meal provider. Unless the situation does prevent this from happening.
- Expected to have surplus to last the duration of a disaster related event. In the event the resources have been exhausted the provider is expected to work with local EMD, then WRCOG AAA, and lastly the SCDOA or SCEMD for support. Only state resources can be used in the event all local resources have been exhausted, or the state has reached out to provide an opportunity and resource.
- Wellness check calls are expected to be conducted by provider staff. staff will serve as a supporting role for wellness check calls if requested by provider.
- For situations where a client needs special requests such as transportation for evacuation purposes, in immediate danger, or other situations where the provider is not equipped to handle. The provider is expected to first communicate with local EMD and emergency personnel first. The WRCOG AAA does have MOUs in place for transportation resources for evacuation should the resource be needed.
- Daily reports by the provider are expected on a basis set by the SCDOA. These reports could be requested to be sent daily or weekly which is dependent upon the disaster related situation. Those reports are to be sent to the WRCOG AAA Aging Program Coordinator. Preferred method is via email to jblomdahl@wrcog.org. Depending upon the situation phone called or text submissions are acceptable.
- All three of our county providers are expected to have a close working relationship with their EOC. Within our region we have each of our providers who work directly in the EOCs, are on the emergency operations boards/committees, or are part of the county wide emergency operations planning. This allows for those clients that we do serve to have the best advocacy during a time of a crisis.

Service Providers & Outlets

Within the Waccamaw Regional Council of Governments. There is an Information & Referral program, that serves as a link to resources and services serving the Waccamaw Region. These services may include but are not limited to, local churches, volunteer groups, VOADs, out of state agencies, or any other person(s)/agencies willing to donate to assist those in need. Our information referral program helps to take those resources known to those who are in need.

1. Meal Providers & Outlets:
 - a. Between the current aging providers and the WRCOG contracts are held with Senior Catering & Golden Gourmet. These meal providers currently serve our local Senior Centers and HDM client. During a time of crisis these meal agencies offer emergency shelf stable meals. These meals are designed to go to those clients who have been authorized to receive services provided by the WRCOG/AAA.

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- b. For those clients who are not authorized by the WRCOG/AAA for services. There are resources out there that will be provided. Resources such as local food banks, local meal distribution sites at churches/other locations, VOAD resources, or Neighbor2Neighbor who offer a pantry program. Resources may be limited depending upon how our region is affected. The WRCOG/AAA remains closely linked to these voluntary agencies to have resources for those that we currently serve and those who are not served by our agency.
 - c. Depending upon the longevity of how long it takes our region to recover. The WRCOG/AAA will utilize all local resources first, but partners with the SCDOA and SCEMD for federal services that could become available. These resources will be looked to for support once our local resources have been exhausted.
- 2. Shelf Stable Distribution:
 - a. Providers are responsible for the distribution of the Emergency Shelf Stable Meals to all clients.
 - b. Should a provider need assistance distribution the WRCOG AAA can be called upon. The WRCOG AAA will utilize established MOUs with partnering agencies. WRCOG AAA Staff will only be used after all other resources have been exhausted.
 - c. The provider is responsible for ensuring that meals are safe and have not expired.
 - d. Stockpiling of meals in preparation is discouraged as it does runs the risk of spoiling.
 - e. Each natural disaster will require its own response time. This will be in part to the direct affect our region sustains. To ensure our clients are cared for. Providers should anticipate prolonged events. Which will require not only the distribution of meals prior to an event, but the continuation once the meals several days following the declared disaster. As we have seen within our region there are numerous residual affects such as flooding that can greatly impact our region.
- 3. Transportation
 - a. The WRCOG AAA has partnered with several agencies to provide medical transportation to clients within the region.
 - b. The WRCOG AAA transportation program services can be used for transportation to and from shelters or family members homes where a client wishes to evacuate to. (Once a client is transported to a preferred destination that client cannot call upon the WRCOG AAA services until after the State of Emergency has been lifted). Special circumstances and requests can only be authorized with the approval of the Aging Program Coordinator.
 - c. During a declared state of Emergency all Medical Scheduled Rides and Essential Rides will be temporarily suspended.
 - d. The WRCOG AAA will NOT offer any emergency rides. For situations of emergency where a client is in imminent danger. The client is expected to call 911 or contact local EMDs.

Recovery

The road to recovery is different and duration can be short or long term. It depends upon the event that has taken place and the location. For coastal and low level areas near river systems. Flooding tends to pose a longer threat to the region. The road to recovery will occur by following a three step method; Step One Assessment, Step Two Supply Distribution, Step Three Reopen.

Step One Assessment:

1. WRCOG AAA staff will assess any damage to office buildings.
2. Providers will assess any damages to their; sites, facilities, or vehicles.
3. Staff will assess damages to their own personal properties, or that of their families.
4. Clients will be assessed through the use of wellness check calls by providers, or assessments with the WRCOG AAA Aging Team.
5. The WRCOG AAA will also coordinate with local; law enforcement agencies, emergency personal, and emergency action groups such as VOAD/Salvation Army/Red Cross. To determine greatest level of impact.

Step Two Supply Distribution:

1. Once a need has been identified by through the assessment process. The WRCOG AAA and providers will work with clients to identify their most immediate need.
 - a. Shelf Stable meals can be provided to those who have lost power.
 - b. Transportation can be offered to those seeking shelter.
 - c. Coordination with; local, state, or federal agencies to acquire more shelf stable meals when needed.
 - d. Assisting those to identify how to navigate the FEMA and insurance process.
 - e. Communicate with local volunteer groups for assistance with; clean up, evacuating, or distribution of goods and needed medical supplies.
2. The WRCOG AAA will rely on the provider to arrange assistance for all clients that are being served. AAA staff will be on standby to be called in for assistance if needed.

Step Three Reopen:

This process sounds monotonous, yet it plays a key role in returning clients to their normal lives. It is important that services resume as quickly, but as safely as possible. For areas not as greatly affected, the plan and expectation are for those services to resume to normal operation. Unless there is an immediate need that prevents staff from being open for normal operations.

We learned that through COVID prolonged closures only weakens the clientele that we serve. It is the goal of the AAA to get facilities back operational as quickly as possible. Provided the buildings and roadways allow for safe operation. This in most cases will not be possible for all centers, but for some who can we will look to reopen. In some cases clients may attend another center until their center has been cleared to resume normal operations.

Reasons for closures:

- Center is currently occupied as an emergency shelter
- Center has sustained damage and is in need of repairs
- Transportation to and from the center is too dangerous.
- Clients may drive themselves in some cases when vans are unsafe for travel.

Emergency Training

The WRCOG due to insurance purposes has developed a Safety & Wellness Committee. This committee is responsible for updating and planning out training sessions for staff within each department. Training as listed below, but not limited to;

- Active shooter training
- Fire drills
- Hurricane safety planning
- Storm preparation
- Knowing your zone
- Inclement weather
- Hygiene tips

Apart from training that is put on by the WRCOG office. Both our Information and Referral Specialist and our Aging Program Coordinator. Regularly attend local VOAD meetings and emergency response committees. Each work hand in hand relaying valuable information that can benefit even the smallest of needs within the region.

Local Resources & Collaboration

The AAA will aid in the assistance of locating local/other supporting resources for; staff, clients, and providers. Through the combined collaboration the AAA will do its best to assist in meeting the needs of our region.

- There are three main providers in our region. These providers are tasked with providing meal assistance and communication to the clients within our servicing network. Contact information can be found within the contacts section.
 - A. Horry County Council on Aging
 - B. Georgetown County Bureau of Aging Services
 - C. Williamsburg County Vital Aging
- Crisis Updates:
 - A. Found at the end of this plan is our “Useful Resources” Section. Within this section are mobile apps and websites for staying up to date with all local news.
 - B. Contact information for our three emergency operations offices can be found in the contacts section.

C. All emergency operations centers will have direct communication with our contracted providers.

- Transportation Referrals in the event of a crisis:

Below is a list of some local potential transportation resources. In the event of a disaster some of these services may have changes that temporarily or permanently modify their services. The AAA staff will assist in connecting clients with these resources if needed.

1. Neighbor2Neighbor
2. Williamsburg Transit Authority
3. Georgetown County Bureau of Aging Services Medical Transportation.
4. Amtrak
5. Coast RTA
6. Medi Tram Transportation
7. Williamsburg on Demand Response
8. WRCOG Consumer choice transportation agencies.

- Food Banks and Pantries

During a disaster there can be several or a select few food distribution locations. Some pop up expected and others can be unexpected. The AAA will do its best to stay as current and up to date with all food pantry locations who are active during and emergency.

<https://lowcountryfoodbank.org/find-food/find-pantry/> can be used to locate potential food pantries or distribution sites within our region.

1. Salvation Army has Location in all three counties of our region.
2. St. Cyprian Catholic Church Georgetown
3. Catholic Charities Pee Dee Horry
4. North Strand Helping Hands Horry
5. Shepard of the Sea Horry
6. Caring and Sharing Williamsburg
7. Hopewell Senior Day Care Center Williamsburg
8. St. John Community Food Ministry Williamsburg

MOUs

WRCOG AAA has the Pee Dee AAA – Vantage Point

WRCOG AAA has Santee Lynches AAA

AAA CONTACTS & LOCAL EMERGENCY CONTACTS

Agency	Name	Phone/Email
Waccamaw AAA	Kim Harmon Director	Office - 843-436-6143 Cell - 843-933-1173 kharmon@wrcog.org
Waccamaw AAA	Justin Blomdahl Aging Program Coordinator	Office - 843-436-6123 Cell - 843-385-7491 jblomdahl@wrcog.org
Waccamaw AAA	Trina Cason IR&A Specialist	Office - 843-436-2110 Cell - 843-904-2774 tcason@wrcog.org
Waccamaw AAA	Sherrin Mazyck Family Caregiver Advocate	Office - 843-436-6127 Cell – 843-356-3707 smazyck@wrcog.org
Waccamaw AAA	Tasia Stackhouse Regional Ombudsman	Office - 843-436-6145 Cell - 843-833-5263 tstackhouse@wrcog.org
Waccamaw AAA	Beulah Torbit Long Term Care Ombudsman	Office - 843-436-6601 Cell - 843-344-2511 btorbit@wrcog.org
Waccamaw AAA	Samantha McClary Medicare Specialist	Office - 843-436-6252 Cell - 843-372-4803 smcclary@wrcog.org
Waccamaw AAA	Lisa Daniels Mobility Manager	Cell – 843-833-3200 ldaniels@wrcog.org
Waccamaw AAA	Danika Karelus Mobility Manager	Cell – 860-877-3207 dkarelus@wrcog.org
Waccamaw AAA	Danielle Wilson-Bennett Aging Assessor	Cell - 843-325-8151 dwilsongbennett@wrcog.org
Waccamaw AAA	Katrina Everett Aging Assessor	Cell - 843-325-7949 keverett@wrcog.org
Waccamaw AAA	Zandrena Gamble Aging Assessor	Cell - 843-833-9712 zgamble@wrcog.org
Elaine Gore	Horry County Council on Aging Director	Office - 843-488-2107 Cell - 843-503-8582 Laine1@sccoast.net

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Robert Welch	Williamsburg County Vital Aging Director	Office - 843-354-5496 Cell - 843-244-0202 rwelch@vitalaginginc.org
Brad Stafford	Georgetown County Bureau of Aging Services Director	843-240-4519 bstafford@gtcounty.org
Vanessa Brown	Georgetown County Bureau of Aging Services	843-545-3197 ymbrown@gtcounty.org
Beth Goodale	Georgetown County Parks & Recreation	843-545-3550 bgoodale@gtcounty.org
Randy Webster	Horry County EOC Director	843-915-5150
Brandon Ellis	Georgetown County EOC Director	843-545-3273
Vivian Bufkin	Williamsburg County EOC Director	843-354-9330 (EMD) 843-354-0606 (E911)
Jerry Williams	Manager Salvation Army	843-458-2151 Jerry.williams@uss.salvationarmy.org

USEFUL LINKS:

For any information on; Shelters, Closing, Zones, or General Information refer to
<https://www.scemd.org/>

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>