



**AREA AGENCY ON AGING**  
**282 Judge Edward Dufresne Parkway**  
**Luling, LA 70070**

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**AREA PLAN**

**FISCAL YEAR**

**2024 THROUGH 2027**

**July 1, 2023 – June 30, 2027**

**A Comprehensive Coordinated  
Service System for Older Persons  
in Louisiana**

# SUBMITTAL PAGE

4-Year Plan for July 1, 2023 – June 30, 2027

Area Plan Update for July 1, 20\_\_ – June 30, 20\_\_

Area Plan Amendment (Date): \_\_\_\_\_

This Area Plan for programs on aging is hereby submitted for the St. Charles parish planning and service area by St. Charles Council on Aging, Inc. Area Agency on Aging. St. Charles Council on Aging, Inc. Area Agency on Aging assumes full responsibility for implementation of this plan in accordance with requirements and regulations of the Older Americans Act (OAA); laws and rules of the State of Louisiana; and policies and procedures of the Governor’s Office of Elderly Affairs.

This plan includes all information, goals, objectives, and assurances required by the Governor’s Office of Elderly Affairs’ Area Plan on Aging format, and it is, to the best of my knowledge, complete and correct.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Director, Area Agency on Aging

The Advisory Council of St. Charles Council on Aging, Inc. Area Agency on Aging has participated in the development and final review of this Area Plan.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Chairperson, Advisory Council, Area Agency on Aging

The Board of Directors of the St. Charles Council on Aging, Inc. Area Agency on Aging has reviewed this plan and Submittal Page. It is understood that approval covers all sections of this Plan and indicates satisfaction of the full board that the plan is complete, correct, and appropriately developed for the planning and service area.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Chairperson, Board of Directors

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Secretary, Board of Directors

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## 2024-2027 4-YEAR AREA PLAN REQUIRED COMPONENTS CHECKLIST

Section	Four-Year Area Plan Components	4-Year Plan
	Submittal Page, Assurances & Verification of Intent forms – <i>must have original, ink signatures or official signature stamps- no photocopies</i>	<input type="checkbox"/>
1	Mission Statement	<input checked="" type="checkbox"/>
2	Description of the Planning and Service Area (PSA) – Map of PSA	<input checked="" type="checkbox"/>
2	I. PSA Overview	<input checked="" type="checkbox"/>
2	II. Area Profile	<input checked="" type="checkbox"/>
3	Focal Points – Map of Focal Points	<input checked="" type="checkbox"/>
3	List of Focal Points	<input checked="" type="checkbox"/>
4	Description of Area Agency on Aging	<input checked="" type="checkbox"/>
4	I. AAA Organizational Chart	<input checked="" type="checkbox"/>
4	II. AAA Structure	<input checked="" type="checkbox"/>
4	III. AAA Operational Plan	<input checked="" type="checkbox"/>
5	Planning Process – Establishing Priorities	<input checked="" type="checkbox"/>
6	Needs Assessment	<input checked="" type="checkbox"/>
7	Targeting:	<input checked="" type="checkbox"/>
7	I. Targeting Priorities	<input checked="" type="checkbox"/>
7	II. Description of Priority Groups	<input checked="" type="checkbox"/>
7	III. Area Plan: Then & Now	<input checked="" type="checkbox"/>
8	Community Meetings	<input checked="" type="checkbox"/>
9	Public Hearings	<input checked="" type="checkbox"/>
10	Identification of Priorities	<input checked="" type="checkbox"/>
11	Area Plan Goals & Objectives	<input checked="" type="checkbox"/>
12	Summary of Services under the Area Plan	<input checked="" type="checkbox"/>
13	Disaster Preparedness	
13	I. Disaster Plan	<input checked="" type="checkbox"/>
13	II. Public Health Emergency Operational Plan	<input checked="" type="checkbox"/>
14	Request for Waiver of Title III Priority Services (Optional)	<input type="checkbox"/>
15	Governing Board	<input checked="" type="checkbox"/>
16	Advisory Council	<input checked="" type="checkbox"/>
17	Assurances	<input type="checkbox"/>
18	Verification of Intent	<input type="checkbox"/>

## SECTION 1 MISSION STATEMENT

St. Charles Council on Aging, Inc. Area Agency on Aging's (AAA) mission statement:

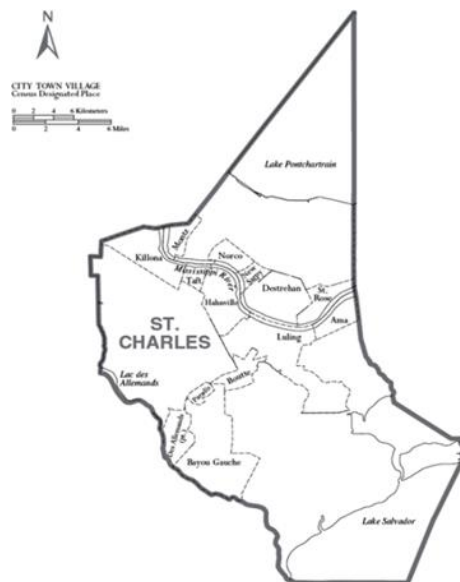
The vision of St. Charles Council on Aging, Inc. is to improve the quality of life for Senior Citizens in St. Charles Parish.

The purpose of St. Charles Council on Aging is to give voice, healing, and security to Senior Citizens in St. Charles Parish.

The St. Charles Council on Aging, Inc. will follow the goals and objectives written in the Area Plan submitted for Fiscal Years 2023 - 2027.

The Council's mission is to serve as primary provider of elderly services in St. Charles Parish.

## SECTION 2 DESCRIPTION OF THE PLANNING AND SERVICE AREA (PSA)



### I. PSA OVERVIEW

St. Charles Parish is considered a rural area. There are no incorporated areas. The Hale Boggs Bridge unites the east and west banks of St. Charles Parish. The bridge crosses the Mississippi River at Luling on the west bank and Destrehan on the east bank. St. Charles Parish borders St. John the Baptist Parish on the west, Jefferson Parish on the east, Lafourche on the south, and Lake Pontchartrain to the North/Northeast. The Parish Council and the Parish President comprise the governmental body for the parish. The seat of government is in Hahnville and the most populous community is Luling.

St. Charles Parish was originally part of the German Coast, an area along the banks of the Mississippi River that were settled by numerous German pioneers in the 1720s. This was historically an area of sugarcane plantations, but the energy industry is now the economic base of the parish. St. Charles Parish is split by the Mississippi River and includes territory on both sides of the river.

Interstate 10 and 310 interchange provides access to St. Charles Parish residents to medical service, and shopping opportunities located in neighboring parishes while at the same time opening St. Charles Parish to development of these same opportunities.

St. Charles Parish is home to many oil refineries and industrial companies. It is also home to the Entergy Waterford III Nuclear Plant. The Parish supports a strong fishing industry, and agriculture industry. The Tourism industry has strengthened in recent years.

Local service delivery systems including public and private resources, providers, and agencies provided in St. Charles Parish are Alcoholics Anonymous, Arc of St. Charles, River Parishes Workforce Development, Child Advocacy, Department of Children and Family Services, Department of Community Services, Creative Family Solutions, NACo Prescription Drug Card Program, River Parishes Transit Authority, River Region Chamber of Commerce, St. Charles Rotary Club, United Way of St. Charles, VIA Link Information, and Access Health Community Health Center.

## II. AREA PROFILE

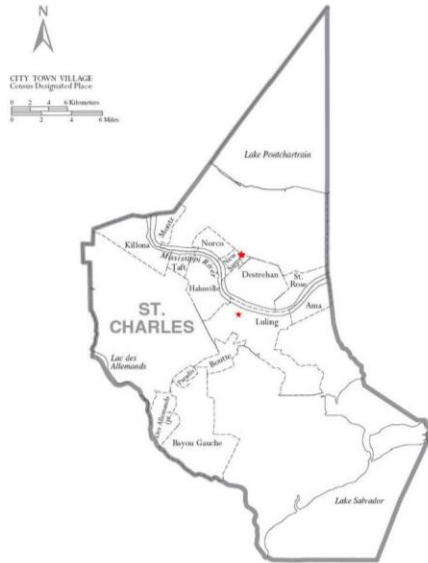
The communities of Montz, Norco, New Sarpy, Destrehan, and St. Rose are located on the east bank of the Mississippi River. Des Allemands, Bayou Gauche, Paradis, Boutte, Luling, Hahnville, Killona and Ama are the communities on the west bank of that river. According to the 2021 Census update there are 52,282 people living in St. Charles Parish. Approximately 7,685.46 are sixty five (65) and older, which is 14.8 percent of the population. The Council on Aging serves 1,417 St. Charles residents who are sixty (60) and older. Services are provided to 18.44 percent of the senior citizens of St. Charles Parish.

There are no urban areas in the planning and service area.

Most communities in the parish have older adults with the greatest economic and social needs. The areas of Killona, Hahnville, Ama, Boutte, Luling, and St. Rose have been identified as areas which have low-income minority groups. Since St. Charles Parish is considered rural, residents of outlying communities may have limited access to shopping, health services, transportation, and other social services. Residents of more densely populated areas have easier access to medical services, shopping, and employment opportunities.

## SECTION 3

### FOCAL POINTS

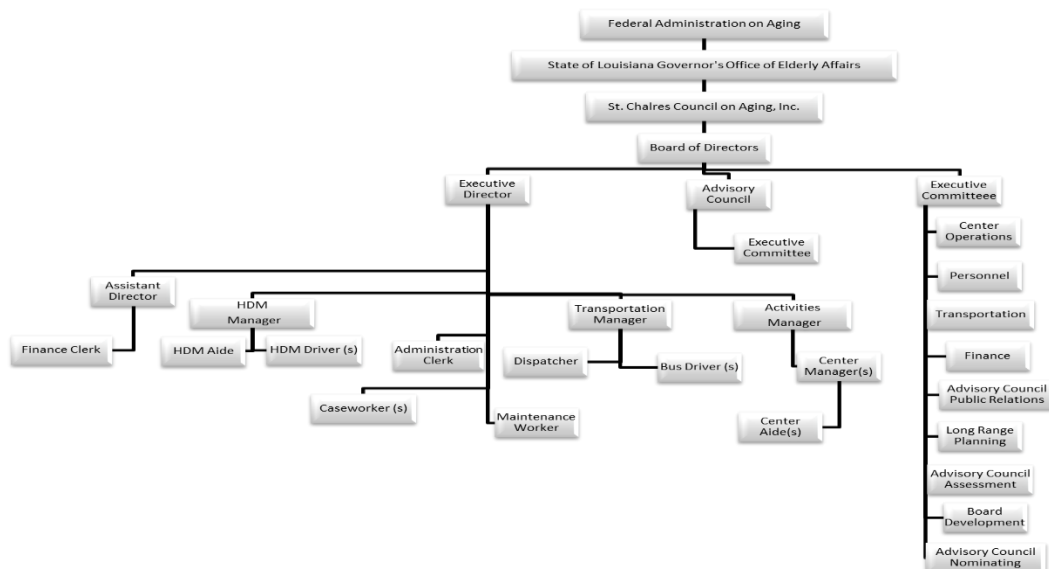


In cooperation with agencies, organizations, and individuals participating in activities under this plan, the St. Charles Council on Aging, Inc. Area Agency on Aging presently operates two (2) focal points, which serve as both Senior Centers and Meals Sites.

	Designated Community Focal Point	Physical Address of Focal Point	Services Provided	Services Coordinated w/ other Agencies?
1.	Westbank	Luling Activity Center 282 Judge Edward Dufresne Parkway Luling, LA 70070	C-1 Meals Nutrition Education Recreation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.	Eastbank	New Sarpy Activity Center 150 Troxclair Drive New Sarpy, LA 70078	C-1 Meals Nutrition Education Recreation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

## SECTION 4 DESCRIPTION OF THE AREA AGENCY ON AGING AAA

### I. AAA ORGANIZATIONAL CHART



## II. AAA STRUCTURE

St. Charles Council on Aging, Inc. was formally organized in December of 1973. In April of 1974, funds were awarded by the Bureau of Aging Services and the St. Charles Parish Police Jury to operate a program for the elderly of St. Charles Parish. St. Charles Council on Aging was incorporated as a non-profit organization on January 12, 1976.

St. Charles Council on Aging, Inc. is designated as a private non-profit organization serving as the Area Agency on Aging for St. Charles Parish – the Planning and Service Area (PSA). The Agency administers a service system that is coordinated and comprehensive while at the same time providing services to meet the needs of elderly individuals and support the family of those receiving those services.

St. Charles Council on Aging, Inc. is governed by a thirteen member Board of Directors. Volunteers representing communities throughout St. Charles Parish develop and oversee the administration of policies to govern the agency, procedures to administer programs and criteria for service delivery. The Board of Directors takes an active role in the development, implementation, and monitoring of budgets, service criteria and standards, the board also strives to promote programs and services of the agency to the community. Standing Committees meet on a regular basis to review input from the staff and to update and revise policies. In addition, ad hoc or special committees are appointed for specific tasks as needed.

A thirteen member Advisory Council is responsible for planning, developing, and evaluating services. Members of the Advisory Council serve on all Standing Committees of the Board of Directors.

Paid staff of St. Charles Council on Aging, Inc. administers, supervises, and provides services of St. Charles Council on Aging, Inc. The lines of authority from the Board of Directors and Advisory Council to the Executive Director and staff are clear and respected by all those involved. (See Organizational Chart) The Council on Aging administers all programs provided. Organizational structure includes Executive Director, Assistant Director, Home Delivered Meals Manager, Transportation Manager, Activities Manager, Advisory Council and the Board of Directors, and others on the attached chart.

In addition to services provided for all elderly residents of St. Charles Parish, St. Charles Council on Aging, Inc. Area Agency on Aging also administers the National Family Caregiver Support Program (NFCSP) which provides services to support the caregivers of individuals with disabilities.

## III. AAA OPERATIONAL PLAN

St. Charles Council on Aging, Inc. Area Agency on Aging is charged with the responsibility of the development and administration of the Area Plan. Federal and State funds are insufficient to provide services to all elderly clients. Using funds from local millage, federal and state funds, St. Charles Council on Aging, Inc. can provide services on a consistent and stable level to the elderly of St. Charles Parish. Clients may be put on a waiting list until the service becomes available. Waiting lists are reviewed weekly.

St. Charles Council on Aging, Inc. will promote independence, preserve the quality of life and act as a leader by:

- Implementing the Older American's Act
- Providing activity centers to serve as community focal points where meals, social recreation, education, and health maintenance activities are offered
- Educating seniors in ways to protect their rights, safety, property, and dignity
- Providing hot, nutritious home-delivered meals to homebound persons Monday through Friday
- Providing nutritious frozen meals for weekends and holidays on a limited basis
- Providing homemaker assistance with light housekeeping to eligible homebound elderly and disabled individuals
- Providing individual information, referrals, and follow-up for legal, medical, medical alert, and other services as needed
- Providing services which include respite, education, and assistance for caregivers of elderly persons and caregivers of people with disabilities who are under 60 years of age
- Providing outreach to identify isolated and hard to reach individuals to assist them in gaining access to needed services
- Providing transportation for the elderly to activity centers, banks, medical facilities, post offices, and local business
- Providing transportation for people with disabilities for medical facilities, banks, medical facilities, post offices, and local businesses
- Providing utility assistance through Power to Care for eligible low income elderly and people with disabilities.

St. Charles Council on Aging, Inc. assists the Salvation Army by taking applications for the Power to Care Utility Assistance Program. It is a special service provided through Entergy to assist eligible low-income elderly and people with disabilities in paying utility bills on an emergency basis. St. Charles Council on Aging and United Way of St. Charles work together to provide transportation for individuals with disabilities. St. Charles Parish Triad coordinates between St. Charles Parish Sheriff's Office, St. Charles Council on Aging, Inc., and Service Providers to help reduce victimization and increase law enforcement services to seniors. St. Charles Council on Aging ensures system delivery by coordinating the services from all local agencies and providers.

## SECTION 5 PLANNING PROCESS (FOR ESTABLISHING PRIORITIES)

Steps used by the Area Agency on Aging (AAA) during the planning process included analysis of the general and the service population, review of current services and their results, community meetings, a community survey, and survey of senior citizens in the parish. The AAA met with community volunteers to establish planning priorities based on a review of all available data.

Various stakeholders were involved in the planning process. Members of the community and senior citizens participated in the Louisiana Senior Needs Assessment Survey. Community meetings were held at the AAA to review and discuss survey results. Minority groups, individuals with disabilities, caregivers, and individuals living in rural areas of the Parish were represented in the Community



Meetings and the surveys. Results were also reviewed at the Council on Aging Advisory Council meeting. Advisory Council members represent local businesses, public agencies, governmental agencies, and program participants.

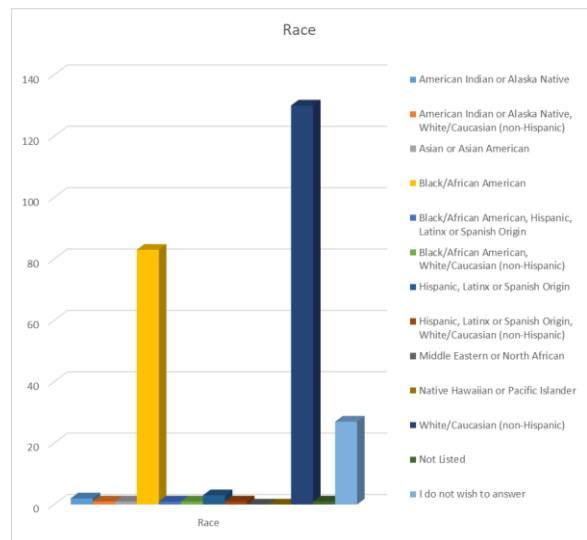
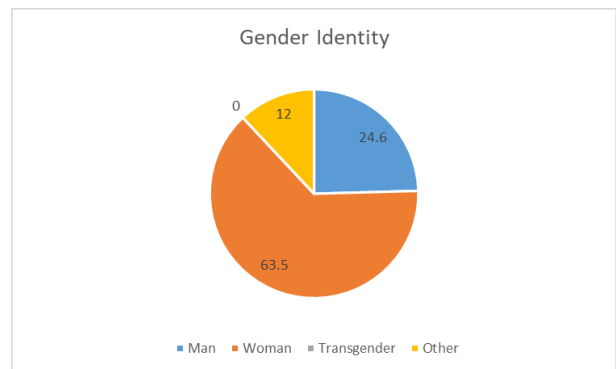
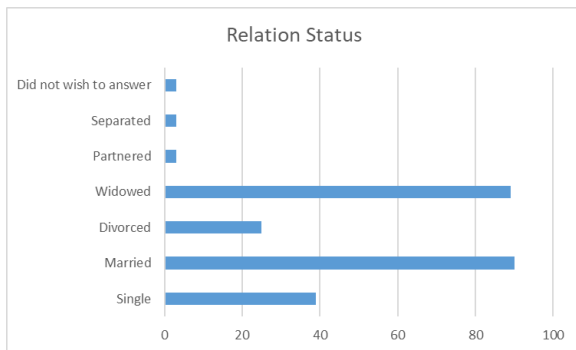
## SECTION 6 NEEDS ASSESSMENT

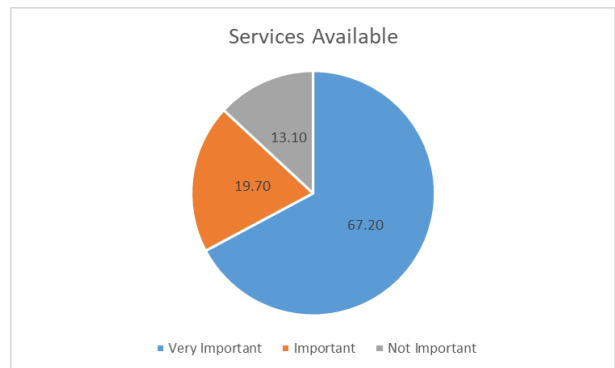
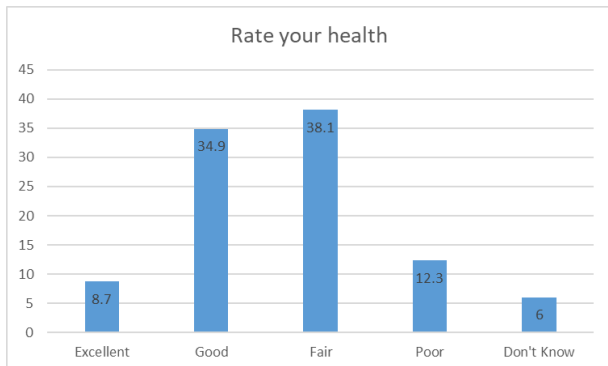
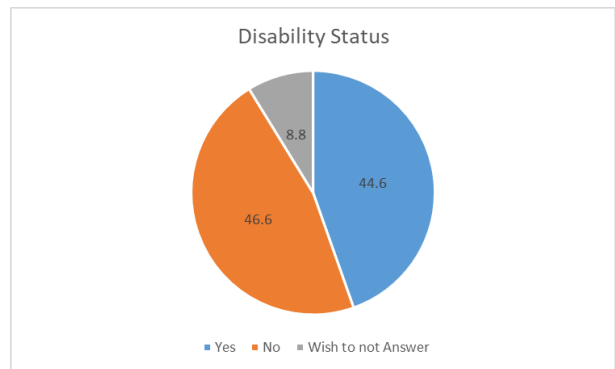
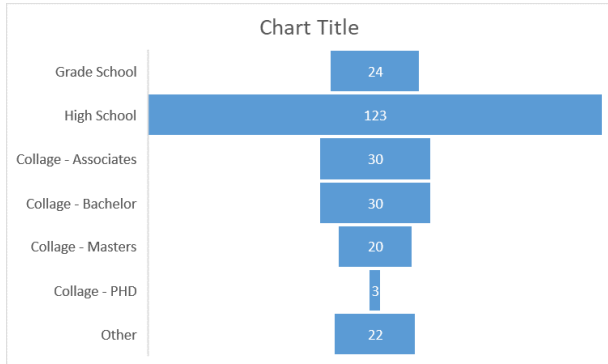
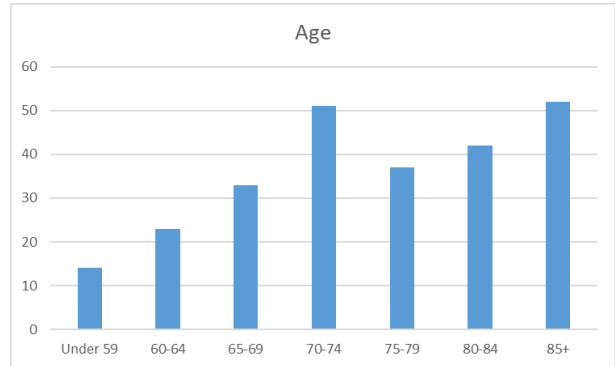
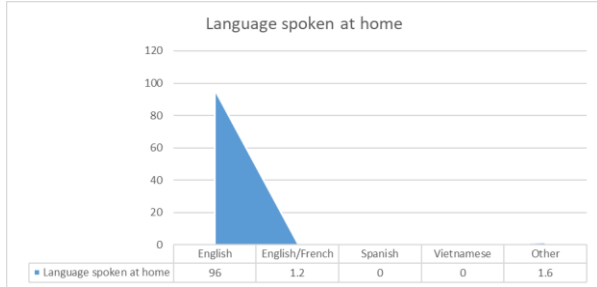
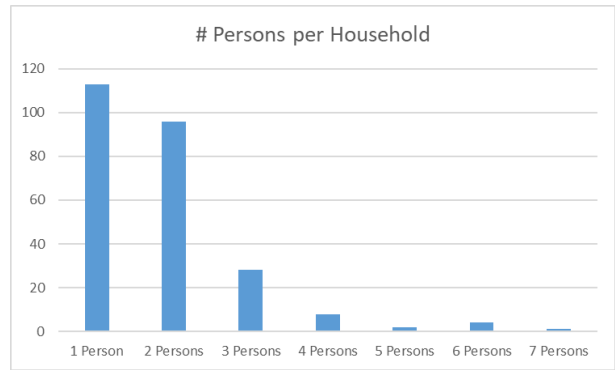
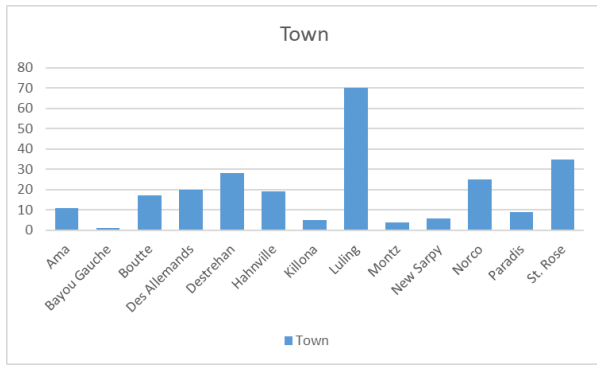
St. Charles Council on Aging, Inc. as the Area Agency on Aging for St. Charles Parish used a needs assessment process to determine priority issues of older persons and adults with disabilities. The Needs Assessment included analysis of the general and the service population, community meetings, a community survey, and a survey of senior citizens in the parish. Community meetings were held at the AAA, to review and discuss the survey results. Minority groups, individuals with disabilities, caregivers, and individuals living in rural areas of the Parish were represented in the Community Meetings and the surveys. Results were also reviewed at the Advisory Council meeting, the Board of Directors meeting, and the Senior Center. A committee composed of Council on Aging staff and community volunteers reviewed the data to determine strengths and areas to improve.

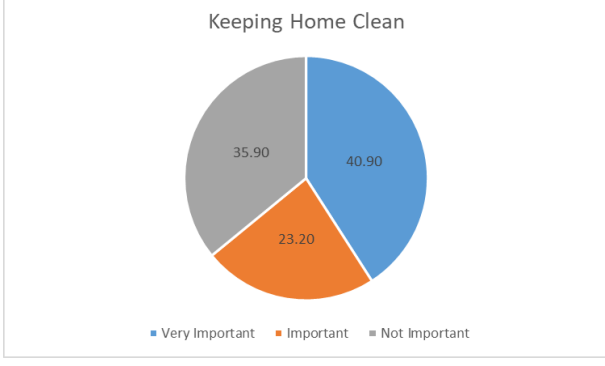
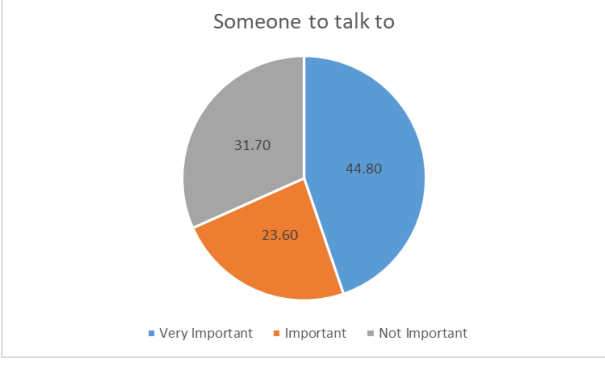
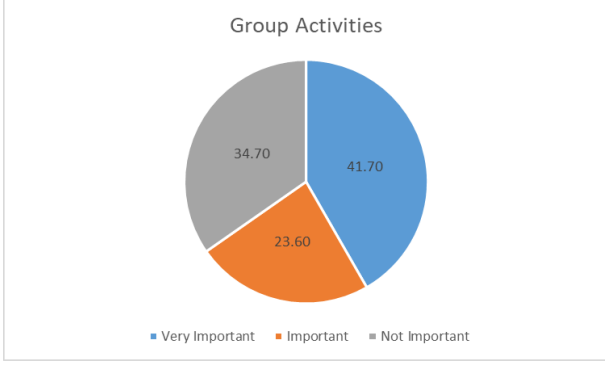
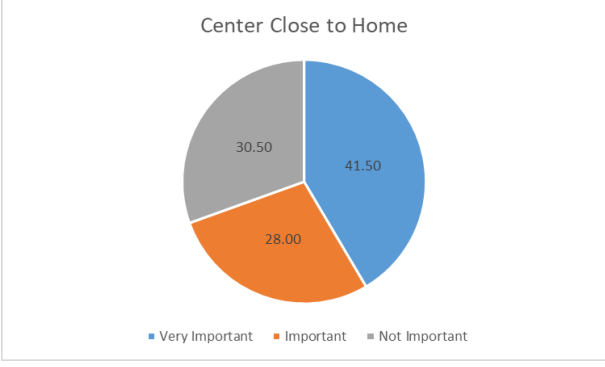
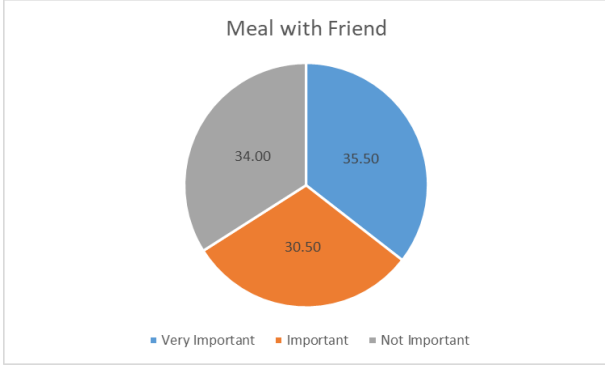
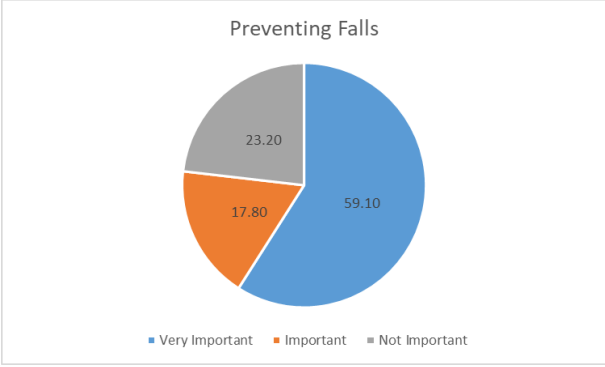
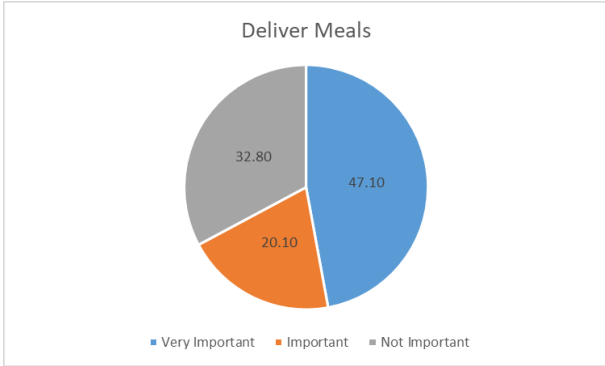
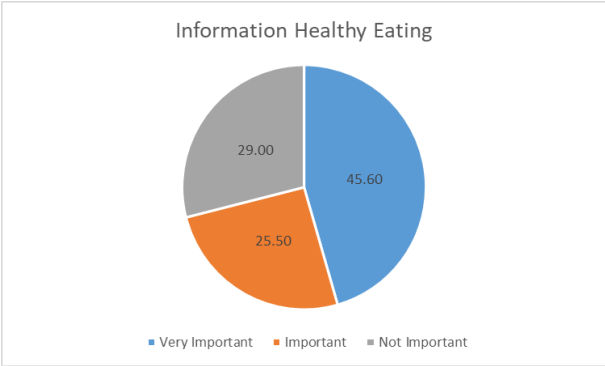
Waiting lists are in place for home delivered meals, homemaker, in-home respite, and personal care. Waiting lists will be reviewed weekly to expedite provisions of services and eliminate the waiting list.

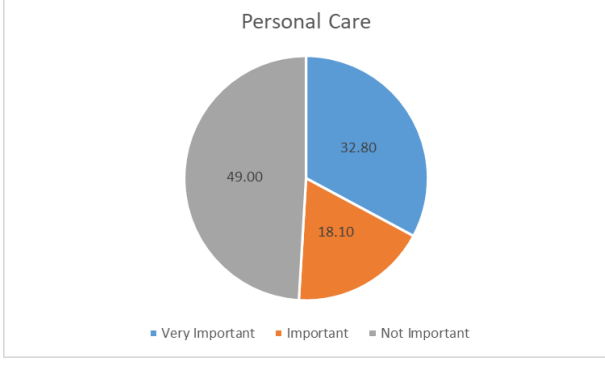
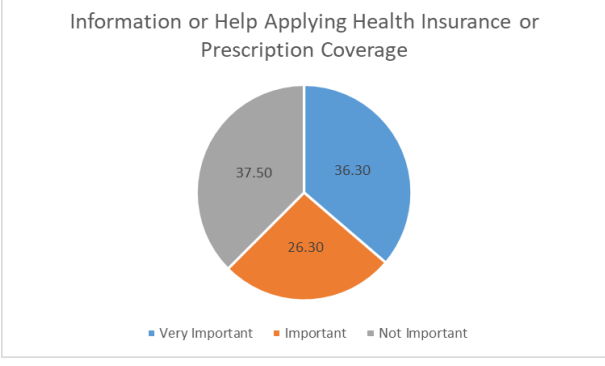
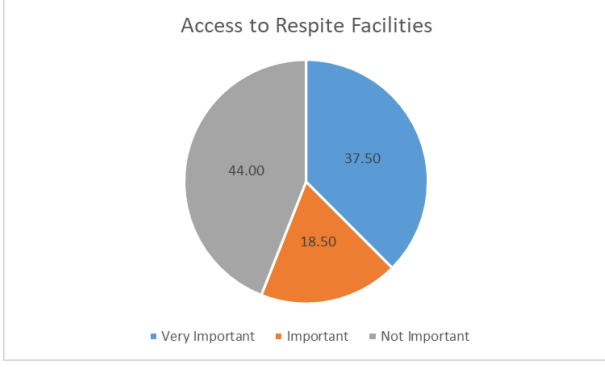
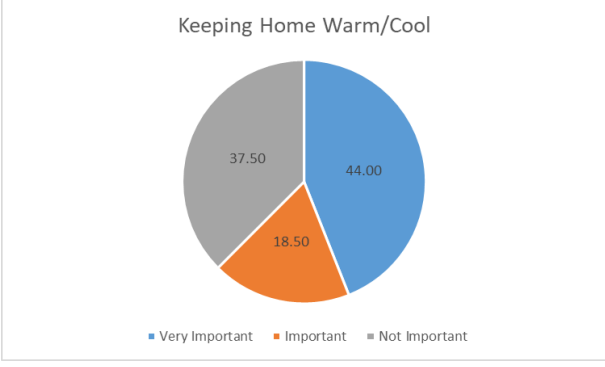
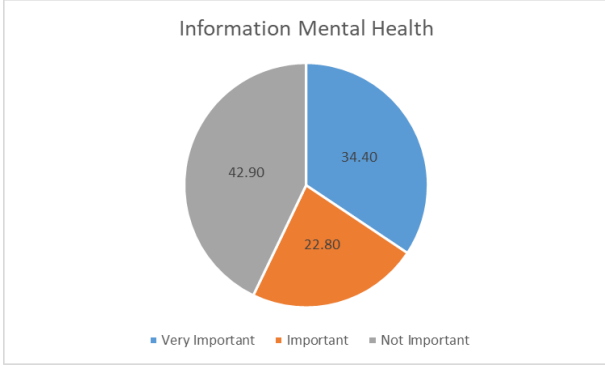
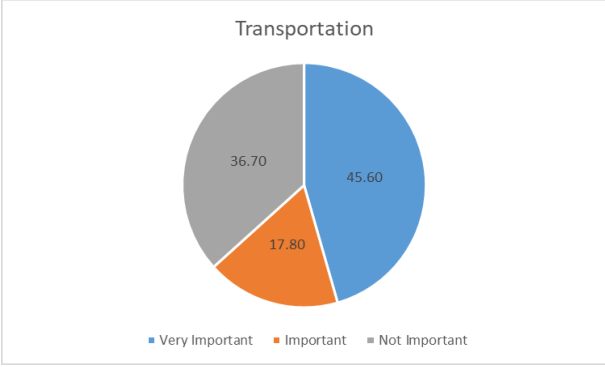
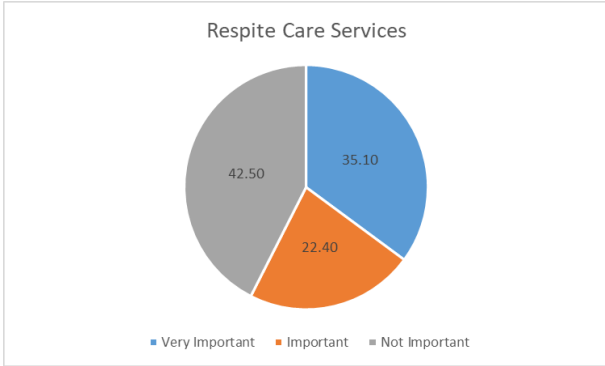
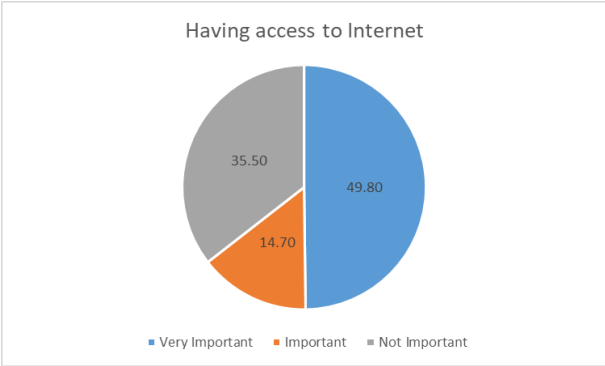
Information was incorporated into the Area Plan based on the Needs Assessment. This information was incorporated into the Area Plan.

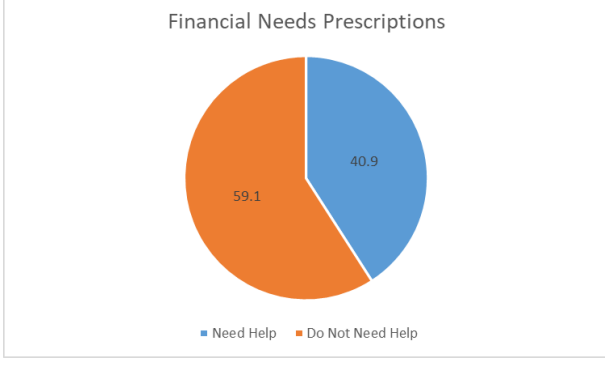
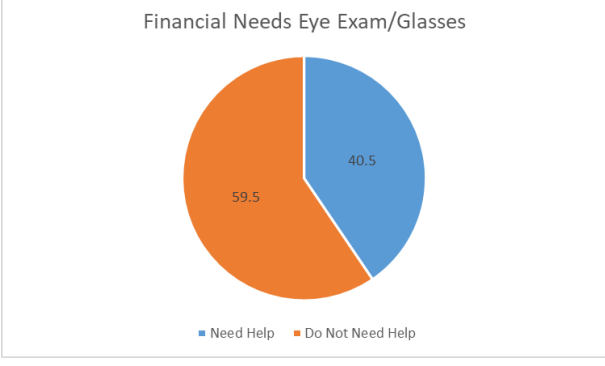
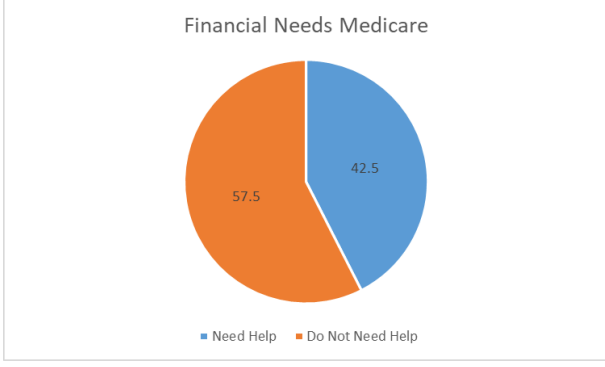
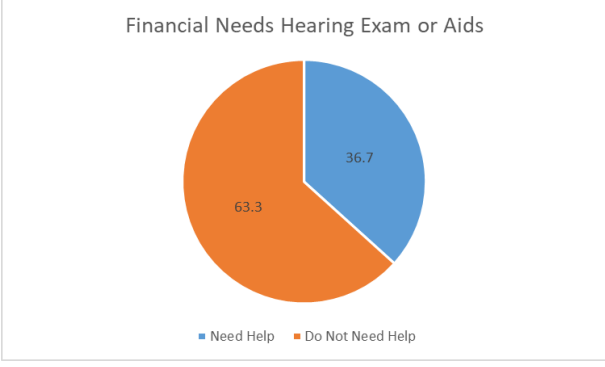
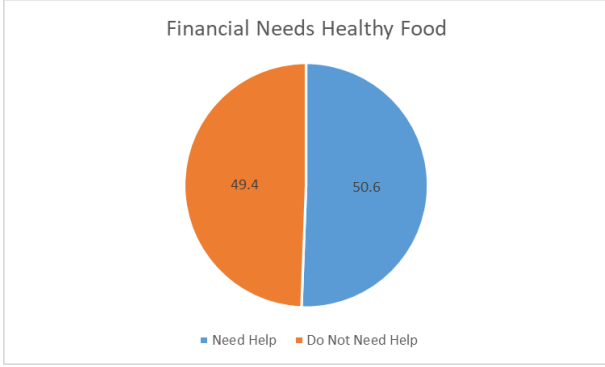
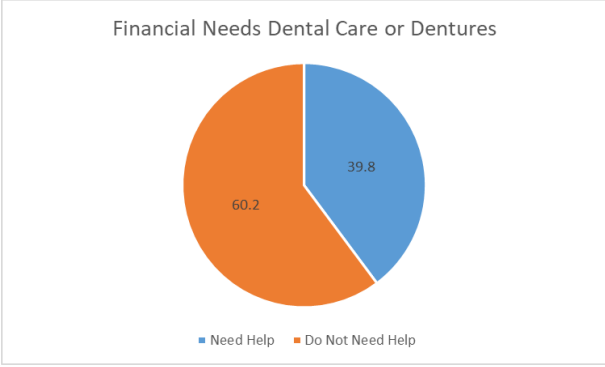
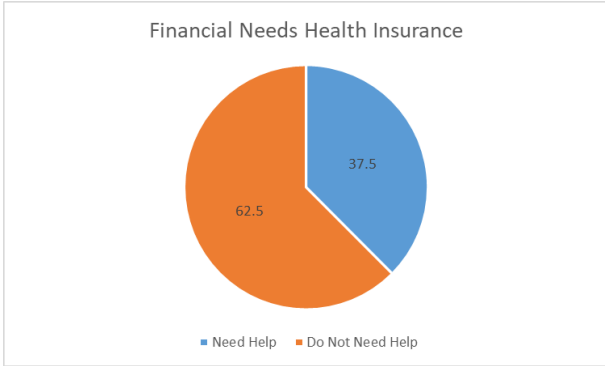
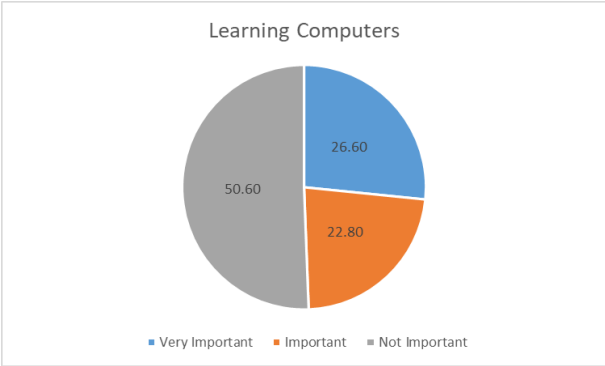
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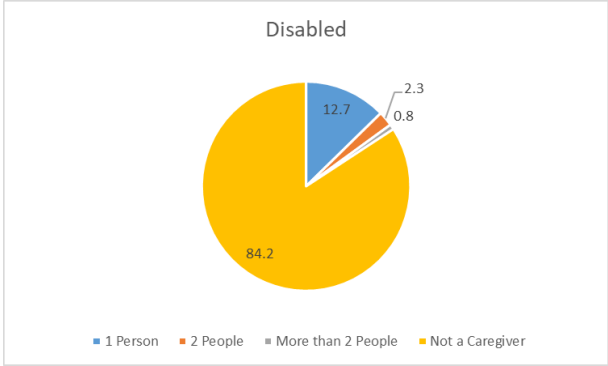
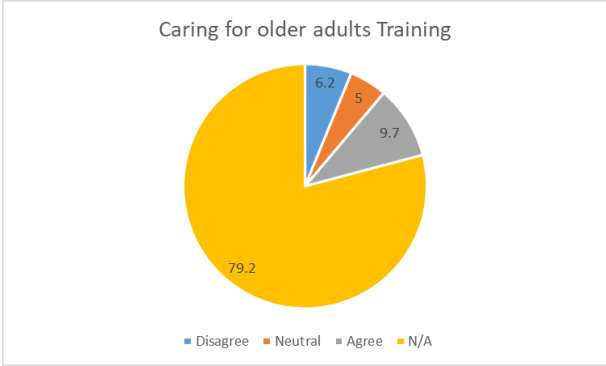
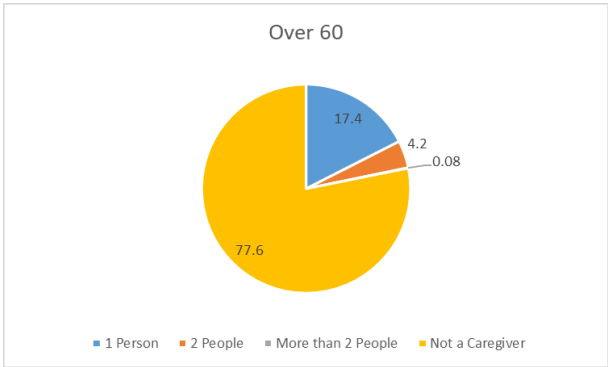
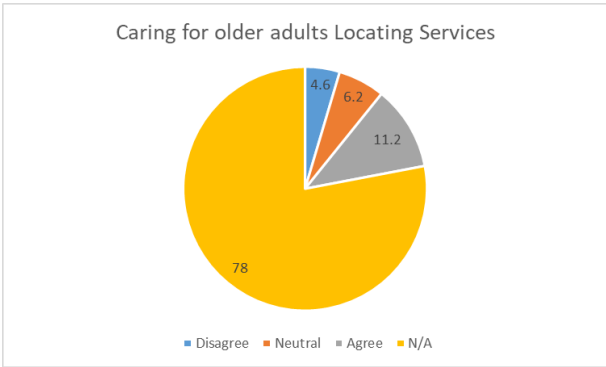
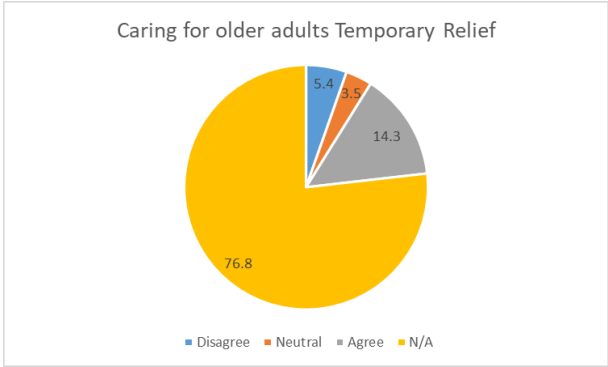
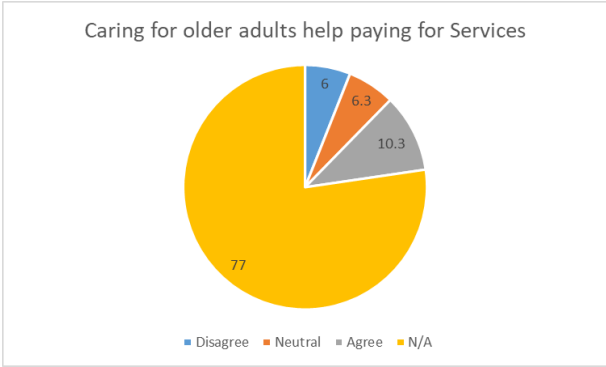
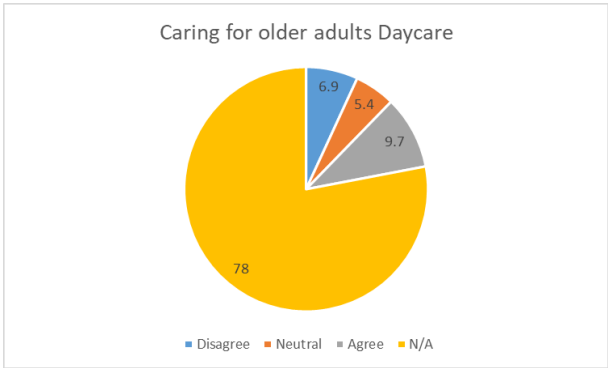
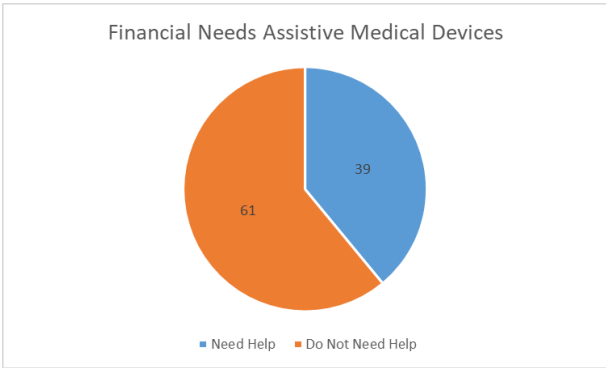


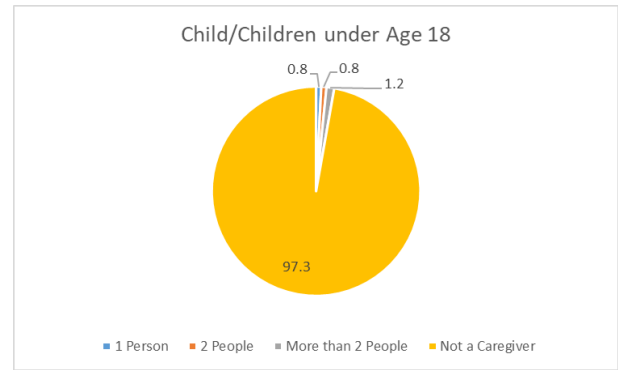
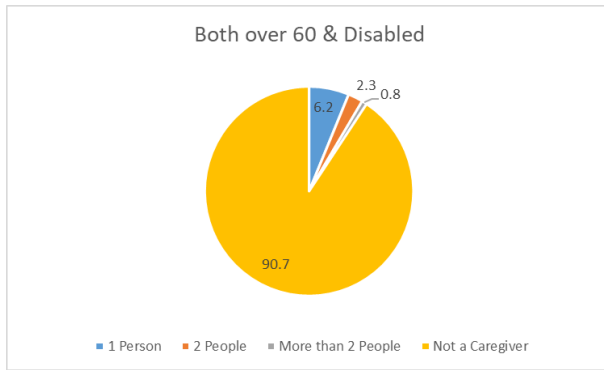












Prevalent service needs of older persons and adults with disabilities in the PSA include:

- Knowing what services are available for seniors and how to access the services
- Preventing falls and other accidents
- Information on healthy eating to maintain physical health and overall well-being
- Having a Senior Center close to client homes
- Having someone to talk to when feeling lonely
- Having meals delivered to homes every day
- Having access to the internet
- Having a meal with a friend or others my age
- Participating in fun group activities with others my age
- Help keeping my home clean

The AAA will address the top five identified needs through a coordinated and comprehensive service system that includes the following services:

Information on healthy eating to maintain physical health and overall well-being

Preventing falls and other accidents

Having a Senior Center close to client homes

Having someone to talk to when feeling lonely

Having meals delivered to homes every day

## SECTION 7 TARGETING

### I. TARGETING PRIORITIES

The AAA’s policy meets the needs of targeted populations by providing a comprehensive, coordinated system of services that promotes independence and well-being for the parish’s older adults, those with disabilities and their caregivers while ensuring preference is given to older persons with the greatest economic and social need and provide as many services as possible in the most effective manner.

The AAA will target specific goals as outlined in the GOEA State Plan. These goals include senior centers, transportation, financial assistance, in-home services, education, and recreation.

Existing target populations in the PSA include individuals with disabilities, caregivers, and older persons with the greatest economic and social need. These individuals are identified through center managers, case workers, and requests from members in the community. These people are located throughout the parish and their needs include:

- Congregate Meals
- Senior Centers
- Recreational Activities
- Wellness Activities
- Crime Prevention
- Information & Assistance
- Nutrition Education
- Transportation
- Utility Assistance
- Home Delivered Meals
- Homemaker
- Medical Alert
- Personal Care
- NFCSP In Home Respite
- NFCSP Information & Assistance
- Material Aide (Food for Seniors)
- Legal Assistance

Lack of funding is the primary barrier to providing services. The AAA plans to contact community agencies and services organizations to secure assistance for unmet needs.

## II. DESCRIPTION OF PRIORITY GROUPS

The AAA provides services to all groups without regard to race, color, national origin, religion, sex, income, political affiliation, or disabilities. The needs of the older persons residing in rural areas of the planning service area were reviewed and ranked according to the needs assessment and were reviewed and discussed at the community meetings. Target groups according to the needs assessment include elderly persons with the greatest economic and social need, caregivers, and persons with physical limitations.

Persons with economic and social needs indicated they needed transportation, assistance paying for utilities, medical care, dental care, prescription medications, and healthy foods. Persons at risk for institutional placement need assistance with transportation, personal care, homemaker services, nutritional meals, home health nurses and/or aides, and assistance with applying for benefits and programs. Caregivers indicated a need for respite care, locating services, and training on caring for someone at home. Individuals with cognitive disorders need assistance with all the above services.

All respondents live in rural areas. Many respondents would like to know what services are available and how to get them, to learn new things, to learn how to prevent falls, dental and eye care, and to use a senior center near their homes.



### III. ADDRESSING NEEDS: THEN AND NOW (BARRIERS AND HOW TO OVERCOME THEM)

The AAA migrated to more in home services vs. center services due to the pandemic and recent hurricanes. The needs of the targeted population will be addressed by expanding in-home and center based services.

The AAA has limited space because the office and Home Delivered Meal Site were destroyed by Hurricane Ida. These sites are temporarily housed in the New Sarpy Senior Center.

The AAA and subcontractors continue to experience issues with hiring employees to provide adequate levels of service. The AAA will continue to try to hire qualified employees posting open positions on the website, social media, and local legal journal.

## SECTION 8 COMMUNITY MEETINGS



### **COMMUNITY MEETINGS**

**October 19, 2022 2 pm**

**October 20, 2022 2:30 pm**

**150 Troxclair Lane**

**Destrehan, LA 70047**

**October 26, 2022 11 am**

**145 Angus Drive**

**Luling, LA 70070**

ST. CHARLES COUNCIL ON AGING, INC.  
 ADVISORY COUNCIL  
 MONTHLY MEETING

Date October 19, 2022

Time: 2:00 p.m.

Location: New Sarpy Center  
 150 Troxclair Lane, New Sarpy, LA 70078

**AGENDA**  
**REVISION**

1. Call to Order
2. Prayer
3. Pledge of Allegiance
4. Roll Call
5. Minutes – September 21, 2022
6. Approve or Revise Agenda
7. Executive Director’s Report
8. Committee Reports
  - a. Center Operations
  - b. Personnel
  - c. Transportation
  - d. Finance
  - e. COA Document Review
9. Old Business
  - a. Ethics 2022
  - b. Building Update
10. New Business
  - a. Community Meeting – **Area Plan Fiscal Year 2023 - 2027**
    - 1) Survey Review
    - 2) Comments
11. Other Business
12. Adjourn

ST. CHARLES COUNCIL ON AGING INC. C-2-ss  
 ATTENDANCE REPORT

Meeting Date: October 19, 2022

By my signature below, I hereby indicate my attendance at the ADVISORY COUNCIL

MEMBER’S SIGNATURE      TYPED NAMES      E-MAIL ADDRESS

	<u>Mary Clulee</u>	<u>dcluce@aol.com</u>
	<u>Helen V. Mims</u>	
	<u>Darlene Mollere-Ellis</u>	<u>darlene ellis@cox.net</u>
	<u>Kenneth Tate</u>	<u>tatek@cox.net</u>
	<u>Debra F. Johnson</u>	<u>Debrafjohnson71@gmail.com</u>
	<u>Lupe Sweeney</u>	<u>lupe.sweeney@yahoo.com</u>
	<u>Joseph Guidry</u>	<u>jaguidry@bellsouth.net</u>
	<u>Jack Fletcher</u>	<u>jack.fletcher70@gmail.com</u>
	<u>Valerie Brown</u>	<u>Valb16@yahoo.com</u>
	<u>Barbara Clements - Wilson</u>	<u>Bclementwilson1213@att.net</u>
	<u>Brandon Isaac</u>	<u>bisaac226@gmail.com</u>
	<u>Philip Pevregne</u>	<u>ppevregne@bellsouth.net</u>
		<u>10/19/2022</u>
EXECUTIVE DIRECTOR		DATE

ST. CHARLES COUNCIL ON AGING, INC.  
 Advisory Council Meeting - Sign-In Sheet  
 October 19, 2022

C-2-ss(1)

**Staff**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

**Guests**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

The AAA held a community meeting during the Advisory Council Meeting October 19, 2022 at 2:00 pm at 150 Troxclair Lane, Destrehan, LA 70047. Eleven members and three staff were in attendance. The results of the Louisiana Statewide Needs Assessment for St. Charles Parish were shared and discussed. The only comment was to target the Hispanic community of St. Charles Parish since there are many Spanish families throughout the parish.

ST. CHARLES COUNCIL ON AGING, INC.  
BOARD OF DIRECTORS  
MONTHLY MEETING

Date: October 20, 2022 Time: 2:30 p.m. Location: New Sarpy Center  
150 Troxclair Lane, New Sarpy, LA 70078

**AGENDA**  
**REVISION**

1. Call to Order
2. Prayer
3. Pledge of Allegiance
4. Roll Call
5. Minutes – September 22, 2022
6. Approve or Revise Agenda
7. Financial Report
8. Accounts Payable
9. Transfer of Funds
10. Executive Director's Report
11. Advisory Council Report
12. Committee Reports
  - a. Center Operations
  - b. Personnel
  - c. Transportation
  - d. Finance
  - e. COA Document Review Committee
  - f. Triad
13. Old Business
  - a. Ethics 2022
  - b. New Building Update
14. New Business
  - a. Board of Directors Handbook
  - b. Community Meeting – Area Plan Fiscal Year 2023 - 2027
    - 1) Survey Review
    - 2) Comments
  - c. Millage Request
15. Other Business
16. Adjourn

ST. CHARLES COUNCIL ON AGING INC. C-2-ss  
ATTENDANCE REPORT

ST. CHARLES COUNCIL ON AGING, INC.  
Board of Directors – Sign-In Sheet  
October 20, 2022

Meeting Date October 20, 2022  
By my signature below, I hereby indicate my attendance at the **BOARD OF DIRECTORS**

MEMBER'S SIGNATURE	TYPED NAMES	E-MAIL ADDRESS
	<b>Debra Freeman</b>	<a href="mailto:White_debra@bellsouth.net">White_debra@bellsouth.net</a>
	<b>Ida M. Holmes</b>	<a href="mailto:holmesim39@gmail.com">holmesim39@gmail.com</a>
	<b>Steve Sliwinski</b>	<a href="mailto:Slivo999@att.net">Slivo999@att.net</a>
	<b>Karen Russo</b>	<a href="mailto:ruduf@cox.net">ruduf@cox.net</a>
	<b>William "Billy" Picard</b>	<a href="mailto:wpicard@cox.net">wpicard@cox.net</a>
	<b>Sharon Woolf</b>	<a href="mailto:swoolf7@gmail.com">swoolf7@gmail.com</a>
	<b>Patricia Harris</b>	
	<b>Sam Zinna</b>	<a href="mailto:szinna@stcharlessheriff.org">szinna@stcharlessheriff.org</a>
	<b>Patsy White</b>	<a href="mailto:patsywhite@bellsouth.net">patsywhite@bellsouth.net</a>
	<b>Rhonda Landry</b>	<a href="mailto:flandrv@msn.com">flandrv@msn.com</a>
	<b>Tommy Scott</b>	<a href="mailto:tscott@stcharlesgov.net">tscott@stcharlesgov.net</a>
	<b>Winona Champagne</b>	<a href="mailto:winona@champagnetribc.net">winona@champagnetribc.net</a>
	<b>Charles Chauvin</b>	<a href="mailto:charlie@chauvinlaw.com">charlie@chauvinlaw.com</a>

EXECUTIVE DIRECTOR      10/20/2022  
DATE

**Staff**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

**Guest**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

The AAA held a community meeting during the Board of Directors Meeting October 20, 2022 at 2:30 pm at 150 Troxclair Lane, Destrehan, LA 70047. Eleven members and three staff were in attendance. The results of the Louisiana Statewide Needs Assessment for St. Charles Parish were shared and discussed. The only comment was to distribute a yearly calendar.

*The Center*  
Senior Citizen Activity Center  
Wednesday 10-26-22

Day	Date	C1 Meals	Recreation	Description of Recreation
1	Andree M. Charles			Community Meeting
2	Patty Liza Bunker			
3	Donald Miller			
4	Charles Riley			
5	Frances Boyd			- 9 to 13
6	W McKinney			
7	Wardell Eugene			- Domino
8	Lois Eugene			Patty Pat
9	Cynthia Scott			
10	Chickie Johnson			
11	OPAY Blasier			Open Enrollment
12	Willburne Saterfield			FRAND
13	John White			
14	William McBean			
15	William Williams			
16	Bonnie Manning			
17	John Dixon			
18	Fred West			
19	Mary LeBlanc			
20	Beverly Boyd			
21	April Keller			
22	Sharon Webster			
23	Stephen Smith			
24	Kevin Smith			
25	John Smith			REC'D OCT 27 2022
26				
27				
28				
29				
30				

ST. CHARLES COUNCIL ON AGING, INC.  
AREA PLAN COMMUNITY MEETING  
OCTOBER 26, 2022  
11:00 AM  
145 ANGUS DRIVE  
LULING, LA 70070  
AGENDA

- I. Community Meeting - Area Plan Fiscal Year 2023 - 2027
  - a. Survey Review
  - b. Comments

The AAA held a community meeting October 26, 2022 at 11:00 am at the Luling Activity Center 145 Angus Drive Luling, LA 70070. Twenty clients and five staff were in attendance. The results of the Louisiana Statewide Needs Assessment for St. Charles Parish were shared and discussed. There were no comments or suggestions made.

## SECTION 9 PUBLIC HEARINGS



St. Charles  
Council On Aging, Inc.

### PUBLIC NOTICE

A Public Hearing will be held on  
Monday, January 30, 2023  
1:00 p.m.

The hearing will be held at the  
St. Charles Council on Aging, Inc.  
150 Troxclair Lane  
Destrehan, LA 70047

The purpose of the hearing is to  
Review the Area Plan for Fiscal Years  
2024-2027  
(July 1, 2023 - June 30, 2027)

The AAA posted the public notice in the St. Charles Herald Guide in the January 19, 2023 issue. The notice was also posted at COA sites, website, and Facebook January 18, 2023.

The AAA held a public hearing January 30, 2023 at 1 pm at 150 Troxclair Lane, Destrehan, LA 70047. \_\_\_\_\_ public and \_\_\_\_\_ staff were in attendance. The draft Area Plan FY 2024 -2027 was presented to attendees for an in-depth discussion of needs assessment results and the AAA's intended plan of action to address the identifies needs. Comments from the audience of attendees are as follows:

**ADD sign in list**

## SECTION 10 IDENTIFICATION OF PRIORITIES

The AAA for St. Charles Parish develops a four-year Area Plan. The AAA uses a Needs Assessment process to determine: Priority Issues of Older Persons Areas where services are lacking.

The Needs Assessment determined the services currently provided by the AAA are necessary, important, and adequately available. Services are provided a minimum of two hundred and fifty days a year. The AAA plans to continue to provide these services at the current level including:

- Assisted Transportation
- Congregate Meals
- Crime Prevention
- Health Promotion & Disease Prevention
- Home Delivered Meals
- Homemaker
- Information & Assistant
- Legal Assistance
- Material Aide (Food for Seniors)
- Medical Alert
- NFCSP Information & Assistant
- NFCSP In-Home Respite
- Outreach
- Personal Care
- Recreation
- Transportation
- Utility Assistance

The AAA is committed to helping seniors stay safely in their homes. Caseworkers, home delivered meals, case management, caregiver support, adequate transportation, and a variety of other services offered through the aging network help people stay in their own homes and prevent institutionalization. The AAA is dedicated to working with community stakeholders to improve access to services and increase effectiveness of the services offered to help seniors stay safely in their

homes. Providing education and training on staying healthy and active are vital to healthy aging. The AAA and its Advisory Council are dedicated to promoting healthy aging in our communities. Healthy aging will not only improve the quality of life for seniors and caregivers but can also reduce the burden on social and medical services later in life.

A plan has been developed to monitor services and to measure provision of services. Currently the AAA does have waiting lists. This is monitored weekly and evaluated.

Goals and objectives have been included in Area Plan 2024 – 2027 to address needs identified as services that may be inadequate or lacking.

## SECTION 11 AREA PLAN GOALS AND OBJECTIVES

<p><b>Goal #1</b> The AAA will employ various methods to distribute information and education regarding supportive services in all Title III core programs available for older adults, adults with disabilities and caregivers.</p>		
<p><b>Rationale:</b> Information on how to access services, promoting independence, encouraging wellness and a self-supporting lifestyle, while maintaining safety, is vital for older adults who desire to age in place. To reach those who would benefit from the services the Agency provides, we continue to be actively engaged in raising awareness and promoting the programs and services available to older adults, adults with disabilities, and caregivers.</p>		
	<p>Projected Start &amp; End Dates</p>	<p>Updated Status</p>
<p><b>Objective #1:</b> The AAA staff will work with hospitals, clinics, discharge planners, home health agencies, doctor’s offices, and other organizations in the PSA to improve awareness of senior programs, available services, and caregiver resources.</p> <p><b>Outcome:</b> To make the information more readily available for target population community organizations will receive current information to be better informed of available services.</p> <p><b>Measurement:</b> Number of community organizations receiving information that is accurate and ready to share with the target population.</p> <p><b>Projections:</b>  <b>FY 24:</b> 6 organizations  <b>FY 25:</b> 8 organizations  <b>FY 26:</b> 10 organizations  <b>FY 27:</b> 12 organizations</p>	<p>7-1-2023 Through 6-30-2027</p>	<p><input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year</p>

<p><b>Objective #2:</b> The AAA will seek media contacts regarding AAA’s mission, programs, and services it provides, as well as creating opportunities for Agency staff to present information</p> <p><b>Outcome:</b> The public will receive current information and be better informed of available services and programs.</p> <p><b>Measurement:</b> Number of Public Information activities completed and the number of people in the target population reached.</p> <p><b>Projections:</b> <b>FY 24:</b> 1 Social Media collaboration shared by news media <b>FY 25:</b> 1 YouTube broadcast – reaching entire PSA viewing area <b>FY 26:</b> 1 news/1/radio/1 YouTube broadcast – reaching entire PSA viewing area <b>FY 27:</b> 1 news/1 radio broadcast – reaching entire PSA viewing area</p>	<p>7-1-2023 Through 6-30-2027</p>	<p><input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year</p>
<p><b>Objective #3:</b> Advertise regularly in newspapers, publications, websites, or Facebook.</p> <p><b>Outcome:</b> The public will be informed concerning older adult issues and the services and programs available.</p> <p><b>Measurement:</b> Number of Advertisements</p> <p><b>Projections:</b> <b>FY 24:</b> 12 articles published. <b>FY 25:</b> 24 articles published. <b>FY 26:</b> 36 articles published. <b>FY 27:</b> 48 articles published.</p>	<p>7-1-2023 Through 6-30-2027</p>	<p><input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year</p>
<p><b>Objective #4:</b> The AAA will engage in outreach efforts to distribute current community information to individuals and organizations that provide supportive services to age 60+ adults, caregivers, and adults with disabilities.</p> <p><b>Outcome:</b> Broadened awareness on supportive services offered in each community for older adults, caregivers, and adults with disabilities.</p> <p><b>Measurement:</b> Number of outreach materials distributed.</p>	<p>7-1-2023 Through 6-30-2027</p>	<p><input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year</p>

<b>Projections:</b> <b>FY 24:</b> <b>FY 25:</b> <b>FY 26:</b> <b>FY 27:</b> By 2027, 2,000 contacts projected to be reached		
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**Goal #2**  
The AAA will strengthen existing partnerships with community groups and seek to establish partnerships with compatible community organizations to continue to provide community based services.

**Rationale:**  
The age 60+ population in our PSA is continuing to increase. It is imperative to partner with compatible organizations to develop a coordinated, integrated system of care to provide essential services for older adults, adults with disabilities and caregivers.

	Projected Start & End Dates	Updated Status
<b>Objective #1:</b> The AAA staff will coordinate with compatible organizations to develop a consistent coordinated system of care for older adults, adults with disabilities and caregivers.  <b>Outcome:</b> Community organizations will continue to work with the AAA to provide for older adults, adults with disabilities and caregivers.  <b>Measurement:</b> Number of partnerships with community groups.  <b>Projections</b> <b>FY 24:</b> 4 partnerships. <b>FY 25:</b> 6 partnerships. <b>FY 26:</b> 8 partnerships. <b>FY 27:</b> 10 partnerships.	7-1-2023 Through 6-30-2027	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year

**Goal # 3**  
The AAA will strengthen existing partnerships with organizations to continue to provide various methods to educate older adults, adults with disabilities and caregivers.

**Rationale:**  
The age 60+ population in our PSA is continuing to increase. It is imperative to partner with organizations to develop a coordinated, integrated educational material to provide essential services for older adults.

	Projected Start & End Dates	Updated Status
<b>Objective # 1:</b> The AAA staff will coordinate with organizations to provide educational materials for older adults, adults with disabilities and caregivers.  <b>Outcome:</b>	7-1-2023 Through 6-30-2024	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year



<p>Organizations will continue to work with the AAA to provide educational materials older adults, adults with disabilities and caregivers.</p> <p><b>Measurement:</b> Number of education material.</p> <p><b>Projections:</b> FY 24: 4 educational materials. FY 25: 6 educational materials. FY 26: 8 educational materials. FY 27: 10 educational materials.</p>		
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<p><b>Goal # 4</b> The AAA will explore internet access for older adults, adults with disabilities and caregivers.</p>		
<p><b>Rationale:</b> The age 60+ population in our PSA is continuing to increase. Many older adults cannot afford internet access.</p>		
	Projected Start & End Dates	Updated Status
<p><b>Objective # 1:</b> The AAA will explore providing internet access for older adults, adults with disabilities, and caregivers who meet certain criteria.</p> <p><b>Outcome:</b> Older adults, adults with disabilities, and caregivers who cannot afford internet would have access through the AAA.</p> <p><b>Measurement:</b> Internet access to all older adults, adults with disabilities, and caregivers throughout St. Charles Parish.</p> <p><b>Projections</b> <b>FY 24:</b> Explore <b>FY 25:</b> Put into action. <b>FY 26:</b> 2 clients <b>FY 27:</b> 4 clients</p>	<p>7-1-2023 Through 6-30-2024</p>	<p><input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year</p>

<p><b>Goal # 5</b> The AAA will explore providing senior centers in neighborhoods across the parish of St. Charles for older adults.</p>		
<p><b>Rationale:</b> The age 60+ population in our PSA is continuing to increase. Older adults express a need for senior centers close to their home.</p>		
	Projected Start & End Dates	Updated Status

<p><b>Objective # 1:</b> The AAA will explore providing centers in neighborhoods across the parish of St. Charles for older adults, adults with disabilities, and caregivers who meet certain criteria.</p> <p><b>Outcome:</b> Older adults would have senior centers in their neighborhoods.</p> <p><b>Measurement:</b> Increase number of senior centers throughout the parish.</p> <p><b>Projections</b> <b>FY 24:</b> Once the AAA opens the new office and senior center in Luling the New Sarpy senior center will be given back to Eastbank clients. <b>FY 25:</b> <b>FY 26:</b> <b>FY 27:</b></p>	<p>7-1-2023 Through 6-30-2027</p>	<p><input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year</p>
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**SECTION 12  
SUMMARY OF SERVICES UNDER THE AREA PLAN**

SERVICES TO BE PROVIDED	III B	III C	III D	III E	SENIOR CENTER	LOCAL FUNDS	IN KIND	OTHER FUNDS
Adult Day Care/Health	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assisted Transport(A)	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Case Management(A)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chore (IH)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Congregate Meals		<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivered Meals		<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homemaker(IH)	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information & Assistance(A)	<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Assistance(L)	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition Counseling		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition Education		<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outreach	<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Care(IH)	<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation(A)	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counseling	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime Prevention Services	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Home Repair/Modification(IH)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Material Aid	<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Medical Alert	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Education	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Companion Services(IH) (formerly Sitter Service)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephoning(IH)	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility Assistance	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visiting(IH)	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wellness IIIB	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respite(R)				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Promotion & Disease Prevention (HPDP)			<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support Groups				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION 13 DISASTER PREPARDNESS

### I. DISASTER PLAN



## Emergency Response Plan

Board of Directors approved April 21, 2022

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## I. PROMULGATION STATEMENT

St. Charles Council on Aging, Inc.'s (COA) mission is to serve as primary provider of elderly services in St. Charles Parish. To accomplish the mission, COA must ensure operations are efficient with minimal disruption, especially during an emergency. This document provides planning and program guidance of implementing COA. Continuity Plan, and programs to ensure the organization can conduct its essential missions and functions under all threats and conditions.

Key COA personnel, upon plan activation, will establish an operational capability and perform essential functions within 12 hours from the time of activation of the Continuity Plan, for up to a 30-day period or until normal operations can resume.

## I. ANNUAL REVIEW

Once a year, COA will review the Continuity Plan, components, and supporting elements, and make any required updates or changes.

## II. AUTHORITIES AND REFERENCES

COA Board of Directors are responsible for hiring an Executive Director who is responsible for ensuring the efficient operations of the agency. If the Executive Director is unable to conduct his/her responsibilities due to an accident, injury, illness, or call for duty the Assistant Director will assume the responsibilities in the Executive Director's absence for and up to six months. After six months the Assistant Director would serve as the interim director until the Board of Directors hires another Executive Director. If the Executive Director terminates or perishes the Assistant Director would serve as the Interim Director until the Board of Directors hires another Executive Director. If both the Executive Director and the Assistant Director are unavailable for any reason the Board of Directors Chairman will establish an Acting Director.

## III. PURPOSE

- A. The purpose of this Emergency Response Plan is to coordinate the response of St. Charles Council on Aging, Inc. (COA) personnel and clients in the event of a threat, or actual emergency.
- B. This plan includes all resources of COA.

## V. NOTIFICATIONS

- A. St. Charles Department of Emergency Preparedness (EOC) and/or Governor's Office of Elderly Affairs (GOEA) will notify COA Executive Director in the event of an emergency.
- B. Executive Director will monitor National Oceanic and Atmospheric Administration (NOAA) Weather Radio / Website for Active Weather Alerts.

C. Executive Director will monitor updates from Louisiana Department of Health, the Centers for Disease Control and Prevention (CDC), and the Governor's Office of Elderly Affairs.

D. COA will make all additional notifications.

## VI. ACTIVE SHOOTER ACTION PLAN

### A. Evacuate

1. Use the Safety Exit Plans to evaluate the premises.
2. Help others escape, if possible.
3. Evacuate regardless of whether others agree to follow.
4. Prevent individuals from entering an area where the active shooter may be.
5. Keep your hands visible.
6. Follow instructions of any police officer.
7. Do not attempt to move wounded people.
8. Call 911 when you are safe.

### B. Hide

1. If evacuation is not possible, find a place to hide where active shooter is less likely to find you.
2. Your hiding place should be out of the shooter's view providing protection if shots are fired in your direction. Do not trap or restrict your options for movement.
3. Lock door and blockade the door with heavy furniture.
4. Silence your cell phone. Turn off any source of noise. Remain quiet.
5. Call 911, if possible, even if you cannot speak, leave line open and allow dispatcher to listen.

### C. Take action against the active shooter.

As last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by acting as aggressively as possible against them. Throw items and improvising weapons, yelling, and /or committing to your actions.

### D. How to respond when law enforcement arrives.

1. Remain calm and follow officers' instructions.
2. Put down any items in your hands. Immediately raise hands and spread fingers always keep hands visible.
3. Avoid making quick movements toward officers.
4. Avoid pointing, screaming, and/or yelling.

5. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

## VII. EARTHQUAKE ACTION PLAN

### A. Indoors

1. All persons DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there is not a table or desk, cover your face and head with your arms and crouch in an inside corner of the building.
2. Stay away from windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.
3. Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking.
4. Be aware that the electricity may go out or fire alarms may turn on.
5. Once shaking stops take head count and report any injury or damage to the Assistant Director.

### B. Outdoors

1. Stay there.
2. Move away from buildings, streetlights, and utility wires.
3. Once in the open, stay there until the shaking stops.

### C. In a Moving Vehicle

1. Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
2. Proceed cautiously once the earthquake has stopped. Drivers are to avoid roads, bridges, or ramps which may have earthquake damage.
3. Once shaking has stopped take head count and report any injury or damage to dispatcher who will report to the Assistant Director.

### D. If Trapped Under Debris

1. Do not light a match.
2. Do not move about or kick up dust.
3. Cover your mouth with a handkerchief or clothing.
4. Tap on a pipe or wall so rescuers can locate you. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

## VIII. FIRE ACTION PLAN

### A. STAY CALM.

- B. Alert others in building.
- C. Use a fire extinguisher only if it is safe to do so.
- D. Immediately CALL 911.
- E. Evacuate building using the Safety Exit Plans posted and meet by the designated area.
- F. Stay low if confronted with smoke.
- G. Assist clients in evacuating building.
- H. Assist injured evacuating building.
- I. Administration Clerk / Manager takes Sign-In Log.
- J. Administration Clerk / Manager takes attendance after evacuation.
- B. DO NOT reenter building until fire department or law enforcement declares safe.
- C. Manager shall report any damages or injuries to the Assistant Director as soon as possible.
- D. Executive Director or Assistant Director meets with emergency officials as soon as possible.

#### IX. FLOOD ACTION PLAN

COA will close for the duration of the event if weather authorities advise flooding will occur and an evacuation order is issued in St. Charles Parish within twenty four (24) hours. COA will remain closed until authorities declare it is safe to be on highways. Administration will have buildings inspected before reopening.

#### X. FREEZE / WINTER STORM ACTION PLAN

COA will close for the duration if weather authorities advise temperatures will be 28° or below for six (6) hours or more with precipitation and/or winds of 34kt (39 mph) or higher in St. Charles Parish within twenty-four hours until authorities declare it is safe to be on highways.

#### XI. INDUSTRIAL ACTION PLAN

- A. If there is an emergency, you will hear a wavering sound that stays on for 3 to 5 minutes. STAY CALM, bring all persons inside building(s).
- B. Turn on radio or TV for instructions.
  - 1. Emergency Alert Radio stations:
    - a. WWL 870 AM
    - b. WLMG 101.9 FM
    - c. WWL-FM 105.3
    - d. 1370 AM
  - 2. Emergency Alert Television Stations:



- a. 4-WWL
- b. 6-WDSU
- c. 8-WVUE
- d. 26-WGNO
- e. COX 6

C. Leave phone lines open for communications.

D. SIRENS ARE TESTED AT 12 NOON ON THE FIRST THURSDAY OF EACH MONTH.

E. Employees shall read and become familiar with Waterford 3 Nuclear Unit Safety Information poster or website [entergy-nuclear.com/ep/waterford3alert](http://entergy-nuclear.com/ep/waterford3alert) annually so that they know what to do in the event of a threat, or actual emergency due to an industrial emergency.

## XII. MEDICAL ACTION PLAN

A. Client/Employee who has a life-threatening injury, illness, or death.

1. Do not attempt to move the person who is ill or injured unless they are in immediate danger of further injury.
2. Check to see if conscious.
3. Check breathing.
4. Check for bleeding.
5. Call 911 and follow dispatcher's instructions until help arrives.
6. Contact the Assistant Director.
7. Comfort the person until help arrives.
8. If possible, isolate the affected area; keep onlookers from congregating in the area.
9. Have employee complete an Employee Accident Report as soon as possible.
10. Have Client complete a Client Accident Report as soon as possible.

B. Client / Employee who has a non-life-threatening injury or illness.

1. Do not attempt to move the person who is ill or injured unless they are in immediate danger of further injury.
2. Check to see if conscious.
3. Check breathing.
4. Check for bleeding.
5. Call 911 and follow dispatcher's instructions until help arrives.

6. Contact the Assistant Director.
7. Comfort the person until help arrives.
8. If possible, isolate the affected area; keep onlookers from congregating in the area.
9. Have employee complete an Employee Accident Report as soon as possible.
10. Have Client complete a Client Accident Report as soon as possible.
11. If client refuses medical treatment have them complete Medical Release Statement.

### XIII. PANDEMIC ACTION PLAN

#### A. Emphasize respiratory etiquette and hand hygiene by both staff, volunteers, and clients.

1. Post posters encouraging staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to centers/office and in other areas.
2. Provide tissues and no-touch disposal receptacles.
3. According to the CDC, everyone is to use soap and water for at least 20 seconds to wash their hands. Use an alcohol-based hand sanitizer that contains at least 60-95% alcohol if soap and water is not available.
4. Aid individuals who may have difficulty washing hands or using a hand rub.
5. Advise everyone to avoid touching their face, eyes, nose, and mouth.
6. Provide soap and water and alcohol-based hand rubs in center/office. COA will maintain an adequate supply. Place hand rubs in multiple locations to encourage hand hygiene.

#### B. Perform routine environmental cleaning.

1. Routinely clean all frequently touched surfaces in center/office/buses such as countertops, tables, chairs, doorknobs, and restrooms. Use cleaning agent provided by Administration Office and follow directions on the label.
2. Use disposable wipes and gloves to wipe down commonly used surfaces after each use.

#### C. Meals

1. In the event of an outbreak in the area COA will order a two week supply of shelf stable meals for all congregate and home delivered meal clients.
2. COA will distribute shelf stable meals to clients receiving congregate meals and home delivered meals if sites must close.
3. COA will deliver Home Delivered Meals to the clients' door instead of inside the home.

#### D. Services

1. COA will suspend services as needed due to outbreak.

2. COA will check Clients' temperatures when using transportation services or entering COA site(s).

E. Material Aid

COA will distribute material aid as needed to clients and staff.

F. Employees

1. Managers will check Employee temperatures upon arriving to work, and when returning to COA site(s).
2. Employee(s) are to quarantine as needed.
3. COA will contact Emergency Staff to provide services.

G. COA may close for the duration of the event or a certain period during the event if authorities deem it necessary. COA will remain closed until authorities declare it is safe to reopen.

H. As federal and state guidelines evolve COA will adjust accordingly.

### XIII. SEVERE THUNDERSTORM / TORNADO ACTION PLAN

COA will close for the duration of the event if weather authorities advise winds of 34 kt (39 mph) or higher in St. Charles Parish within twenty four (24) hours and remain closed until authorities declare it is safe to be on highways. Administration will have buildings inspected before reopening.

- A. If St. Charles Parish Emergency Operations Center activates outdoor sirens STAY CALM, bring all persons inside building(s).
- B. All persons take shelter in the restrooms.
- C. Close doors.
- D. Manager/Administrative Clerk takes Sign-In Log into restroom.
- E. Manager/Administrative Clerk takes Attendance.
- F. Dispatcher alerts drivers of the situation, instructs drivers to take shelter in nearest building.
- G. All persons are to remain in restroom until warning expires or emergency personnel have issued an all clear signal.
- H. Manager reports any center damages or injuries to the Assistant Director.

### XIV. TRAIN DERAILMENT

Train derailments can result in chemical spills and releases. These incidents can vary in significance. The chances of a train derailment with a hazardous chemical or biohazard substance release is low. Despite the limited number of incidents that occur each year, the danger is significant.

If a chemical or hazardous material release occurs near you:

- A. Try to remain calm and DO NOT ENTER AN AREA THAT MAY BE DANGEROUS. Leave the area, if possible.

- B. Once you are clear of the hazardous material incident area, call 911.
- C. If the incident is a traffic accident involving a semi-tanker truck or train derailment involving tanker cars, look for chemical identification placards on the tanks. First observe the scene for obvious leaks and or gas vapor clouds. **DO NOT APPROACH THE SCENE** if either are present or stay upwind. Call 911 to relay your observations to the dispatcher. Provide the dispatcher with as much information as possible including placard information.
- D. If you become aware of a potential hazardous material incident near your location listen to local radio or television stations for further information. Follow all instructions.
- E. Stay away from the incident site to minimize the risk of contamination.
- F. If caught outside stay upstream or upwind. Try to go ½ mile (10 city blocks) from the danger area.
- G. If you are in a vehicle, close window and shut off ventilation.
- H. Evacuate if told to do so.
- I. If local officials say there is time, close all windows, shut vents, and turn off ventilation systems to minimize contamination.
- J. To reduce the possibility of toxic vapors entering the building, seal all entry routes as efficiently as possible.
- K. If an explosion is imminent close drapes, curtains, and shades.
- L. If you suspect gas or vapor contamination, take shallow breaths through a cloth or towel.
- M. Avoid contact with any spilled liquid materials, airborne mist or condensed solid chemical materials.
- N. Do not eat or drink any food or water that may be contaminated.

#### XV. TROPICAL STORM/HURRICANE ACTION PLAN

COA will close for the duration of the event if weather authorities advise winds of 34 kt (39 mph) or higher in St. Charles Parish within twenty four (24) hours and remain closed until authorities declare it is safe to be on highways. Administration will have buildings inspected before reopening.

#### XVI. ADMINISTRATIVE RESPONSIBILITIES

- A. Executive Director – Emergency Coordinator for Agency
  - 1. Maintain communications with EOC.
  - 2. Initiate Response Plan.
  - 3. Maintain communications with the Chairman of the Board of Directors.
  - 4. Notify staff of intentions.
  - 5. Maintain communications with Governor’s Office of Elderly Affairs (GOEA).

6. Maintain communication with caterer.
7. Maintain communications with subcontractors.
8. Coordinate use of the COA fleet with EOC in the event of evacuations.
9. Prepare office computers for shut down.
10. Prepare/take laptops for transportation out of area.
11. Maintain communication of agency's emergency plans with employees and the community through COA website, local radio stations, television stations, parish website, telephone, text messaging, and email.

B. Assistant Director

1. Maintain current list of employees willing to work during an emergency.
2. Maintain current list of employee phone numbers in Outlook and Personnel Excel worksheet.
3. Maintain current emergency cards on employees.
4. Maintain current inventory of all sites.
5. Prepare credit cards, insurance policies, checking & savings accounts, Certificates of Deposit, and COA inventory in the event of emergency closures.
6. Assist Executive Director.

C. Transportation Manager

1. Maintain current list of supervised employees' phone numbers.
2. Maintain fleet in state of preparedness.
3. Coordinate dropping off fleet keys to EOC for use in the event of evacuation.
4. Contact dialysis unit(s), therapy unit(s), and other agencies and advise of impending emergency.
5. Standby for further instructions.

D. Dispatcher

1. Will ensure fueling fleet before parking.
2. Arrange transportation for center clients to their homes and local stores as directed.
3. Standby for further instructions.

E. Home Delivered Meals Manager

1. Maintain current list of supervised employees' phone numbers.
2. Order five (5) shelf stable meals per home delivered meal client four (4) weeks before May 1<sup>st</sup> each year for hurricane season/winter season.

3. COA will distribute shelf stable meals to clients one (1) week prior to the beginning of Hurricane Season/Winter Season.
4. Coordinate preparing for closure.
5. Make a week's copy of HDM sheets.
6. Standby for further instructions.

F. Activities Manager

1. Coordinate preparing centers for closure.
2. Maintain current list of supervised employees' phone numbers.
3. Standby for further instructions.

G. Activity Center Manager

1. Maintain current list of supervised employees' phone numbers.
2. Announce impending emergency to clients and staff.
3. Work with dispatcher to coordinate clients' transportation to store and home.
4. Secure center, coordinate placement of all loose items such as outdoor furniture, and garbage cans inside building.
5. Standby for further instructions.

H. Administration Staff

1. Secure administration office, place all loose items such as outdoor furniture, garbage cans, ashtrays, and potted plants inside building.
2. Standby for further instructions.

I. Center/HDM Aide

1. Assist manager, place all loose items such as outdoor furniture, and garbage cans inside building.
2. Standby for instructions.

J. Drivers

1. Standby for instructions.

XVII. RECOVERY AND REENTRY

A. Executive Director

1. Maintain contact with EOC.
2. Contact Parish Public Works to insure Luling and New Sarpy centers can reopen.
3. Contact Governor's Office of Elderly Affairs (GOEA).

4. Contact Board of Directors chairman.
5. Contact managers/staff for recovery and reentry.
6. Contact caterer to prepare meals for emergency use.
7. Contact subcontractors.
8. Restore office computers.
9. Return laptops.
10. Broadcast agency's intentions through local radio stations, television stations, parish website, telephone, text messaging, and email.

B. Assistant Director

1. Contact staff with instructions.
2. Coordinate with FEMA for reimbursement.
3. File insurance claims.
4. Return credit cards, insurance policies, checking & savings accounts, Certificates of Deposit, and COA inventory in the event of emergency closures.
5. Assist Executive Director.
6. Resume normal operations.
7. Stand by for instructions.

C. Transportation Manager

1. Contact staff with instructions.
2. Prepare department for reopening.
3. Contact dialysis unit(s), therapy unit(s), and other agencies and advise them of situation.
4. Coordinate return of fleet and keys from EOC.
5. Inspect vehicles for any damages.
6. Resume normal operations.
7. Stand by for instructions.

D. Dispatcher

1. Arrange transportation for clients.
2. Coordinate return of fleet and keys from EOC.
3. Resume normal operations.
4. Stand by for instructions.

E. Home Delivered Meals Manager

1. Contact staff with instructions.
2. Prepare department for reopening.
3. Resume normal operations.
4. Stand by for instructions.

F. Activities Manager

1. Contact staff with instructions.
2. Prepare department for reopening.
3. Resume normal operations.
4. Stand by for instructions.

G. Administration Staff

1. Return items such as outdoor furniture, garbage cans, ashtrays, and potted plants outside.
2. Empty and clean refrigerator if power was out 48 hours or more.
3. Resume normal operations.
4. Stand by for instructions.

H. Activity Center Manager

1. Contact staff with instructions.
2. Work with dispatcher to coordinate transportation for center clients.
3. Return items such as outdoor furniture, garbage cans, ashtrays, and potted plants outside.
4. Empty and clean refrigerator if power was out 48 hours or more.
5. Return center to normal operations.
6. Stand by for instructions.

I. Center/HDM Aide

1. Empty and clean refrigerator if power was out 48 hours or more.
2. Resume normal operations.
3. Prepare site as directed by manager.

J. Drivers

1. Resume normal operations.

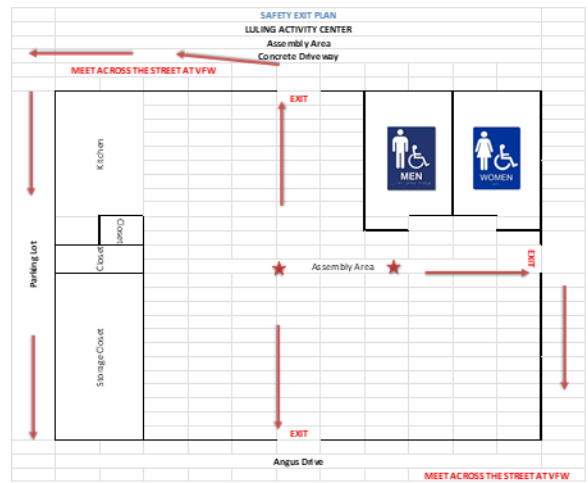
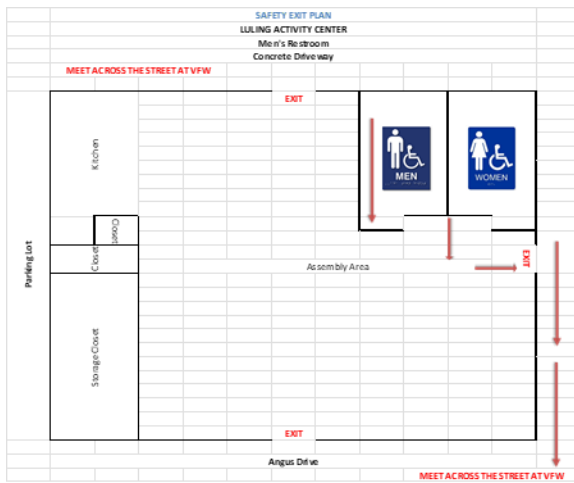
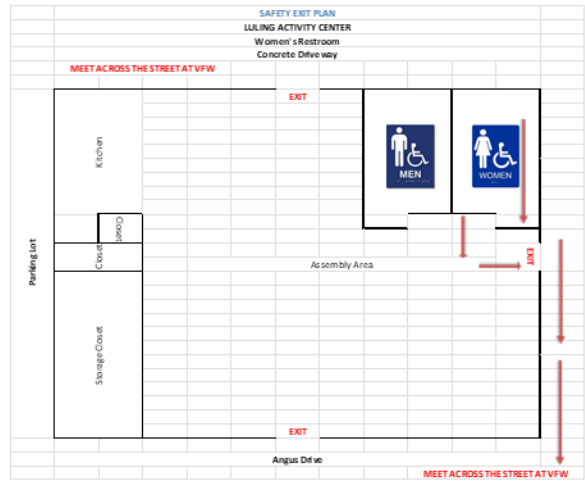
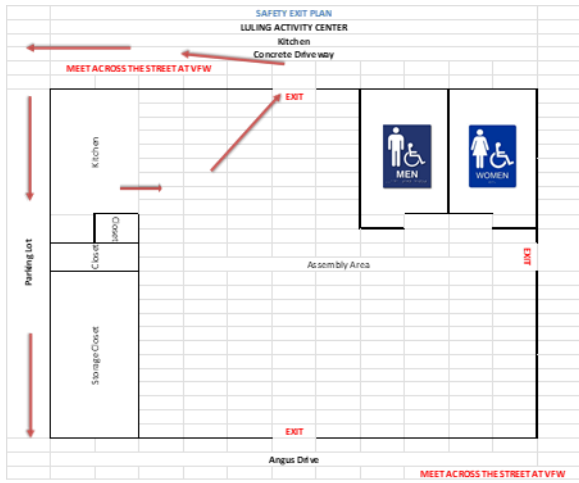


2. Stand by for instructions.

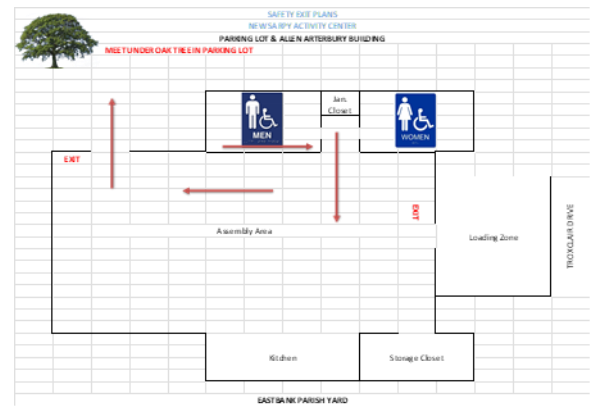
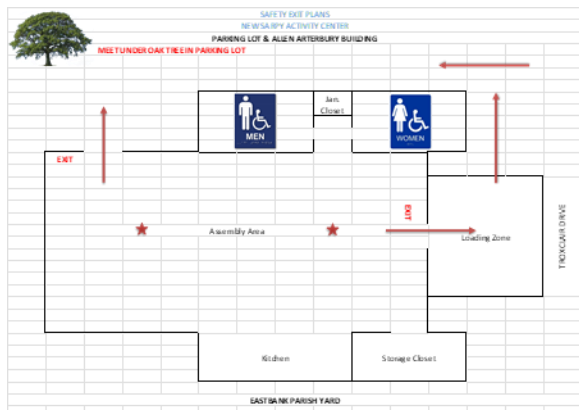
APPENDIX A

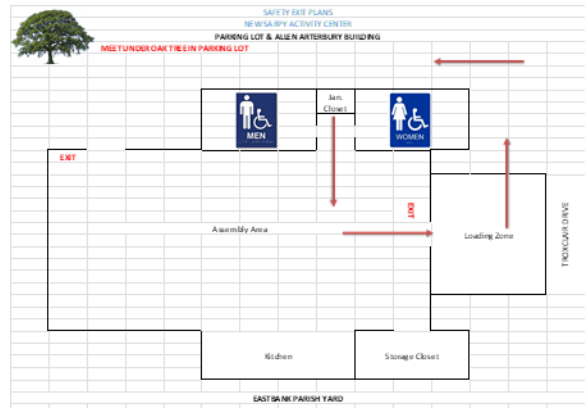
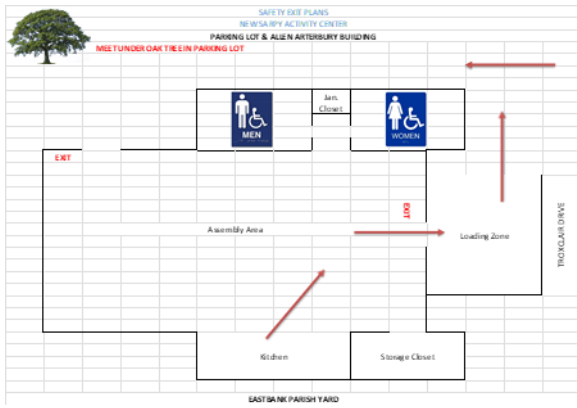
SAFETY EXIT

LULING



New Sarpy





**APPENDIX B  
EMERGENCY TRANSPORTATION AGREEMENT**

**EMERGENCY TRANSPORTATION  
AGREEMENT BETWEEN  
ST. CHARLES COUNCIL ON AGING, INC.  
AND  
ST. CHARLES PARISH DEPARTMENT OF HOMELAND SECURITY AND  
EMERGENCY PREPAREDNESS**

Let it be known that the St. Charles Council on Aging, Inc. has a standing agreement to allow, the St. Charles Parish Department of Homeland Security and Emergency Preparedness use of their vehicles to move the public out of harm's way in the event of an emergency.

In the event the Parish of St. Charles initiates the Publicly Assisted Evacuation Plan to evacuate those citizens that do not have the means to or cannot afford to pay for an evacuation.

The vehicles involved will only be the ones that the St. Charles Council on Aging, Inc. would not be using for their clients at that specific time.

The St. Charles Council on Aging, Inc. will only furnish the vehicles – not drivers.

St. Charles Council on Aging, Inc., contact – April Keller, Executive Director

Phone: 985-783-6683  
Cell: 504-416-1752  
Fax: 985-783-1996

This agreement will continue from year to year until one party gives a 30 day notice of cancellation.

*April Keller*  
St. Charles Council on Aging, Inc.      10/6/2020  
Date

*[Signature]*  
St. Charles Parish Department of Homeland Security  
and Emergency Preparedness      10/6/2020  
Date

**APPENDIX C  
VEHICLE INVENTORY**

St. Charles Council on Aging, Inc. SUV Inventory										
Acquired	Vehicle	Current Mileage	Condition	VIN #	Seats	Year	Make	Model	Cost	License Plate #
11/26/2012	1	74,851	Good	3C4PDCABXD1578801	5	2013	Dodge	Journey	\$18,285.00	WUG760
11/11/2013	2	106,596	Good	3C4PDCAB1ET160774	5	2014	Dodge	Journey	\$19,490.00	XQT919
11/18/2013	3	66,439	Good	3C4PDCAB5ET160776	5	2014	Dodge	Journey	\$19,490.00	XQT920
11/26/2013	4	72,020	Good	3C4PDCAB7ET160777	5	2014	Dodge	Journey	\$19,490.00	XQT917
11/27/2013	5	78,868	Good	3C4PDCAB3ET160775	5	2014	Dodge	Journey	\$19,490.00	XQW490
11/27/2013	6	70,046	Good	3C4PDCAB9ET160778	5	2014	Dodge	Journey	\$19,490.00	XQW489
10/1/2013	7	65,334	Good	3C4PDCAB7ET136656	5	2014	Dodge	Journey	\$19,490.00	XQN794
1/15/2016	8	59,824	Good	3C4PDCAB3OT188403	5	2016	Dodge	Journey	\$17,586.00	ZQR461
10/14/2016	9	47,111	Good	3C4PDCAB7HT534924	5	2017	Dodge	Journey	\$17,586.00	321AJR
10/14/2016	10	38,898	Good	3C4PDCAB9HT534925	5	2017	Dodge	Journey	\$17,586.00	320AJR
7/22/2020	T-22	7,823	NEW	1GNERFKW8LJ263522	8	2020	Traverse	Chevy	\$24,966.33	772DTS
5/5/2021	89	2,523	NEW	KL7CJKB2MB360589	4	2021	Trax	Chevy	\$20,902.05	371EPU
5/5/2021	93	2,132	NEW	KL7CJKB3MB360293	4	2021	Trax	Chevy	\$20,902.05	370EPU
4/4/2022	week									

St. Charles Council on Aging, Inc. BUS INVENTORY																	
ACQUIRED	VEHICLE #	YEAR	CONDITION	VIN #	SEATS	LEFT	LEFT MAKE	LP	RIGHT MAKE	HAIR	SEAT TYPE	SEAT	LEADER	APPLICATED	EXPANSE	SECTION	STATUS
1/18/13	38	7386	GOOD	JF0F04F1JCK04011	12	2	2008	BUICK	ENCLAVE	FORG	SEAT	302	304	2014	REPLACE #	1A-1A-3039	ED-38-3039
1/18/13	21	4670	GOOD	JF0F04F1JCK04012	12	2	2008	BUICK	ENCLAVE	FORG	SEAT	302	304	2014	REPLACE #	1A-1A-3039	ED-38-3039
1/18/13	47	4702	NEW	JF0F04F1JCK04017	12	2	2008	BUICK	ENCLAVE	FORG	SEAT	302	304	2014	REPLACE #	1A-21-1020	ED-38-3039
1/18/13	35	4640	NEW	JF0F04F1JCK04018	12	2	2008	BUICK	ENCLAVE	FORG	SEAT	302	304	2014	REPLACE #	1A-21-1020	ED-38-3039
8/30/13	46	122,000	GOOD	JF0F04F1JCK04019	12	2	2008	BUICK	ENCLAVE	FORG	SEAT	302	304	2014	REPLACE #	1A-1A-3039	ED-38-3039
Deleted		Approved June 30, 2019					2008	BUICK	ENCLAVE	FORG	SEAT	302	304	2014	REPLACE #	1A-21-1020	ED-38-3039
Deleted		Approved June 30, 2019					2008	BUICK	ENCLAVE	FORG	SEAT	302	304	2014	REPLACE #	1A-21-1020	ED-38-3039

**APPENDIX D**



# APPENDIX F ACTION PLAN FORMS

ST. CHARLES COUNCIL ON AGING, INC.  
EMERGENCY RESPONSE  
EXECUTIVE DIRECTOR ACTION PLAN

EMERGENCY: \_\_\_\_\_ DATE: \_\_\_\_\_

Duty	Action	Completed Date	Time	Comments
<b>Initiate Plan</b>				
1	Maintain communications with EOC			
2	Initiate Response Plan			
3	Notify Board of Directors Chairman			
4	Notify staff			
5	Notify G.O.E.A.			
6	Notify caterer			
7	Notify subcontractor			
8	Coordinate COA fleet with EOC			
9	Prepare office computers for shut down			
10	Prepare/take laptops out of area			
11	Update COA website			
12	Contact radio stations with plan			
13	Contact TV stations with plan			
14	Contact parish website with plan			
<b>Recovery and Reentry</b>				
1	Maintain contact with EOC			
2	Contact Parish Public Works			
3	Contact G.O.E.A.			
4	Contact Board of Director Chairman			
5	Contact managers/staff			
6	Contact caterer			
Duty	Action	Completed Date	Time	Comments
7	Contact subcontractors			
8	Resume office computers			
9	Return laptops			
10	Contact radio stations			
11	Contact TV stations			
12	Contact parish website			

Revised 2/28/2022

ST. CHARLES COUNCIL ON AGING, INC.  
EMERGENCY RESPONSE  
TRANSPORTATION MANAGER ACTION PLAN

EMERGENCY: \_\_\_\_\_ DATE: \_\_\_\_\_

Duty	Action	Completed Date	Time	Comments
<b>Initiate Plan</b>				
1	Maintain current list of supervised employees' phone numbers			
2	Maintain fleet in state of preparedness			
3	Coordinate dropping fleet keys to EOC			
4	Contact dialysis units, therapy units, and other agencies			
<b>Recovery and Reentry</b>				
1	Contact staff with instructions			
2	Prepare department for reopening			
3	Contact dialysis units, therapy units, and other agencies			
4	Coordinate return of fleet and keys from EOC			
5	Inspect fleet for damages			

Revised 2/28/2022

ST. CHARLES COUNCIL ON AGING, INC.  
EMERGENCY RESPONSE  
ACTIVITIES MANAGER

EMERGENCY: \_\_\_\_\_ DATE: \_\_\_\_\_

Duty	Action	Completed Date	Time	Comments
<b>Initiate Plan</b>				
1	Coordinate activity centers for closure			
2	Maintain current list of supervised employees' phone numbers			
<b>Recovery and Reentry</b>				
1	Contact staff with instructions			
2	Prepare activity center for reopening			

Revised 2/28/2022

ST. CHARLES COUNCIL ON AGING, INC.  
EMERGENCY RESPONSE  
DISPATCHER ACTION PLAN

EMERGENCY: \_\_\_\_\_ DATE: \_\_\_\_\_

Duty	Action	Completed Date	Time	Comments
<b>Initiate Plan</b>				
1	Ensure fleet fueled before parking			
2	Coordinate transportation for center clients home/local store			
<b>Recovery and Reentry</b>				
1	Coordinate transportation for clients			
3	Resume normal operations			

Revised 2/28/2022

ST. CHARLES COUNCIL ON AGING, INC.  
EMERGENCY RESPONSE  
ASSISTANT DIRECTOR ACTION PLAN

EMERGENCY: \_\_\_\_\_ DATE: \_\_\_\_\_

Duty	Action	Completed Date	Time	Comments
<b>Initiate Plan</b>				
1	Maintain current list of employees willing to work emergencies			
2	Maintain current list of employees phone numbers in Outlook and Personnel Excel worksheet			
3	Maintain current employee emergency cards			
4	Maintain current inventory of all staff			
5	Prepare credit cards, insurance policies, checking & savings accounts, Certificates of Deposit, and COA inventory to take out of area			
6	Assist Executive Director			
<b>Recovery and Reentry</b>				
1	Contact staff with instructions			
2	Coordinate 133MA reimbursement			
3	File insurance claims			
4	Return credit cards, insurance policies, checking & savings Accounts, Certificates of Deposit, and COA inventory			
5	Assist Executive Director			

Revised 2/28/2022

ST. CHARLES COUNCIL ON AGING, INC.  
EMERGENCY RESPONSE  
HOME DELIVERED MEAL ACTION PLAN

EMERGENCY: \_\_\_\_\_ DATE: \_\_\_\_\_

Duty	Action	Completed Date	Time	Comments
<b>Initiate Plan</b>				
1	Maintain current list of supervised employees phone numbers			
2	Order five (5) shelf stable meals per home delivered meal client four (4) weeks before hurricane season/winter season			
3	Distribute five (5) shelf stable meals to clients one (1) week prior to the beginning hurricane season/winter season			
4	Coordinate preparing for closure			
5	Make a weeks copy of HDM Sheets			
<b>Recovery and Reentry</b>				
1	Contact staff with instructions			
2	Prepare department for reopening			

Revised 8/5/2022

ST. CHARLES COUNCIL ON AGING, INC.  
EMERGENCY RESPONSE  
CENTER/HDH AIDE ACTION PLAN

EMERGENCY: \_\_\_\_\_ DATE: \_\_\_\_\_

Duty	Action	Completed Date	Time	Comments
<b>Initiate Plan</b>				
1	Assist manager place all loose items such as outdoor furniture, and garbage cans inside building.			
<b>Recovery and Reentry</b>				
1	Empty and clean refrigerator if power was out 48 hours or more.			

Revised 3/2/2022

ST. CHARLES COUNCIL ON AGING, INC.  
EMERGENCY RESPONSE  
ADMINISTRATION STAFF ACTION PLAN

EMERGENCY: \_\_\_\_\_ DATE: \_\_\_\_\_

Duty	Action	Completed Date	Time	Comments
<b>Initiate Plan</b>				
1	Secure administration office, place all loose items such as outdoor furniture, garbage cans, ashtrays, and potted plants inside building			
<b>Recovery and Reentry</b>				
1	Return items such as outdoor furniture, garbage cans, ashtrays, and potted plants outside			
2	Empty and clean refrigerator if power was out 48 hours or more.			

Revised 3/2/2022

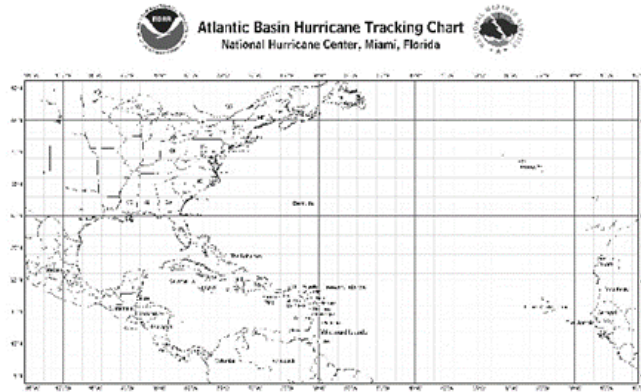
ST. CHARLES COUNCIL ON AGING, INC.  
EMERGENCY RESPONSE  
ACTIVITY CENTER MANAGERS ACTION PLAN

EMERGENCY: \_\_\_\_\_ DATE: \_\_\_\_\_

Duty	Action	Completed Date	Time	Comments
<b>Initiate Plan</b>				
1	Maintain current list of supervised employees' phone numbers.			
2	Announce impending emergency to clients and staff			
3	Work with dispatcher to coordinate clients transportation to store and home			
4	Secure center, coordinate placement of all loose items such as outdoor furniture, and garbage cans inside building.			
<b>Recovery and Reentry</b>				
1	Contact staff with instructions			
2	Work with dispatcher to coordinate clients transportation for center			
3	Return items such as outdoor furniture, garbage cans, ashtrays, and potted plants outside.			
4	Empty and clean refrigerator if power was out 48 hours or more.			

Revised 3/2/2022

## APPENDIX G TRACKING CHART



## APPENDIX H COMPUTER DATA SAFETY MEASURES

BridgeNet Technology Consultants, LLC will ensure COA computer data safety measures are taken to ensure the integrity of files stored on all computers and server as well as measures taken to prevent unauthorized access to stored data, by securing the physical perimeter of the computer equipment, authentication of users or computer accounts accessing data and providing a secure method of data transmission.

Data is backed up off site in the cloud nightly at 6 pm and BridgeNet performs periodic testing and verifications. Webroot Managed AV is installed on all systems. Critical and important system and software patches and or updates are installed automatically. All other system and software patches are installed on an as needed basis. COA identification of personnel, processes, and tools needed to recover operations after a critical event.

In the event of an evacuation the Executive Director will prepare the server and laptops for shut down before transporting laptops out of the area. Once the event is over and it is safe to return to building the Executive Director will return all laptops and restore the server and laptops.

## II. PUBLIC HEALTH EMERGENCY PLAN

### SECTION 14 REQUEST FOR WAIVER OF TITLE III PRIORITY SERVICES

The AAA is not requesting a Waiver of Priority Services.

### SECTION 15

# GOVERNING BOARD

**Board of Directors Roster**  
Agency Name: St. Charles  
Year: 2022-2023 June

DATE REVIEWED: Thursday, July 21, 2022 ANNUAL MEETING:  SPECIAL MEETING:  REGULAR MEETING:

IDENTIFY THIS AS AN OFFICER, MEMBER OF THE BOARD OF DIRECTORS AND CHAIRMAN OF THE BOARD OR AS A MEMBER OF THE BOARD OF DIRECTORS BY ACCORDING TO THE BOARD'S BY-LAWS

Board Secretary Signature: Ma M. Holmes Date: 6/15/2022

**(1) NAME: Ms. Debra Frazer**  
ADDRESS: 8 Sycamore Lane  
CITY: St. Louis  
ZIP CODE: 70307  
DISTRICT:  
PHONE #: (804) 461-1777  
AGE 60-79:   
OCCUPATION: Retired AT&T  
E-MAIL: dfrazer@earthlink.net

Temporary TERM: From: June 2022 To: June 2023  
Original Term Vacated:  
FIRST TERM: From: June 2022 To: June 2023  
SECOND TERM: From: June 2023 To: June 2024

IF OFFICER, OFFICE HELD:  
TERM OFFICE HELD: 1st Term  
From: June 2022 To: June 2023

NOTE: If Member was elected to a Temporary Replacement Term, please complete the following:  
Resigned Board Member: Original Elected Term for Resigned Member June 2016 June 2016  
Date Member Resigned: Extension of Temporary Replacement Member (Exp Term End) August 1, 2022

**Board of Directors Roster**  
Agency Name: St. Charles  
Year: 2022-2023 June

**(4) NAME: St. Charles Council**  
ADDRESS: 837 South Dufferin Avenue  
CITY: Dufferin  
ZIP CODE: 70347  
DISTRICT:  
PHONE #: (865) 381-2134  
AGE 60-79:   
OCCUPATION: Lawyer  
E-MAIL: charles@charleslaw.com

Temporary TERM: From: December 1, 2018 To: June 2019  
Original Term Vacated:  
FIRST TERM: From: June 2018 To: June 2019  
SECOND TERM: From: June 2019 To: June 2020  
THIRD TERM: From: June 2020 To: June 2021  
FOURTH TERM: From: June 2021 To: June 2022

IF OFFICER, OFFICE HELD:  
TERM OFFICE HELD:  
From: June 2022 To: June 2023

NOTE: If Member was elected to a Temporary Replacement Term, please complete the following:  
Resigned Board Member: Original Elected Term for Resigned Member June 2016 June 2016  
Date Member Resigned: Extension of Temporary Replacement Member (Exp Term End) August 1, 2022

**Board of Directors Roster**  
Agency Name: St. Charles  
Year: 2022-2023 June

**(7) NAME: Mr. Dennis Potts**  
ADDRESS: 272 Second Street  
CITY: St. Louis  
ZIP CODE: 70307  
DISTRICT:  
PHONE #: (636) 486-0910  
AGE 60-79:   
OCCUPATION: Retired Gate Barrer & St. Charles Parish School  
E-MAIL:

Temporary TERM: From: January 1, 2021 To: June 2023  
Original Term Vacated:  
FIRST TERM: From: June 2020 To: June 2023  
SECOND TERM: From: June 2023 To: June 2024

IF OFFICER, OFFICE HELD:  
TERM OFFICE HELD:  
From: June 2022 To: June 2023

NOTE: If Member was elected to a Temporary Replacement Term, please complete the following:  
Resigned Board Member: Original Elected Term for Resigned Member June 2020 June 2023  
Date Member Resigned: Extension of Temporary Replacement Member (Exp Term End) December 1, 2020 June 2023  
May Be Eligible for 2 Full 1 Year Terms - Check with HRSB

**Board of Directors Roster**  
Agency Name: St. Charles  
Year: 2022-2023 June

**(10) NAME: Mrs. Shonda Lentry**  
ADDRESS: 209 Kennedy Street, PO Box 573  
CITY: Jack  
ZIP CODE: 70331  
DISTRICT:  
PHONE #: (804) 612-2728  
AGE 60-79:   
OCCUPATION: Retired St. Charles Parish Clerk of Court  
E-MAIL:

Temporary TERM: From: January 1, 2021 To: June 2021  
Original Term Vacated:  
FIRST TERM: From: June 2021 To: June 2024  
SECOND TERM: From: June 2024 To: June 2025

IF OFFICER, OFFICE HELD:  
TERM OFFICE HELD:  
From: June 2022 To: June 2023

NOTE: If Member was elected to a Temporary Replacement Term, please complete the following:  
Resigned Board Member: Original Elected Term for Resigned Member June 2021 June 2021  
Date Member Resigned: Extension of Temporary Replacement Member (Exp Term End) August 1, 2021

**Board of Directors Roster**  
Agency Name: St. Charles  
Year: 2022-2023 June

**(8) NAME: Mr. Steve Zima**  
ADDRESS: 401 Evergreen Drive  
CITY: St. Louis  
ZIP CODE: 70347  
DISTRICT:  
PHONE #: (636) 329-3727  
AGE 60-79:   
OCCUPATION: Retired Part Active St. Charles Sheriff  
E-MAIL: szima@stcharlesmo.org

Temporary TERM: From: July 1, 2022 To: June 2024  
Original Term Vacated:  
FIRST TERM: From: June 2021 To: June 2024  
SECOND TERM: From: June 2024 To: June 2025

IF OFFICER, OFFICE HELD:  
TERM OFFICE HELD:  
From: June 2022 To: June 2023

NOTE: If Member was elected to a Temporary Replacement Term, please complete the following:  
Resigned Board Member: Original Elected Term for Resigned Member June 2021 June 2024  
Date Member Resigned: Extension of Temporary Replacement Member (Exp Term End) June 2024  
May Be Eligible for 2 Full 1 Year Terms - Check with HRSB

**Board of Directors Roster**  
Agency Name: St. Charles  
Year: 2022-2023 June

**(12) NAME: Ms. Whore Champagne**  
ADDRESS: 312 Oak Street  
CITY: Dufferin  
ZIP CODE: 70357  
DISTRICT:  
PHONE #: (651) 813-3878  
AGE 60-79:   
OCCUPATION: Retired from St. Charles Parish School Board  
E-MAIL: wchampagne@earthlink.net

Temporary TERM: From: October 1, 2017 To: June 2018  
Original Term Vacated:  
FIRST TERM: From: June 2018 To: June 2018  
SECOND TERM: From: June 2018 To: June 2019  
THIRD TERM: From: June 2019 To: June 2020  
FOURTH TERM: From: June 2020 To: June 2021  
FIFTH TERM: From: June 2021 To: June 2022  
SIXTH TERM: From: June 2022 To: June 2023  
SEVENTH TERM: From: June 2023 To: June 2024

IF OFFICER, OFFICE HELD:  
TERM OFFICE HELD:  
From: June 2022 To: June 2023

NOTE: If Member was elected to a Temporary Replacement Term, please complete the following:  
Resigned Board Member: Original Elected Term for Resigned Member June 2016 June 2016  
Date Member Resigned: Extension of Temporary Replacement Member (Exp Term End) June 2016  
May Be Eligible for 2 Full 1 Year Terms

**Board of Directors Roster**

Agency Name: St. Charles  
 Year: 2022-2023      June

(13) NAME: <u>Mrs. Sharon Hood</u>	Temporary TERM: <small>(Complete Temporary TERM and Original Term Vacated only as applicable)</small>	
	From: _____	To: _____
	Original Term Vacated: _____	
	From: _____	To: _____
	Month: _____	Year: _____
	Month: _____	Year: _____
	FIRST TERM: _____	
	From: _____	To: _____
	Month: _____	Year: _____
	Month: _____	Year: _____
SECOND TERM: _____		
From: _____	To: _____	
Month: _____	Year: _____	
Month: _____	Year: _____	
TERM OFFICE HELD: _____		
From: _____	To: _____	
Month: _____	Year: _____	
Month: _____	Year: _____	
NOTE: If Member was elected to a Temporary Replacement Term, please complete the following:		
Resigned Board Member: _____	Original Elected Term for Resigned Member: _____	
Date Member Resigned: _____	Section of Temporary Replacement Member Due Term End: _____	
ADDRESS: <u>129 Asphodel Drive</u>		
CITY: <u>St. Charles</u>		
ZIP CODE: <u>63303</u>		
DISTRICT: _____		
PHONE #: <u>636-285-0866</u>		
AGE (BORN): _____		
OCCUPATION: <u>Works for St. Charles Public School Board</u>		
E-MAIL: <u>sharon77@gmail.com</u>		
Notes: _____		
Resigned Board Member: _____		
Date Member Resigned: _____		
Original Elected Term for Resigned Member: _____		
Section of Temporary Replacement Member Due Term End: _____		
ADDRESS: _____		
CITY: _____		
ZIP CODE: _____		
DISTRICT: _____		
PHONE #: _____		
AGE (BORN): _____		
OCCUPATION: _____		
E-MAIL: _____		
Notes: _____		
Resigned Board Member: _____		
Date Member Resigned: _____		
Original Elected Term for Resigned Member: _____		
Section of Temporary Replacement Member Due Term End: _____		
ADDRESS: _____		
CITY: _____		
ZIP CODE: _____		
DISTRICT: _____		
PHONE #: _____		
AGE (BORN): _____		
OCCUPATION: _____		
E-MAIL: _____		
Notes: _____		
Resigned Board Member: _____		
Date Member Resigned: _____		
Original Elected Term for Resigned Member: _____		
Section of Temporary Replacement Member Due Term End: _____		

PAF 401  
 Revised 12/2011

## ADVISORY COUNCIL

St. Charles Council on Aging, Inc.  
Advisory Council Members List  
Fiscal Year 2023  
July 1, 2022 – June 30, 2023

Mary Clulee  
221 Evelyn Drive  
Luling, Louisiana 70070  
H (985)-785-8667  
C (504)487-4064  
[dclulee@aol.com](mailto:dclulee@aol.com)

Helen V. Mims  
332 River Village Drive  
Destrehan, Louisiana 70047  
(504)710-6253

Darlene Mollere-Ellis  
**Vice Chairman**  
149 Rosedon  
Hahnville, LA 70057  
(504)460-1211  
[Darlene\\_ellis@cox.net](mailto:Darlene_ellis@cox.net)

Angela Gruntz Fenerty  
**Chairman**  
15 Walnut Place  
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(H)(504)785-5444  
(C)(985)817-0065  
[catac@bellsouth.net](mailto:catac@bellsouth.net)

Kennith Tate  
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[tatek@cox.net](mailto:tatek@cox.net)

Debra F. Johnson  
11752 River Road  
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[Debrafjohnson71@gmail.com](mailto:Debrafjohnson71@gmail.com)

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232 Whitley Road  
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(H)(985)758-7961  
(C)(504) 914-1402  
[lupe.sweeney@yahoo.com](mailto:lupe.sweeney@yahoo.com)

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(985)785-2124  
[jaguidry@bellsouth.net](mailto:jaguidry@bellsouth.net)

Jack Fletcher  
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Norco, Louisiana 70079  
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[jack.fletcher70@gmail.com](mailto:jack.fletcher70@gmail.com)

Valerie Brown  
144 Barreca Street  
Norco, Louisiana 70079  
(504)319-1024  
[Valb1\\_6@yahoo.com](mailto:Valb1_6@yahoo.com)

Barbara Clements Wilson  
145 Victoria Lane  
PO Box 5  
Ama, Louisiana 70031  
[Belementwilson1213@att.net](mailto:Belementwilson1213@att.net)

Brandon Isaac  
**Interim Chairman**  
156 Killona Drive  
Killona, LA 70057  
(H)(985)210-2740  
(C)(985)817-3684  
[bisaac226@gmail.com](mailto:bisaac226@gmail.com)

Philip Peyregne  
117 Pleasant Valley Street  
Des Allemands, Louisiana 70030  
(985)758-1256  
[ppeyregne@bellsouth.net](mailto:ppeyregne@bellsouth.net)

Annual Election June 15, 2022  
Special Election September 21, 2022



## ASSURANCES

### STANDARD ASSURANCES UNDER THE OLDER AMERICANS ACT (PROVISION OF ASSURANCES BY AREA AGENCIES ON AGING)

The Older Americans Act of 1965, as amended (42 U.S.C., Section 3001, *et. seq.* hereafter referred to as the Act), requires each Area Agency on Aging to provide assurances that it will develop a plan and carry out a program in accordance with the plan. Each Area Agency on Aging must comply with the following provisions of the Act and written policies, procedures, or agreements, as appropriate, must be on file in the Area Agency on Aging office and available for review and approval by Office of Elderly Affairs officials.

- |                                    |   |
|------------------------------------|---|
| Sec. 306(a)(6)(E)(F)(G)            | Procedures for Coordination with Program Listed in Sec. 203(b) of the OAA   |
| Sec. 306(a)(7)                     | Policy for the Coordination of Community-Based Long Term Care   |
| Sec. 306(a)(8)                     | Policy Regarding Coordinating of Case Management Services   |
| Sec. 306(a)(9)                     | Policy to Carry Out the Long-Term Care Ombudsman as Described in Section 307(a)(9)  |
| Sec. 306(a)(10)                    | Policy for a Grievance Procedure for Older Individuals That are Dissatisfied or Denied a Service Under This Title.  |
| Sec. 306(a)(11)(A)(B)(C)           | Policy to Provide or Coordinate Services for Older Native Americans Under This Title with Services Provided Under Title VI  |
| Sec. 306(a)(12)                    | Procedure to Coordinate Services with Other Federally Assisted Programs as Described in Section 202(b)  |
| Sec. 306(a)(13)(A)(B)(C)           | Provide assurances that area agency will maintain the integrity and public purpose of services, provide identity of contracts, demonstrate that the quantity and quality of the services are enhanced because of such contract or relationship. |
| Sec. 306(a)(14)                    | Assurance is given that preference in receiving Title III services will not be given to any individual because of a contract or commercial relationship that is not to implement Title III.   |
| Sec. 306(a)(15)                    | Provide assurances regarding use of funds   |
| Sec. 306(a)(16)                    | Self Directed Care  |
| Sec. 306(a)(17)(a)(b) (c)(d)(e)(f) | Emergency Preparedness, Waiver Request Due to Adequate Supply, State Agency May Enter into Agreements to Administer Programs, Legal Assistance Privacy Requirements, and State Agency Withholding of Funds as a Result of Failure to Comply     |

The St. Charles Council on Aging, Inc. Area Agency on Aging agrees to adhere to the Assurances listed above in accordance with all rules and regulations specified under the Act, as amended, and are hereby submitted to the Governor's Office of Elderly Affairs.

Signature: \_\_\_\_\_ DATE \_\_\_\_\_  
DIRECTOR, AREA AGENCY ON AGING

The Area Agency on Aging Advisory Council has had the opportunity to review and comment on the Area Plan on Aging.

Signature: \_\_\_\_\_ DATE \_\_\_\_\_  
CHAIRPERSON, ADVISORY COUNCIL

The governing body of the Area Agency on Aging has reviewed and approved the Area Plan on Aging.

Signature: \_\_\_\_\_ DATE \_\_\_\_\_  
CHAIRPERSON, BOARD OF DIRECTORS

FORM HHS 690 (Assurance of Compliance)

## SECTION 18 VERIFICATION OF INTENT

### St. Charles Council on Aging, Inc. Area Agency on Aging

This Area Plan on Aging for the period July 1, 2023, through June 30, 2027 includes all assurances and provisions required by the Older Americans Act Amendments (the Act).

The Area Agency on Aging identified will assume full authority to develop and administer the Area Plan in accordance with all requirements of the Act and related State policy. In accepting this authority, the area agency agrees to be the leader relative to all aging issues on behalf of all older persons in the planning and service area (PSA). This means that the area agency shall proactively carry out, under the leadership of the Governor’s Office of Elderly Affairs, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation designed to lead to the development and enhancement of a comprehensive and coordinated community based system to serve each community in the PSA. This system shall be designed to assist older persons in leading independent, meaningful lives in their own homes and communities if possible.

#### CERTIFICATION

This Area Plan on Aging has been developed in accordance with all rules and regulations specified under the Act, as amended, and is hereby submitted to the Governor’s Office of Elderly Affairs for approval.

Signature: \_\_\_\_\_  
DIRECTOR, AREA AGENCY ON AGING                      DATE

The Area Agency on Aging Advisory Council has had the opportunity to review and comment on the Area Plan on Aging.

Signature: \_\_\_\_\_  
CHAIRPERSON, ADVISORY COUNCIL                      DATE

The governing body of the Area Agency on Aging has reviewed and approved the Area Plan on Aging.

Signature: \_\_\_\_\_  
CHAIRPERSON, BOARD OF DIRECTORS                      DATE