



Rolling Green VILLAGE

Part of Greenville. Part of your family.

1.9.2025

Executive Director Communication for Rolling Green Village (RGV) Residents

RE- Winter Storm Cora (1/9/25 and 1/10/25 and 1/11/2025)

We recognize that it has been about three years since RGV experienced a significant winter storm. **We hope everyone has been planning to "Shelter in Place" this weekend until the weather improves.** This communication is intended to update you on Emergency Preparedness Planning for Winter Storm Cora. We want you to know about the operational adjustments we are implementing this weekend to increase resident and staff safety:

Roads/Sidewalks- We have engaged Brightview Landscaping to pre-treat and plow our primary roads and primary entrances/sidewalks throughout the weekend. (Please see enclosed maps for details.)

Emergency Calls- If you experience a health emergency, please call 911 first. RGV Security and Nursing will respond to your emergency pendant this weekend. Response times to your home may be slightly longer due to weather conditions.

OneCallNow Communciation- This automated telephone message system will be utilized this weekend when/if necessary to provide operational updates. Please be mindful the system typically uses an 877 number. It may appear to be a SPAM call. Please call the RGV front desk to update your # today/Friday.

IL Resident Preparation and Action Plan- Please take individual action. Locate/replenish your emergency health supplies (portable oxygen, breathing treatments, etc.) and general emergency kit items (non-perishable food, blankets, flashlights, etc.).

Dining Services- Free Continental Breakfast will remain the same (7:30a-9a). We will offer buffet-style dining in The Commons Dining Room (We will still request you call and make reservations all weekend-Friday 4:30-7p, Saturday 11:15a-2p, Sunday 11:15a-2p.) ***We are unable to deliver meals to Patio Homes during this storm. Also....**

****We are unable to feed friends/family in The Commons Dining Room during this weather event. Carryout meals are still welcome! We will provide meals to resident caregivers when on duty this weekend.****

Power Outage- We may experience a power outage. Please review the RGV IL Power Outage Communication dated 5.29.24 (enclosed). We will utilize OneCallNow to provide structured updates when/if a power outage occurs. The Commons will be open for RGV residents to gather in case of a power outage or for technology charging needs.

We are grateful that you are a part of the RGV community. We will do our best to support and increase resident/staff safety during this Winter Storm Weekend. **We ask that if you do venture out this weekend, please be extra careful.**

Sincerely,

Ryan Toerner
Executive Director

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ROAD TREATMENT / PLOW AREAS (GREEN)



SIDEWALK TREATMENT / CLEAR AREAS (RED)



RGV Independent Living Resident Community- Power Outage Communication

RGV IL Resident Community- Power Outage Communication/Reminder

Create an Individualized Action Plan-

Power outages at Rolling Green Village are rare but do occur on an annual basis. RGV Leadership encourages all independent living (IL) residents to create an individualized plan in case of a power outage to your residence. Your individual preparation and advance planning will enhance your safety and well-being during an interruption of power on our campus.

Recent power outages have shut down the main telephone system on our campus. If you experience a medical emergency during a power outage, please push your emergency call button or call **RGV Security @ (864) 420-2836**.

RGV recommends that all independent living residents purchase their own personal flashlights and battery-powered lamps, along with extra batteries. Emergency lighting should be accessible to you in your individual home.

IL Resident Preparation-

In preparation for a power outage, RGV residents with medical equipment that requires power in the IL apartments, cottages or patio homes, please notify the **IL Clinic (864-213-4223)** so that staff can document your medical need.

We also encourage you to update the RGV Community Life (Activities) team with your personal cellphone #. RGV staff will utilize **OneCallNow (Automated Telephone Call System)** to inform RGV residents shortly after we are made aware of an interruption of power.

The Commons Expansion (2020) provided RGV with an additional generator that provides a **safe assembly area** for IL residents with **temperature control** (heat and cool) along with enough back-up power to permit The Commons kitchen to continue to provide meals for IL residents (buffet style) when power outages extend beyond a small interruption.

Resident Safety/Security-

The Commons generator also provides power to **Emergency Lights, Fire Suppression Systems, Apartment Door Locks, and RGV Camera Systems**.

The RGV Emergency Call System (**Status Solutions**) will continue to function when we experience a power outage (wired to generator power). RGV patio homes are equipped with Emergency Call Repeaters that have an approximate 6 hour back-up power supply.

Recent power outages have also shut down the main telephone system on our campus. If you experience a medical emergency, please push your emergency call button or call **RGV Security @ (864) 420-2836**.

RGV Independent Living Resident Community- Power Outage Communication

II. Apartment Specific items-

There will be some limited emergency lighting in the apartment hallways and stairwells. Use your flashlight when walking between your apartment and adjoining areas.

Heating and Air Conditioning in your IL residence will not function. If your home is too hot or too cold, please come to The Commons Dining Room, our designated safe assembly area.

The below Elevators are currently backed up by generator power:

<u>Apartments:</u>	<u>Elevator</u>
A	A/B Lobby
B	A/B Lobby
C	C/D Lobby (Commons)
D	C/D Lobby (Commons)
E	Front Lobby (Big Elevator)
F	Front Lobby Elevator

Wellness Elevator continues to operate during power outage.

What to Do if the Power Goes Out?

Stay Calm.

Stay Patient. We will communicate estimated times when we receive an update from Duke Energy.

If you experience a medical emergency during a power outage, please push your emergency call button or call **RGV Security @ (864) 420-2836**.

On a limited basis, we are able to provide outlet power in The Commons Administrative Area if your cellphone battery runs low/dies during the outage.

Please see attached, Cellphone Emergency Document

Updated 5.29.24

Suggested Resources for Electrical Outages

EMERGENCY KIT

- **Working flashlight near your bed (for nighttime)**
- **Three days of non-perishable food**
 - Some examples:**
 - **Breakfast and protein bars**
 - **Peanut butter and crackers**
 - **Tuna fish**
 - **Vienna sausages**
 - **Bottled water**

USEFUL RESOURCES

- **November 2020 handout from Rolling Green on outages**
- **Battery-operated lantern (see example attached)**
- **Rechargeable plug-in emergency lights that go on when power goes out (see attached example)**

IMPORTANT NUMBERS:

Security # (864) 420-2836

DO NOT USE YOUR EMERGENCY CALL PENDANT UNLESS

- **You are on essential medical equipment, and the Clinic is not yet aware.**
- **You have a critical medical appointment (ex: MRI, chemo) and cannot get out of your garage.**
- **You are having a medical emergency (ex: heart or stroke symptoms or a fall).**

Emergency Dining Room # (864) 979-5106*

***Please only use this Emergency Dining Room number when main business telephone lines are down.**

Remember to check in on neighbors who may need help.

Smart Phone and Emergency Assistance

You can also use your smartphone if you need to call 911.

iPhone:

Hit your sleep/power/lock button five times in a row. An emergency SOS screen will appear, notifying the nearest law enforcement of your location automatically. You can 3 seconds to cancel the call. If the call is not canceled, it will automatically contact law enforcement.

To make sure these setting are activated on your iPhone, go to Settings and select Emergency SOS.

Samsung and Android Phones:

Android users can add emergency information into your phone that can be accessed on the lock screen by going to settings, and click "add emergency information."

To make an emergency call without a passcode, the home screen has an "emergency call" option at the bottom of the screen.

SMARTPHONE APPS FOR EMERGENCIES:

LIFE360-- Emergency alert capabilities, geographical tracking

RED PANIC BUTTON-- Sends a text message and an email containing your GPS coordinates to all your emergency contacts.



Caregiver Emergency Action Plan

Are you a couple living here at Rolling Green? Talk to our clinic team to see if you would benefit from having a Caregiver Emergency Action Plan. This plan can help you, your spouse, and your family know how to manage care and support in an emergency situation for spouses who rely on each other for caregiving assistance. Call the Resident Health Services Director (864) 516-1564 to schedule an appointment.