



HOPE RISING

STORIES OF COURAGE, COMPASSION & RESILIENCY

ARH Remembers the July 2022 Eastern Kentucky Floods



Appalachian Regional Healthcare

"When I was a boy, and I would see scary things in the news, my mother would say to me, 'Look for the helpers. You will always find people who are helping.'" - Fred Rogers



As I look back on the massive relief efforts ARH, along with many other of our community partners, have helped provide in our flood-damaged eastern Kentucky communities over the past year, these often-quoted words of Mister Rogers come to mind.

It has been awe-inspiring to see the ARH mission truly put into action over the past 12 months as our system stepped up to take the lead as one of "the helpers" in providing critical supplies and much-needed assistance to flood victims.

There was no way any one organization could do this on its own, and thanks to an outpouring of support from countless individuals, businesses and groups, we haven't been alone.

It has been amazing to see the incredible compassion from those locally and across the country who joined ARH as one of "the helpers" in providing a safe and consistent source of support and hope to the flood-ravaged communities.

Regardless of the need, when we asked for help, they were all there with giving hearts and helping hands. We will forever be grateful.

The sense of community and resiliency demonstrated by those touched by this flood has been unlike anything I have ever seen and will be something I will never forget. It was humbling to watch as flood victims volunteered to help, placing their neighbors' needs in front of their own.

We also saw many employees continue to work despite losing their homes, vehicles, and other belongings to the flood waters - their dedication to our patients and their communities is truly inspiring.

In the following pages, you will find many of their stories as we reflect on the early days of the flood as well as our continued efforts to provide the help that is still needed.

We have been able to help thousands with supplies at our distribution centers and financial assistance through our ARH Foundation Flood Relief Fund. But the need in eastern Kentucky remains, and ARH will continue its work, proudly serving as one of "the helpers" for the people and communities that mean so much to us all.

Hollie

Hollie Harris Phillips
President & Chief Executive Officer
Appalachian Regional Healthcare, Inc.



Photo courtesy Kentucky Governor's Communication Office

TABLE OF CONTENTS

After the Rain	4
ARH Flood Relief Mobilization Efforts.....	6
Serving the Greater Good.....	10
Answering the Call	11
Shelter from the Storm.....	12
Going the Extra Mile	14
Keeping It in Perspective	17
Using His Voice	20
Their Stories	24
Continuing the Fight.....	26



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AFTER THE RAIN

ARH stays committed to those affected by the flood

The rain came slowly and then all at once as the skies over eastern Kentucky opened up, unleashing what the National Weather Service refers to as several "complexes of training thunderstorms."

It started late on July 25 with light rain which turned heavier around 6 a.m. the next morning. The downpours then eased, offering a 24-hour break before reappearing on the evening of July 27.

Area residents knew it was raining when they settled in that night. Some were likely even concerned about flooding. It's unlikely, however, that anyone predicted just how bad things would get.

Overnight, thousands of families were awakened as nearby rivers swelled to levels unseen and water from tiny streams and local creeks swallowed their communities, swept away cars and houses, and claimed 45 lives.

According to the National Weather Service, in Whitesburg, the North Fork of the Kentucky River reached 21 feet before the gauge failed. Long-time residents speak of the Flood of '57, but water marks topped that by nearly 7 feet.

The White House declared Breathitt, Clay, Floyd, Johnson, Knott, Leslie, Letcher, Magoffin, Owsley, Perry, Pike and Wolfe counties as disaster zones, opening them to federal relief.

But more is needed.

Appalachia natives are known for their resiliency and a nearly inexplicable ability to survive in the most difficult conditions. That is exactly what has happened over the past year as residents – many of whom were left with only the clothes on their backs – have refused to give in or give up.

In the days and weeks after the rain, residents received assistance from various organizations and volunteers from well beyond the borders of the Bluegrass State.

Among those at the forefront was Appalachian Regional Healthcare, whose employees – many of whom were also affected by the flood – have provided everything from food, water and cleaning supplies to financial assistance and warm hugs.

It's been a year since our eastern Kentucky home was forever changed. Volunteers have come and gone, but ARH's commitment remains.

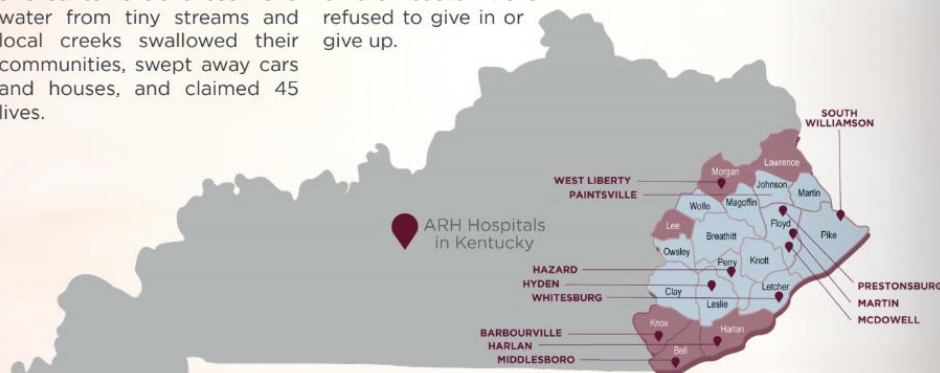




Photo courtesy Kentucky Governor's Communication Office

ARH CEO Hollie Phillips and other members of the ARH Flood Relief Incident Command Team listen as Kentucky Gov. Andy Beshear speaks with ARH Head of Security Paul Buta.

ARH FLOOD RELIEF MOBILIZATION EFFORTS

When There Was A Need, ARH Was Ready to Help

"I have always believed that God puts the right people in the right place, at the right time, for a reason," says ARH head of security Paul Buta as he reflects on the first anniversary of the massive flooding in the heart of ARH's Kentucky service area in the early morning hours of July 28, 2022.

A CRISIS LIKE NO OTHER

As news slowly trickled in about the catastrophic damage left in the wake of the torrential flooding and the increasing number of ARH employees that were unaccounted for, it was clear to Buta, a humanitarian aid-trained Marine veteran and former Secret Service agent, that the situation was much

worse than anyone could have ever imagined. It was also quickly apparent that the people in these areas needed help — and they needed it fast.

"With the size of the area affected, we knew very early on that we were not only going to be helping our ARH employees, but everyone in these areas who needed assistance," Buta says, explaining the early stages of ARH's response, which would soon garner attention near and far for its broad scope, swift response, and seamless processes.

Because of ARH's hospitals and clinics' placement directly in the heart of the affected areas, Buta

says the system was uniquely positioned for immediate response. The efforts, he says, were made easier as the health system's internal supply chain and support system that were already used daily to transport medical supplies, lent themselves perfectly to the creation of "hubs," through which much-needed food, water and supplies could be pushed out quickly.

"We knew churches and other aid groups would help, but the need was urgent, and ARH was in a very good position geographically and logistically to help a lot of people fast," Buta says. "We could get these supplies in the hands of

the people who needed them faster than others because it is what we do every day."

THE PLAN CAME TOGETHER QUICKLY

Leaning on his past experience, Buta took on the role of ARH's Crisis Response Leader to help launch the incident command center and the immediate strategic mobilization of relief efforts. He recalls the earliest planning efforts coming together as a small group gathered around a table in the system's Lexington, Ky., corporate headquarters.

It was at that table that Buta says ARH President and CEO Hollie Phillips first threw out the possibility of using the Lexington office as a central drop-off site for supplies that could then be transported into the hardest hit areas. It was perfect logistically, he says, due to the office's proximity to the interstate and location roughly two hours away from the flooded areas where items would be in limited supply and difficult to find.

Within the first 24 hours, ARH had determined crucial supply needs and Buta had reached out to his state contacts for resources he knew from his military experience were available. Other employees made rounds to all Lexington home

"When I think back to the events that followed the catastrophic flood affecting so many, I recall feeling both profound sadness but at the same time extreme pride.

I was able to join several medical teams on ATVs that left from Whitesburg ARH Hospital loaded with bottled water, vaccines and some first aid supplies. I wasn't prepared for the devastation I saw that left families with homes completely washed away or displaced from the foundation. Vehicles had been wholly submerged and tossed randomly, and many people had injuries sustained by fast moving debris. Losing all possessions would be hard enough, but losing a family member to the flood waters isn't something that anyone should have to endure.

Sadness was my first reaction at every turn. However,

I was also witness to the extreme resilience and compassion of our communities. Those physically able were helping their neighbors despite having severe damage to their own home. We would offer supplies, but many insisted on giving them to someone who may have a greater need. Families came together for support and businesses stepped up to offer any possible assistance. Watching ARH and the medical community orchestrate the donation centers and staffing medical tents for those who needed care was simply incredible.

We cannot predict tragedy nor avoid the inevitable sadness, but it is nice to know that we will always rise to help each other. This left an impression on me personally that I will never forget."

— Dr. Scott Harrison, ARH Kentucky River Region CMO



supply stores to purchase as many essentials as possible. Just as quickly, a Flood Relief Fund was established through the ARH Foundation to accept monetary donations, and an “I Love Appalachia” T-shirt fundraiser began gaining steam. At the same time, the official list of needs made its rounds through social media, and CEO Phillips began making public pleas for supplies and private calls to potential donors.

The first of what would be hundreds of truckloads of supplies were loaded with generators and headed out from Lexington to eastern Kentucky that same day.

From that moment on, Phillips says the supplies and volunteer support poured in from across the country.

“So many people have ties to eastern Kentucky through their family, friends, or co-workers who live there,” she says. “Even if there was no direct connection, people knew this was a devastating situation for this area. So many were hurting and left with nothing in the blink of an eye.”

ALL HANDS ON DECK

With the wheels in motion, Buta says the corporate office soon became a makeshift storage site for the supplies. He says job titles became non-existent, and any egos were checked at the door as everyone, regardless of their position in the organization, rolled up their sleeves to put the ARH mission first and focus only on how to help those in need.

By the end of 2022, ARH's flood relief efforts had helped more than 20,000 individuals and over 5,500 households with more than 6.5 million pounds or 3,250 tons of supplies sent to ARH distribution centers and out into the hardest-hit communities of eastern Kentucky.

“It didn’t matter what position you held in this company before July 28. If supplies were being dropped off, there were trucks to load, items to sort through, or calls to answer, everyone from our CEO down was there asking, “What can I do to help?” Buta says. “It truly was a collective team effort unlike anything I have ever experienced where the mission superseded everything, and there was a singular focus only on getting our people what they needed.”

ASK, AND THEY WILL COME

Donations came in from across the country. Traffic often lined many cars deep to get into the Lexington office to drop off food and supplies to be sorted and organized before being sent out on the two 26-foot box trucks that made twice-daily trips to Hazard and other ARH hospital sites.

Word spread quickly that ARH could use as many volunteers as possible to help in these efforts. Central Kentucky businesses, sports teams, church and community groups, and even officers from the Lexington Police Department were eager to offer a helping hand.

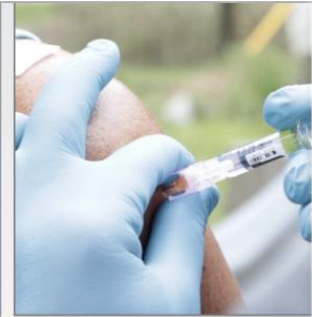
Truckload after truckload of food and supplies made their way back to eastern Kentucky,

where ARH employees and local community volunteers – many of whom were affected by flood damage themselves – tirelessly worked shifts at ARH hospital distribution sites to sort and distribute free food, and water, clothing, cleaning supplies, and personal hygiene items directly to flood victims as well to shelters, churches, and other organizations assisting those in need.

As cleanup efforts began, the risk of contracting illnesses or infections was high. ARH medical teams volunteered to take ATVs loaded with tetanus and COVID-19 vaccines, water, and supplies out to remote areas left impassable from flood damage.

Within a week and a half after the flood, ARH, in partnership with the local government, secured a more than 34,000 -square-foot former JCPenney storefront in Hazard to serve as a distribution center for all of those impacted by the floods to access the supplies they needed.

Buta says the distribution center received assistance from ARH employees, local community partners, and others from across the state, who volunteered 9,600 hours in just three months.



Hyden, Ky., native Tim Couch, a former University of Kentucky quarterback and NFL veteran, served as a volunteer after the flood.

MAKING SURE NEEDS ARE ALWAYS MET

As the efforts transitioned from the rescue phase to the recovery phase, with many flood victims moving into temporary housing, ARH reconfigured the distribution center, focusing on long-term instead of immediate needs. In addition to household items, the distribution center was then equipped with heaters, furniture, and items needed for the upcoming winter months.

Today, ARH continues to support flood victims through partnerships with the local long-term recovery teams who work to ensure every individual affected by the flood receives support through case management staff. To help in these efforts, ARH offers these groups access to necessary household items that continue

ARH was supported in its relief efforts by more than 2,200 volunteers contributing more than 13,000 hours to assist in distributing much-needed food and supplies to flood victims.

to be stored at the Hazard location.

“The families impacted by these floods still have many unique needs and will continue to need help for many years to come,” Buta says. “We are thankful that so many people still want to help, and ARH will continue to support our communities during this healing and rebuilding process.”

Looking back on the flood and ARH’s response, Phillips says that rather than the destruction left in the flood’s path, the generosity and

community spirit shown in one of the darkest times for eastern Kentucky will be what she will never forget.

“I was so inspired by the resiliency, hope, and thankfulness of our people in the face of so much loss,” she says. “One thing that has been clear is that our people in eastern Kentucky truly are a family. This flood has shaken our communities, but the spirit of community, caring for one another, and generosity in times of need have not been lost.”

SERVING THE GREATER GOOD

ARH ER Medical Director says team provided hope and healing after the flood



arrive. "As a healthcare worker I couldn't have been more proud of how our emergency department responded and how other healthcare workers were working together to take care of their people.

"As a caregiver, it's a tragedy to see so much devastation," he continued. "But it has been heartwarming to see how the community pulled together to help one another. We weren't just bandaging wounds, but also comforting one another. It will be something I never forget."

Bart Francis, M.D., ARH ER Medical Director came in early to work the morning of July 28, 2022 and stayed late, caring for patients who had been rescued by National Guard helicopters and boats.

"The patients I saw that day were mentally and physically affected," Dr. Francis said. "It was such a horrific, catastrophic event that no one could have prepared for or even imagined. I have lived in this area my entire life and never seen anything like it."

Dr. Francis recalled working alongside co-workers who had lost their own homes and had watched with fear as their neighbors were swept away.

"But they just kept working," he said, adding he and other providers worked non-stop until weather and road conditions allowed others to

Dr. Francis worked for eleven days straight after the flood and was only able to leave two hours early one day to drive around and see just how bad the flooding had been. "I viewed the damage that had occurred and was so overwhelmed with the level of destruction and loss. It was hard to comprehend."

Dr. Francis and the ARH team worked around the clock to provide healthcare and emotional support while also distributing much-needed supplies to the community.

"One thing that I can honestly say about this entire event is how proud I am to be in healthcare in this area," he said. "Fellow nurses, ambulatory services and leaders in our community really pulled together to not only save people and provide their basic needs, but also to give them hope again."

ANSWERING THE CALL

ARH Foundation remains committed to recovery efforts



In December 2022, the ARH Foundation presented a check for \$295,000 to flood victims sheltering at Jenny Wiley State Park. Pictured (l-r): Kentucky State Representative Ashley Tackett-Laferty, Senior Political Advisor Rocky Adkins, Kentucky Gov. Andy Beshear, ARH Director of Community Development Danielle Harmon, ARH Vice President of External Affairs Rocky Massey, ARH Legislative Lobbyist Dalton Hatfield and Kentucky Lt. Gov. Jacqueline Coleman.

ARH acted immediately to provide support for the communities affected by the July 2022 floods.

By mid-day July 28th, ARH began a fundraiser for victims that included "I Love Appalachia" t-shirts. These shirts debuted on the ARH Team Shop and marked the start of the ARH Foundation Flood Relief Fund. Around the same time, the Foundation began accepting monetary donations for the fund.

"We knew that there was an immediate need for assistance for our community and we didn't want to wait to start finding a way to provide that for those in need," said Angela Bailey, ARH Foundation Executive Director.

As fundraising efforts continued, ARH and the ARH Foundation received an outpouring of support from all over the country. A web presence was then created to help communicate

with both donors as well as volunteers.

The creation of the website resulted in an immediate and tremendous response to both physical and financial needs. In a matter of days, individuals, companies, churches and other organizations had donated their time, their money and supplies. By the end of 2022, the ARH Foundation received more than \$2 million dollars in donations for distribution.

Those affected by the flood received much-needed items such as cleaning supplies, personal hygiene items, generators, clothing, food and water at many locations across the system. Ultimately, the ARH Disaster Relief Center was opened in Hazard, Ky., as a permanent location for distribution of these supplies. Millions of pounds of emergency supplies were distributed to individuals across the region who were affected by the flooding.



Fans are loaded for delivery to distribution centers.

In September 2022, the ARH Foundation hosted its annual Greenbrier Golf Tournament, which was earmarked for flood relief. The following month, the foundation partnered with jeweler Kendra Scott, which donated a percentage of its online sales as well as a percentage of its in-person sales at its Lexington location.

In December, as the arrival of cold, wintry days approached, 59 families displaced by the flood were still living in temporary lodging at Jenny Wiley State Park. The ARH Foundation was honored to gift each family with a check for \$5,000 to assist with on-going needs.

In January 2023, six months after the flood, the ARH Foundation began working with the Long-Term Recovery Groups (LTRG) in each of the impacted counties. This partnership helped bridge connections between the victims and the case managers to help provide access to the resources they needed.

Though one year has passed since the flood, Missy Allen, Floyd County Long-Term Recovery Co-Chair said many families are still in desperate need of assistance.

SHELTER FROM THE STORM

CAMP NOAH OFFERS HELP TO CHILDREN IMPACTED BY THE FLOOD

Recognizing the need to address the trauma many children experienced as a result of the flood, the ARH Foundation proudly funded Camp Noah. The weeklong summer camp, which took place in June and July in Breathitt, Floyd, Knott, Letcher, Perry and Pike counties, was designed to help teach children how to better deal with the emotions often experienced after traumatic events.

Camp Noah, a service provided by Lutheran Social Service of Minnesota, was established in response to 1997 flooding in North Dakota and Minnesota. Since then, it has helped 14,000 elementary-aged children in 29 states and Puerto Rico following natural disasters such as flooding, tornadoes, fires and hurricanes.

"A substantial number of parents whose children attended the camp said their children now feel safe during severe weather, feel more prepared for storms and know their safe place," said ARH Foundation Director Angela Bailey. What is most impressive to me is that 100 percent of parents whose children attended Camp Noah say they would recommend it to other parents."

Missy Allen, co-chair for the Floyd County Long Term Recovery Group, said she hoped the camps provided a sense of calm and relief for those children who attended.

"I truly believe any program that can help our children become more resilient and help them grow will be awesome," she said.

"The need that remains is so great and that's why Long-Term Recovery Groups are so needed. We still have a long way to go," she said.

Recognizing that there was still work to be done, in February 2023, the ARH Foundation launched the Hearts for Hope fundraiser through which banks and restaurants throughout eastern Kentucky collected funds for flood relief. Donors added their names to hearts that were placed on walls and in windows of businesses to show their support for those affected by the disaster.

In June, once again, because of the generosity of donors, the Foundation sold raffle tickets for chances to win a 2016 Mercedes-Benz 300 SLK 2D

Roadster. Again, all proceeds from the raffle went to the ARH Foundation Flood Relief Fund.

Today, a year after the deadly floodwaters swept through our eastern Kentucky home, community members continue to rebuild, and the ARH Foundation continues to offer support. To date, the foundation has dispersed more than \$1.26 million in funds to those affected.

"As we remember and honor the victims of the 2022 flooding, we hope that this occasion also serves as a reminder that we still have a long way to go with rebuilding," Bailey said.

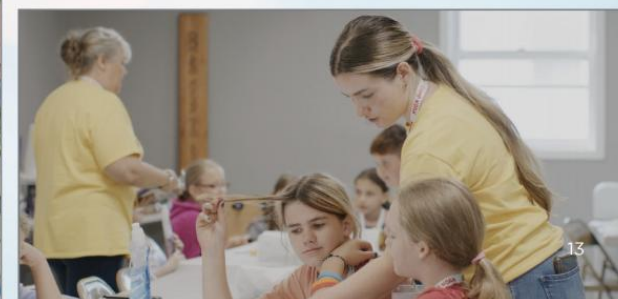
The ARH Foundation remains committed to the relief efforts and recognizes that there is

still work to do. In addition to working with the LTRGs, the Disaster Recovery Center in Hazard is still open providing items such as furniture, appliances and other household goods.

Bailey added, "As the rebuilding continues, we remember and honor those that we lost, and we look forward to a future where every eastern Kentuckian affected by the floods is able to have access to what they need to get back on their feet."

If you are interested in donating to the ARH Foundation's Flood Relief Fund to help those that are still in need, please visit www.arh.org/donate or email the Foundation at arhfoundation@arh.org.

Camp Noah offered children affected by the flood a week filled with activities including arts and crafts, music, skits, puppet shows and outdoor recreation.



GOING THE EXTRA MILE

No matter the obstacle, ARH Home Health team put patients first



Hazard ARH Home Health employees did not miss a beat following the flood, as they located patients, delivered supplies and provided care in difficult conditions. Pictured, (l-r): physical therapy assistants Tammy Hacker and Michael Shepherd and Hazard ARH Home Health Director Windy Enfusse, RN

Windy Enfusse was enjoying a much-needed beach vacation in South Carolina on July 28, 2022, when a text message alerted her family to trouble back home.

"My husband's brother said his father-in-law had lost everything," Enfusse, the director of Hazard ARH Home Health, recalled.

With no further information, she said they presumed a fire was to blame. A quick glance at social media, however, told a different story.

"That's when we started seeing the devastation," she said of the photos that showed

catastrophic flooding in eastern Kentucky. "It was unlike anything I could have ever imagined."

Though hundreds of miles from home, Enfusse quickly went into work mode as she abandoned vacation and began reaching out to her employees.

"But I couldn't get through to anyone because none of the clinicians had cell phone service or even landline service," she recalled.

Eventually, she reached a clinical nurse manager whose Clay County home was spared from the flooding.

"I told her the first thing we needed to do was to try to locate all of our clinicians and make sure they were safe," Enfusse said.

Before long, she said, she learned her team had been fortunate, for the most part, as all were safe and all but two had escaped flood damage.

With her employees located, the next step was to check on their patients, but the efforts were again hampered by downed phone lines.

"So, Friday, Saturday and Sunday, me and several of the clinicians drove around to look for them," she said, explaining

she returned home to Perry County the following day.

Physical Therapy Assistant (PTA), Michael Shepherd was among the providers out checking on patients in those early days.

Shepherd was also one of the two home health workers whose home had been damaged.

He said the hammering of heavy rain woke his wife sometime around midnight the morning of the flood. When they looked out the window and saw water beginning to creep up their front steps, they grabbed a change of clothes and, with their young child and dog in tow, waded to their cars.

"We were able to move them up on a hill and then we sat up there and watched the waters rise," he said, describing watching neighbors perched on rooftops. "The waters rose and then fell and then rose again three hours after that."

The Shepherd's home received water damage, but their detached garage was swept away when the nearby creek turned into a river.

When the water receded, he, like thousands of others throughout the region, took stock of the damage.

And then he went to work.

"We just went door-to-door, confirming whether our patients were there or not," he said. "Every day we just went out and did what we could."

Like Enfusse and Shepherd,

PTA Tammy Hacker recalls the desperation of those first few days.

"I was not prepared for what I saw," Hacker said. "As I was driving, I could see cars and mattresses in trees. There was a truck turned on its nose in the middle of the trees. Homes you knew were there because you saw them every day, were just completely gone."

"The devastation was just unbelievable."

Though the workers traveled separately throughout the region, their memories of those days are similar.

"We loaded generators and supplies and drove out to see if

we could get to our patients," Hacker said. "We went as far as we could go and then we walked where we couldn't drive."

Shepherd said, "I remember a road was completely gone, so I parked at the mouth of the holler and walked. Every day, we went out and took water, food and clothes. Anything the community was giving out; we'd load it up and take it."

By Monday – five long days after the flood – Enfusse said all but a handful of their 115 patients had been located. Those they initially could not locate were soon found in shelters or with family.

One patient, however, was lost in the flood.

Floodwaters destroyed roads throughout the region, making travel difficult.



"She and her son were both killed," Enfusse said. "He didn't want to leave his mother and the house was swept away."

Though locating their patients had been their first task, it was simply the beginning of the journey as they then had to figure out how – and even where – to continue providing care.

"There was no power and some of the patients were on oxygen and had trachs," Enfusse said, explaining some had to be hospitalized.

They cared for the ones able to stay at home, in dark – sometimes damp – houses.

And when patients couldn't stay home, they followed.

"We saw a lot of patients in hotels, at their sons' or daughters', campgrounds or wherever they were," Hacker

said. "I still have a couple of patients right now who are in FEMA trailers."

Enfusse said she can't fully communicate how proud she is of her team.

"They never missed a day," she said. "Even our clinician who lost everything. She never missed a day's work. They put others before themselves and said, 'I'll take care of them first and do mine later.'"

Shepherd, who worked with his patients during the day and on his home in the evenings, said it never occurred to him to miss a day.

"Second nature kicks in," he said. "It's what we, as healthcare workers, are built for."

He also said it's how natives of Appalachia are built.

"Around these parts, we, for the

most part, fend for ourselves," he said. "We take care of each other as best as we can."

Hacker agreed.

"I'm very proud of our work and of ARH and the way they have helped, but I'm humbled more," she said. "It's a humbling experience to see this. And it's not over. If you go out in these areas, you see it's not over. The devastation is still there as evidence."

As she thinks back to all she saw in those early days and of the destruction that still exists, she said she's often surprised more lives weren't lost. She said she thinks the spirit of the region played a big part in the survival of those caught in the waters.

"They're fighters," she continued. "We've definitely got some fighters in these Appalachian Mountains."



KEEPING IT IN PERSPECTIVE

Lee Ann McIntyre uses dark times as a life lesson

Lee Ann McIntyre's children met Jennifer Garner last year.

They don't need her help remembering the flood and all that was lost.

"My son is a big Marvel fan and he thought it was cool that he got to meet Electra," she said.

So, McIntyre focuses, instead, on helping them see all that remains.

Garner's August 2022 visit to eastern Kentucky is something about which McIntyre, Assistant Vice President of Marketing for ARH, tries to regularly remind 12-year-old Tyson and his 10-year-old sister Kamryn.

She doesn't, however, like to focus on the purpose of the actress' visit.

Garner, a native of Charleston, W.Va., and a Save the Children board member, made a similar visit back to her home state in 2016, when flash flooding tore through the region, killing 23.

McIntyre knows her children won't soon forget the night floodwaters turned their neighborhood into a raging river, poured into their home and forced them to clamber up a muddy hillside to safety.

McIntyre knew it was raining heavily when she and her kids went to sleep the night of July 27, 2022.

It wasn't until her mom and stepdad woke her from a sound sleep a few hours later, however, that she knew it wasn't an ordinary storm.

"I heard my garage doors opening and jumped up, thinking someone was breaking into my house," she recalled, adding that the power was still on, but the phones had gone out by that point. "They knew it was going to flood, but they didn't know how bad."

The plan had simply been for McIntyre's mom to stay the night and offer assistance. So, with

his family presumed safe, McIntyre's stepdad headed for home.

"But by the time he tried to get to the other side of the mountain, it was flooded, and he got stuck in his car," she said, explaining it wasn't until the next day that he was able to rejoin them.

Back at her house – the first home she knew as a child – and with no method of communication, McIntyre and her mom had no idea her stepdad had experienced troubles. So, she put her kids back to bed, threw a jacket over her head and slipped a pair of boots on her feet so she could move her car to higher ground.

"But once I got on the porch, the water was already to my driveway, and within minutes, I saw the water rise so fast it

picked up my large SUV and it floated down the road," she said.

Inside, she and her mom quickly went to the finished basement, grabbing keepsakes and moving valuables upstairs.

"I never thought it would get to the second level," she said.

As the waters inched up their legs, however, her mom knew something bad was coming.

"She said, 'We gotta get out of here,'" McIntyre recalled.

Mother and daughter hurriedly dressed the kids and fitted everyone with a drawstring bag containing a few valuables and snacks before looking for a way out.

By that point, the basement was underwater, and the backyard

was barely visible.

As they walked beside the water en route to the hill behind their house, McIntyre remembers Tyson worrying about snakes.

"The kids were scared," she said. "I just kind of wanted to keep them calm and make them laugh, I guess. So, I said if there were snakes, 'I'll bite their heads off. We gotta go.'

"At that point, we were just in survival mode."

After crawling to the top, they arrived at the home of close family friends who offered shelter from the storm.

McIntyre's family was wet and filthy, but they were safe.

And though exhausted, there was no more sleep that night.

"We basically just sat there until around 4 p.m. the next day and watched everything go under water," McIntyre said, recounting the eerie sounds of popping powerlines and crashing waves. "We saw a house float by us, completely intact.

"I started looking for landmarks to know where things were, but the water took them away."

~ ~ ~

By late afternoon that day, the water had gone down enough for the family to venture down the hill to assess the damage.

"You could tell everything had been floating," she said. "The furniture was full of mud and the couches were broken. I had put my work laptop on the refrigerator thinking, 'Surely it won't get that far.'

"But the refrigerator was turned over."

It didn't take long for McIntyre to realize the house – at least the house as she knew it – and all its contents, were a loss.

She came to the understanding, however, with a sense of calm and a determination to find the positive.

"I prayed a lot about it, and I came at it with a good attitude," she said. "I said the things in the house are just materials. You've got what matters. Memories are in your head. They don't have to be tangible.

"The other things can all be replaced."



Lee Ann McIntyre and her children, Kamryn and Tyson, met Jennifer Garner, who visited eastern Kentucky on behalf of Save the Children.

She said her efforts to stay positive were aided by the outpouring of love shown to her family and others in need.

"It was immediate," she said. "We had strangers who would just stop in front of the house while we were working and hand us food. One man from out of state said his church didn't know what to do, so they took up money and bought gift cards. Someone pointed him to our road because we had a lot of destruction."

She continued, "Sometimes I know people think humanity is gone, but I got to see people's hearts through this experience. It's good to know there are so many great people out there."

McIntyre and her children have lived with her mom and stepdad for the past year as work on her home continues.

She received much-needed support from her ARH family and from the ARH Foundation, as well as numerous other organizations. Still, after 40 years of carefully watching

her budget, she has taken on debt she worked hard to avoid before.

It's only when talking about a new mortgage that McIntyre shows the slightest regret regarding her situation. Only for a moment though, as she quickly reaches for the positive.

"It could be so much worse," she said. "And I know I'm lucky. Not everyone is as lucky as I am."

It's a sentiment – or fact, rather – of which she regularly reminds Tyson and Kamryn.

"We can't control the bad things that happen in our lives, but we can control our reactions," she said. "I want this to be a life lesson for them. I want them to focus on what we have and learn how to make lemonade out of lemons. When they get upset, I remind them of the little things.

"I remind them they met Jennifer Garner."

Lee Ann McIntyre, top right, poses with the construction crew tasked with renovating her flood-damaged home.

Photo courtesy Lee Ann McIntyre





USING HIS VOICE

Brian Lucas hopes his story might help others in need

When Brian Lucas looks back on the days and weeks after the July 2022 catastrophic flooding that ripped through eastern Kentucky, his overwhelming feeling is that he wishes he could have done more to help.

"One of the hardest things I've had to deal with as part of this is I've always been one of the first ones to jump in when someone needs help," he said. "I am constructed to be the first to run into the fire."

It's not always easy to take care of someone else when you're also in need of care, though.

Lucas didn't jump into a fire during the early morning hours of July 28. He did, however, lead his family to safety.

And he hopes by sharing his story, both now and in the future, he might still find a way to help those he couldn't reach back then.

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Lucas, the clinical engineering director for ARH, wasn't really worried about flooding when he went to bed in his Letcher County home just after midnight that morning.

"It had been raining all that day, but I hadn't paid much attention to it," he said. "In fact, me and a friend who lived about three houses up were joking and he said, 'With all this rain we're getting, if I float downstream, have a Little Debbie cake waiting for me.'"

"I laughed and said, 'No, problem. I'll have it.'"

It never crossed his mind that the ankle-deep, no-named stream that trickled quietly in his front yard would soon run through his home and throughout the entire community.

His wife Nikki was the first to recognize the trouble.

"She woke up at about 1:30 and said, 'something don't sound right,'" he recalled.

Lucas hadn't been feeling well, but when he heard Nikki yelling for him from the living room, he jumped out of bed.

"She was standing in front of the big bay window looking over the front yard," he said. "That's when I saw the water was already level with our porch."

Nikki was worried about moving their cars to safety, but their vehicles had been lifted and carried away by then.

"I said, 'I'm not worried about the cars,'" Lucas recalled. "'We've gotta get out of here.'"

After rousing then 15-year-old

Brooke and 10-year-old Noah, Lucas headed to the back door but found water had made its way up and over the deck.

"I'll never forget standing in the kitchen, trying to figure out which direction to go," he said of the following seconds. "But when the floors lifted up, I knew we had to get out somehow."

The best option, he decided, was to head to the garage and climb aboard the family boat.

With everyone – including Pepper, the family cat – aboard and wearing life jackets, Lucas attempted to free the boat from the trailer.

Inside the garage, water pushed the boat up high enough that Nikki's head grazed the rafters. A glimpse through the window showed whitewater rapids roaring through the yard. But try as he might, Lucas couldn't free the boat.

And yet again, he struggled to answer, 'What now?'

"All these things are happening in the snap of your fingers," he said. "You're making decisions on the fly, and I just said we have to find a way out the back."

Among his snap decisions was to grab a ladder and three extension cords, which he used to make a bridge from the deck railing to the chain link fence separating their yard from higher ground.

One at a time, he helped his family cross the bridge before he made a final trip inside his home of 18 years.

"I grabbed my wallet and my wife's purse, made a leash out of an extension cord for the dog (Toby), put the cat in a dry bag off my boat and I got them over," he said.

After sitting on the dark, muddy hillside for about two hours, the water went down enough for Lucas to walk toward the road to see if there was a way out.

"I was the only one with shoes on, but I ran into these people, I still don't know who they are, who gave me the shoes they had taken off," he said. "So, I took the shoes back to my family, and we walked along the high side of the road to my in-laws."

"That was the first part of my night."

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It was 3:30 or 4 a.m., when Lucas and his family made it to safety.

Though his in-laws' home was visible from his own home, it sat a little higher up and further from the stream.

Their home avoided major damage, as did the home of the friend who, just hours earlier, joked about snack cakes.

"So, I walked up there to see if I could get some dry clothes off of him," Lucas said.

But no sooner had he returned to his in-laws, than he saw a flashlight pointing in his direction.

"It was that same woman who gave us shoes," Lucas said. "She's saying there's a guy next door, sitting on his front porch saying, 'Please, don't leave me here to die.'"

Lucas said it hadn't occurred to him that his cousin Mark was home.

He didn't jump into the fire that night, but instead grabbed two life jackets and an extension cord and jumped back in the water.

"My wife kept saying, 'You can't go. What if something happens



Photos courtesy Brian Lucas



Photos courtesy Brian Lucas



Brian Lucas led his family to safety when floodwater filled and destroyed their home and flattened their vehicles.

to you?" he recalled. "I said, 'I can't not go. What if something happens to him?'"

Lucas' in-laws' and his cousin's homes were separated by the main road and two white picket fences.

It wasn't until Lucas jumped the first fence that he realized the severity of the situation.

"The water was already up over the porch and his car had washed into the side of his trailer right where he stood on the porch," he said.

Struggling to make himself heard over the hard rain and strengthening current, Lucas yelled for Mark to get on the roof of the car.

Within minutes, however, the trailer gave way, spinning the vehicle – with Mark on top – closer to the fence and to Lucas.

From the fence, through which he had locked his legs, Lucas threw a life jacket, which was quickly carried away by the water.

"I had one life jacket left and I had the extension cord," he said. "So, I tied it to the fence and started throwing. It took maybe 10 tries but he caught it."

After pulling Mark to safety, they

struggled back to ankle-deep water and watched the sun come up.

"He lost literally everything except the clothes on his back," Lucas said. "When I look back on it now, it was probably one of the most dangerous things I've ever done. But I didn't want to look at his two sons and tell them I didn't do everything I could have to save him."

After the sun came up, Lucas' focus shifted to his mother who, before losing cell service sent a text telling him her house was surrounded by water.

"That's when I realized the scale of it," he said, explaining the moment he understood the devastation was not confined to his neighborhood.

Though all three of his family's vehicles were destroyed, his in-laws' vehicles were not damaged, and he set out to reach his mom.

The ordinarily 10-minute drive took 12 hours that day, but Lucas was relieved to find his mother safe and the house relatively unscathed.

Back at his in-laws that evening, with air mattresses set up on the living room floor, the family attempted to sleep.

But then the rain returned, and the water rose once more.

"I said, 'You all go to bed, and I'll stay on the front porch and keep an eye out,'" he recalled. "I said, 'If the good Lord lets me see daylight, I will find a way to get you all out of here to safety.'"

At daybreak, he loaded the family up and drove them to a hotel in Lexington close to the ARH corporate office.

~ ~ ~

The day after the flood, Lucas ventured into the corporate office where he immediately encountered ARH President & CEO Hollie Phillips.

Despite everything he had seen and survived during the previous 48 hours, Lucas said it wasn't until then that he allowed himself a moment of reflection.

"I'll be the first to admit I'm not an emotional person," he said, "But I was pretty overcome with emotion at that point because here comes Hollie and she said, 'Whatever you need, let me know. We're here to take care of you.'"

Words are powerful, but much more so when they are accompanied by action.



Brian Lucas, pictured with his wife Nikki and children Brooke and Noah, said he will never forget the image of an ARH truck arriving with supplies in the aftermath of the flood. At right, his bracelet serves as a daily reminder that the recovery process for those affected by the flood continues.

It didn't take long for Lucas to experience what he considers a lifetime of help from his employer as well as countless others.

"A lot of people came, but one of the first was an ARH truck out of the Highlands community," he said. "They brought supplies and asked what I needed. We didn't have a vehicle and Paintsville (ARH) brought me a homecare truck they weren't using.

"One of the first meals we had after the flood was in the back of an ARH truck in the parking lot of a dollar store in Vicco."

He might not have been able to help as many people as he wanted to in the early days, but he assisted ARH in its efforts to aid the community.

"I used that same truck to run logistics," he said. "That truck was not valuable just in my recovery, but also in helping other people."

He continued, "The truck in the driveway. The supplies. That first meal. ARH got generators and provided them to as many of their people as they could. You don't forget those things.

"ARH has bent over backward to help its people and the community,

and it continues to do so."

~ ~ ~

Lucas and his family stayed with his mom for the first few months after the flood, but knew they wanted to get back home.

Not to the house with the stream in the front yard, but close.

"Just across the road," he said of the property they purchased behind his in-laws. "About 300 feet from the stream and 14 feet higher."

They, along with Toby, Pepper and Jasper – the family turtle who survived the flood on his own – moved in just before Thanksgiving, allowing his wife a chance to continue her tradition of hosting dinner.

"And it gave my son a chance to have a normal Christmas," he said, explaining Noah was worried Santa wouldn't be able to find them. "That's one of the good things for me was to be able to give him that."

Although Lucas had the opportunity to assist ARH in many of its flood relief efforts, he still struggles knowing he couldn't do more.

He realizes, however, that the need for assistance remains today and will likely remain for years to come. "I might be in a good place now, but so many others aren't," he said. "I think I've got a good story to tell, and I'll tell it as often as I can, so people know what happened. Maybe it will encourage people to help and to give."

He still has the ladder on which his family crawled to safety that night. He plans to hang onto it, but said there are three other things he knows he'll have forever.

"The first is one of the life jackets one of my kids and Mark wore that night," he said. "Another is an ARH hat that came with that first load of supplies. It's covered in my blood, sweat and tears. I wore it every day."

His third treasure is a black rubber bracelet with "We Will Rise #606" in white letters.

"I got it at the first football game when my kids got back in school and have never taken it off," he said. "I keep it on as a reminder that I might be in my own place, but there are other people who aren't."

"The fight isn't over."

Thousands of eastern Kentucky residents have harrowing stories from the catastrophic flooding in July 2022. Each of those stories are different, yet similar. They are stories of life and death. Of loss and of survival. They are stories of tears and compassion. Stories of hope and resilience.

The ARH Foundation Flood Relief Fund has assisted many of those affected by the deadly floodwaters and continues to raise money and help those like Holly Eastmon and Anna Frazier, whose recovery efforts continue.

Missy Allen,

Co-Chair of Floyd County Long-Term Recovery Group

Nearly a year after the July 2022 floods, Missy Allen, who leads special projects for the Floyd County Fiscal Court, is still working to help those affected.

"It's overwhelming for many," she said. "So many are still in need of funds to help rebuild, and we will be by their side until they receive that help."

Allen, who serves as co-chair of the Floyd County Long-Term Recovery Group, says the ARH Foundation is an invaluable partner in the group's efforts to assist.

"The ARH Foundation has been vital to the recovery efforts," said Allen, who also praised the kindness of foundation director Angela Bailey. "The ARH Foundation has helped many Floyd Countians that did not receive help from anyone else."

Though Allen acknowledged how difficult the past year has been, she said the bright spot was witnessing the community come together as one.

"We've had people from different cultures, belief systems and religions working side-by-side to help the victims," she said. "The need is still here though, and we have work to do."



Anna Frazier, McDowell, Ky

Anna Frazier was home enjoying time with her family when she realized something was amiss.

"I saw the water cross the driveway and it seemed like after that the rain just kept falling harder," Anna said, adding the July 2022 damage was worse than anything she had ever experienced.

"Every time it starts raining or storming now, my daughter and I feel like we're right back in that situation and it feels just like that night," Anna said, explaining the long-term effects of the flood.

But despite her harrowing experience, Anna remains positive as she speaks about the assistance she received in the aftermath.

"People I didn't even know stepped up and helped," she said, describing the assistance she received from friends, strangers and from ARH. "There's good in this community."

THEIR STORIES

Holly Eastmon, Dwarf, Ky.

When the waters of Troublesome Creek rose in the early morning hours of July 28, 2022, Holly Eastmon knew her family had to flee the place they'd called home since 2007.

So, they grabbed what they could – their cats in backpacks and puppies in laundry baskets – but quickly realized their porch had been washed away. Their neighbors, as eastern Kentuckians do, tried to help but rescue was not yet possible.

In a panic, the family climbed atop kitchen counters and eventually reached 911, who assured them help was on the way. Rising waters, however, soon forced them into another part of the home and, as they awaited help, Holly watched their truck, garage and shed float away.

Just when they thought it couldn't get worse, their neighbor's doublewide trailer – ripped from its foundation – careened into the side of their home and, as the house filled with water, Holly was separated from her family.

The floodwaters swept her husband a mile from their home and Holly soon found herself clinging to a nearby tree until she and the rest of the family were rescued by helicopters.

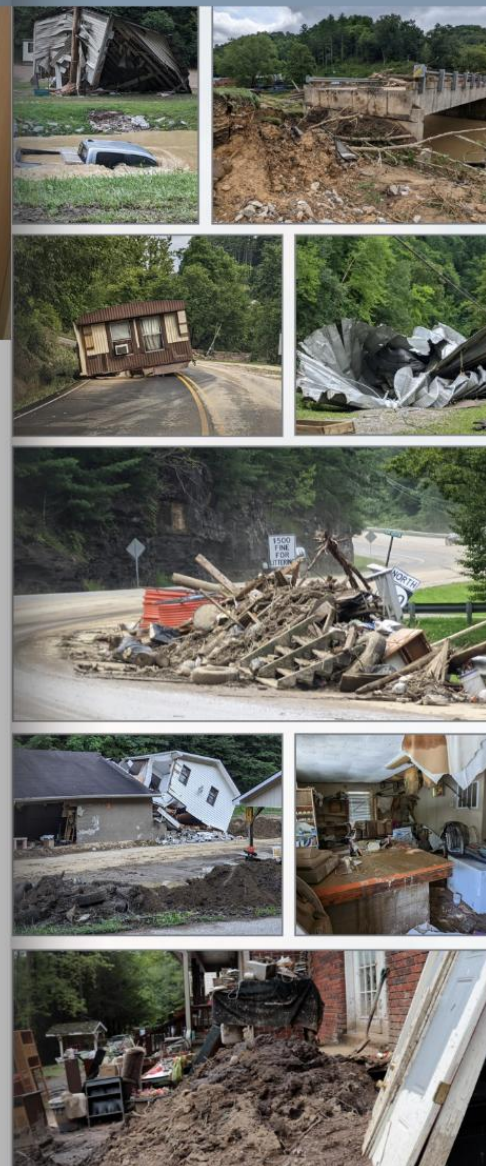
Though defeated, Holly found herself clinging to a tree and, after several failed attempts, was rescued and reunited with her family, including her injured daughter, at a local hospital.

The family lost their material belongings that day but were grateful to have their lives and each other.

They were also grateful for the assistance of the ARH Disaster Relief Center, which helped them in their recovery.

"We received a lot of household furniture and supplies from the Disaster Relief Center," Holly said.

Now, a year later, the Eastmons continue to work toward rebuilding. They maintain a grateful attitude, as they cling to one another to make it through, just as they did the night of the flood. But their story, like those of many others affected by the flood, is not over, as they look forward to getting fully back on their feet.





OUR WORK IS NOT DONE

A Message from ARH Foundation Executive Director Angela Bailey

As we reach the one-year anniversary of the flooding that devastated eastern Kentucky, it is the goal of the ARH Foundation for Healthier Communities to ensure that we remember those who were affected, celebrate the work that has been done so far, and honor those we lost.

During this time, we also feel it is imperative that we recognize the needs that still exist. The strength and endurance of our communities as they came together to support those affected was, and remains today, a matter of pride for us all.

Though so many of you donated monetarily or through much-needed supplies in the critical days after the flood, our work is not done. Families are still displaced, with many living in unsafe conditions. Many are living without heat or air conditioning and with no furniture or appliances. Some are without an adequate roof over their heads.

Many are finding it challenging to rebuild almost a year later due to the lack of resources available and the thousands affected. With your help, we

can change that. Our eastern Kentucky family still needs us, and we are asking for your help to make sure that they know we are still dedicated to a full recovery.

Although a year has passed, we have not forgotten.

At the time of this publication, the ARH Foundation has given more than \$1.26 million to victims of the flood. But we want to do more.

We need to do more.

And so, we call on our donors – our ARH family and friends – to help support those who are still in need. We have seen the resilience of eastern Kentuckians over the past year, and we have been fortunate to witness their incredible generosity as well. It is because of that support that we stand confident in the belief that we can continue to help those who need it most.

To donate to the ARH Foundation Flood Relief Fund, please visit us at www.arh.org/donate or reach out to us at foundation@arh.org.

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for Healthier Communities

The ARH Foundation exists to further healthcare, education, and community involvement in eastern Kentucky and southern West Virginia through philanthropy and fundraising for Appalachian Regional Healthcare.

We need your support to ensure our patients will have access to the latest technology, quality facilities, and services that make ARH a regional healthcare leader.

Giving Options

- ✿ ARH Employee Emergency Assistance Fund
- ✿ ARH Flood Relief Fund
- ✿ Memorials or Honorarium
- ✿ Estate Planning
- ✿ Scholarships and Endowments
- ✿ ARH Golf Classics

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