



# **Annual Emergency Preparedness Meeting for Residential Facility Operators**

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**City of New Orleans**  
Wednesday, January 17, 2024

# Agenda

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- I. Introduction
- II. Review of Ordinance Requirements
- III. 2023 in Review
- IV. 2024 and Beyond
- V. Annual License Application Review
- VI. Questions

# Introduction

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## **Richard Chatman**

Deputy Director  
New Orleans Office of  
Homeland Security &  
Emergency Preparedness

## **Jeanie Donovan, MPH, MPA**

Deputy Director  
New Orleans Health  
Department

# Points of Contact

*Please make sure to update your primary points of contact in your emergency plan submissions*

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## Education & Ordinance Questions

- **Ben Quimby, MPA**  
Public Health Emergencies Officer  
[benjamin.quimby@nola.gov](mailto:benjamin.quimby@nola.gov)
- **Katherine Dilosa, RS**  
Field Operations Coordinator  
[katherine.dilosa@nola.gov](mailto:katherine.dilosa@nola.gov)

## Emergency Reporting

- During a declared emergency, please use [pheeh@nola.gov](mailto:pheeh@nola.gov) as the primary point of contact
- We will send out the designated phone line (and updates) in the notification email
- PHEEH Emergency Line: 504-475-4850

# Ordinance Requirements

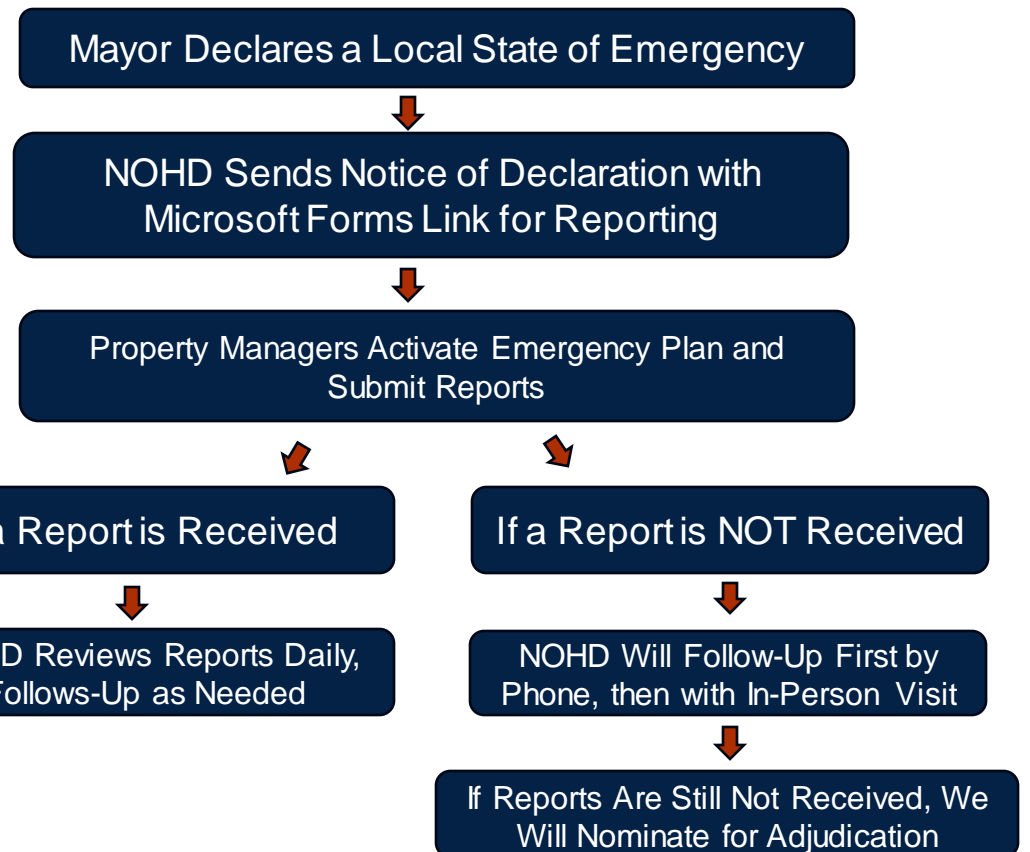
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- Obtain an Annual Operating License
  - Submit application with facility information via One Stop App
  - Submit Emergency Operations Plan and Resident Census by April 1
  - Pay \$250 fee
- Comply with Life Safety Code as determined by NOFD
- Provide evidence of compliance with HUD Multifamily Property Guidance, Chapter 38 (if applicable)
- Post the emergency operations plan in a conspicuous location and provide a copy to each resident of the facility
- Meet requirements during declared emergencies

# During Emergencies

## *Reporting to the Emergency Operations Center*

- When an emergency is declared, points of contact will receive an email notification (at minimum), announcing reporting requirements
  - Emails will come from:  
nola\_health\_dept@public.govdelivery.com
- Please submit questions during an emergency to [pheeh@nola.gov](mailto:pheeh@nola.gov). This will ensure that all members of our NOHD team can receive it
- During declared emergencies or disasters, unless otherwise specified:
  - The designated point of contact (or their designee) should remain onsite and available to residents and City officials
  - Provide situational updates, including a full census of all residents and staff on site, every 24 hours
  - Point of contact and their cell phone number should be posted on site in a location visible to the public
  - Provide notification by email or phone if facility evacuates, temporarily relocates or ceases operation



**2023 in Review**

# 2023 in Review

## *City of New Orleans Year End Analysis*

<b>Successes</b> <ul style="list-style-type: none"><li>• 66 Approved Applications</li><li>• Improved Reporting – 66% Average Daily Compliance During Extreme Heat Declaration</li></ul>	<b>Areas of Improvement</b> <ul style="list-style-type: none"><li>• Continuity of Operations<ul style="list-style-type: none"><li>• Facilities Missed 11 Days of Reporting on Average During Extreme Heat</li></ul></li></ul>
<b>Opportunities</b> <ul style="list-style-type: none"><li>• Trainings for Property Managers</li><li>• HUD Green and Resilient Retrofit Program, Applications for Grants and Loans Currently Being Accepted</li></ul>	<b>Goals for 2024</b> <ul style="list-style-type: none"><li>• Formalize Procedures and Educational Materials to Improve Transparency and Understanding of Ordinance</li></ul>



# Continuity of Operations

## *Barriers to Compliance During the 2023 Heat Emergency*

### Common Issues

- Primary contact was out of the office
- Staff turnover, new employees weren't familiar with ordinance
- Reports were submitted during the week, but not the weekend

### Potential Solutions

- Establish hand-off procedure
- Ensure that multiple staff members understand ordinance requirements
- Include review of emergency requirements in onboarding process
- Designate reporters and create schedule when an emergency is declared

# 2023 in Review

*Break into groups and discuss your experiences with the ordinance and the hazards we faced this past year*

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What went well this past year?

What would you like to see be different in the future?

How can we improve communication between the City and property management?

What additional support would you like from the City?

How did the challenges of the heat emergency and the saltwater emergency differ? How were they similar?

**2024 and Beyond**

# Procedures and Communication Materials

*Supporting Clarity and Consistency in Ordinance Implementation*

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Application Review Checklist



Business Toolkit for Property Managers



Annual Report



What Else Is Needed?

# Building Ambassador Program

*Bridging the gap between the ordinance and the individuals most impacted*

- Currently in Pilot phase
- Conducting regular engagement events for dialogue with residents
- Empower residents to improve their emergency preparedness



# Resident Engagement Sessions

*NOHD, NOLA Ready, and RTA would like to coordinate with each of your facilities to schedule resident feedback focused sessions from May to July 2024.*

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## Be Year-Round Ready!

- Severe weather preparedness
- Smart911 support
- Evacuation planning



# **Annual Application Review**

# Application Review

[2024 ILF Application Review Checklist.docx](#)

## 2024 Submission Deadlines

- **March 31:** Submit documentation to City through OneStop
- **April 28:** City will approve submission or provide feedback to designated points of contact
- **June 1:** All licenses and payments should be completed in OneStop

## Application Content

**new orleans health department**

Independent Living Facility Emergency Plan Content – 2024

The purpose of this document is to outline the specific information required of residential housing facilities, as defined by Sec. 30-1281 of the Code of the City of New Orleans, in their annual applications for operating licenses. New Orleans Health Department staff will use this form to determine if applications meet the requirements, and by doing so, hope to promote transparency and clear expectations around how each application will be evaluated. Please find

Contact Information	
Description of Required Information	Included?
Name and Title of On-Site Point of Contact	
Cell Phone Number for On-Site Point of Contact	
Email Address for On-Site Point of Contact	
Name and Title of Additional Point of Contact	
Cell Phone Number for Additional Point of Contact	
Email Address for Additional Point of Contact	
Phone Number for Facility Office	
Mailing Address for Facility Management	

[2024 ILF Application Review Checklist.docx](#)



# Resident Census

## *Review of Process for Filling Out Resident Census*

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### Resident Survey Form

- Distributed to Residents to Collect and Share Information About Their Needs with the City
- Completely Voluntary
- [Resident Survey of Special Medical Needs.pdf](#)

### Resident Census

- Filled Out By Property Management Based on Survey Forms Received
- Updated Every Year
- Maintained by Property Management and Shared with the City
- [Resident Census Form.xlsx](#)

**Questions?**