



# **Hurricane Preparedness Meeting for Residential Facility Operators**

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**City of New Orleans**  
Thursday, August 8th, 2024

# Agenda

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- I. Introduction
- II. Review Contact Information
- III. City-Assisted Evacuation Plans
- IV. Review of Reporting Procedure and Ordinance Requirements
- V. Scenario Discussion
- VI. Questions

# Introduction

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## **Collin Arnold, CEM, LEM-P**

Director

New Orleans Office of Homeland Security  
and Emergency Preparedness

## **Richard Chatman**

Deputy Director

New Orleans Office of Homeland Security &  
Emergency Preparedness

## **Jennifer Avegno, MD**

Director

New Orleans Health Department

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

Deputy Director

New Orleans Health Department

# Points of Contact

*Important Contact information to know during an emergency (though this is subject to change)*

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## Numbers to Know

- **3-1-1**
  - General Requests for City Services
- **9-1-1**
  - Life Safety Issues
- **PHEEH Emergency Line**
  - 504-475-4850
- **Pheeh@nola.gov**

## NOHD Personnel

- **Ben Quimby, MPA**  
Public Health Emergencies Officer  
504-884-9466
- **Katherine Dilosa, RS**  
Field Operations Coordinator  
504-494-7068
- **Meredith McInturff, MPH**  
PHEEH Unit Manager  
504-717-1475

# **City-Assisted Evacuation Plans**

# Mandatory Evacuation

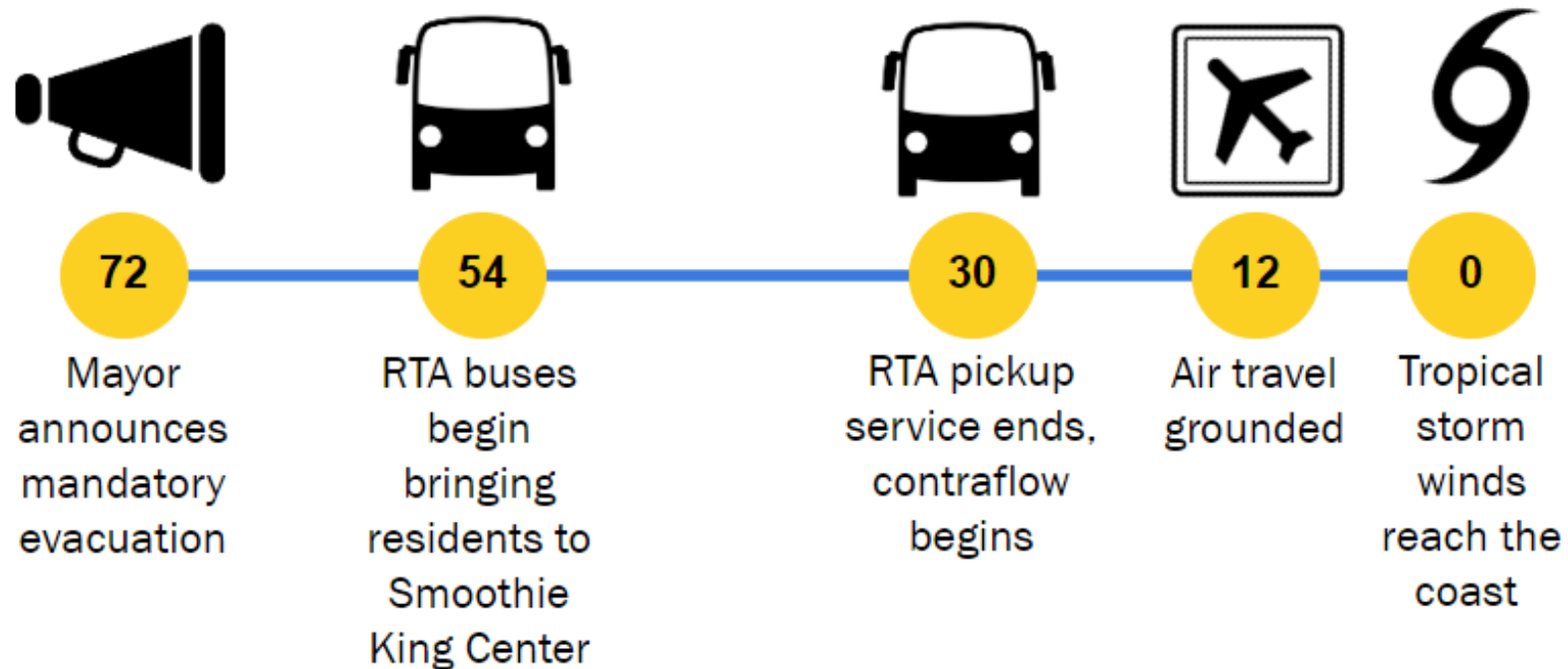
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- The City-Assisted Evacuation Plan provides a last resort option for individuals to evacuate and safely return in a mandatory evacuation
- Estimated residents needing assistance across City: 35,000 – 40,000
- Smoothie King Center functions as the Parish Pick-Up Point
- RTA buses will run regular routes to drop residents off at Smoothie King Center
- Residents can call 3-1-1 to request paratransit assistance
- State of Louisiana provides transportation to away from and back to Smoothie King to shelter in other parts of the state/region

# Mandatory Evacuation Timeline

*A mandatory evacuation requires at least 72 hours before landfall to implement*

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# Evacuation Contingency Plans

*In the event that a storm intensifies rapidly before impact, mandatory evacuation may not be feasible*

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CAE Rapid Intensification Contingency – Activation Levels	
<b>GREEN</b>	<ul style="list-style-type: none"><li>• Full City-Assisted Evacuation (CAE) with resources generally available.</li></ul>
<b>YELLOW</b>	<ul style="list-style-type: none"><li>• Limited CAE, with priority focused on evacuation of high-risk groups. Others may be advised to self-evacuate or shelter in place.</li></ul>
<b>RED</b>	<ul style="list-style-type: none"><li>• Little to no pre-storm evacuation possible. Potential area of refuge activation followed by post-storm evacuation or shelter operations.</li></ul>

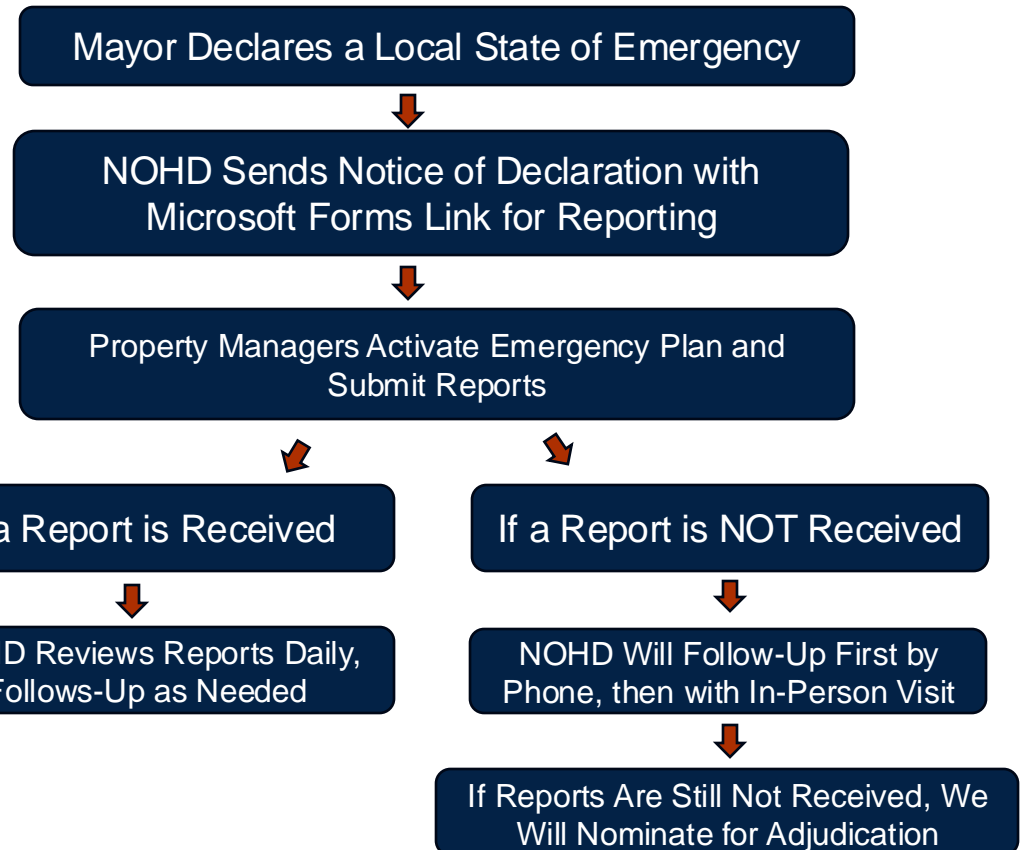


# Reporting During Emergencies

# Requirements During Emergencies

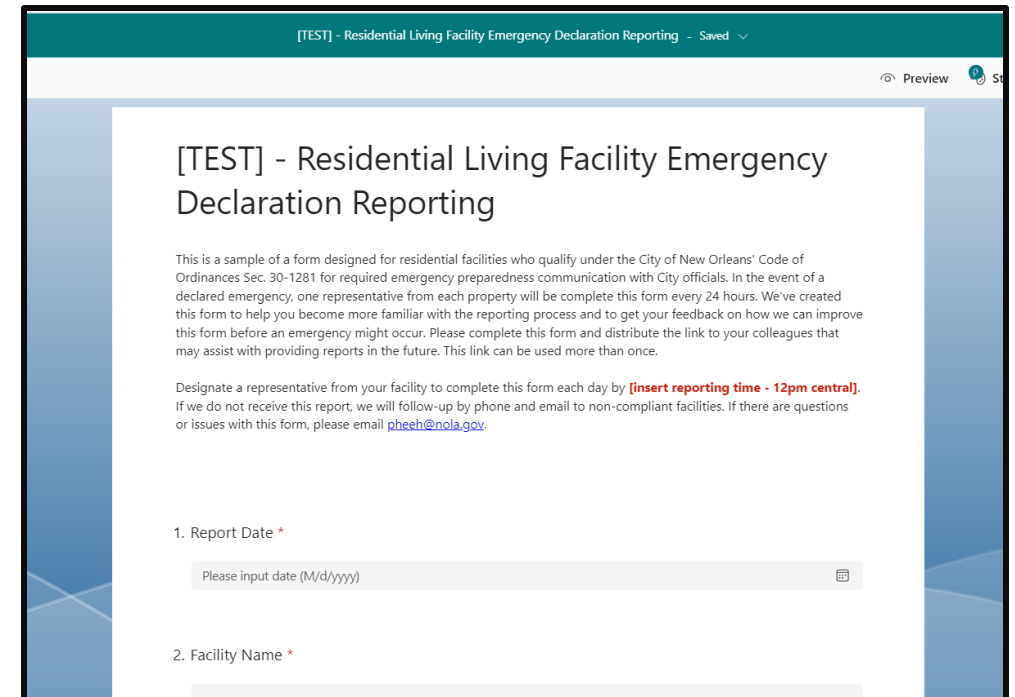
## *Reporting to the Emergency Operations Center*

- When an emergency is declared, points of contact will receive an email notification (at minimum), announcing reporting requirements
  - Emails will come from: [neworleans@public.govdelivery.com](mailto:neworleans@public.govdelivery.com) or
- 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 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



# Using Microsoft Forms to Submit Reports

- Allows for responses to be recorded and documented by the City
- The same link can be used repeatedly
- If needed, additional documents or reports can be submitted to [pheeh@nola.gov](mailto:pheeh@nola.gov)



The screenshot shows a Microsoft Forms interface for a report titled "[TEST] - Residential Living Facility Emergency Declaration Reporting". The form includes an introductory paragraph explaining the purpose of the form, a designated reporting time of 12pm central, and a contact email address, [pheeh@nola.gov](mailto:pheeh@nola.gov). The form is currently displaying two questions: "1. Report Date \*" with a date input field and "2. Facility Name \*".

<https://forms.office.com/g/1bqFBmJJK5>

# 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](#)

										Voluntary Medical Information					
Communication Needs			Number of Individuals Living in Unit (Not including tenants listed)			Number of Animals Living in Unit			Mobility Assistance			Electricity Dependence			
Resident age (in years)	Preferred Language of Communication	If other, please write description here.	Does this individual identify as blind, low vision, deaf or hard of hearing?	0-5 years old	5-17 years old	18 years old or older	Dogs	Cats	Other	Does this individual use any form of durable medical equipment to support their independence?	Are all individuals in this unit able to leave the building without caregiver support?	Are all individuals in this unit able to leave the building without public safety support?	Does anyone in this unit depend on an elevator to leave the building?	Does anyone in this unit have medical equipment or refrigerated medication requiring access to	Does anyone in this unit require oxygen?
82	English	None	Low Vision	0	0	0	0	0	0	None	Yes	Yes	Yes	No	No
67	English	None	None of the above	0	0	0	1	0	0	Cane	Yes	Yes	Yes	No	No
58	English	None	None of the above	0	0	0	0	0	0	Cane	Yes	Yes	Yes	No	No
70	English	None	Hard of Hearing	0	0	0	0	0	0	None	Yes	Yes	No	No	No
68	English	None	None of the above	0	0	0	0	0	0	None	Yes	Yes	Yes	No	No
66	English	None	None of the above	0	0	0	0	0	0	Cane	Yes	Yes	Yes	No	No
74	English	None	None of the above	0	0	0	0	0	0	None	Yes	Yes	Yes	Yes	No
71	English	None	None of the above	0	0	0	0	0	0	Cane	Yes	Yes	Yes	Yes	No
80	English	None	Low Vision	0	0	0	0	0	0	Walker	Yes	Yes	Yes	No	No
66	English	None	None of the above	0	0	0	0	1	0	None	Yes	Yes	Yes	No	No
72	English	None	Low Vision	0	0	0	0	0	0	None	Yes	No	Yes	No	No
90	English	None	Low Vision	0	0	0	0	0	0	Walker	Yes	Yes	No	No	No
70	English	None	None of the above	0	0	0	0	0	0	None	Yes	Yes	Yes	No	No
75	English	None	Low Vision	0	0	0	0	0	0	None	Yes	Yes	Yes	No	No
72	English	None	Low Vision	0	0	0	0	0	0	None	Yes	Yes	Yes	No	No
66	English	None	Low Vision	0	0	0	0	0	0	None	Yes	Yes	Yes	No	No
89	English	None	Low Vision	0	0	0	0	0	0	Power Scooter	No	No	Yes	Yes	No

Example of a Completed Resident Census Form

**Questions?**

# Important Messaging

*Additional things to consider*

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- The basics of an emergency plan: know what needs to be done and who is responsible for doing what
- Please direct requests for resources or unmet needs to the Emergency Operations Center
- We want to hear from you! We can't respond if we don't know what is going on
- Emergencies are inherently unpredictable – try to remain flexible so that you can respond to whatever the situation might be

# Scenario Discussion



# Hypothetical Post-Storm Scenario

*City staff and community partners often use hypothetical scenarios to discuss responses to simulated emergency situations*

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## Scenario Description

- It is 24 hours after a Category 3 hurricane hit the City of New Orleans
  - The storm intensified rapidly before impact – about half of residents across the City did not evacuate
  - Power is out for 80% of the City but cell service is still operational
  - The Emergency Operations Center has been activated, and city employees and community partners are working together to assess the impact and clear roadways of down trees and debris
- What are the things that you and members of your team will be doing?
  - What challenges do you foresee for your staff and residents?

# What Happens If...

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- If you get a call from a resident's family member trying to locate them?



# What Happens If...

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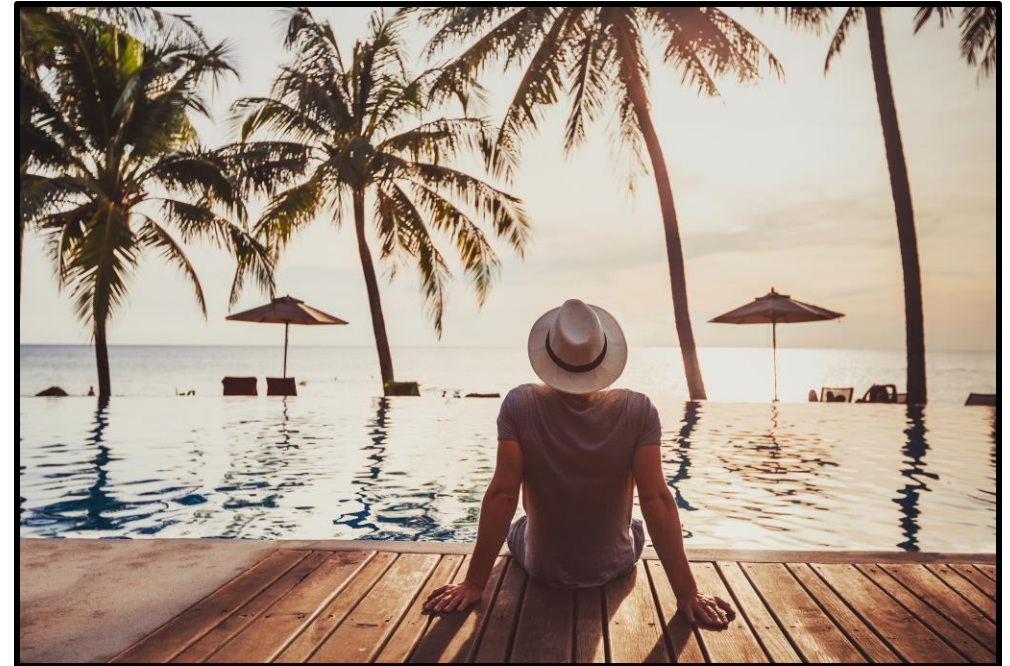
- The City reaches out to coordinate post-storm evacuation assistance, how might that be disseminated?



# What Happens If...

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- The regular property manager is vacation when the storm hits?



**Questions?**