



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

---

**City of New Orleans**  
Friday, February 11, 2022

# Agenda

---

- I. Introduction
- II. Ordinance Overview
- III. Permit Registration in OneStop
- IV. Development of Building Emergency Operations Plan
- V. Review of Threat and Hazard Identification and Risk Assessment Information

# Introduction

---

- I. Dr. Jennifer Avegno, New Orleans Health Department
- II. Collin Arnold, Director of Homeland Security & Emergency Preparedness

# Benefits of Ordinance

---

- Increased communication and collaboration between property owners and City during emergency events
- Increased emergency preparedness education and technical assistance for owners, managers, and residents
- Creates additional planning measures and protections for residents who may experience adverse health impacts from limited access to utilities and lack of traditional community supports in an emergency

# Ordinance Overview

---

- On Saturday, November 20, 2021, Article XVII. - Residential Facilities for Seniors or Persons with Disabilities went into effect for facilities housing within Orleans Parish.
- This local ordinance requires any housing facility that is not licensed by the State of Louisiana and has **six or more units of rental housing specifically designated for persons aged 55 years or older, persons with disabilities, and/or persons receiving permanent supportive housing services**, including but not limited to those housing facilities that receive funding or financing support from the U.S. Department of Housing and Urban Development (HUD).

# Ordinance Overview

Full ordinance can be found at: <https://nola.gov/nola/media/Health-Department/028801-MCS-Certified.pdf>

---

1. Obtain an annual operating license from Safety & Permits, by April 1st.
  - Submit application including
  - Name and address of the applicant
  - Name and mobile phone number for person managing the daily operations of the facility
  - Location of the facility
  - A census of all residents, including emergency contacts and special medical needs
  - Emergency operations and evacuation plan
  - Fee: \$250/year, \$500/month late fee
  - S&P will issue the license when all applicable requirements have satisfied.
2. Comply with Life Safety Code as determined by NOFD and confirmed by annual facility inspections.

# Ordinance Overview

Full ordinance can be found at: <https://nola.gov/nola/media/Health-Department/028801-MCS-Certified.pdf>

---

3. Provide evidence of compliance with HUD Multifamily Property Guidance, Chapter 38.
4. Post the emergency operations plan in a conspicuous location and provide a copy to each resident of the facility.
5. During declared emergencies or disasters:
  - Always have the designated point of contact (or their designee) 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 to NOHSEP or designee
  - City will use information to assess needs and coordinate the delivery of resources
  - Point of contact and their mobile phone number must be posted on site at facility in a location visible to the public
  - Provide notification by email or phone to NOHSEP if facility evacuates, temporarily relocates or ceases operation

# Regulations Overview

To view regulations documents, go to: <https://nola.gov/health-department/>

---

1. Maintain and submit an annual resident census (Exhibit A) to be submitted with annual OneStop documentation.

- all household members of each unit
- each resident's primary phone number
- each resident's emergency contact name and phone number
- a notation of those residents who voluntarily report any of the following: use of durable medical equipment, require oxygen, or use of assistive technology that requires electricity to support themselves.

Updates to census may be uploaded throughout the year to OneStop, but only 1 submission per year is required. Facilities may utilize Resident Survey of Special Medical Needs (Exhibit B), but these forms are not submitted through the OneStop portal.



# Regulations Overview

To view regulations documents, go to: <https://nola.gov/health-department/>

---

## 3. Submit emergency operations documents by April 1 of each year to Safety and Permits OneStop web-based application, in a format prescribed by NOHD, including:

- All hazards plan that describes facility's planned response to tropical weather, no notice flooding, urban heat related events, prolonged power outages expected to last longer than 48 hours, and any other threat deemed required by a hazard vulnerability assessment.
- Facility point of contact and back up point of contact in the event of an emergency
- Detailed description of backup generator resources available at the facility in the event of a power loss
- Description of how residents will be evacuated from the housing facility during a mandatory evacuation order or following the loss of power that is expected to last longer than 48 hours, if the facility cannot provide sufficient generator capacity to maintain critical facility systems.
- If the facility is a HUD Multifamily Property and subject to these rules, the owners must submit to Safety and Permits by April 1, proof of compliance with the guidance in Chapter 38 of HUD Multifamily Asset Guidebook, including:
  - Emergency relocation plan to relocate residents prior to an impending storm
  - Developing tracking mechanisms to contact residents and determine the intent to return to the unit
  - Developing pre-disaster checklist that is shared with tenants in the case of a disaster
  - Maintaining and inventory of all residents, property, phone numbers, mailing address and emails

# Proposed Implementation Timeline

## February 2022

- City to convene facility leaders for review of ordinance and expected documentation
- Facilities to begin completion of deliverables

## April 2022

- Facilities submit annual documentation by April 1st
- City completes internal review of submitted documents by April 29th

## June 2022

- City and facility leadership to offer hurricane season presentations to facility residents by request

## March 2022

- City to provide technical assistance sessions for facility leaders with completion of deliverables
- Facilities to complete administrative deliverables

## May 2022

- City to provide feedback to facility leadership as needed
- Facility to update documents based on feedback and distribution plan to staff and residents

# Proposed Implementation Timeline

## July 2022

- City to offer planning workshop to support development of facility plans

## September 2022

- City to conduct call down drill to all facility owners, managers, and backup contacts

## November 2022

## August 2022

- City to offer planning workshop to support development of facility plans

## October 2022

## December 2022

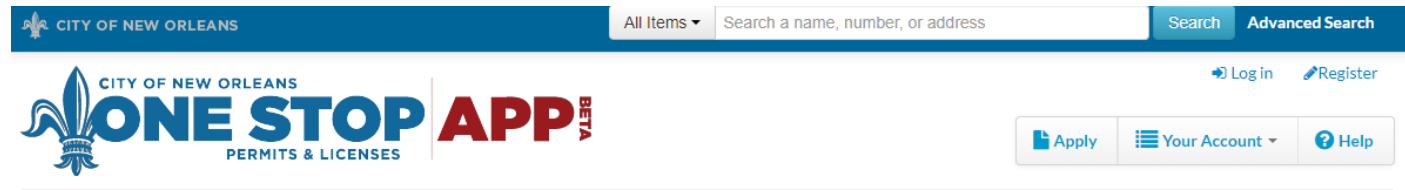
- City to host post-hurricane season meeting for facility leadership



# How to Register for Residential Permit in OneStop

Go to <https://onestopapp.nola.gov/> | Live Demonstration from Safety & Permits team

Go to the **Annual Registration > Residential Housing Facility** to begin the permit process



## Get Started

Select the permit, license, or project you'd like to apply for using one of the methods below.

### Before You Begin

- Use of durable medical equipment
- Require oxygen
- Use of assistive technology that requires electricity to support themselves
- Emergency Operations and Evacuation Plan including:
  - All hazards plan that describes the facility's planned response to tropical weather, no notice flooding, urban heat related events, prolonged power outages expected to last more than 48 hours, and any other threat deemed required by a hazard vulnerability assessment
  - Point of contact and back-up point of contact
  - Detailed description of backup generator resources available at the facility in the event of a power loss
  - Description of how residents will be evacuated from the housing facility during a mandatory evacuation order or following the loss of power that is expected to last longer than 48 hours, if the facility cannot provide sufficient generator capacity to maintain critical facility systems

HUD Multi-Family Properties are also required to submit:

- Emergency Relocation Plan
- Resident Tracking Mechanisms
- Pre-Disaster Checklist

Continue

### Permits - Temporary

- Noise Variance

### Permits - Transport

- RTA Shelter
- Oversize Load

### Licenses - Sidewalk Use

- Commercial Sidewalk Use

### Permits - Right-of-Way

- Driveway/ Curb Cut and Restoration
- Dumpster/Storage Container/Construction Zone
- Sidewalk Repair
- Street Cut

### Permits - Building

- Accessory Structure
- Demolition / Building Debris Removal
- Interior Demolition
- New Construction
- Renovation (Non-Structural)
- Renovation (Structural)
- Swimming Pool
- Electric Vehicle Charger - Installation

### Permits - Sign

- Attached Sign

### Permits - Vieux Carré

- VCC Paint
- VCC Security Camera Application

### Annual Registration

- Residential Housing Facility

### Licenses - Occupational

- Business License

### COVID - Temporary Permits

- Temporary Sidewalk Cafe (covid-19)
- COVID Live Entertainment/Event Registration

# What is an Emergency Operations Plan?

*According to FEMA Comprehensive Planning Guide (CPG) 101 Version 2.0: Developing and Maintaining Emergency Operations Plans*

---

- Assigns responsibility to organizations & individuals for carrying out specific actions at projected times and places during an emergency
- Sets forth lines of authority and organizational relationships and shows how all actions will be coordinated
- Describes how people (including unaccompanied minors, individuals with disabilities or access and functional needs, and individuals with limited English proficiency) and property will be protected in emergencies and disasters
- Identifies personnel, equipment, facilities, supplies and other resources available for use during response and recovery operations

**Poll:** How does your facility plan for emergency events?

# HUD Requirements

---

- I. Risk Assessment – engage in local risk-based planning process. Consider barriers to accessing services that might be experienced by your residents
- II. Coordination with Local & State Partners
- III. Resource & Guidance Development
  - A. Identify partner agencies & organizations
  - B. Identify funding opportunities
  - C. Develop a continuity plan

# Developing your Emergency Operations Plan

---

- We know that each facility will have different challenges to address in the development of their plans and we want to help facilitate plan development to the extent possible.
- Plans are never "complete" - they are constantly changing and evolving to meet new needs.
- The City will host 2 plan development workshops between June to December of this year to assist with plan writing.



# Threat & Hazard Identification & Risk Assessment

*What challenges do we face locally that will impact our plans?*

## Hazard Types

### Natural

- Hurricane
- Earthquake
- Tornado
- Extreme heat
- Extreme cold
- Flooding

### Technological / Structural

- Building collapse
- Dam/levee failure
- Industrial accident
- Train derailment
- Utility disruption

### Human-Caused

- Active shooter/threat incident
- Cyber-attack
- Hazardous materials spill /attack
- Terrorism

# Threats & Hazards in New Orleans

---

- In NOHSEP's 2020 THIRA identified the following threats and hazards as having a potential impact on our community:
  - Cyber Attack
  - Flood
  - Hazardous Materials Release – Radiological
  - Hurricane
  - Pandemic
  - Severe Storm / High Wind
  - Complex Coordinated Terrorist Attack

**Questions?**