

# ANNEX F

## ESF 6: MASS CARE, HOUSING, AND HUMAN SERVICES

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### **PROMULGATION STATEMENT**

Transmitted herewith is the ESF – 6: Mass Care, Housing and Human Services Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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# ESF-6: Mass Care, Housing, and Human Services

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## I. PURPOSE AND SCOPE

ESF 6 provides Mass Care, including Shelter, Mass Feeding and Housing and Human services support for victims of natural and technological emergencies and disasters:

### Mass Care

1. Mass Care will provide shelter during the emergency period and immediately following the disaster, in which victims are housed as a result of evacuation or, on a limited basis, pending repair of dwellings or assignment and movement into temporary housing. Emergency shelter is not intended for prolonged periods of occupancy due to the emergency nature of the activity and the requirements for mass feeding, bedding and adequate sanitary facilities. Shelter will include the mass feeding of victims and emergency workers through a combination of fixed sites, mobile feeding units and bulk distribution of food.
2. Mass Care will coordinate with the Caddo Parish Health Unit and other medical agencies to ensure the provision of emergency first aid for victims and emergency workers at shelters and designated sites, and referral to appropriate medical facilities.
3. Mass Care will collect and provide information about individuals in the emergency area through a Disaster Welfare Information system. Such information will be used to aid reunion of families and individuals separated by the emergency or disaster.
4. Housing activities will provide for short and long-term housing needs of emergency and disaster victims. Housing activities may include rental assistance, temporary housing, loans for house repair and/or replacement of primary residences.
5. Human services include all government and relief organization actions to provide immediate assistance to victims of emergencies and disasters. It will include the provision and expedited processing of federal benefits claims, such as Social Security, disaster unemployment assistance, Veterans benefits and tax refunds.
6. Human services may include, as appropriate, crisis counseling and supportive mental health services and such commodities as water, ice and other basic needs.

## II. SITUATIONS AND ASSUMPTIONS

### A. Situation

1. Caddo Parish is continually exposed to potential disasters that are capable of destroying the property of individuals, their means of making a living and the physical environment that makes modern society workable. Emergency public welfare services are critical to relieving suffering and

making the basic necessities of life available to persons affected by such disasters. To ensure that these services can be made available quickly and effectively, plans must be made and an organization maintained which can respond quickly to these disasters.

2. Caddo Parish could experience disaster conditions that would require emergency sheltering of evacuees.
3. Disaster conditions requiring sheltering could be brought on by natural phenomena such as floods, tornadoes, fires, severe winter storms, or any combination thereof.
4. Other occurrences that could necessitate sheltering would be a hurricane approaching the Louisiana Gulf Coast, hazardous material incident, terrorist attack or war related emergency.

#### **B. Assumptions**

1. Caddo Parish will continue to be exposed to potential disasters.
2. Public Shelters will be open, manned and usable during periods of emergencies.
3. The coordination of emergency welfare services will be required to respond to these disasters.
4. Experience has shown that under local emergency conditions, a high percentage (50 percent or more) of evacuees will seek shelter with friends, relatives, or hotel/motels rather than go to established shelters.
5. Facilities will be designated for lodging institutionalized and “special needs” groups.
6. The shelter concept will reduce the number of casualties resulting from a disaster situation.
7. Emergency welfare services can be of significant assistance to the people of Caddo Parish in preventing or reducing disaster related losses.
8. People who would not normally be clients of the local social service agency will require some form of public assistance under emergency conditions.
9. The most effective and adequate response is through planning efforts.
10. Volunteer groups, such as the Red Cross and Salvation Army, will render assistance during emergency situations.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

1. The Caddo Parish Shelter Program is a combination of methods that can be utilized to afford the best available public protections.

The Louisiana Department of Children and Family Services (DCFS), as the welfare arm of the government, will assume its responsibilities in coordination with other emergency-oriented activities. DCFS provides overall direction, planning and policy guidance. Caddo Parish OHSEP

works with DCFS in Shreveport to develop specific requirements and details for implementing the emergency welfare plan for Caddo Parish. Major functions are related to Public Assistance Programs, Food Stamp and Medical Assistance Programs, Child Support and establishment of Paternity Programs, and other disability and eligibility programs.

2. All shelter locations are determined by conditions such as elevation, proximity of an incident to a shelter and the best available protection.
3. Where practical public buildings, religious institutions and public, private, and parochial schools will be used as shelters.
4. The primary mode of transportation to shelter will be by private vehicle. Parking will be available in the vicinity of the shelters. Emergency transportation will be provided where necessary.
5. The local American Red Cross chapter will operate and be responsible for shelter facilities during disaster situations. Nationally, the Red Cross has been designated as the agency to operate shelter facilities during national emergencies. The Red Cross will coordinate shelter operations with Caddo Parish OHSEP.
6. Other public or non-profit organizations in the Caddo area may open shelters in conjunction with or independent of the local Red Cross chapter. These organizations include the Salvation Army, churches, private or parochial schools or local service organizations. Note: All public or non-profit organizations opening public shelters should coordinate their activities with Caddo Parish OHSEP.
7. For sudden, fast-escalated emergency situations, Caddo Parish Schools will be used as Reception or "Staging Areas" for evacuees until the American Red Cross can supplement resources with the opening of their designated shelters.
8. In the unlikely event of a war-related emergency or terrorist attack, Caddo Parish has been designated as a high-risk area. Residents will evacuate the high-risk area(s) to designated host areas.

## **B. Phases of Emergency Management**

1. **Mitigation (Prevention)**
  - a. Conduct a hazard analysis of Caddo Parish.
  - b. Determine requirements for adequate sheltering.
  - c. Compare shelter locations with potential hazards and disaster conditions.
  - d. Determine location for best available use as shelters. Survey sites for capacities, facilities (feeding, restrooms, showers, etc.) and power sources.
  - e. Prepare resource lists identifying agencies, personnel, resources and physical facilities. Develop agreements to grant access to facilities and availability of staff during emergencies.
  - f. Coordinate activities with Caddo Parish OHSEP.

- g. Train personnel in emergency procedures.
- h. Plan shelter services to be provided in an emergency situation.
- i. Plan coordination with other services.

**2. Preparedness**

- a. Update and review shelter resource lists.
- b. Verify availability of shelter personnel and insure names and phone numbers are updated at least annually.
- c. Notify persons and organizations identified in shelter resource list about possible need for services and facilities.
- d. Prepare plans and standard operating guidelines (SOGs) for shelters.
- e. Arrange training programs for shelter managers' staff and support personnel.
- f. Prepare signs to mark shelters.
- g. Prepare shelter management kits.
- h. Stockpile shelter supplies.
- i. Survey shelters to determine which ones can accommodate ill, injured, handicapped, or other institutionalized people. Coordinate with local institutions and service organizations to get an estimate of the number of spaces as needed, then match numbers, as far as possible, to existing shelters. If shelter spaces are inadequate, have additional facilities added to shelter list.
- j. Upon receipt of information of any pending disaster or emergency threatening the lives or welfare of the people, DCFS will review existing contingency plans for emergency welfare services, anticipate probable extent of human needs, and notify officials of related public and private welfare agencies.

**3. Response**

- a. At the onset of any emergency that may require public sheltering, the initial activities shall include locating designated shelters as well as staging areas within the proximity of the incident.
- b. Shelters will be selected according to:
  - i. Hazard/vulnerability analysis considerations.
  - ii. Locations in relation to evacuation routes.
  - iii. Services available in facilities.
- c. Open and staff shelters, as needed.
- d. Coordinate with Emergency Operations Center (EOC) to ensure that communications are established, routes to shelters are clearly marked, and appropriate traffic control systems are established.
- e. Distribute shelter kits and supplies.
- f. Complete shelter stocking for necessary items.
- g. Display shelter identifying markers and signs at shelter locations.
- h. Make public announcements about shelter availability and locations.

- i. Prepare to receive evacuees and provide for their health and welfare.
- j. Maintain records of financial expenditures and shelter supply use.
- k. Upon notification that an emergency or disaster has occurred, the DCFS will activate the emergency plan to include:
  - i. Situation analysis.
  - ii. Mobilization of resources.
  - iii. Coordination of all welfare services provided by public and private welfare or welfare-related agencies and VOAD.
  - iv. Carry out these responsibilities in close cooperation with the Emergency Operations Center (EOC).

**4. Recovery**

- a. Keep shelters open as long as necessary.
- b. Arrange for return of evacuees to homes or for transportation to long-term shelters, if necessary.
- c. Deactivate unnecessary shelters.
- d. Clean and return shelters to original condition and negotiate reimbursement for any damages.
- e. Assess social service needs of victims.
- f. Coordinate various available social services.
- g. Inform public of social service availability, including state, federal and private assistance.
- h. Continue welfare assistance to the eligible needy as circumstance dictates and current policies allow.
- i. Assist in centers for granting relief to victims of emergencies.

**C. Execution**

The method and scope of response will depend on the extent of human needs created by the disaster as well as the condition under which services can be delivered. DCFS in Caddo Parish will respond immediately to meet human needs caused by a natural or manmade disaster

**IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

This section of the annex takes the operational considerations and recasts them as specific duties and responsibilities for designated local government departments and supporting agencies. The task assignments detailed below are extensive, but certainly not exhaustive. Items may be added or deleted as deemed necessary at the time of the particular emergency.

**A. General Organization**

- 1. The Louisiana Department of Children and Family Services (DCFS) establishes policies, procedures, and provides guidance to the Parish Agency in order to develop and maintain statewide capability of service delivery to meet human needs caused by a disaster. The Office of Family Support is organized with an inherent response oriented capability as the

- welfare arm of the local government.
2. The organizational structure of Emergency Welfare Services of Caddo Parish is found in Appendix 1.
  3. Key positions for emergency operations in Caddo Parish have been established to assure the administration of emergency welfare services and for the efficient use of staff during a disaster. The key positions are the Director and his or her alternates who may administer emergency welfare services from an On-Site Center or the Office of Family Support.
  4. In any disaster or emergency, it is the responsibility of Caddo Parish OHSEP and DCFS to coordinate all welfare assistance and services to individuals and families administered by public and private welfare or welfare-related agencies, and civic and church groups to fully use all public and private welfare resources within Caddo and Parish; and to assure the availability of welfare assistance and services to victims of any disaster or emergency.

**B. Assignment of Responsibilities**

1. **Caddo Parish Office of Homeland Security and Emergency Preparedness**

- a. Contact the American Red Cross (NW LA Chapter) if public shelter operations are necessary.
- b. Coordinate shelter activities through the Emergency Operations Center.
- c. Provide communications capability between shelter(s) and the Emergency Operations Center by way of amateur radio volunteers.
- d. Provide public information regarding shelter locations and transportation routes.
- e. Arrange for public transportation to shelters if necessary.
- f. Provide periodic briefings to EOC staff regarding shelter operations.
- g. Assemble a team of representatives from involved organizations to develop the emergency public welfare annex.
- h. Designate a DCFS representative to serve as the Social Services Coordinator In the Emergency Operations Center (EOC).
- i. Maintain the Caddo Emergency Operations Plan.

2. **American Red Cross (NW LA Chapter)**

- a. Identify shelter sites.
- b. Oversee shelter activities.
- c. Survey shelters.
- d. Develop agreements for shelter use.
- e. Provide proper shelter markings.
- f. Provide for crisis marking of unmarked shelters.
- g. Ensure training of shelter managers and support personnel.
- h. Provide shelter management kits and supplies.
- i. Establish public information and education programs.



- j. Activate and deactivate shelters, as needed.
- k. Manage reception and care activities, to include registration, staffing, lodging, feeding, processing evacuee information, etc.
- l. Arrange with local health, mental health and social service agencies to provide support personnel.
- m. Develop a policy concerning pet care at shelter facilities.
- n. Develop a shelter operations organization chart.
- o. Provide individual and family support services at shelter sites.
- p. Provide for crisis counseling to disaster victims.
- q. Coordinate shelter use including meals.
- r. Maintain shelter log and evacuee inventory.

**3. Shelter Coordinator (American Red Cross)**

- a. Coordinate with DCFS concerning social services assistance in public shelters.
- b. Include DCFS workers in all shelter training and exercises.

**4. Law Enforcement**

- a. Provide security at designated shelters as well as at reception/staging areas and lodging and feeding centers.
- b. Provide traffic control during movement to shelters.
- c. Provide alternate communications between shelters and EOC through mobile units, if necessary.

**5. Fire Services**

- a. Periodically survey shelter sites for fire safety.
- b. Assist with emergency medical problems at shelters including emergency transportation to area hospitals.
- c. Provide fire suppression for shelters, if necessary.

**6. Military Units**

- a. Deliver emergency water supplies as needed.
- b. Assist with emergency transportation, as needed.
- c. Inform EOC team of shelter availability on military properties.
- d. Coordinate use of shelter facilities on military properties.

**7. Public Works/Utilities**

- a. Inspect shelter sites for serviceability.
- b. Maintain water supplies and sanitary facilities at shelter sites during duration of emergency.

**8. Code Enforcement**

- a. Inspect structural capabilities of designated shelters.

**9. Department of Children and Family Services**

- a. Develop a roster of essential employees who must be available

- during emergencies.
- b. Develop plans for the security of essential employees' families.
- c. Develop plans for the security of agency files.
- d. Coordinate all emergency social services plans with the Caddo Parish Office of Homeland Security and Emergency Preparedness and with appropriate state and federal agencies.
- e. Develop emergency aid agreements with volunteer social service agencies.
- f. Coordinate with volunteer agencies for the distribution of donated food and clothing to disaster victims.
- g. Ensure that DCFS staff is available to assist at shelter sites.
- h. Ensure that agency clients have access to evacuation transportation.
- i. Ensure that adequate supplies are available for all shelter sites.
- j. Maintain communication with volunteer social services providers.
- k. Establish an emergency training program for staff and exercise this program regularly.
- l. Assist in disaster assistance centers, as necessary.

**10. Evacuation Coordinator (Caddo Parish OHSEP)**

- a. Coordinate with the Caddo Parish Sheriff's Office, Shreveport Police Department and Louisiana State Police during evacuation movements.
- b. Work with DHH/OPH and the Caddo Parish Council on Aging to develop a roster of persons in the area who will require special assistance under evacuation conditions.

**V. DIRECTION AND CONTROL**

- 1. All shelter activities will be coordinated through the Emergency Operations Center.
- 2. Shelter managers will be responsible for the operation of their individual shelters.
- 3. Shelter plans and procedures will be developed by the American Red Cross to meet specific contingencies.
- 4. All local departments and agencies will support shelter operations, as needed.
- 5. Staff from supporting agencies will work under the operational control of the shelter coordinator.
- 6. This section provides guidance to the emergency preparedness and office of family support for overall management of the annex. Issues considered here include:
  - a. The Director of DCFS is a member of the EOC team and is responsible for coordinating all emergency social services activities.
  - b. All departments and agencies providing direct social services or related activities under emergency conditions will retain operational control of their staff and facilities. They must

- c. coordinate their activities through the DCFS coordinator.
- c. DCFS will develop pertinent contingency social service procedures as appendices to this annex.
- 7. During times of emergency, DCFS may:
  - a. Designate staff members to represent their department at the EOC.
  - b. Assign staff to provide emergency welfare resources available to victims.
  - c. Continue to operate from DCFS.

## **VI. CONTINUITY OF GOVERNMENT**

Each department according to the standard operating guidelines establishes lines of succession to each department head.

Lines of succession for emergency public welfare activities at DCFS are established by departmental policy.

## **VII. ADMINISTRATION AND LOGISTICS**

### **1. Shelter Management**

Shelters will be operated in accordance with American Red Cross management procedures. The American Red Cross (NW LA Chapter) will provide shelter management training on a regular basis.

### **2. Records And Reports**

Registration forms are used to record information about evacuees. The Shelter Managers will periodically report to the Emergency Operations Center and report the condition and numbers of people in each shelter.

### **3. Communications**

The telephone will be the primary means of communication to each shelter. When telephones cannot be used, emergency services two-way communications along with amateur radio operators will be used.

### **4. Shelter Stocking**

Shelters will be stocked with appropriate supplies to include food, water and sanitary facilities, clothing, bedding and other supplies as needed.

### **5. Shelter Marking**

Signs identifying public shelters will be prepared for each designated shelter. In the event that a crisis requires the use of additional shelters, expedient signs will be made and posted at each shelter location.

### **6. Social Services**

Public social services are needed during emergencies. The Department of Children and Family Services should ensure that activities are administered in an orderly, efficient manner.

**7. DCFS Programs**

During a disaster, DCFS assists families with needed assistance programs through D-SNAP. This program is entirely different from the regular Supplemental Nutrition Assistance Program (SNAP).

**8. Available Shelters**

The American Red Cross (NW LA Chapter) maintains a current list of available shelters, which may be required in an emergency and/or disaster.

**9. Delivery of Assistance**

Delivery of assistance will be made through DCFS in conformity with established policies and procedures of the Emergency Welfare Services Program. DCFS will provide technical assistance, manpower and supplies to support Caddo Parish operations as appropriate. Support agencies will provide essential logistics to assure their designated emergency functions.

**VIII. PLAN DEVELOPMENT AND MAINTENANCE**

Caddo Parish OHSEP along with the Red Cross and DCFS in Caddo Parish will assume the primary responsibility for this annex and develop appropriate procedures to implement it. This annex will be annually reviewed and maintained by Caddo Parish OHSEP, Red Cross and DCFS.

**IX. AUTHORITY AND REFERENCES**

American Red Cross. Statement of Understanding between the Federal Emergency Management Agency (FEMA) and the American Red Cross. ARC 2267. Washington: American Red Cross, 1982.

Federal Emergency Management Agency. Disaster Operations-A Handbook for Local Governments. CPG 1-6. Washington: FEMA, 1981.

Federal Emergency Management Agency. Emergency Shelter. L-91. Washington: FEMA, 1978.

Federal Emergency Management Agency. Shelter Management Handbook. P&P8. Washington: FEMA, 1981.

Also, see Basic Plan.

**X. APPENDICES TO ANNEX F**

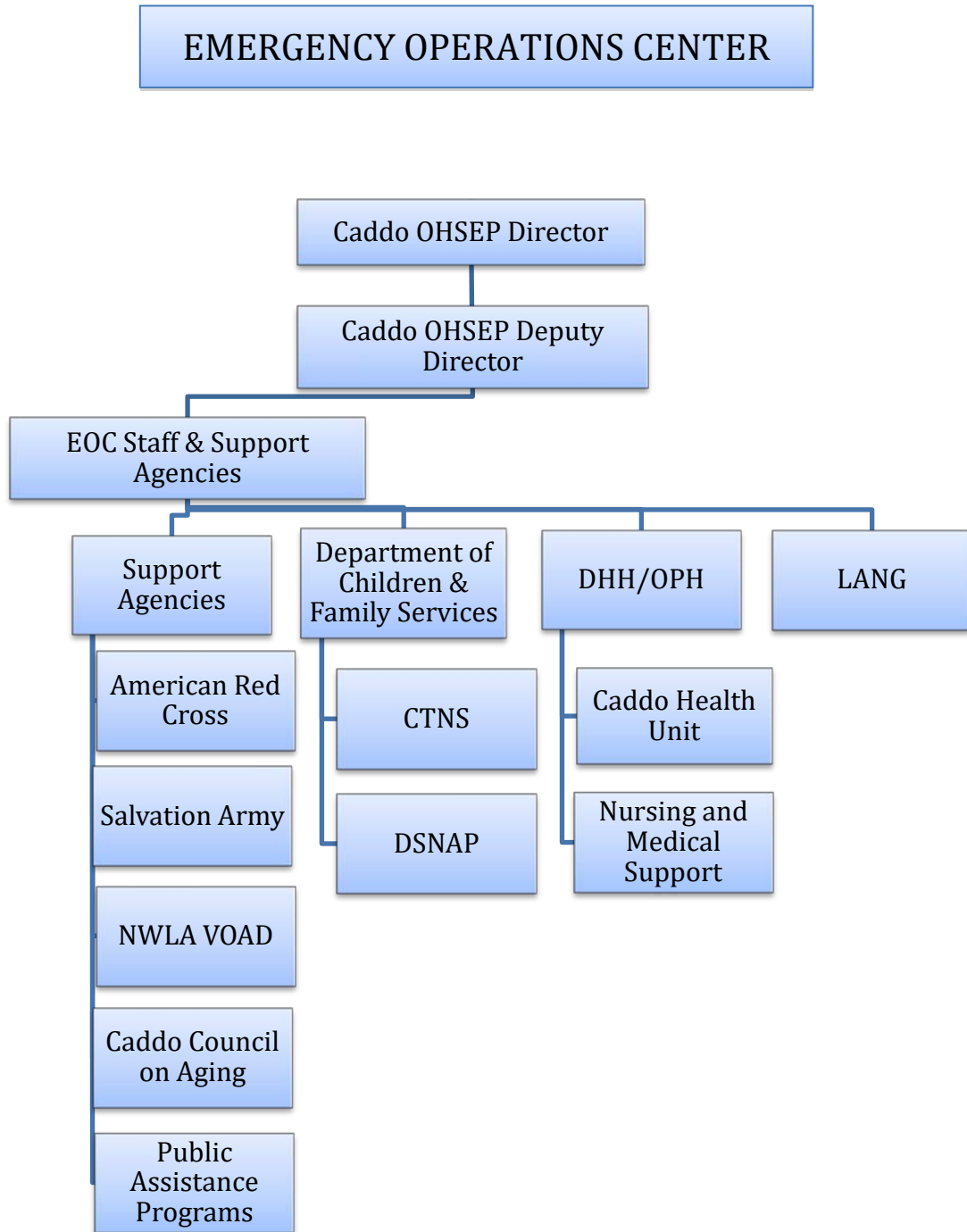
**1. Organizational Chart**

**2. Shelter Locations and Information Points**

**3. Emergency Shelter Plan**

4. **Critical Transportation Needs Shelter Plan**
5. **Special Needs Evacuation and Shelter Plan**
6. **Sheltering of Animals**
7. **Standard Operating Guidelines**
8. **Donations Management**

# Appendix 1 – Organizational Charts



## Appendix 2 – Shelter Locations

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Any one or combination of the following locations can be utilized for public shelter in the event of a local evacuation. The shelter sites may also be utilized for hosting evacuees from the Louisiana Gulf Coast region in the event of a hurricane. The American Red Cross may designate additional locations for shelters if required to meet the immediate needs of the public during a major emergency. (Note: Emergency and after-hour contact telephone numbers for shelter sites are kept on file at the American Red Cross office).

### **I. CADDO PARISH SHELTER SITES**

A. The following **General Population Shelters** are run by the American Red Cross in the event of a hurricane evacuation of south Louisiana. These shelters may also be used for local evacuation, if needed, and as determined necessary by the type and scale of the local disaster.

1. LSUS Shreveport  
*750-800 capacity*  
One University Place  
Shreveport, LA 71115  
797-5000
2. Southern University  
*600 capacity*  
3050 Dr. Martin Luther King Dr.  
Shreveport, LA 71107  
670-6000

B. Critical Transportation Needs Shelters (CTNS) will only be opened in the event of a hurricane evacuation of south Louisiana. All wrap-around services for CTNS are provided by DCFS. Louisiana State Police provides security for the shelters. Medical Reserve Corps trailers are pre-staged at both locations. The shelters are listed in the order that they would be opened.

1. Jewella  
*2,400 capacity*  
8810 Jewella Avenue  
Shreveport, LA 71108
2. Westpark  
*1,500 capacity*  
Atkinson Drive  
Shreveport, LA 71129

C. A city-run shelter can be opened at Riverview Hall with a capacity for 500

people. Shreveport Police Department would be responsible for security. Red Cross would provide cots and possibly feeding. The shelter would be for both General Population and CTN.

- D. The Medical Special Needs Shelter is located in Bossier Parish at the Bossier City Civic Center with a capacity of 200.
- E. The Pet Shelter for CTNS and GP would be located in Bossier Parish at the Louisiana Department of Agriculture and Forestry facility in Haughton.
- F. The Sex Offender Shelter would be located in Claiborne Parish at the Wade Correctional Center in Homer with a capacity of 120.

## **II. HOTELS/MOTELS**

NOTE: The following is a list of lodging accommodations that the public may choose to stay at as an alternative to public shelters. All expenses incurred at the following facilities are the responsibility of the individual.

The Remington Suite Hotel and Spa  
220 Travis Street

Hilton Shreveport  
104 Market Street

Sam's Town Hotel and Casino  
315 Clyde Fant Parkway

Best Western Chateau Suite Hotel  
201 Lake Street

Fairfield Place  
2221 Fairfield Avenue

Shreveport Travelodge  
2134 Greenwood Road

Sleep Inn & Suites Medical Center  
3215 Samford Avenue

Wyndham Garden Shreveport  
1419 E. 70<sup>th</sup> Street

Ramada Shreveport  
5101 Westwood Park Drive

Super 8 Shreveport



4911 Monkhouse Drive

Residence Inn  
4910 W. Monkhouse Drive

Days Inn Shreveport Airport  
4935 West Monkhouse Drive

Baymont Inn and Suites Shreveport Airport  
5101 Monkhouse Drive

Studio 6 Shreveport  
5020 Hollywood Avenue

Quality Inn Shreveport  
5402 Interstate Drive

Merryton Inn  
5204 Monkhouse Drive

Hampton Inn Shreveport Airport  
5226 Monkhouse Drive

Holiday Inn Express & Suites West  
5420 Interstate Drive

MoonRider Inn & Suites  
5215 Monkhouse Drive

Hampton Inn and Suites Shreveport/South  
8340 Millicent Way

Holiday Inn Express & Suites Shreveport South Park Plaza  
8751 Park Plaza

Holiday Inn Shreveport Airport West  
5555 Financial Plz

Homewood Suites Shreveport  
5485 Financial Plaza

Hilton Garden Inn Shreveport  
5971 Financial Plaza

Courtyard by Marriott Shreveport Airport  
6001 Financial Plaza

Howard Johnson Shreveport  
5715 Raspberry Ln

La Quinta Inn and Suites Shreveport  
6700 Financial Cir

Comfort Suites Shreveport  
6715 Financial Circle

Comfort Inn Shreveport  
9420 Healthplex Drive

Fairfield Inn by Marriott Shreveport  
6245 W Port Avenue

Sleep Inn and Suites Shreveport  
6720 Klug Pines Rd I-20 Exit 10 Pines Rd

Motel 6 Shreveport  
7296 Greenwood Rd

Country Inn Motel Vivian  
1032 South Pine Street

## Appendix 3 – Emergency Shelter Plan

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### **PUBLIC SHELTER**

**CADDO PARISH OHSEP: 675-2255 (24 Hours)**

**AMERICAN RED CROSS: 865-9545 (24 Hours)**  
*Primary Public Shelter Operations*

**LA DCFS: 676-7323**  
*Shelter Support*

#### **I. GENERAL**

The responsibility for shelter management rests with the local American Red Cross (NW LA Chapter). The American Red Cross has traditionally been assigned responsibility for shelter management in time of disaster. The organization and their personnel – both paid and volunteer – are trained, equipped and prepared to fulfill the shelter responsibility.

When faced with a need to shelter evacuees, local government officials must decide whether or not to open shelters. The American Red Cross must decide which shelters should be opened. Close coordination between emergency services, Caddo OHSEP and the American Red Cross is essential to assure a cohesive response to the need. The Emergency Operations Center (EOC) should be operational by the time the shelter decision is made. A Red Cross representative available at the EOC will help coordinate the community's response to the disaster and assist with sheltering needs.

#### **II. SHELTER ACTIVATION**

When residents are forced to move from their homes during an emergency or potential emergency situation, an evaluation will be made as to the need for congregate shelters. Caddo OHSEP, the American Red Cross and local emergency services will determine if such a need does exist. If it is determined that public shelter operations are necessary, the following steps will be implemented:

##### **A. Local Emergency Services (Fire, Police, Sheriff's Office, etc)**

1. Notify Caddo OHSEP that an emergency exists in the community.
2. Describe the impact on people needing shelter.
3. Estimate the number of people needing shelter and request that shelters be opened to accommodate them.
4. If time doesn't allow for a shelter to be opened prior to the evacuation, coordinate with Caddo OHSEP and the EOC to evacuate residents to a staging area while a shelter is being readied.
5. Notify Caddo OHSEP if any warning systems need to be activated to assist with the evacuation (i.e., FirstCall Telephone Warning System).

**B. Caddo Office of Homeland Security and Emergency Preparedness**

1. Contact the American Red Cross immediately when public shelter operations are requested or appear imminent.
2. Activate the Caddo Emergency Operations Center (EOC), as appropriate. (See Annex A - Emergency Operations Center)
3. Activate community-warning systems, as necessary. (See Annex C - Alerting & Warning)
4. Provide news releases and public information concerning location of public shelters and transportation routes.
5. Arrange for public transportation from Sportran, Caddo Parish School System, as needed.
6. Coordinate evacuation of special populations (homebound, elderly, institutionalized, etc.) to special needs shelter or facilities as necessary.
7. Arrange for backup communications with shelter through volunteer amateur radio operators, as needed.

**C. American Red Cross (NW LA Chapter)**

1. The Red Cross will notify the shelter manager that a request has been received and will direct shelter staff to the appropriate location.
2. The shelter manager will mobilize his/her resources to open the shelter and operate it according to pre-established policies and procedures.
3. The Red Cross chapter will provide support as needed to achieve smooth and effective operation of the public shelter for the duration of the emergency.
4. The Red Cross will have the responsibility of coordinating access to the facility and providing needed supplies.
5. The Red Cross will provide a representative to the EOC as part of the disaster management team. This representative should have telephone or radio communication with the shelter manager(s). This kind of coordination is necessary especially if multiple shelter sites are opened so that some shelters are not overloaded while others have plenty of room.

**III. SUMMARY**

Close coordination between emergency services, Caddo OHSEP and the American Red Cross is a must to ensure shelters are opened as expediently as possible. At the initial onset of any emergency that may require an evacuation, local emergency services should notify Caddo OHSEP about the possibility of the need for congregate care facilities.

Public shelters will be operated according to national Red Cross standard operating policies and procedures. These guidelines are available from the local Red Cross chapter. Shelters will be operated until such a time as local emergency services and/or the EOC disaster management team deems the area safe for reentry.

In the unlikely event of a nuclear attack, the shelters that are adequate for flooding or other emergencies may not be satisfactory as fallout shelters. Information for the operation of this type of shelter is available at Caddo OHSEP.

## Appendix 4 – Hurricane Plan (Shelter Parishes)

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### I. **GENERAL**

Hurricanes are tropical cyclones in which winds reach speeds of 74 miles per hour or more, blowing in a large spiral around a relatively calm center called the eye of the hurricane. In our hemisphere the counterclockwise motion of the giant whirlwind reaches maximum velocity in a circular band extending outward 20-30 miles from the rim of the eye. Wind gusts of over 200 miles per hour have been recorded in hurricanes. The destructive power of these major storms is derived from winds, storm tides, tornadoes and torrential rains. Hurricane season runs from June 1 through November 30.

### II. **EFFECTS OF HURRICANES**

#### A. **Storm Surge**

The worst destructive aspect of a hurricane is a general rise in sea level called storm surge. Storm surge begins over the deep ocean. The low pressure and strong winds around the hurricane's eye raises the ocean surface a foot or two higher, forming a dome of water as much as 50 miles across. As the storm move into shallow coastal waters, decreasing water depth transforms the dome into a storm surge that can rise 20 feet or more above normal sea level, causing massive flooding and destruction along shorelines in its path.

#### B. **Waves**

Hurricane winds whip the waves another 5 to 10 feet on top of the surge levels. The result is an extremely effective battering ram, capable of smashing structures to rubble, eroding beaches and coastal highways and undermining poorly anchored buildings.

#### C. **Wind Speeds**

Wind speeds vary greatly from one hurricane to another, and within each storm. Gusts may exceed sustained winds by 25 to 50 percent. The powerful winds can break electric and telephone lines, rip shingles off roofs, push down trees and blow debris with great force. The blowing debris, of course, causes a lot of damage like broken windows.

#### D. **Tornadoes**

Tornadoes, the most violent storm on earth, are spawned by hurricanes. Usually found on the edges of the storm system, they are not as destructive as the tornadoes that strike the Midwestern United States, but still have the potential to cause significant death and property damage.

#### E. **Floods**

Torrential rains that accompany hurricanes cause floods. During a "typical" hurricane, there will be between 5 and 12 inches of rainfall—some hurricanes

have brought much more—during a 24-hour period. The resulting floods can cause great damage and loss of life, especially in areas where flash flooding occurs. These rains can cause serious problems in widespread areas of inland states that fall in the path of the hurricane storm system.

### **III. HURRICANE TRACKING**

Hurricanes are studied and tracked by the National Hurricane Center operated by the National Oceanic and Atmospheric Administration (NOAA) of the U.S. Department of Commerce. The forecasters at this facility, in Miami, Florida, track the storms and issue watches and warnings to advise local government officials and the general public. The National Weather Service also issues advisory statements to keep the public aware and informed of impending serious weather. Though the NOAA system works well, it must be recognized that hurricanes can shift direction abruptly and unexpectedly. Public education programs for coastal counties/parishes must be in place about hurricane preparedness measures in order to minimize death, injury and destruction. Experience has shown that when people are aware of the potential effects of hurricanes, the public will be better prepared and will respond more orderly when a hurricane watch or warning is issued.

### **IV. ADVISORY MESSAGES**

The hurricane warning operations begin when a storm is first detected. A potential hurricane picked up by satellite images is usually the subject of the first in a series of advisory messages issued by the National Hurricane Center at six-hour intervals (5 and 11 a.m. and 5 and 11 p.m., Eastern Time). These early advisories are aimed primarily at shipping and aviation interests, and tell where the developing disturbance is located, what is known of its winds, central pressure and what can be expected over the next 12 to 24 hours.

When the storm intensifies further, it is given a name—one of an alphabetical series of names used to identify tropical storms and hurricanes. Now the advisories become more comprehensive, incorporating new information from aircraft penetrations, satellites, ships, radar and other sources. As the hurricane approaches land, advisory information begins to focus on coastal and inland effects and the six-hour advisories are supplemented by intermediate advisories specifying probable dangers for threatened areas.

#### **A. Gale Warning**

A gale warning indicates the presence of sustained winds within the range of 39 to 54 miles per hour.

#### **B. Storm Warning**

A storm warning, associated with tropical cyclones, indicates sustained winds in the range of 55 to 73 miles per hour.

#### **C. Hurricane Watch**

A hurricane watch announcement becomes part of the advisories when the storm threatens coastal and inland areas. The watch covers a specific area and period of time. A hurricane watch means that hurricane conditions are a real possibility; it does not mean that a hurricane is about to strike. Forecasters of hurricanes tend to over warn—their watches and warnings will cover areas larger than the approaching storm. This practice is followed because of the erratic and capricious behavior of hurricanes.

**D. Hurricane Warning**

A hurricane warning is issued when hurricane conditions—winds of at least 74 miles per hour, high water and storm tides—are expected within a period of 24 hours or less. The warning identifies coastal areas where these conditions are expected to occur. Most hurricane warnings will give residents of threatened areas 12 to 16 hours advance notice.

In most parts of the United States, the landfall of a hurricane means the storm will lose its source of energy, the warm ocean, and will begin to die. There are many cases, however, where hurricanes have struck the coast of Florida, diminished slightly while crossing the peninsula, only to regain power and then slam into the Gulf coast or Atlantic coast states (i.e., Hurricane Andrew in 1992 struck Florida and then Louisiana).

**V. RESPONSE PROCEDURES (SHELTER PARISHES)**

The Louisiana Hurricane Shelter Operations Plan (under separate cover) prescribes an orderly procedure for parishes to follow in response to a catastrophic hurricane. The plan describes the problems inherent in sheltering people affected by an evacuation. It prescribes actions to be taken at each stage of shelter operations. Host parishes are responsible for controlling evacuation routes and manage reception and shelter operations as specified in each parishes Emergency Operations Plan (See Appendix 3 - Emergency Shelter Plan) and in conjunction with the Louisiana Hurricane Shelter Operations Plan. Statewide coordination of this major emergency/disaster will be handled through the GOHSEP Emergency Operations Center. Local coordination will be handled through the Caddo Emergency Operations Center (EOC).

Specific duties are outlined in the Louisiana Hurricane Shelter Operations Plan. A copy of this plan is located at the Caddo Emergency Operations Center.



# Appendix 5 – Special Needs Evacuation and Shelter Plan

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## **SPECIAL NEEDS SHELTER**

**DHH/OPH: 676-7451**

*Medical Support*

**DCFS: 676-7323**

*Shelter Support and Administrative Control*

**HRSA REGION VII: 464-2847**

*Hospital Sheltering Coordinator*

### **I. GENERAL**

1. The Louisiana Special Needs Plan provides a framework for both Parish and regional special Needs Sheltering Concepts within which parish and state government agencies, private industries, non-profit organizations, and volunteer groups can coordinate their action to deal with the problems and situations associated with Special Needs (SN) people in emergencies and disasters.
2. There exists local Special Needs Shelters and Sate Regional Special Needs Shelters. These shelters are listed in Attachment 2. Parishes have designated Parish SN shelters and the State has designated regional SN shelters, primarily for medically dependent individuals who do not require care in a hospital setting, and whose pre-arrangements have failed and left the patients with no other recourse. Regional Shelters will be used to support the Parish OHSEPs only after Parish resources have been totally exhausted. Parish resources refer to the required parish operated minimal Special Needs Shelter.
3. There exists a growing vulnerable population in Louisiana. The vulnerable population is defined as being medically dependent.
4. The Special Needs population is a subset of the vulnerable population. The Special Needs population is eligible to receive care in pre-designated Special Needs Shelters provided that appropriate skill set can be provided at the shelter. Special Needs patients have difficulty, evacuating cannot arrange their own sheltering, have physical or mental conditions that limit their mobility and ability to function on their own, and have no other recourse to care.
5. Special Needs Shelters are shelters pre-designated by state and local OFFICE OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS (OHSEP) to house individuals who have difficulties evacuating, cannot arrange their own sheltering, have physical or mental conditions that limit their mobility and ability function on their own, and have no other recourse to care.

6. All Parish and State government agencies, private, and non-profit organizations, and volunteer groups will cooperate to ensure that the most effective and efficient assistance possible is provided to the vulnerable populations in times of emergency.
7. In an emergency, Parish and State government authorities will encourage the evacuation of vulnerable patients with their families well before calling for mandatory evacuation of the general population.

## **II. AT-RISK POPULATION PLANNING**

Although Parish governments have overall responsibility for special needs shelters in their jurisdictions, the nine (9) State Regional Special Needs Shelters provide support depending on the circumstances. The Department of Social Services (DSS), the Department of Health and Hospitals (DHH), the Louisiana State University (LSU) Health Science Center hospital system, public and private hospitals, other state agencies, volunteer organizations, as well as other public and private entities, will be called upon to support the Parish and Regional SN Concept as required.

There exists a growing vulnerable population in Louisiana. This population is seen in the health care facilities and agencies, such as Nursing Homes, Group Homes, Home Health, Assisted Living and other health care facilities. All such healthcare facilities will have emergency plans with provisions equaling or exceeding the provisions prescribed by licensure.

### **A. Nursing Homes**

Nursing Home patients are lodged in and cared for on a permanent basis in their nursing homes. The nursing homes have a custodial responsibility for their patients. Patients are not expected to leave their nursing homes in the normal course of events unless their condition deteriorates so much that it requires them to be admitted to a hospital or other serious care facility. Nursing homes are expected to make all arrangements to evacuate and shelter their patients in emergencies. DHH maintains a directory of nursing homes and the number of beds for which they are licensed. Nursing homes generally run at 80% capacity or higher. Nursing homes have facilities, on-site staff and some transportation.

#### **1. Planning**

Nursing Home facilities will evaluate their patients and assign them to categories in accordance with the instructions in the Louisiana Model Nursing Home or Home Health Emergency Plan. Nursing home patients whose health could seriously deteriorate in a shelter will be classified as Category I Hospital Admit (I-HA) or Category I Hospital Shelter (I-HS) patients. The patient categories are identified in Appendix A.

#### **2. Patient Care**

Category I Hospital Admit and Category I Hospital shelter patients will be evacuated, whenever possible, to hospitals or other health care facilities in which extensive care can be arranged. It is the responsibility of Nursing Homes to seek out the appropriate care form hospitals or other providers to ensure the safety of their patients during disasters. Prearranged agreements shall be made as appropriate between Nursing Home facilities hospitals, and/or other health care providers to ensure their patients' safety.

3. **Sheltering**

Nursing homes are responsible for alerting their patients, and arranging for the patients or their caregivers to bring needed medicines, special foods, mechanical apparatus, and bedding with them in an emergency evacuation. Nursing Homes shall not use Special Needs Shelters as a planned option for patient care.

4. **Transportation**

Nursing Homes are expected to make all arrangements to evacuate and shelter their patients in emergencies. Plans shall provide for professional staff to accompany evacuating Nursing Home patients so that care will continue to be provided by customary caregivers. Nursing homes will make arrangements to move their patients to host facilities according to the guidance in the Model Nursing Home Plan.

- a. Nursing homes have some transportation of their own. They may not, however, have sufficient transportation to move all their patients, staff and staff families at one time to a location outside the parish in an evacuation. Nursing homes will contract in advance with commercial carriers for emergency transportation for patients, staff and staff families. Ambulance companies may be consulted, but nursing home officials must be aware that, in an emergency, ambulances will be sought after by other nursing homes and health care agencies, as well as hospitals and clinics. Evacuation traffic accidents could produce enough injuries to tie up all of an area's ambulances.
- b. Parish and State Government authorities will instruct nursing homes and similar congregate care facilities to evacuate early in an emergency, well before they instruct the general population to evacuate. This will be done in order that the nursing homes will have ample time to confirm transportation arrangements and put their patients on the roads before road travel is slowed by congestion. This action will minimize the potential for physical and mental discomfort that would be caused by lengthy traffic jams.

5. **Community Transportation Assistance**

The nursing homes, Home Health agencies, hospitals, and other organizations or agencies, which provide care to patients, but do not

have enough transportation for all patients for all emergencies, will arrange for supplemental transportation. If their prearrangements fail, so that they cannot arrange for transportation, the agencies will report their shortfalls to the parish OHSEP in the parish in which the patients are located.

The Parish OHSEP will take in, collate, and report transportation needs in excess for their community capacity to GOHSEP.

GOHSEP will consolidate transportation needs and report them to the state agency responsible for transportation, the Louisiana National Guard (LANG). The LANG will compare the lists of transportation needs with organic assets, and, if the needs exceed assets, the LANG will arrange for supplemental transportation assistance from other state agencies, the Federal Government, private businesses, or other organizations, and volunteer groups.

## **B. Home Health Patient Population**

Home Health patients receive treatment in their homes on a regular schedule from health care professionals and therapists. The patients may have mild or serious conditions. They may receive treatment or therapy on a short-term basis after being released from a hospital stay caused by an illness or operation, or they may have a continuing physical condition. Home health agencies do not have facilities, numerous staff, or other physical resources, such as transport. Professional staff may treat people in several different parishes.

### **1. Planning**

Home health agencies are required by the Home Health Model Plan to evaluate the condition of each patient. Based on the patients' condition, they will be categorized as Category I Hospital Admit, Category I Hospital Shelter, or Category II as identified in Attachment 2. Home Health agencies shall report this information using Attachment 1 of the Model Home Health Emergency Plan.

### **2. Special Needs Shelter Eligible Patients**

The home health agencies are required to report only the Special Needs Shelter eligible patients who would require public assistance in an emergency, to the OHSEP in each parish in which patients in need are located. The reports are due yearly, in May, or more frequently if the agency can manage. Parish OHSEPs will use the reports of people who need community assistance to develop transportation and sheltering requirements. The information on individual patients' physical condition may change, but the reports will give the parish OHSEP a rough estimate of the numbers of Home Health Patients needing public assistance in an emergency.

3. **Transportation**

Home Health agencies do not have facilities, equipment, or transportation for their clients. Home Health agencies serve patients in a fifty-mile radius, which could include several parishes. The people who are responsible for the patient; family, caregivers, friends, or neighbors, will be informed of the need for transportation in emergencies. Home Health agencies will assist the patient or the patient's responsible people in making transportation arrangements.

4. **Pre-Disaster Communications**

Each year, in May, or more frequently if the agency can manage, the Home Health agency will inform the Parish OHSEP in which such patients reside of the location and condition of Special Needs Shelter eligible patients who need community assistance for evacuation. This information is communicated using Attachment 1 of the Model Home Health Plan.

5. **Disaster Communications**

When an emergency arises, home health agencies are required to send updated lists of only those Special Needs Shelter eligible patients who need assistance from the community to the Parish OHSEP in each parish in which they have such patients. The list will consist of only those patients who cannot get assistance from any other source. It will not be a list of the agency's entire patient roster.

Parish and State Government authorities will instruct home health agencies, their patients, and their caregivers, to evacuate early in an emergency, well before they instruct the general population to evacuate. This will be done in order that home health agencies, patients, and their caregivers will have ample time to confirm transportation arrangements and get the patients on the roads before road travel is slowed by congestion. This action will minimize the potential for physical and mental discomfort that would be caused by lengthy traffic jams.

6. **Community Transportation Assistance**

The nursing homes, home health agencies, hospitals, and other organizations or agencies, which provide care to patients, but do not have enough transportation for all patients for all emergencies, will arrange for supplemental transportation. If their prearrangements fail, so that they cannot arrange for transportation, the agencies will report their shortfalls to the parish OHSEP in the parish in which the patients are located.

The Parish OHSEP will take in, collate, and report transportation needs in excess for their community capacity to GOHSEP.

GOHSEP will consolidate transportation needs and report them to the state agency responsible for transportation, the Louisiana National Guard (LANG). The LANG will compare the lists of transportation needs with organic assets, and, if the needs exceed assets, the LANG will arrange for supplemental transportation assistance from other state agencies, the Federal Government, private businesses, or other organizations, and volunteer groups.

NOTE: Transportation assistance may be available for Home Health patients during local evacuations through school system buses, SPORTAN buses and National Guard buses.

- a. Each year, in May, or more frequently, as the agency can arrange, the Home Health agencies will inform Caddo OHSEP of the location of people who need community assistance for evacuation. Caddo OHSEP will coordinate this information with local emergency services and the American Red Cross should the need arise for an evacuation in the affected individuals neighborhood.
- b. When an emergency arises, Home Health agencies will give Caddo OHSEP an updated list of any patients in the two parishes. The list will only consist of patients who cannot get assistance from any other source; it will not be a list of all the agency's patients.

### **III. SPECIAL NEEDS SHELTERING NETWORK**

There are three types of shelters: general shelters, special needs shelters and hospital shelters. These types of shelters provide a triage network of shelter care for vulnerable patients. Depending upon the acuity of the patient, potential patients can be triaged to a general shelter, special needs shelter or a hospital shelter.

Special Needs agencies are required to make every effort to secure emergency shelter for their patients for two types of emergencies, parish and regional. SN agencies are expected to arrange for shelter in nursing homes, other health care facilities, lodging facilities, business facilities, or other facilities that can support SN patients with a minimum deterioration in the patients' conditions.

Parish emergencies, such as fires, tornadoes, hazardous materials incidents, or flooding, may require an evacuation of a few miles, possibly within the same city or parish. Regional emergencies, such as a catastrophic hurricane, or widespread flooding, may require an evacuation of fifty (50) or a hundred (100) miles.

#### **A. Special Needs Sheltering**

There exists local Special Needs Shelters and State Regional Special Needs Shelters. These shelters are listed in Attachment 2. Parishes have designated parish SN shelters and the state has designated regional SN shelters, primarily for medically dependent individuals who do not require care in a hospital setting, and whose pre-arrangements have failed and left the patients with no

other recourse. Regional shelters will be used to support the Parish OHSEP only after parish resources have been totally exhausted. Parish resources refer to the required parish operated minimal Special Needs Shelter.

Special Needs Shelters are shelters pre-designated by state and local OHSEP to house individuals who have difficulties evacuating, cannot arrange their own sheltering, have physical or mental conditions that limit their mobility and ability function on their own, and have no other recourse to care.

All parish and state government agencies, private, and non-profit organizations, and volunteer groups will cooperate to ensure that the most effective and efficient assistance possible is provided to the vulnerable populations in times of emergency.

In an emergency, parish and state government authorities will encourage the evacuation of vulnerable patients with their families well before calling for mandatory evacuation of the general population.

1. **Parish Special Needs Shelter Concept**

PARISH EMERGENCIES: When emergencies are localized and require and evacuation within one parish, or, at most, to an adjoining parish, Special Needs people in hospitals, nursing homes, other health care organizations, and home health situations in that parish will only needs local evacuation to hospitals and shelters.

Each parish will have at least one Special Needs Shelter operated and controlled in accordance with the Parish Emergency Operations Plan. The shelter will not be a general population shelter, but will be operated only for those SN people who cannot go anyplace else.

If the parish capacity or resources are exhausted, arrangements should be made with GOHSEP to expand and support parish operations. The state may initiate regional special need shelters if other approaches are not adequate.

2. **Regional Special Needs Shelter Concept**

Regional Special Needs Shelters may be activated by GOHSEP at the request of the Parish OHSEP Directors, as it becomes evident that all parish resources will become exhausted. Regional Special Needs Shelters will be under the direction and control of the state.

Regional sites have been pre-designated and consist of state hospitals, state universities, and other facilities as listed in Attachment 2.

Regional special needs shelters will receive support from state agencies.

- a. DSS will provide administrative control and support personnel

- b. DHH will provide medical coordination and staffing.
- c. Other state agencies, private industries, non-profit organizations, and volunteer groups will be tasked by GOHSEP to assist in setting up and running the shelters as needed.

**B. Hospital Sheltering**

Hospitals play the major role in Special Needs sheltering for Category I patients. Category I patients include Category I Hospital Admit, and Category I Hospital Shelter patients. The categories are identified in Attachment 2 and in detail in the Patient Emergency Category forms contained as Tabs to the Model Nursing Home and Home Health Agency Emergency Plans.

The LSU Health Science Center is the lead state agency in the area of regional hospital emergency operations in support of SN people. The LSU Health Science Center will work with DHH and The Louisiana Hospital Association, the Metropolitan Hospital Council of New Orleans, and other hospital and health care organizations in order to formulate procedures for accepting and allocating SN patients during emergencies. Such procedures will become a part of this plan by reference.

The LSU Health Science Center hospitals will be the core hospitals providing support to category I Hospital Admit and Category I Hospital Shelter patients who cannot be accommodated elsewhere.

Public and private hospitals may elect to be a part of the Special Needs Sheltering network. The hospitals which elect to be part of the network will sign the Regional Memorandum of Understanding. The MOUs will be on file with the DHH/OPH Regional Medical Director and the local and state OHSEP offices.

**C. General Sheltering**

There is a need to have both general shelters opened as well as hospitals identified in those areas that have activated a Special Needs Shelter. The underlying purpose is for triage: For those individuals that are too critical, hospital placement may be necessary. For those that are not critical, general shelters are appropriate. Having hospitals available and regular shelters available will decrease some of the volume of individuals seeking shelter and allow access to appropriate level of care.

- 1. DCFS will provide administrative control and support personnel.
- 2. American Red Cross, other state agencies, private industries, non-profit organizations, and volunteer groups will be tasked by GOHSEP to assist in setting up and running the shelters as needed.

**IV. RISK AREA SPECIAL NEEDS POPULATION**

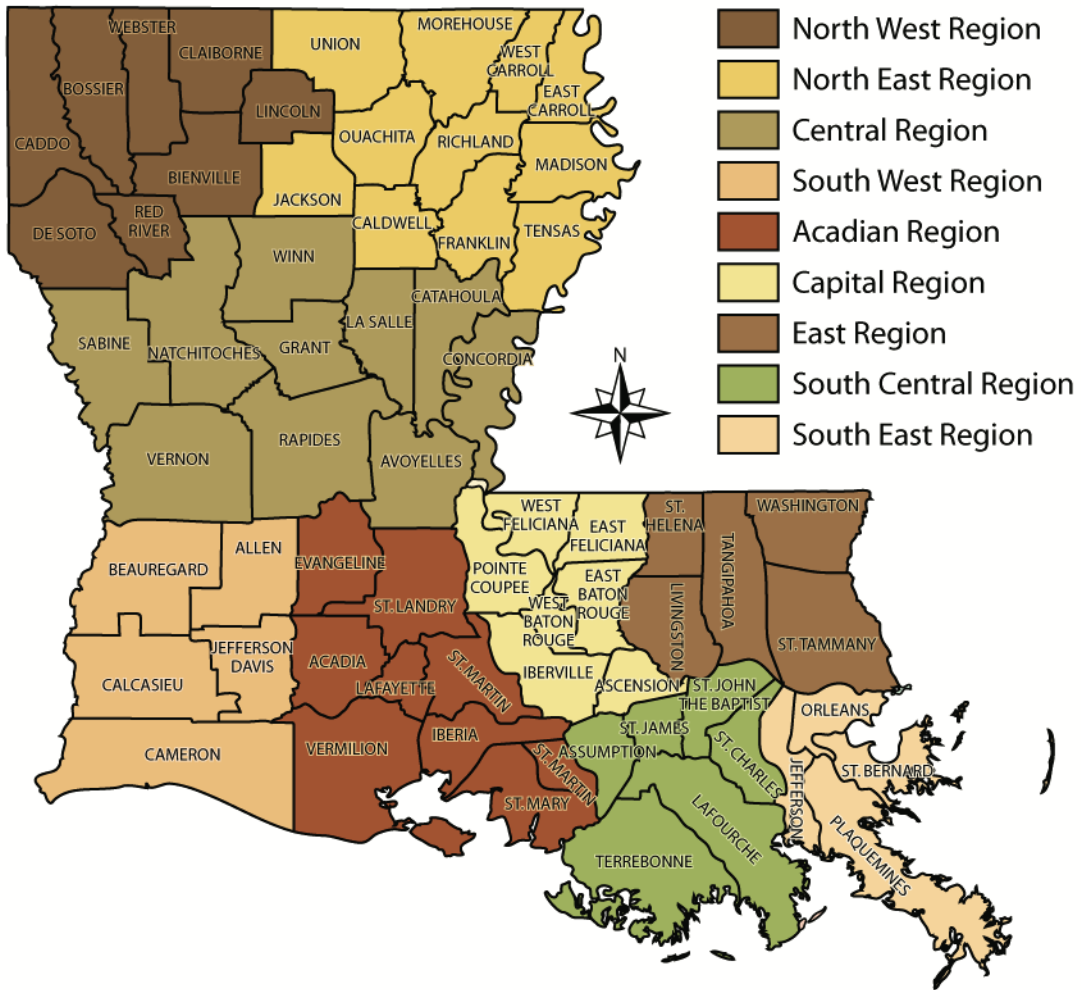
Depending on the definition of SN people, they can comprise a large part of the population. DHH will maintain a census of nursing home patients, and will estimate the population served by home health agencies and other organizations. Current



population census and estimate updates will be adopted as a part of this plan by reference.

Organizations providing care SN people will evaluate the needs of those people in advance according to the criteria in Part III, above. Every SN patient who is designated as a potential category I Hospital Admit patient will have an admit order prepared and coordinated with the host hospital designated for evacuation. Every SN patient who is designated as a potential Category I Hospital Shelter patient will be put on a list of such patients, and the host hospital designated for evacuation will be informed. Changes in a patient's condition which would result in changes in the patient's evacuation category will be noted, admit orders and shelter patient lists will be changed as needed, and hospitals will be informed and coordinated.

## Special Needs Regions



## *Appendix 5: Attachment 2 – Shelter Locations*

### **SHELTER LOCATIONS**

#### **Northwest Louisiana Region**

##### **Category I – LSU Medical Center in Shreveport**

LSU Medical Center (LSU MC) has primary responsibility for providing and coordinating care and shelter for Category I patients in widespread and catastrophic emergencies, but the assistance of all public and private hospitals will be needed to accommodate the increased patient load in catastrophic emergencies. Category I includes Category I Hospital Admit and Category I Hospital Shelter patients. The categories are explained in Section III (Special Needs Population) of this appendix, and in detail in the Patient Emergency Category forms contained as Tabs to the Model Nursing Home and Home Health Agency Emergency Plans.

##### **Category II – LSU in Shreveport**

LSU in Shreveport will serve as the Category II Special Needs Shelter. The **Health & Physical Education building** will be utilized as the general public shelter and to house special needs patients as space permits.

Additional meeting rooms may be utilized as Special Needs Shelters in the **University Center (Student Union) building** as required.

## *Appendix 5: Attachment 3 – Categories Of Evacuees*

### ***MEDICALLY VULNERABLE EVACUEES***

There exists a growing vulnerable population in Louisiana. The vulnerable population is defined as being medically dependent.

### ***SPECIAL NEEDS EVACUEE***

The Special Needs population is a subset of the vulnerable population. The Special Needs population is eligible to receive care in pre-designated Special Needs Shelters provided that appropriate skill set can be provided at the shelter. Special Needs individuals have difficulty evacuating, cannot arrange their own sheltering, have physical or mental conditions that limit their mobility and ability to function on their own, and have no other recourse to care.

There has been discussion and feedback to drop the roman numbers. The final outcome has not been decided and is only reported for discussion purposes.

#### Sheltering Categories

Category HB – Hospital-Based Shelteree

Category SNS – Regional Special Needs Shelter Shelteree

#### Triage Categories

Technology Dependent

Medically Complex-stable

Medically Fragile

Medically Unstable

Matrix developed to capture the nuances and differences of medical resources available in each region. The region would have to communicate the medical resources available at the shelter so that appropriate environment of care can be maximized.

- Region 1
- Region 2
- Region 3
- Region 4
- Region 5
- Region 6
- Region 7
- Region 8
- Region 9

## Appendix 6 – Sheltering of Animals

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Caddo Parish Animal Emergency Plan under separate cover on file with Caddo Parish OHSEP and submitted annually to the Louisiana Department of Agriculture and Forestry.

## Appendix 7 – Standard Operating Guidelines

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Standard Operating Guidelines (SOGs) for departments/agencies/organizations listed in this annex will be developed by the respective units listed herein and should be submitted to Caddo OHSEP for reference at the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo OHSEP on a routine basis.

# Appendix 8 – Donations Management

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## **I. PURPOSE**

The purpose of Donations Management is to provide victims of disasters with as much support as possible by effectively and efficiently channeling offers from the public or from private businesses or corporations. This appendix will provide guidance for the operation of a donation management system wherein preferred goods are directed to designated staging areas or reception centers outside the disaster area.

## **II. SITUATION AND ASSUMPTIONS**

1. Severe or catastrophic disaster events could create a need to coordinate donated goods and volunteer services. It is assumed that not every disaster incident will generate donated goods and services. However, when circumstances warrant, a united and cooperative effort by local, state and federal governments, private volunteer organizations, the private sector and donor community is necessary for successful management.
2. It is not the government's intent to alter, divert or otherwise impede the normal operation or flow of goods or services through volunteer organizations, but to help coordinate offers of donated goods and services. Private volunteer organizations have operational networks set up to receive, process, and deliver needed goods and services to disaster victims. Caddo OHSEP and the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), through its Donations Coordination Team (DCT), will work closely with volunteer organizations who have agreed to operate in accordance with this plan. OHSEP will look to those organizations to provide a means to implement the donations management system.
3. The Louisiana Governor's Office of Homeland Security and Emergency Preparedness has entered into a Statement of Understanding with Adventist Community Services (ACS), wherein ACS is designated by GOHSEP to perform management and distribution of donated goods and services.
4. OHSEP and the State of Louisiana assume immunity from liability as described in Section S735, paragraph A of the Louisiana Emergency Assistance and Disaster Act of 1993.

## **III. CONCEPT OF OPERATIONS**

### **A. General**

In accordance with the Louisiana Emergency Assistance and Disaster Act of 1993, the Governor is responsible for meeting the dangers to the state and people presented by emergencies of disasters. The law designates the Adjutant General as Director of the Louisiana Governor's Office of Homeland Security and Emergency Preparedness.

1. The Governor, through GOHSEP, shall determine requirements of the

state and its political subdivisions for food, clothing, shelter, and any other necessities, including procurement and pre-positioning of supplies, medicines, materials and equipment. This donation management plan and its implementing procedures will be activated when any significant event causes spontaneous flow of or a major need for donated resources with the State of Louisiana.

2. The Directors of Caddo OHSEP and GOHSEP will assign Local and State Donations Coordinating Officers respectively and other staff as necessary to work with the Federal Emergency Management Agency (FEMA) Donations Coordinator and representatives from Louisiana Volunteer Agencies Active in Disaster (LA VOAD), thus comprising the principal Donations Coordination Team (DCT). The State's role is to support local government. The Federal Government's role is to support the State's effort.
3. Donations Management staff will operate from a Donations Coordination Center (DCC) as part of the State Emergency Operations Center (EOC). The State Donations Coordinating Officer will be seated in the EOC, and will stay in close contact with the DCT. Liaison personnel from participating organizations will be in all other donations operations facilities (i.e. staging areas, distribution centers, etc.).
4. The federal government's Donations Information System database for recording offers of donated moneys, goods and volunteer services may be utilized initially, if available. Offers for inquiries to the State of Louisiana may be referred to the national 1-800 number. Louisiana retains the option to use an in-state 1-800 number.
5. It is extremely important that only carefully stated, factual information be disseminated. Therefore, a joint media management and coordination center will be established. All media information will be coordinated through the Donations Center Coordinator, the Operations Chief, and Public Information Officer. Local, state and federal government news releases should be coordinated prior to release. National Volunteer Organizations Active in Disasters (NVOAD) agencies participating in the disaster may also disseminate news releases.

## **B. Phases of Emergency Management**

### **1. Mitigation**

- a. Educate the public about donations.
- b. Review and revise donations plan.

### **2. Preparedness**

- a. Identify members of the Donations Coordination Team.
- b. Designate workspace to be used as Donations Coordination Center.
- c. Planning, training and exercising.



3. **Response**
  - a. Activate donations plan and the Donations Coordination Team.
  - b. Establish phone bank and information management system.
  - c. Identify and secure donations facilities (i.e., warehouse, distribution centers, etc.).
  - d. Provide consistent management of the flow of goods and services.
  
4. **Recovery**
  - a. Continue response efforts.
  - b. Thank all donors.
  - c. Address unmet needs.
  - d. Disposition of remaining goods.

#### **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

##### **A. Organization**

The Directors of Caddo OHSEP and GOHSEP shall determine when this plan will be implemented and will notify appropriate federal and state emergency management personnel, local government officials, and participating volunteer organizations prior to public notification.

##### **B. Assignment of Responsibilities**

###### **1. Federal Emergency Management Agency (FEMA)**

- a. Maintain a centralized donations management system for supporting national, state and voluntary organization needs with appropriate offers of donated moneys, goods, and volunteer services through a central phone number for receiving inquiries and a database system for recording and tracking offers.
- b. Provide a FEMA Donations Coordinating Officer to work with the State Donations Coordination Team in accomplishing an effective Donated Goods and Services Management function within the state. The FEMA Donations Coordinating Officer is the single liaison to the FEMA 1-800 number Center Manager, if activated.
- c. Fully support Louisiana's donations management system and look principally to those volunteer organizations with established donations structures to receive and deliver appropriate donated goods to disaster victims.

###### **2. Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)**

- a. Designate a State Donations Coordination Officer and identify additional GOHSEP staff to work with Donations Coordination Team.
- b. Identify and designate workspace with telephones and computer down link.

- c. Provide Donations Coordinating Team (DCT) with names, telephone numbers and other pertinent information about local government, FEMA and volunteer agencies to ensure effective communications process.
- d. Assign GOHSEP personnel to the Needs Assessment Team.
- e. Receive incoming telephone calls from donors of goods and services, and provide information to callers with unsolicited goods.
- f. Identify possible warehouse space through the Office of Economic Development and Division of Administration Office of Facility Planning and Control.

**3. Caddo Parish Office of Homeland Security and Emergency Preparedness (Caddo OHSEP)**

- a. Designate a local Donations Coordination Officer (DCO) and identify additional OHSEP staff to work with the Donations Coordination Team from state/federal.
- b. Coordinate donation management information from the Caddo EOC with state EOC in Baton Rouge.
- c. Provide Donations Coordination Team with names, telephone numbers and other pertinent information about local government and volunteer organizations to ensure effective communications process.
- d. Assign Caddo OHSEP staff and/or volunteers to serve on a Needs Assessment Team (NAT) and coordinate information with state/federal NAT.
- e. Receive incoming telephone calls and inquiries from donors of goods and services, and provide information to callers with unsolicited goods. Refer calls to 1-800 telephone number at the state and/or federal level.
- f. Identify possible local warehouse space through local governments and/or commercial real estate agents.

**4. Local Law Enforcement Agencies**

- a. Identify and manage checkpoints and/or staging areas for incoming donations.
- b. Provide convoy escort if necessary.
- c. Provide signage to direct vehicles and trucks to designated checkpoints or staging areas.
- d. Provide security at staging areas and warehouse storage facilities.
- e. Coordinate checkpoint and staging area activities with Donations Coordination Team.

**5. Department of Transportation and Development (DOTD)**

- a. Provide local movement permits and waivers as necessary.
- b. Coordinate weigh station activities with Donations Coordination Team.

c. Assign personnel to the Needs Assessment Team if needed.

**6. Department of Health and Hospitals (DHH)**

- a. Provide health guidelines, medical rules and regulations for acceptance and handling of donated goods and services.
- b. Provide professional advice concerning communicable disease control as it relates to distribution of donated goods.
- c. Provide personnel to assist in management of facilities as required.
- d. Assign personnel to Needs Assessment Team as needed.

**7. Department of Public Safety and Corrections (DPS)**

- a. Provide personnel (Corrections) to assist with loading and unloading, sorting, packaging and otherwise handling donated goods as required.
- b. Provide state resources to assist in storage, warehousing and movement of donated goods as necessary. (Includes grounds, facilities, vehicles and equipment).
- c. Assign personnel to Needs Assessment Team as needed.

**8. Division of Administration (DOA)**

- a. Establish a State Cash Donations Receipt System.
- b. Provide support in managing cash donations.
- c. Provide finance and accounting assistance, as necessary.

**9. Office of Economic Development (OED)**

- a. Provide assistance to identify warehouse space with adequate space features, i.e., loading docks, climate control, etc., in a safe location near disaster area.
- b. Provide personnel assistance in management of facilities as necessary.

**10. Office of Facility Planning (OFP)**

Coordinate with Office of Economic Development and GOHSEP to negotiate with property owners for the procurement of warehouse space once the need has been established.

**11. Louisiana Volunteer Organizations Active in Disasters (LA VOAD)**

- a. Provide liaison for Disaster Coordination Team (DCT) and Reception Center/Staging Area.
- b. Provide facility matching of unsolicited and solicited donated goods and services with all organizations involved, in conjunction with DCT.
- c. Coordinate registration and/or referral of emergency volunteers with local government.
- d. Coordinate designated donations that are specifically solicited by

- their parent agency.
- e. Furnish telephone numbers and other pertinent voluntary agency information to the DCT in order to provide an effective communications process.
- f. Assist coordination of and provide input for acceptance/disposition of unsolicited donations when received or asked for by the DCT.

**12. Adventist Community Services**

- a. Provide liaison for Donations Coordination Team (DCT) and Reception Center/Staging Area(s).
- b. Coordinate designated shipments and donations solicited by Adventist Community Services (ACS).
- c. Inform and update DCT with logistical information regarding designated shipments.
- d. Furnish names and telephone numbers and other pertinent information to the DCT.
- e. Develop procedures for acceptance/disposition of unsolicited donations.
- f. Provide services as defined in “Statement of Understanding between Adventist Community Services and GOHSEP.”

**13. Any Responding Voluntary Agency**

- a. Provide liaison for Donations Coordination Team (DCT) and Reception Center/Staging Area.
- b. Coordinate designated shipments and donations specifically solicited by individual voluntary agency.
- c. Inform and update DCT with logistical information regarding designated shipments.
- d. Furnish names and telephone numbers and other pertinent information to the DCT.
- e. Develop procedures for acceptance/disposition of unsolicited donations.

**V. DIRECTION AND CONTROL**

The Directors of Caddo OHSEP and GOHSEP will activate the Donations Management Plan and procedures when a significant event causes a spontaneous flow of or a major need for donated resources. Federal support will be requested as needed.

Volunteer agency representatives in the Donations Coordination Center (DCC) will retain supervision of their agency personnel. The Donations Coordination Team (DCT) will work together in a collaborative effort to manage donated goods.

**VI. CONTINUITY OF GOVERNMENT**

See Basic Plan.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

Administrative support in implementing the Donations Plan will be provided by GOHSEP, FEMA, other agencies of local and state government as specified in this plan, and volunteer organizations. Temporary personnel may be employed on an as-needed basis.

### **B. Logistics**

#### **1. Designated Donations**

- a. All inquiries concerning donations for a specific organization will be referred to that organization.
- b. The organization accepting/receiving designated donations will follow its own policies and procedures for logistics.

#### **2. Unsolicited/Non-designated Donations**

- a. Donors will be discouraged from sending unsolicited donations.
- b. Donors of unsolicited goods will be advised that although the donations cannot be accepted at present, the information will be entered into a database and made available to federal and state governments, volunteer organizations, and other emergency responders, should a need arise for such goods.
- c. Usable or needed donations will be available to all participating volunteer organizations and other specialized existing non-profit organizations such as Goodwill Industries, food banks, Salvation Army, etc.
- d. Unneeded goods such as clothing will be recycled or redistributed if possible.

## **VIII. PLAN DEVELOPMENT AND MAINTENANCE**

Caddo OHSEP and GOHSEP are responsible for maintaining this plan. The plan will be reviewed, exercised and updated periodically according to the basic plan. The volunteer agencies shall integrate their planning efforts in the development, maintenance, implementation and testing of this plan and its procedures.

## **IX. AUTHORITIES AND REFERENCES**

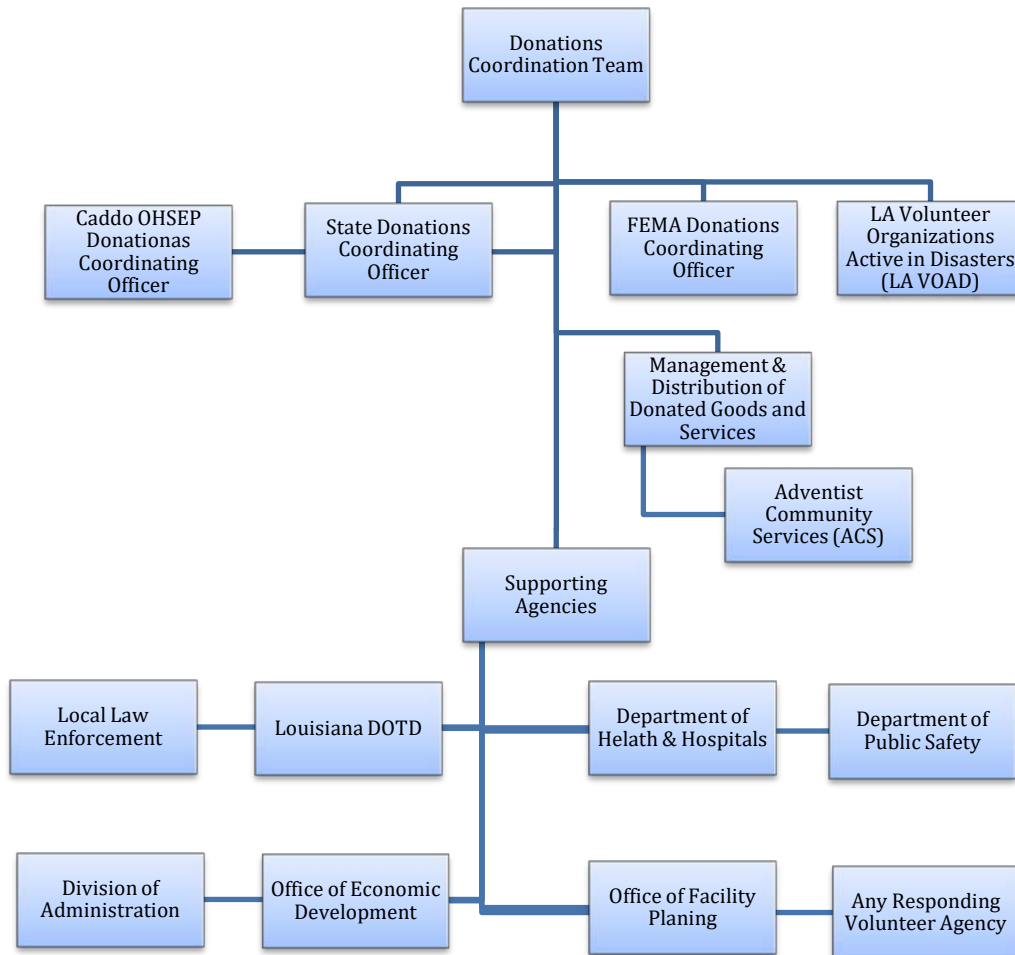
See Basic Plan.

## **X. ATTACHMENTS**

Attachment 1 – Organizational Chart

*Appendix 9: Attachment 1 – Donations Management Organizational Chart*

**Donations Coordination Center (DCC)**



## **I. PURPOSE**

LA VOAD's main goal is to increase coordination, cooperation, communication, education and to improve disaster legislation. Bringing together National Voluntary Organizations Active in Disaster will provide more effective services through mitigation and response for the benefit of people affected (imperiled and impacted) by disaster through:

### **A. Coordination**

To coordinate policy among member organizations and to serve as liaison, advocate and a national voice.

### **B. Cooperation**

To create a climate of cooperation at all levels (including the grass roots) and to provide information.

### **C. Communication**

To disseminate information through the newsletter, the director, research and demonstration case studies.

### **D. Education**

To increase mutual awareness and understanding of each organization.

### **E. Convention Mechanisms**

To arrange for such meetings and conferences as necessary to accomplish the purposes of LA VOAD.

### **F. Legislation**

To encourage effective disaster relief legislation and policy.

## **II. ROLES AND RESPONSIBILITIES**

The role of LA VOAD is not to manage disaster response operations; it is to coordinate planning and preparations in advance of disaster incidents and operations. When an incident happens, the role of the LA VOAD chair is to convene or co-convene with an appropriate partner a meeting with all of the voluntary response organizations as soon as possible.

Within a reasonable period of time, it is also appropriate for LA VOAD to convene or co-convene with an appropriate partner a meeting of the recovery organizations to discuss what form of long-range coordinating entity for unmet needs should take.

## **III. MEMBERSHIP IN LA VOAD**

Membership in LA VOAD can be obtained by any non-profit voluntary organization having a constitutional reference and who supports an organized disaster response program. The service and resources of that organization also need to be available to all disaster victims.

Representations of parish and state agencies are encouraged to have liaison involvement with LA VOAD. Their advice and expertise should be sought and encouraged. These representatives serve as ex-officio members and do not hold voting privileges. Members participating and voting at any (annual/regular) meeting shall be designated representatives of participating organizations and shall have one vote. Written proxies are acceptable if presented to the chairperson prior to the meeting.

Agency membership status includes:

**A. Regular Membership (Voting)**

National VOAD organization members, active in Louisiana and other volunteer organizations with membership and constituencies and not for profit structures, that are qualified under Internal Revenue Service (IRS) regulation 501 (c)(3) and with a stated policy of commitment resources (i.e., personnel, funds and equipment) to meet the needs of people affected by disaster, without discrimination, the most common of which are, but not limited to, race, religion, sexual orientation, physically/mentally challenged and/or aged.

**B. Affiliate Membership (Non-Voting)**

Non-VOAD organizations that do not meet the requirements for regular membership. Affiliate memberships are generally governmental agencies or non-profit organizations with disaster planning and operations responsibilities or capabilities. Candidates for affiliate membership will be admitted upon the recommendation of the Executive Committee and approval of the general membership.

**C. Associate Membership (Non-Voting)**

Associate membership is intended for chartered state VOAD's or parish or regional VOAD's. Candidates for associate membership will be admitted upon recommendation of the Executive Committee and the approval of the general membership.

TO ACTIVATE LAVOAD CONTACT LOEP AT: 1-800-256-7036

**D. LA VOAD Member Organizations**

1. Adventist Community Services
2. America's Second Harvest (Food Bank)
3. American Red Cross
4. Boys and Girls Clubs of Natchitoches
5. Catholic Charities
6. Church of Jesus Christ of Later Day Saints
7. Church of God in Christ/Mennonite
8. Church World Service
9. Federal Emergency Management Agency



10. Governor's Office of Elderly Affairs
11. Louisiana Inter-Church Conference
12. Louisiana Office of Homeland Security and Emergency Preparedness
13. Louisiana Veterinary Medical Association
14. Lutheran Disaster Response
15. National Association of Social Workers
16. Presbyterian Church U.S.A.
17. Society of St. Vincent DePaul
18. Southern Baptist Convention
19. Terrebonne Readiness and Assistance Coalition
20. The Salvation Army
21. United Methodist

**E. LA VOAD Board Members (as of 10/11/00)**

1. Chair – Jayne Wright, America's Second Harvest (Food Bank)
2. Vice-Chair – Verdie Culpepper, Adventist Community Services
3. Treasurer – Mary Sutton, Catholic Charities
4. Secretary – Bob Wortman, American Red Cross