
232 HELP

LOUISIANA 211

Emergency Operations Manual

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Table of contents

<i>Mission Statement and Priorities During a Disaster</i>	2
<i>Staff Report-In Policies & Procedures</i>	4
<i>232-HELP / Louisiana 211 Disaster Policies and Documentation</i>	4
<i>Levels of Response</i>	6
<i>Disaster Phases</i>	6
<i>Immediate Actions</i>	7
<i>Matrix of Functional Responsibilities in Acute Phase of Disaster</i>	8
<i>The Incident Command System – In a Nutshell</i>	9
<i>Emergency Manager: Responsibilities and Checklist</i>	10
<i>Emergency Management Team</i>	11
<i>Operations * Logistics * Emergency Liaison * Resource Team Chief: Responsibilities & Checklist</i>	12
<i>Operations Team</i>	13
<i>Logistics Team</i>	15
<i>Emergency Liaison / Data Lead</i>	16
<i>Finance / Emergency Services / Human Resources Coordinator: Responsibilities and Checklist</i>	17
<i>The Finance / Office Manager and the Finance Team</i>	17
<i>Transition to Long-Term Recovery</i>	18
<i>Training and Orientation</i>	19
<i>Standing Pre-disaster Database</i>	19
<i>Safety and Well-being of Staff and Families</i>	20
<i>Building Safety And Evacuation Plans</i>	21
<i>Bomb Threat Protocol</i>	24
<i>Emergency Operations Roster</i>	25
<i>Key Phone Numbers</i>	26
<i>Temporary Relocation Of Operations</i>	27
<i>Family Disaster Plan</i>	28
<i>First Steps Activation Checklist</i>	29
<i>Building Evacuation Checklist</i>	30
<i>Building Floor Plan</i>	31
<i>Louisiana 2-1-1 Provider Map and Contact Numbers</i>	32
<i>232-HELP / LOUISIANA 211 Crash Kit</i>	33
<i>232-HELP / LOUISIANA 211 Go-Kit</i>	34
<i>Universal Disaster Paper Intake Form</i>	35
<i>Distribution, Acknowledgements</i>	37
<i>Glossary</i>	38

Mission Statement and Priorities During a Disaster

232-HELP/Louisiana 211's Emergency Mission Statement

232-HELP/Louisiana 211 is recognized by the State of Louisiana and the Parish Offices of Homeland Security and Emergency Preparedness as the primary source of information regarding human services resources for victims of major disasters in the Acadiana Region (Parishes of Acadia, Avoyelles, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Terrebonne and Vermilion). **232-HELP/Louisiana 211's** primary is to maximize community access to critical resources. We will do so by adapting our normal information gathering and services delivery procedures to meet the circumstances of specific disasters.

Emerging needs will be evaluated as they occur and prioritized in relation to the needs of our routine operation; priorities will shift to addressing time-sensitive and disaster-specific issues, as needed.

To carry out this mission, **232-HELP/Louisiana 211** will work with staff to secure their physical safety and well-being and will include staff's concern for their families and homes in its emergency response plans. All staff will be trained and prepared to operate under emergency/disaster response conditions.

232-HELP/Louisiana 211's PRIORITIES DURING AN EMERGENCY

232-HELP/211's Priorities immediately Prior to, During and After Emergencies Are:

- ✓ To ensure the safety and security of our agency staff.
- ✓ To assist the public with its emergency needs that overlap with our services.
- ✓ To provide information and referrals to the public based on its pre- and post-emergency needs, and during the disasters as we are able; and to ensure recovery.
- ✓ To advocate on behalf of the client population based upon their pre- and post-emergency needs, as well as during the disaster as we are able.
- ✓ To empower people to care for themselves.
- ✓ To dispel rumors; decrease panic; and hear and track concerns.
- ✓ To join with the Office of Emergency Preparedness, Red Cross, Salvation Army, Acadiana VOAD, Louisiana 211 System and other responding agencies to coordinate services for affected populations:
 - a) Engage in Memorandums of Understanding with key agencies thus ensuring financial capacity and delineation of duties for disaster support.
 - b) Participate with designated agencies in disaster planning and activities.
 - c) Provide and distribute pertinent disaster related and recovery information as needed and indicated.
 - d) Provide human resources, as applicable, to designated positions for support of the Louisiana 211 Centers during state declared disasters (i.e., disaster resource rotation schedule; disaster technology rotation schedule)
- ✓ To document the special activities of the agency to determine where resources are needed.
- ✓ Ensure "lessons learned" can be implemented in-house via emergency plan revisions and training and for reporting of gaps, overlaps or omissions to emergency planning agencies.
- ✓ Ensure accurate documentation for agency reimbursement purposes.
- ✓ To resume day-to-day client services as quickly as possible.

Staff Report-In Policies & Procedures

- I. Staff report-in during an emergency
 - A. All staff, if not already at work, should report to 232-HELP/Louisiana 211 as soon as possible after becoming aware that an emergency situation exists and meeting their family and home emergency needs. These staff should not wait for specific instructions.
 - 1) They should be prepared to work long shifts. This might include bringing necessary medications and food supplies with them.
 - 2) Any person who cannot respond within 6 hours should report as soon as possible, using a direct call to the administration team, as it proves most effective in the situation.
- II. If staff has electricity and internet at home, and they are advised to work remotely, they should login to the call software at the time assigned by leadership, and make themselves available for calls.
 - A. Management will attempt to contact each staff person on their cell telephone number.
 - 1) It is the responsibility of each staff member to ensure that their correct telephone number is on file with management.
 - B. Any staff person not contacted within 24 hours after the onset of the event should continue to try to check in through the telephone system until they are successful.

232-HELP / Louisiana 211 Disaster Policies and Documentation

- I. All staff will become familiar with 232-HELP/Louisiana 211 Emergency Operation Plan prior to future disasters. This Emergency Plan will help our staff to prepare for and effectively and efficiently organize to quickly begin recovery from an emergency or disaster.
- II. I&R staff cannot effectively help others if there is worry about one's own family; therefore, I&R staff will ensure that their families are safe. Our service area is especially prone to flooding, hurricanes and tornados. Preparations, including a family emergency plan, should be in place and/or established prior to an occurrence. (See also: Family Disaster Plan, page 27)
- III. I&R staff will as soon as is feasible, notify supervisors of their whereabouts and probability of reporting to work. If a personal crisis detains staff from reporting to work immediately, staff will respond as soon as he/she is able.
- IV. The Emergency Plan will be activated when a disaster significant enough to cause widespread damage occurs, or when an Emergency significantly impacts our Agency's services or client population. Instructions within the plan describe who should determine the need to activate the Emergency Plan.
- V. 232-HELP/Louisiana 211's telephone communications are flexible and scalable, enabling uninterrupted 24/7 service by a live operator during declared disasters and or as warranted during large-scale non-declared disasters:
 - 1) Expand lines in minutes to meet "surge" of calls
 - 2) Take calls from "remote" sites (homes, nationwide)
 - 3) Separate 2-1-1 calls from disaster calls
- VI. Our database and call record software application(s) allows:
 - 1) Web based access anywhere
 - 2) Real time updates for emerging information
 - 3) Coding for disaster information

VII. Every disaster is unique in whom it affects, how individuals respond and types of resources that are available. 232-HELP/Louisiana 211 will respond by adapting normal information gathering and services delivery procedures to meet the circumstances of specific disasters. Depending on how long a resource will be available and/or the requirements of the provider, some resources may not be included in the disaster database. These resources will be made available in a separate disaster spreadsheet that will be shared with all staff and updated as needed.

VIII. Should our primary premises be determined unsafe and staff are sent home or to alternate location site, calls will be answered from an alternate location site to ensure continuous 24/7 live answer for disaster service during statewide declared disasters. (See also: Temporary Relocation Of Operations, page 26)

Record whenever possible and at the very minimal: the nature (disposition) of the inquiry into the call needs/service request, gender, age and zip and, if applicable, the referrals provided, for use in reports.

IX. I&R staff will/may experience heightened emotional or mental duress due to longer hours, dramatic increase in call volume, elevated stress levels of callers and coworkers, equipment malfunctions, rapid and ever-changing resources/services available to callers, and relocation of our agency's services.

- A. Warning signs of stress may include:
 - 1) Staff beginning to become easily angered or sad;
 - 2) Staff crying easily or unable to cut back on hours (can't get them to go home);
 - 3) In-fighting among staff.
- B. If you feel that you are another staff member is experiencing post-traumatic stress or undue stress:
 - ✓ Notify supervisors or another staff member immediately.
 - ✓ Informal debriefing away from the phones and/or premises will be conducted by supervisor and/or colleagues to assist in managing symptoms.
- C. Mandatory: Every staff member must take breaks every 2 hours during disasters when:
 - ✓ Call volume has doubled;
 - ✓ Impact is widespread or locally disrupting;
 - ✓ Impacts contain elements of heightened emotional duress to callers/staff.

Levels of Response

232-HELP / Louisiana 211 may respond to widespread disasters on three levels:

I. **National Response:**

Executive Director (or designated staff) provides representation at Parish Offices of Homeland Security Emergency Operations Centers and Acadiana VOAD. Louisiana 211 System services may be activated.

II. **State Response:**

Cross Regional: Cross regional response will be determined by local 2-1-1 call center experiencing the disaster. Call can be made to any of Louisiana Centers to assist in response to one another. Using Memorandums of Understanding (MOU) between 211 call centers, assistance can be made by:

- Participation in planning/ preparedness activities (VOAD, Parish OEPs, GOHSEP, Louisiana 211 System, InformUSA, other disaster responders)
- Assistance, as able, with staffing and/or materials when call center is overwhelmed
- Redirection of 2-1-1 calls to other 211 call centers, as necessary, per MOUs in place.
- Temporary relocation of call center and staff to alternate location, as necessary, per MOUs in place.

OR;

An accredited outside Information & Referral Agency (Direct Interactions) will be activated to add staff as soon as possible per the MOU between D.I. and 232-Help/Louisiana 211.

State-Wide:

State-wide response determined by governing entity and/or may be requested by Louisiana 2-1-1 System. If state-wide response is determined all Louisiana Centers will be asked participation availability and Disaster Memorandum of Understanding shall provide procedural course of action.

III. **Local Response:**

Local response shall be handled in accordance to national and state-wide standards. Following 232-HELP / Louisiana's 211 Emergency Operations Plan will be mandatory.

Disaster Phases

	WARNING	RESPONSE	RELIEF	RECOVERY	MITIGATION
TIME FRAME AND MAIN CONCERNS	Period of a few minutes to a few days when a disaster appears imminent; focus is on steps to limit impact	The acute period during and immediately after event; focus is on saving lives and property	Period of few days/few weeks after event; focus is on provision of basic life needs to disaster victims and resumption of essential functions	Months and years during which community heals physical, emotional, financial wounds left by the disaster	Period following one disaster, and before next, when attention is paid to actions that will lessen impact of future disasters
GOVERNMENT 232-HELP/211 TASKS	Evaluate threat and provide accurate information; evacuate if appropriate, dispel rumors	Responders seek to limit loss of life and property damage; direct help; information dissemination	Provide mass care/shelter to victims, provide medical care, aid family reunification, provides support	Provide leadership, funds and services to assist full recovery; ensures disaster resources are updated timely	Provide leadership, funds and programs to motivate and assist with preparedness
232-HELP/211's TASKS	Work with agencies/government to disseminate information to community; assist staff with home preparedness	Ensure staff safety; viability of agency (call routing/funding); support to disaster responders; provides 24/7 live aid to callers	Gather and disseminate resources to carry out tasks; build appropriate structure for disaster work	Provide I&R services to effect full recovery; recoup extraordinary expenses; define /explore new possibilities created by the event	Provide information and motivation for preparation for future disasters; enhance the safety and readiness of the 232-HELP/211 facility
AGENCY ORGANISATION STRUCTURE	At onset of major disaster 232-HELP/211 will use Incident Command System (ICS), (see page 10) modified as necessary, to meet needs to achieve rapid mobilization and build resiliency.			Once management determines that acute phase is over 232-HELP/211 will revert to normal operations. Staff may be responsible for new or expanded tasks and for directing more resources than usual.	

Immediate Actions

See the following pages for assignment of responsibility for the following actions to ensure continued response during small and / or large-scale disasters (state-declared warrants increased 24/7 live coverage).

- Activate Emergency Plan
- Order & control evacuation if necessary
- Account for staff following evacuation
- Make plan to deal with staff's information and personal needs
- Evaluate building for usability
- If not usable initiate plan to work from alternate location(s)
- Monitor media and emergency mgt. sources to evaluate situation
- Evaluate computer network; restore or work around
- Monitor texting platform as this might be the only way people can reach us if service is out.
- Activate disaster hotline; coordinate with Parish OEM
- Initiate contact with other key OEM offices
- Develop staffing plan appropriate for needs in acute phase
- Gather disaster-related resource information
- Ensure disaster database records are tagged and / or updated
- Maintain record of disaster-related expenditures
- Maintain disaster activity log
- Maintain disaster records for reporting purposes
- Develop plan for work in long-term recovery
- Declare end of acute phase for agency

This Emergency Plan will be activated when a disaster significant enough to cause widespread damage occurs, or when an Emergency significantly impacts our Agency's services or client population.

As soon as it is clear that an emergency event has occurred this emergency plan will be activated by the first of the following that is available to do so:

- ◆ Executive Director
- ◆ Deputy Director (Emergency Coordinator)
- ◆ Data Lead
- ◆ Call Center Supervisor

Matrix of Functional Responsibilities in Acute Phase of Disaster

MARK LEVEL OF RESPONSIBILITY IN BLOCK FOR EACH POSITION

P = primary responsibility

P = primary responsibility

1 = first backup

1 = first backup
2 = second backup

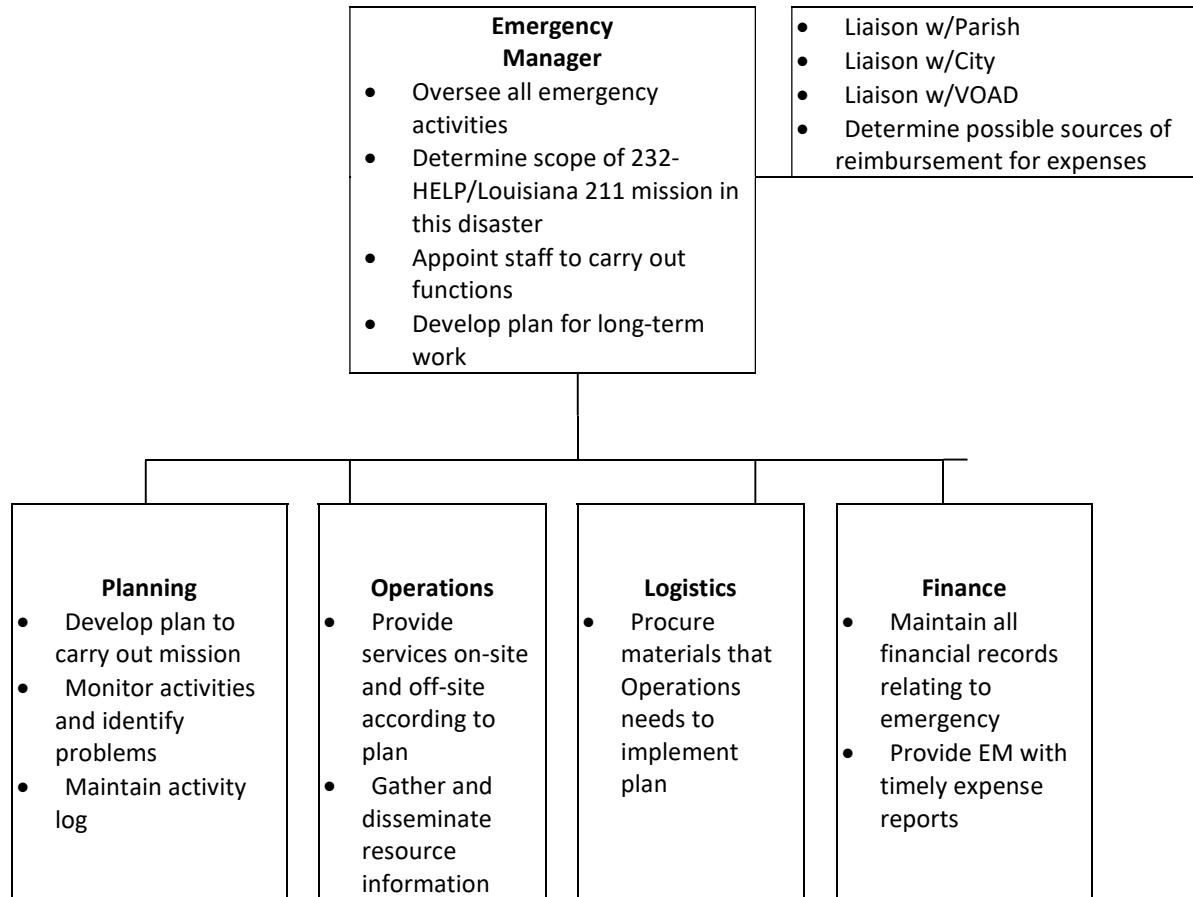
2 = second backup

All others provide support to function as needed

The Incident Command System – In a Nutshell

232-HELP/211 will utilize the Incident Command System (ICS) during the first, acute phase of a major disaster. As soon as practicable, the organization will go back to its normal Table of Operations.

The Incident Command System at 232-HELP/Louisiana 211



The ICS organization table offers several advantages for the acute phase of emergency operations. It is simple, flexible, and intuitive. It provides a common terminology that we can share with our non-profit partners in the Emergency Network and gives us a common terminology with the government agencies that we will be working with following a major disaster. Finally, it offers a checklist we can use to make sure that we are considering the basic functions needed to do effective work in the context of a fast-breaking disaster.

Emergency Manager: Responsibilities and Checklist

EXECUTIVE DIRECTOR / EMERGENCY MANAGER

Name Edie Aymond **Home:** 337-349-4012
Cell: 337-349-4012

PRIMARY RESPONSIBILITIES

- I. See Matrix of Functional Responsibilities In Acute Phase of Disaster, page 8

EMERGENCY CHECKLIST

As Emergency Manager you are responsible for the following in an emergency. (Check off each item when completed or determined to be not applicable in this event.)

- Assess the level of disaster based on the best information available
- Initiate an event log of actions, beginning with notification of the emergency. (Document: *who, what, where, when, & how much* of all actions requested and/or taken.)
- Gather / brief Team Chiefs and Officers as needed (appoint if necessary):
- Schedule Team Chief meetings, coordinate activities, and obtain briefings
- Develop the framework for the Emergency Plan: assess the situation, define the problems, and establish priorities for action (refer to Agency Priorities in the Mission Statement, page 19.) Include:
 - Estimates of the Effect of the Emergency on Clients & Services
 - Needs Assessment
 - Estimate of Incident Duration
 - Need for professional evaluation of building safety
 - Activation of the Emergency Team Center
 - Overall Strategy
- Execute the Emergency Plan.
- Direct Team Chiefs and personnel perform checklist functions.
- Brief the Board of Directors when necessary.
- With Logistics Team Chief, determine availability of:
 - Personnel – Team Staffing Relief Personnel Special Equipment
 - Care & Shelter of Staff, Volunteers, & Mutual aid staff
- Establish liaisons as needed with
 - the city the Parish Louisiana 211 System
 - FEMA other agencies or service providers
- Evaluate progress of emergency efforts. Review and revise the Operational Plan as needed, every
 - 4 hrs. 8 hrs. 24 hrs.
- Approve requests for purchasing and release of resources.
- Authorize release of information to the public through the Public Information Officer or personally release the information.
- Check MOU agreements with other agencies and services
- Check with Louisiana Association of United Way for updated information on potential cost reimbursements
- Direct the Planning Team to develop deactivation plans & release personnel from the Emergency Coordination Center as planned.
- Recheck this list periodically and review the Emergency Plan.

* *Costs & services may be reimbursed for services & expenses of a government-like nature, beyond our normal operating costs. (This could include overtime, but not regular staff pay. Therefore, it is critical to monitor and document all staff overtime.)*

Emergency Management Team

- I. The Emergency Manager (EM)
 - A. The EM will be the primary or alternate person named in the checklist unless the Executive Director makes another appointment for operational reasons
- II. The Emergency Management Team
 - A. The Emergency Management Team is composed of the Managers of the other functions plus the Emergency Liaison and anyone else the EM brings in to help with management and coordination tasks
 - B. The EM Team is a smaller group than the Disaster Response Committee (DRC)
 - 1) The DRC is made up of everyone on the Emergency Roster
- III. Disaster Response Committee
 - A. The Disaster Response Committee (DRC) is composed of all staff on the emergency roster.
 - 1) Additional staff can be assigned to the committee by the EM whenever that will enhance the capability of the DRC.
 - 2) The EM personally or by designation prepares the agenda and facilitates the meetings, as needed.
 - a) Those present will make decisions about emergent matters.
 - b) Meetings should be brief and task-oriented.
 - c) At least once each week the meeting should consider longer-range (one month to six month) problems, needs, and opportunities rather than focusing strictly on immediate questions.

Operations * Logistics * Emergency Liaison * Resource Team Chief: Responsibilities & Checklist

Name: Nikki Bellard, Deputy Director **Cell:** 337-371-0947
Name: Pierre Coleman, Data Lead **Cell:** 318-737-9088
Name: Mason Guidry, Call Center Supervisor **Cell:** 337-277-2304

PRIMARY RESPONSIBILITIES

I. See Matrix of Functional Responsibilities In Acute Phase of Disaster, page 8

EMERGENCY ACTION CHECKLIST (Responsibility: DD – Deputy Director, DL – Data Lead, CCS – Call Center Supervisor)

- DD** - Initiate an event log of actions taken, beginning with notification that an emergency exists. (Document the: who, what where, when, & how much for all actions requested and/or taken.)
- ED or DD** -Determine usability of building; inform EM of evacuation / relocation needs
- DL** - Establish communications with 232-HELP/211 services providers (program managers) and get a status report of various programs affected by the emergency.
- DL & DD when possible** - Attend Emergency Team Chiefs group briefings and represent the Operations Team.
- DD** - Determine what resources (services, people, supplies) are needed to follow through with agency services (or agency emergency plan) determined by teams.
- DL** - Evaluate telephone system / computer network restore or work around.
- DL** - Appoint and brief staff as needed - each program should develop a program plan. *May be done using Teams messaging.*
- DD** - Determine availability of
 - Immediate staffing Mutual Aid Relief Personnel Special Equipment.
- DD** - If assistance is needed, activate agreements. (Direct Interactions)
- CCS** - Establish a check-in and training system.
- ED or DD** -Initiate contact with DOC and OEM offices
- ED** - When a federal or state disaster is declared, attend the Applicants' Briefing to seek information about the public assistance or grant programs being made available.
- DL** - Evaluate progress of emergency efforts every 4 hours 8 hours 24 hours
- ED or DD** - Revise the Emergency Plan as needed.
- Recheck this list periodically and refer to other sections of the Emergency Plan for supplemental information.

* *Costs & services may be reimbursed for services & expenses of a government-like nature, beyond your normal operating costs. (This could include overtime, but not regular staff pay. Therefore, it is critical to monitor and document all staff overtime.)*

Operations Team

I. PRIMARY RESPONSIBILITIES

- Manage all operations directly applicable to agency's mission.
- Develop Operation Team Plan including staff reporting on availability to work.
- Develop a list of needed supplies and resources to continue operations and have it approved by the Emergency Manager.
- Work closely with Logistics to acquire resources.
- Supervise the assignment of specific tasks to staff & volunteers.
- Monitor progress of work and make changes to operational procedures when necessary.
- Restore essential agency services.

II. Staffing

Staffing the main facility and off-site locations, including federal/state information centers, shelters and feeding stations:

- A. If staffing of field locations is requested by the OEM, FEMA or Red Cross, determination of number of sites involved, locations, estimated number of clients to be served at each, and an estimate of how long each site will be operational is established and reported to the Emergency Manager or designee.
 - 1) The Director of Operations or designee will schedule staff for off-site locations, considering language and any other special needs.
 - 2) Where possible, staff will be assigned to work in their home communities.
- B. If appropriate, EL will inform OEM of need for parish employees to augment 232-HELP/Louisiana 211 staff.
 - 1) If the projected demand for human resources appears that it cannot be met with 232-HELP/Louisiana 211 staff, Executive Director or EL ensures outside agency is activated. (Direct Interactions)
 - 2) Staff assigned to off-site locations will provide Resource/EC with continuous updates of the needs of clients they are serving, other perceived needs in the community, and new or changed resource information.
 - 3) Resource/EL will incorporate verified information from the field in the shared spreadsheet
- C. Staff that are assigned to off-site locations will use their experience and initiative to respond to the situation in the most effective manner.
 - 1) On first arriving at the location, staff should locate the site manager, explain what 232-HELP/Louisiana 211 is and can offer in the situation, and arrange for a suitable location to set up.
 - 2) If the site manager is resistant to having 232-HELP/Louisiana 211 staff at the location, the staff person should avoid a conflict. If there is a parish person on site, ask them to mediate. If not, call 232-HELP/Louisiana 211 and report the situation so it can be resolved at a higher level. It is essential to keep the relationship between the staff person and the site manager from becoming contentious.
- D. I&Rs work off-site is based on the skills and procedures used in providing service: assessment, providing information and making referrals.
 - 1. I&Rs at off-site locations serve individual clients and act as a resource to other agencies and to the site manager.
 - 2. I&Rs will utilize websites, if available

III. Staff working at 232-HELP/Louisiana 211 main facility during an emergency may need to adapt their practices to the particular situation.

E. It may be necessary to provide a less thorough level of service to each client in order to be able to provide service to more callers. There may be types of information to be given to the public that is outside the usual range of 232-HELP/Louisiana 211 resources.

Above Sections are intended to recognize the effective work practices developed by 232-HELP/Louisiana 211 staff both on-site and at off-site locations during previous disaster mobilizations, and to indicate that the creativity and initiative shown then is what is needed in any future disaster situation.

Logistics Team

I. PRIMARY RESPONSIBILITIES

- Under direction of Emergency Manager, responsible for providing facilities, arranging for alternate sites, and providing services and materials in support of the agency's operations and 24/7 provision of services during statewide declared disasters.
- Ensures that a system for equipment control and inventory is established.
- Determines feeding needs for staff and assures that food and related supplies are provided.
- Establishes procedures for ordering special disaster-related materials and supplies
- Establishes sleeping facilities if required and oversees sanitation, lighting, & clean-up.
- Works closely with the Finance Team and maintains detailed documentation.

II. Coordination of computer resources

A. The Data Lead will determine the operational status of the computer network and take any steps needed to make it operational or to devise a work-around

- 1) The backup Network battery will provide continuous support of telephone and computer system for about 15 minutes. This will allow time for transfer of calls to predestinated 211 Center or Direct Interactions should an alternate site be needed before resumption of direct services;

III. Coordination of telecommunications resources

A. The Data Lead will determine the operational status of the telephone systems and take any steps needed to make them operational or to devise work-arounds.

B. If the Emergency Manager determines that the primary facility is not safe and staff should be sent home, the staff will log in from home if they have electricity and internet access. If not, they will be expected to find another suitable location where they can receive calls.

C. If 232-HELP/Louisiana 211 receives parish radios the Program Coordinator Network Administrator and EL will determine the most effective use of the radios.

IV. Coordination of scheduling for rotation on technology team of Louisiana 211 Centers for response during declared statewide disasters.

- 1) Designated position to be held by the Emergency Liaison or other designated staff member.

Emergency Liaison / Data Lead

- I. PRIMARY RESPONSIBILITIES:
 - Responsible for the collection, evaluation, dissemination, & use of information about current agency operations.
 - Identifies need for use of special internal resources.
 - Advises staff of any significant changes in the status of the Action Plan.

- II. Disaster Database
 - A. Resource personnel are assigned to review the standing Pre-disaster database, verify all records, update records with specific and rapidly changing resource information (e.g., location of emergency shelters) for internal use and outside dissemination
 - B. Assignment of resource supervisor to rotation schedule of the Louisiana statewide disaster database during a declared disaster. EM may designate another staff person to carry out this task, as needed and necessary
 - C. Inclusion/exclusion criteria will be reviewed and modified if necessary

- III. Situation Reports
 - A. The EL/Data Lead supervises the gathering of information for the preparation of Situation Reports about the agency, clients, and the area. Situation Reports are used for internal planning and provided to other organizations via the Emergency Liaison

- IV. Disseminating disaster-related information
 - A. The EL will pull together information concerning the emergency situation from as many reliable sources as possible.
 - 1) The EL, working with the Emergency Manager, activates information exchanges with partner agencies who request updated information.
 - 2) EL establishes ad hoc links with key agencies not in pre-established communications tree.
 - B. EL will transfer data using the most effective communication system available.
 - 1) The EL has developed a permanent distribution list for information bulletins that should be maintained through tests at least once each 6 months.
 - 2) Temporary deletions from the distribution list (for example, if an agency requests to be taken off the list towards the end of an event) should be made in a temporary file, leaving the permanent list intact.
 - 3) Information bulletins will be transmitted to the media where there are pre-existing agreements (developed by Emergency Liaison and approved by the Executive Director.)

Finance / Emergency Services / Human Resources Coordinator: Responsibilities and Checklist

Name: Nikki Bellard

Cell: 337-371-0947

PRIMARY RESPONSIBILITIES

- I. See Matrix of Functional Responsibilities In Acute Phase of Disaster, page 8

EMERGENCY ACTION CHECKLIST

As Finance Team Chief you are responsible for the following in an emergency. (Check off as completed or determined to be not applicable in this event.)

- Initiate and maintain event log of actions taken beginning with notification of the emergency. (Document: *who, what, where, when, and how much* for all actions requested and/or taken.)
- Roll call of staff and / or visitors if evacuation was necessary
- Establish log and initiate work process for staff's personal needs
- Obtain briefings from EM and EL.
- Gather preliminary cost estimates, preliminary damage estimates, and budgetary impact when possible, and brief other Team Chiefs, including ED to be able to report to the BoD.
- Gather additional supplies and operational materials
- Create an accounting system for all emergency related expenditures.
- Evaluate possibility of reimbursement for operational expenses.
- Review this checklist periodically and re-read the text of this Emergency Plan as needed.

* ***Costs & services may be reimbursed for services & expenses of a government-like nature, beyond your normal operating costs. (This could include overtime, but not regular staff pay. Therefore, it is critical to monitor and document all staff overtime.)***

The Finance / Office Manager and the Finance Team

PRIMARY RESPONSIBILITIES

- Responsible for all disaster-related financial and cost documentation.
- Tracks all expenditures with special attention to possible reimbursable items.
- Determines the need for security of records.
- Determines need for security of staff.
- Maintains work materials are available.
- Maintains personnel time records.
- Maintains current posting on all charges or credits for fuel, supplies, and services.
- Prepares contracts for goods and services.
- Responsible for overall management and direction of compensation claims.
- Maintains a log of all injuries sustained.
- Handles claims other than injury.

Transition to Long-Term Recovery

- I. Types of tasks 232-HELP/Louisiana 211 may do in recovery
 - A. Long-term off-site staffing
 - B. Participate in unmet needs committee
 - D. Provide locations of Disaster Recovery Centers and other necessary recovery referrals
 - C. **Data Lead:** Assist collaborating agencies in identifying and assessing needs, processing applications for assistance, referring individuals to services that meet their needs and following up to ensure that needs have been met.
 - D. **Data Lead:** Retrieve information from database or intake forms and reporting on requests for disaster-related services and referral activity to assist in ongoing recovery efforts.
 - E. **Data Lead:** Utilize information obtained during the emergency to determine level and quality of services that were provided, to identify where gaps and overlaps in services occurred, and where improvements could be made.
 - F. **Data Lead:** Report on 232-HELP/Louisiana 211 activities to facilitate ongoing public awareness about activities in general and disaster preparedness in particular, to educate the public and consumers about resources available during emergencies and how to best prepare for them.
- II. Cost recovery
 - A. 232-HELP/Louisiana 211 will seek to recover the costs of damage to facilities and equipment and extraordinary operating costs.
- III. After Action Reports: Produce an after-action report which documents the actions 232-HELP/Louisiana 211 performed during the emergency or disaster and described what worked well and what did not work well.
 - A. An After-Action Report will be prepared after every Emergency mobilization.
 - 1) The Emergency Liaison is responsible for drafting the After-Action Report
 - a) If the mobilization is protracted an interim report will be done within six months of the mobilization
 - (1) A final report will then be done after the mobilization is over
 - B. The primary purpose of the After-Action Report is to strengthen the organization's response in subsequent emergencies.
 - 1) The After-Action Report is an internal document
 - 2) The After-Action Report will summarize agency activities in response to the Emergency and identify those areas in which the organization response was not optimal.
 - a) Include areas in which the Emergency Operations Plan was not adequate to guide the organization's response to the situation.
 - b) Include areas in which the Emergency Operations Plan was not fully or correctly implemented.
 - 3) The After-Action Report will include recommendations for strengthening the agency's response in future emergencies.
 - C. The After-Action Report is to reflect the consensus of the organization
 - 1) Primary input to the After-Action Report will be generated in a debriefing of all members of the management team and the I&Rs and other staff, as relevant.
 - a) External agencies with whom 232-HELP/Louisiana 211 had major relationships during the event will be invited to submit comments for the After Action Report

D. The After-Action Report will be structured as follows:

- 1) Description of the event
- 2) Description of 232-HELP/Louisiana 211 operations in response to the event
- 3) 232-HELP/Louisiana 211 staff observations and comments
- 4) External agency observations and comments
- 5) Recommendations, with timelines and assignments of responsibilities for tasks
- 6) When the After-Action Report is completed, the EL will draft any changes in the Emergency Operations Manual that are required to implement recommendations of the Report.

Training and Orientation

- I. **The EM & EL will work together to design and conduct training exercises and staff orientations**
 - A. Regular exercises will be held at least once each year
 - B. Special exercises may be held to implement recommendations of an After-Action Report
 - C. New staff will be oriented to 232-HELP/Louisiana 211 disaster activities as part of their initial training in the agency
 - 1) All new staff will receive copies of this Emergency Operations Manual as part of their initial agency materials
 - D. There will be at least one full-scale evacuation drill and one full-scale drop, cover and hold each year
 - 1) These drills will be initiated by the Emergency Manager
- II. **As the community communications hub, 232-HELP/Louisiana 211 has a role to play whenever the community conducts a training exercise**
 - A. City/parish training courses are held at least once each year.
 - B. 232-HELP/Louisiana 211 regular exercises can be structured as an extension of the Operational Area exercise

Standing Pre-disaster Database

- I. **Maintenance of the standing database**
 - A. The Resource Department will maintain a database of known disaster resources
 - 1) The database will include government agencies and nonprofit organizations with a defined disaster mission
 - B. The database will be updated at least once each year
 - C. The database is also updated when there is a disaster warning or at the onset of an event
 - 1) All records are checked for accuracy
 - 2) Information specific to an event, such as the location of emergency shelters, is entered at the onset of the event
 - D. Additional information is entered into the database as it becomes available
 - E. Inclusion/exclusion criteria may be modified to meet the needs of the public in a disaster.

Safety and Well-being of Staff and Families

II. Staff and their families' safety and well-being

- A. 232-HELP/Louisiana 211 will attempt to balance agency needs with the personal needs of staff members and their families by being flexible and making necessary and feasible accommodations.
 - 1) Staff already at work need to remain at their work sites (or, if the building is damaged, at the designated alternate site) and await further instructions.
 - 2) All staff members will have an opportunity to check on their families and their homes as soon as possible.
 - 3) Staff should consider that rushing into a heavily impacted area immediately after an event to check on their family's well-being might hinder the work of first responders (fire, law enforcement, urban search and rescue).
- B. In the event of a disaster, vacations may need to be postponed. On the other hand, if staff members need to take time off to see about home repairs or similar recovery activities in the weeks and months following a disaster, the agency will work with them to make that possible.
- C. 232-HELP/Louisiana 211 is committed to looking at available options in order to remove barriers that interfere with the provision of normal and disaster recovery service to the community.
 - 1) It is impossible to predict what barriers may result from a disaster. To give one example: it may be difficult for some employees to get to their assigned work sites. Accommodation will include arranging for staff to work at home or at alternative work sites or compensating employees for increased travel time.

III. Stress debriefing

- A. It is recognized that working very long hours and dealing with members of the public that are under extraordinary stress produces stress among helping personnel. The agency will use the Critical Incident Stress Debriefing (CISD) approach following the event and during, if needed.

Critical Incident Stress Debriefing (CISD) is one type of intervention within a more comprehensive, multicomponent crisis intervention system that is based on a careful assessment of the needs of a group or individual. CISD will not be used as a stand-alone intervention but will be used in conjunction with other types of intervention.

CISD has seven phases:

- Introductions and a description of the process, including assurance of confidentiality
- Review of the factual material about the incident
- Sharing of initial thoughts/feelings about the incident
- Sharing of emotional reactions to the incident
- Review of the symptoms of stress experienced by the participants
- Instructions about normal stress reactions
- Closing and further needs assessment

Participation in CISD is voluntary. However, 232-HELP / Louisiana 211 strongly advises employees to complete a professional debriefing before resuming regularly scheduled work hours. To schedule a CISD, you should contact the Red Cross or community mental health agency or agencies participating with 232-HELP /Louisiana 211 (these will be provided).

IV. Home preparedness plan

- A. Everyone should have an emergency plan for their home and this is especially important for people who will be called on to respond to the public's needs in case of a disaster. 232-HELP/Louisiana 211 staff can help minimize their personal problems and maximize their ability to respond effectively by developing in advance an emergency plan for their homes.
- B. A good emergency plan should include a strategy for reuniting the family, including an out-of-state telephone number which family members can use to contact each other if local lines are overloaded.
- C. An emergency plan also includes having an adequate supply of food, water, and medication to sustain all members of the family (including pets) until help arrives.
 - 1) See Ready.Gov for plan ideas: <https://www.ready.gov/plan>, and the
 - 2) American Red Cross materials on home preparedness <https://www.redcross.org/get-help/how-to-prepare-for-emergencies.html>

Building Safety And Evacuation Plans

The following procedures will help ensure employee safety in case of an emergency. First there is a general procedure to follow in case it becomes necessary to evacuate the building. Then specific procedures are given for fire, medical emergency, or situation requiring police intervention.

I. General evacuation procedures – initiating the evacuation

- A. In the event of a disaster that impacts the immediate area of 232-HELP/Louisiana 211 facility the Deputy Director (DD) will determine if the building should be evacuated.
 - 1) In the absence of the DD other personnel as indicated on the Matrix of Functional Responsibilities (page 8) will be responsible for this determination
 - 2) Anyone who becomes aware of an emergency should notify a senior manager when there is time.
- B. If the building is to be evacuated the DD or backup will assign two staff people to activate the pre-planned evacuation plan. (See also, Building Floor Plan, page 30)
 - 1) Staff are responsible for following the evacuation plan and any ad hoc directions given by senior staff person during an emergency.
 - 2) Emergency lights display the direction of the nearest exit but take a flashlight anyway if you can.
- C. After evacuation, staff should assemble:
 - 1) In the Keller's Bakery Parking Lot directly across from our facility (Jefferson Street) if exit through the front door is available.
 - 2) If exiting through the back door, the assembly shall be in the City Marshal's Parking Lot on Convent Street.
 - 3) Either one or the other of the exits will be utilized and will be dependent upon the nature of the disaster and the availability of exits. It is important, and if possible, that staff remain together during the evacuation to ensure the whereabouts of all people.
 - a) In no case should any staff member leave the evacuation area without the approval of a supervisor. To do so can jeopardize the safety of other personnel who might re-enter the building searching for people thought to be missing.
- D. There may be a situation so emergent that an employee will need to sound the alarm and notify the Fire Department or other appropriate agencies at once without taking time to consult with a manager.
 - 1) To sound the alarm, please press the badge icon on the alarm system located in the hall across from the kitchen or in the warehouse near the back door.

(See also, Building Floor Plan, page 30 for exact locations.)

- II. **General evacuation procedures – leaving the building**
 - A. Exits: There are normally two working exits; the front and back doors. Emergency lights display the direction to nearest. The front door is located at Jefferson Street and the back door is in the warehouse at Convent Street.
 - B. Evacuation routes: Assuming all exits are open, during weekday working hours people working should proceed, depending upon nature of disaster, through the
 - a) Call Center Phone Bank Room directly to the front door and to Keller's Bakery Parking Lot or
 - b) Exit the Call Center Phone Bank Room; go through the hallway to the warehouse and out the back door to the City Marshal's Parking Lot.
 - 2) Doors separating the front and back of the building must be kept unlocked during daytime working hours to facilitate exiting in an emergency.
 - 3) Special arrangements need to be made for helping any employee with a disability to an exit. The employee's supervisor will name 3 people (primary and alternates) to perform this task. Any visitor with a disability will be assisted by the supervisor.
- C. If possible, the first aid kits and other emergency supplies should be removed from the building by people appointed to conduct the evacuation so they will be accessible if needed.
 - 1) There is an emergency medical kit located:
 - a) Located in the cabinet in the front bathroom (bathroom next to the Copy Machine).
 - 2) The emergency supplies Go-Kit is located: (See also: 232-HELP / LOUISIANA 211 Go-Kit, page 33)
 - a) Located in the DD's office closet.

- III. **General evacuation procedures - outside**
- A. Once gathered in either Keller's Bakery or the City Marshal's Parking Lots, employees should check each other for injuries and administer first aid as needed.
- B. The DD will take the role in determining if everyone is out of the building.
 - 1) All employees will need to help by identifying who was at work, who was absent and who was visiting.
 - 2) The DD or backup will inform Fire Department / rescue workers who arrive on the scene whether or not there are people still believed to be in the building.
- IV. **In Case Of A Fire:**
- A. The person discovering the fire needs to call 9-1-1 and report it, and to alert staff to evacuate the building. (To expedite matters s/he needs to ask other employees to assist in performing these tasks, and to notify the senior manager of the circumstances when there is time.)
- B. If the fire is small and seems easily containable, the employee(s) should attempt to put it out using the fire extinguishers.
 - 1) However, the Fire Dept. should still be called immediately, and staff alerted, as back-up measures.
 - 2) The employee should be certain that s/he is between the fire and the nearest exit and should be prepared to cease trying to put out the fire and leave the building if the fire spreads or is not immediately extinguished.
 - 3) There are four (4) fire extinguishers on the premises: near the door in kitchen; on half-wall outside of Station 2 (across from filing cabinets; and, in the conference room to the left of the door next to Station 7. ALL fire extinguishers are mounted on walls. (See also, Building Floor Plan, page 30 for exact locations.)

4) Utilize extinguishers in the following manner:

P- Pull the Pin
A- Aim hose at BASE of fire
S- Squeeze handle
S- Sweep the hose side to side.

With the great amount of electrical equipment in the building a fire will release toxic fumes. Heavy smoke and poisonous gases collect first along the ceiling. Always stay below the smoke. Cover your nose and mouth with a wet cloth if possible. When approaching a closed door use the palm of your hand and forearm to feel the lower, middle and upper parts of the door. If it is not hot open it slowly. If it is hot to touch the door do not open the door--seek an alternate escape route.

V. In case of a medical emergency:

A. The person who becomes aware of a medical emergency needs to call the paramedics and alert the DD or senior manager present to the situation.

1) If appropriate, the DD should have a qualified person provide first aid. The preferred means of summoning the paramedics is to call 9-1-1.

VI. In case of an emergency involving the police:

A. The person who becomes aware of an emergency requiring the police should discuss the matter with the ED or DD present if there is time, or initiate action himself/herself if there isn't.

1) The preferred means of summoning the police is to call 9-1-1.

2) The DD, senior manager or staff can also activate the system alarm by pressing the badge icon on the alarm system. This is a silent alarm.

a. There are two alarm console panels:

i. In the hallway, directly across from the kitchen

ii. In the warehouse, to the right of the back door

VII. In case of an explosion from a bomb or other cause:

(See also: Bomb Threat Protocol, page 27)

A. Get out of the building as quickly and calmly as possible unless items are falling off of shelves or from the ceiling, in which case you should get under a sturdy table or desk until the situation stabilizes.

B. If there is a fire, stay low to the floor and exit the building as quickly as possible.

C. If you are trapped in debris stay where you are so you do not kick up dust. Cover your mouth with a handkerchief or clothing. Tap on a pipe or wall so rescuers can hear where you are. Use a whistle if you have one. Shout only as a last resort--shouting can cause you to inhale dangerous amounts of dust.

D. Untrained people should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Bomb Threat Protocol

- I. **If a bomb threat is against the agency and a call is placed regarding the bomb is called directly into the agency the person receiving the call should remain calm and try to make notes of the following information:**
 - A. The exact words of the person making the call
 - B. Best estimate of the age and sex of the caller
 - a) Is the voice muffled or distorted?
 - C. Is there an accent?
 - D. Any background noise?
 - E. Does the voice sound familiar?
 - F. Exact time caller hung up.

- II. **The person receiving the call will attempt to ask the caller the following questions in this order:**
 - A. When is the bomb going to explode?
 - B. What type of bomb is it?
 - C. What does the bomb look like?
 - D. Where is the bomb right now?
 - E. Why did you place the bomb?

- III. **Record exactly what the caller replies. Remember that the caller might not answer your questions but might give other helpful information.**

- IV. **Immediately notify the Deputy Director, Executive Director, or other management person so they can evaluate the call.**

- V. **If no management person is available, the person receiving the call should order an evacuation, following the procedure for General Evacuation Procedures, page 49.**

- VI. **Call 9-1-1**

- VII. **If a bomb threat is received from the Police:**
 - A. Be sure their instructions are clearly understood
 - B. Follow their instructions
 - C. Follow their time schedule for evacuation

- VIII. **If a bomb threat is received from the media or other non-governmental source:**
 - A. Find out if they have called the police
 - B. Record or make careful notes of their message
 - C. Call the police
 - D. Once in contact with the police, follow their instructions, as above

- IX. **If a bomb or incendiary device is thrown into the building:**
 - A. Evacuate the building following the procedure for General Evacuation Procedures, page 21.
 - B. If there is time, make a quick search of the building
 - 1) Pay careful attention to the outside of the building and to restrooms
 - 2) Any unknown package is suspicious: Do not touch suspicious packages

Emergency Operations Roster

NAME	TITLE	CELL	E Mail
Edie Aymond	Executive Director	337-349-4012	edie@232-help.org
Nikki Bellard	Deputy Director	337-371-0947	nikki@232-help.org
Mason Guidry	Call Center Supervisor	337-277-2304	mason@232-help.org
Pierre Coleman	Data Lead	318-737-9088	pierre@232-help.org
Brenda Sittig	Quality Coordinator	318-450-1038	brenda@232-help.org
Emma Stanton	Referral & Care Coordinator	832-623-3631	emma@232-help.org
Erin Diaz	I&R Services	504-338-8188	erin@232-help.org
Andrew Olsen	I&R Services	985-640-9866	andrew@232-help.org
Sherri Boudreaux	I&R Services	337-322-7228	sherri@w232-help.org
Logun Coleman	I&R Services	337-281-0098	logun@232-help.org
Cricket Patin	Data Coordinator	337-991-4578	cricket@232-help.org
Computer 1	IT Administrators	337-233-9245	support@computer1inc.com
Panic Button Alarm	Acadian Total Security	855-222-3426	
Electronics Professionals	Alarm Service	337-268-9753	operations@eplouisiana.com
Direct Interactions	Disaster Phone Backup	603-866-0927	ivy@directinteractions.com
ViaLink	New Orleans	504-895-5550	ldobbs@vialink.org
UWNELA	Monroe	318-988-9228	tabatha@unitedwaynela.org
Sarah Berthelot - LAUW	Baton Rouge	225-341-2928	sarah@launitedway.org

Key Phone Numbers

(Where individuals are listed, they are people we work with in disaster planning. They may not be the individuals we relate to in an actual disaster.)

Parish	Director	Email	Office	Cell
OEP Office				
Acadia	Kaitlyn Sonnier	acadiaohsep@appj.org	(337) 783-4357	(337) 523-2679
Avoyelles	Joey Frank	aohsep@avoypj.org	(318) 240-9160	
Evangeline	Liz Hill	Vang911@epcd911.org	(337) 363-3267	
Iberia	Brandon Migues	bmigues@iberiagov.net	(337) 369-4427	(337) 492-9250
Lafayette	Chad Sonnier	cpsonnier@lafayettela.gov	(337) 291-5075	(337) 280-1238
St. Landry	Van Reed	vreed@slpgov.net	(337) 351-2457	(337) 517-9382
St. Martin	Terry Guidry	teguidry@stmartinsheriff.org	(337) 394-2812	
St. Mary	Jimmy Broussard	jbroussard@stmaryparishla.gov	(337) 828-4092 x 135	(337) 578-3333
Terrebonne	Earl Eues	eeues@tpcg.org	(985) 873-6357	
Vermilion	Homer Stelly	ohsep_director@vppj.org	(337) 898-4308	(337) 254-9404
Other Emergency Network				
Police and Ambulance			9.1.1	
American Red Cross	Micah Nicholas	Micah.nicholas@redcross.org	(337) 234-7371	
The Salvation Army, Disaster Services -	AuJohn McGee	John.Mcgee@uss.salvationarmy.org	(337) 235-2407	
Second Harvest	Paul Scelfo		(337) 237-7701	(337) 347-2789
Other- DHH/Office of Public Health Region 4	Tina Stefanski		(337) 262-5311	
Parish Public Works			(337) 291-8517	

OEP – Statewide Parish Offices

<http://gohsep.la.gov/about/parishpa>

OEP State Regional Offices

<http://gohsep.la.gov/ABOUT/STATE-REGIONS>

Temporary Relocation Of Operations

- I. **Document damage to building and equipment before doing any cleanup**
 - A. Take photographs if possible
- II. **Immediate steps to resume service as quickly as possible (short-term relocation):**
 - A. The Resource Supervisor will provide I&R Specialists with a hardcopy list of basic resources as quickly as possible if the internet is not available that can be utilized for dissemination of resources. If internet services are available, then disaster database will be used.
 - 1) A list of basic resources should be kept on a laptop computer as well as on backup tapes
 - 2) Experienced I&R Specialists may begin to provide service before having a list using their knowledge of community resources
 - B. The Emergency Liaison, Network Administrator and Resource Supervisor will develop a plan for distributing disaster-related information to I&R Specialists working from their homes or other alternate locations
- III. **The Emergency Manager will designate a location for the Disaster Management Team to meet to plan next steps in providing service**
 - A. Under the agreements in place, these areas will be one of the following:
 - 1) Office of Emergency Management
 - 2) UWNELA 211 - Monroe
- IV. **Staff may work from home or their evacuated location until the office is ready to be reopened.**

Family Disaster Plan

Your family may not be together if a disaster strikes, so it is important to think about the following situations and plan just in case.

- **Find the safe spots in your home** for each type of disaster. For example, during a tornado, you would need to seek shelter in a lower-level room without windows. [Learn more about different types of disasters](#).
- **Choose multiple meeting places.** Different disasters may require you to go to different places. Make sure you choose a meeting place in your neighborhood, a meeting place just outside your neighborhood, and a meeting place out of town.
- **Determine the best escape routes** from your home. Find two ways to get out of each room.
- **PRACTICE.** Review and practice these plans with all members of your family.
- Don't Forget Pets! Think about what you would do with your pets, because they may not be allowed in emergency shelters. Check out [Preparing Your Pet for Emergencies](#).

Take these additional steps to be prepared

- Check and replace your supplies throughout the year, as needed.
- [Make an emergency kit](#), and be sure to check and replace your supplies throughout the year, as needed.
- [Stay informed](#); find the best ways to get disaster information from local authorities.
- Make sure that you have enough insurance coverage for your property. Specifically, think about the types of disasters that are common in your area.
- Learn how and when to turn off the water, gas, and electricity at the main shut-off locations.
- Show each family member how to use the fire extinguisher and show them where it's kept.

First Steps Activation Checklist

[Check off each item as completed]

1. _____ Determine if building is safe to occupy

Yes _____ No _____ Are there cracks in outside walls greater than $\frac{1}{4}$ inch wide?
 Yes _____ No _____ Are any walls out of vertical alignment?
 Yes _____ No _____ Does the ceiling look ready to fall, or already partly fallen?

1.A. _____ If "Yes" to any of the above, **EVACUATE IMMEDIATELY** (*See also: Building Evacuation Checklist, page 29*)

 - Account for everyone in the building
 - Give first aid if needed
 - DO NOT risk yourself or others by conducting search and rescue operations
 - Use cell phone to call Emergency Activation Roster, in order
 - Do not leave until relieved by Emergency Manager
2. _____ If building is safe to occupy check for:
 - Gas leak – turn off gas only if a leak is suspected
 - Electrical problems in the building (not area wide) – throw affected circuit breakers or main breaker
 - Water leak – turn off water at specific line or at water main.
3. _____ Call Emergency Activation Roster, in order, until you reach someone who can come in to work quickly
 - Do not leave until relieved by Emergency Manager
4. _____ Begin to assess community situation – monitor radio and television
 - If power is out you can listen to a car radio in the parking lot
5. _____ If telephones are operational handle calls
 - Give out only confirmed information
6. _____ Begin Disaster Activity Log
 - Record calls you make to Emergency Activation Roster or other staff
 - Record all contacts with other agencies
7. _____ Try to contact Emergency Departmental Operations Center and report agency status
 VOICE: _____

Building Evacuation Checklist

- _____ Notify everyone in all parts of the building about evacuation (includes rest rooms, kitchens, conference room)
- _____ Remove disaster supply kit from building, if possible.
_____ **Supply Room (see also 232-HELP / LOUISIANA 211 Crash Kit, page 32)**
- _____ Remove fire extinguishers from building, if possible
_____ **Phone Bank Room (Station 2); Kitchen; Board Room; Warehouse (back door)**
- _____ Ensure that appointed people assist staff with disabilities
- _____ All staff report to:
_____ **Front Parking Lot (Keller's Bakery) OR Back Parking Lot (City Marshal)**

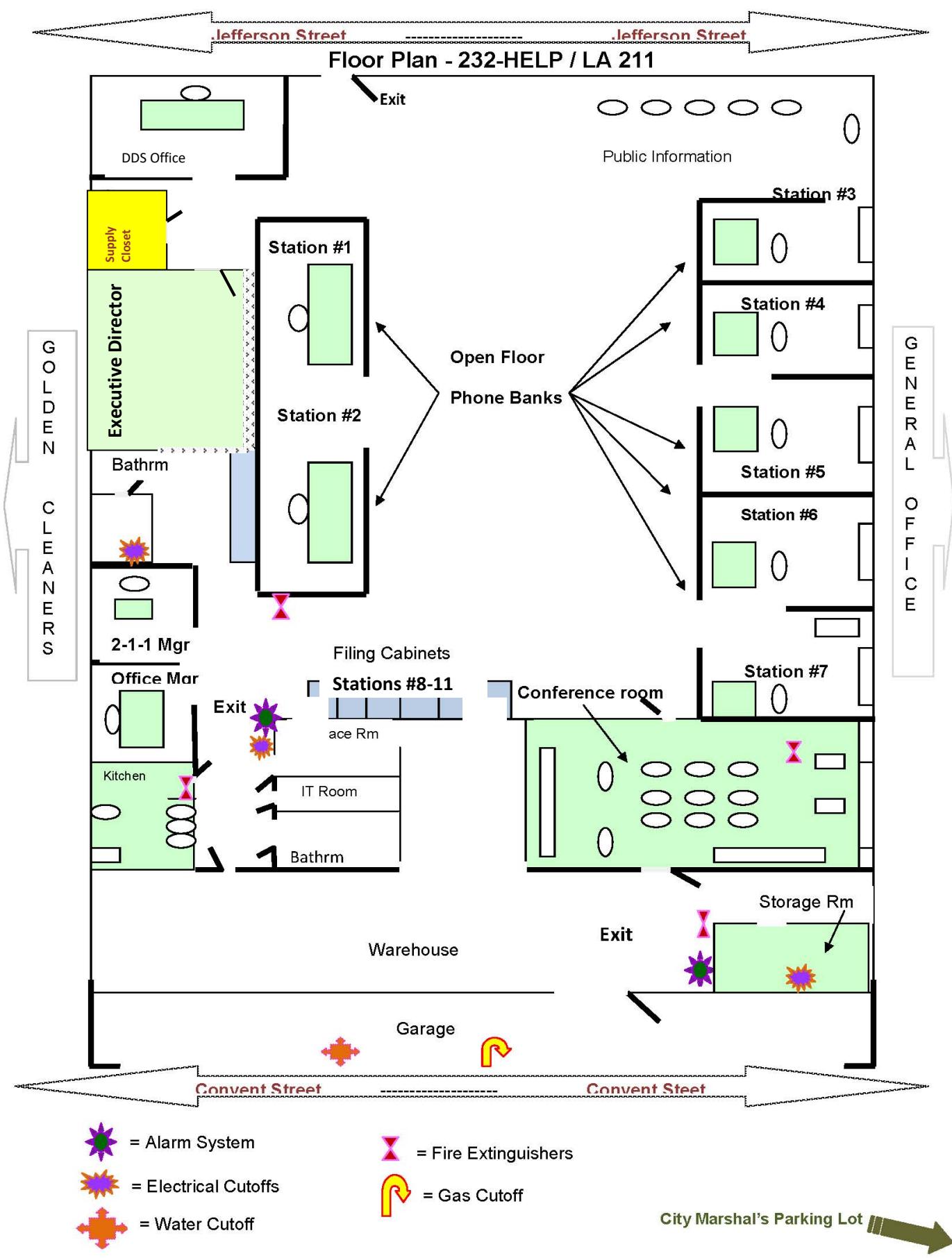
No staff is to leave the site until roll has been taken

- _____ Take roll; account for all staff and visitors that are on-site
- _____ Report any possible missing staff to emergency personnel; **if no emergency personnel can respond, search for missing staff only if there is no risk of injury to staff conducting the search**
- _____ Have trained personnel provide first aid and CPR as needed
- _____ Check for utility problems; turn off utilities if necessary
 - _____ **Gas - Garage outside of warehouse**
 - _____ **Electricity - Hall across from kitchen; bathroom near copier; storage room cabinet in warehouse**
 - _____ **Water - Garage outside of warehouse**
- _____ Instruct staff who leave site how and when to get information about reporting back to work

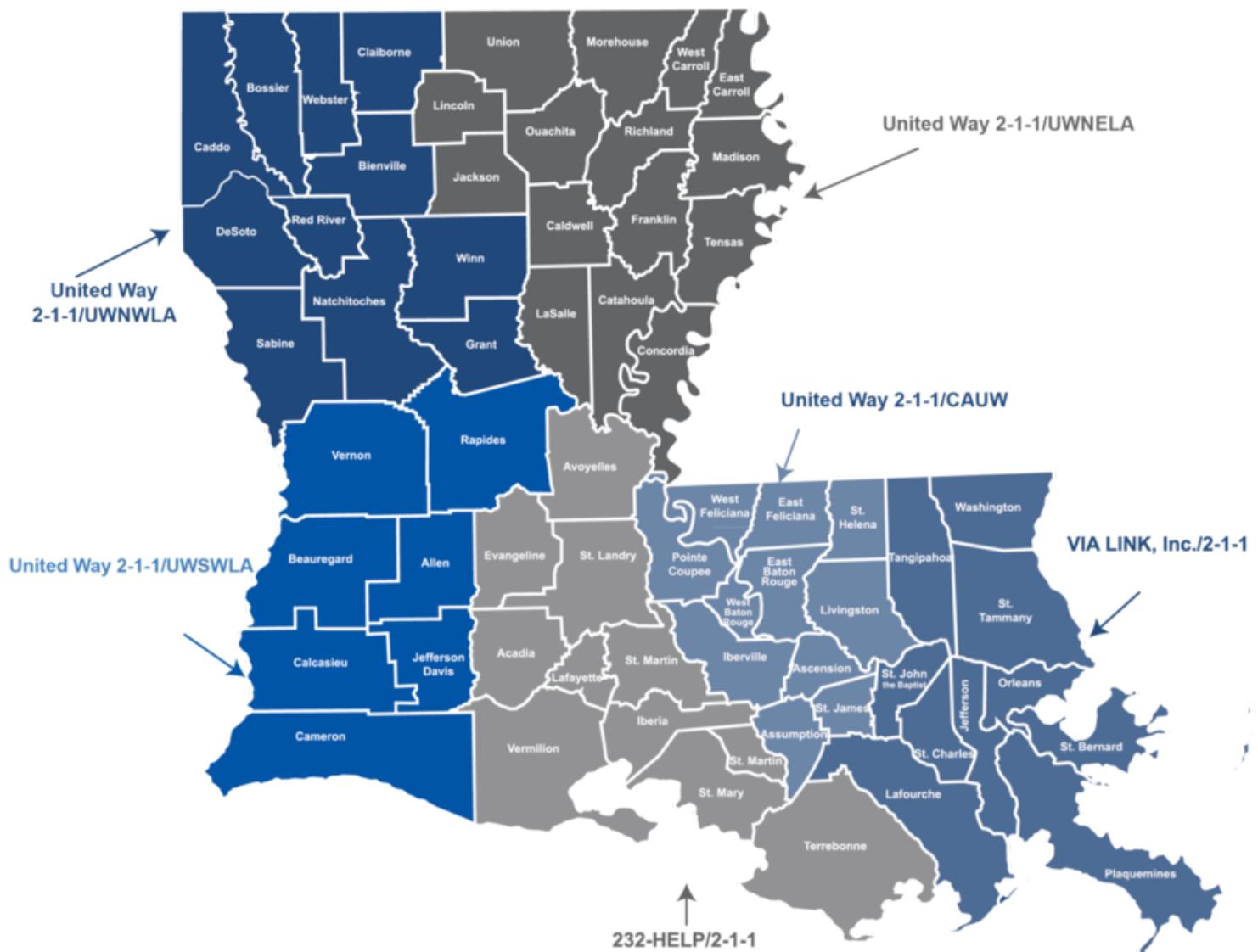
Name of person completing checklist _____

(See also: Floor Plan, page 30)

Building Floor Plan



Louisiana 2-1-1 Provider Map



232-HELP / LOUISIANA 211 Crash Kit

232-HELP / LOUISIANA 211 Crash Kit will be kept in the supply room closet and has the following items inside it. The Office Manager will be responsible for keeping it stocked.

Item	Amount
Legal Pads	2 packages of 12 count for documentation
Pens	3 boxes
Pencils	3 boxes
Stapler with staples	4 staplers and 4 boxes of staples
Paper clips	2 boxes
Highlighters	2 boxes
Tape dispenser with tape	4 dispensers and 4 rolls
Whiteout	2 bottles
Sticky Notes	4 packages
Scissors	4 pairs
Rulers	4
Desk Clocks battery powered	4
Flashlights	10
Large First Aid Kit	1
Batteries	4 packages AAA, 8 packages AA, 2 packages C, 2 packages D, 1 package 9 Volt
Phone Books	4 copies
Maps and Atlases	4 copies
Documentation	Updated Staff Directory 4 copies Emergency Operations Plan 2 copies Most Current List and jump disk of Emergency Resource Partners Current Special Needs Populations jump disk
Radio	Battery Operated

232-HELP / LOUISIANA 211 Go-Kit

232-HELP / LOUISIANA 211 Go-Kit Documentation will be kept in Deputy Director's office with the following items inside it. The Office Manager will be responsible for keeping it current.

Item	Amount
Insurance Policies	2 Printed; two electronic
Most Recent & Previous Year's Audit	2 Printed; two electronic
Articles of Incorporation	1 Printed; one electronic
501(c)(3) Nonprofit documentation	1 Printed; two electronic
Board of Director's Roster	2 Printed; one electronic
Staff Roster & Contact Information	10 Printed; one electronic
Check Books / Deposit Slips	
Operating Budget	1 Printed; one electronic
Personnel & Payroll Records	1 Printed; two electronic
Recent Bank Statement	2 Printed; two electronic
Contracts	4 Printed; two electronic
Backup Disks	Latest copy
Master Inventory List	2 Printed: two electronic
Emergency Operations Plan	2 Printed; two electronic

Universal Disaster Paper Intake Form

*Please Note: Required fields are denoted by **bold** font*

Intake Specialist Name _____ Disaster Type/Name _____

Does the client speak English? Yes No Primary language _____Does the client need an interpreter? Yes No Country of birth _____*(If interpreter is needed, contact Language Lines using established procedures, if applicable.)*

Client First Name _____ Middle _____ Client Last Name _____

Date of Birth (mm/dd/yyyy) _____ Gender _____

Pre Disaster Address _____

City _____ State _____ Zip Code _____

Pre Disaster Address End Date (mm/dd/yyyy) _____

Current Address _____

(if different from pre disaster address)

City _____ State _____ Zip Code _____

Current Address Start Date (mm/dd/yyyy) _____

Phone Number 1 _____ Phone Number 2 _____

E-mail address _____

Occupation _____ Total Annual Pre-Tax Household Income _____

*(income may be needed to determine resource eligibility)*Any special accommodation or assistance required (wheelchairs, oxygen, lift, etc):

Number of dependents _____

Household Members:

Name	Relationship to Client	Date of Birth (mm/dd/yyyy)

Case Type: (Choose all that apply)

Evacuee Relation to deceased Relation to missing Injured –physical
 Injured – emotional Residence impacted (Primary or Secondary) – circle one
 Business or commercial property impacted Lost Employment
 Economically impacted (if different than property damage or lost employment) Description

 Impact to be determined

If client is “Residence Impacted”, fill out section below:

Type of Dwelling:

 House Primary or Secondary (circle one) Apartment Condominium Other _____Ownership Own Rent

Does the client have insurance (Y or N) _____ Homeowners or Renters (circle one)

Damage Assessment Destroyed Major Minor Unknown None

Is residence inhabitable (Y / N) _____ Housing Needs: Permanent Temporary None

If a caller has a relationship to disaster-related deceased or missing person, fill out section below:

Deceased/Missing Person's Relation TO Client (Parent, Brother, Aunt, Fiancée, Domestic Partner, etc.: _____

Deceased/Missing Person's Occupation _____

Death/Missing Circumstance _____

Death/Missing Location _____

List of Referral types below based on specific disaster circumstance (Katrina, Rita, Gustav, Ike and BP Gulf Oil Spill draft needs below...)

- Body Bags
- Children-group care or foster care
- Clothing
- College placement/continuation of studies
- Crime victims assistance
- Debris Removal
- Disaster Recovery Centers (DRCs)
- DMV assistance
- Electrical/Electricity issues (provide electric company's phone number)
- Emergency financial aid (*see also: FEMA Individual Assistance and Red Cross Assistance*)
- Evacuation Routes
- FEMA
- Family Reunification
- Food
- Food stamps
- Funeral Expenses
- Generators
- HIV/AIDS
- Home restoration
- Housing
- Ice
- Immigration
- Job search

- Medical Equipment
- Mental Health
- Missing Persons Reports
- Mortgage Assistance
- Postal Service-finding mail, change of address
- Prescription Assistance
- Red Cross Assistance
- Rental Assistance
- Road Closures
- Sand Bags
- Schooling for children
- Shelters / Safety Locations- evacuee
- Shelter Checkpoints
- Small business assistance
- Social Security/SSI
- Spiritual Care
- Substance abuse
- Tarps
- Transportation
- Tree/Limb Cutting
- Unemployment
- Utility Assistance
- Veteran's benefits
- Volunteer
- Water

Disposition:

Place a check in the applicable area:

Met needs, (i.e., information is made available; can include assistance *without* referrals)

Unmet needs, (i.e., information cannot be located and provided)

Distribution, Approval

DISTRIBUTION

Two copies of this version of the Emergency Operations Manual are to be distributed to each staff person - one to be kept in their car, one at their desk. Additional copies for those people are available on request.

Copies of this EOM, clearly labeled, are to be kept in the Conference Room and the Front Reception Area.

Copies are to be distributed to other agencies that we partner with in emergency planning as follows (one copy to each):

- Parish OEM's office;
- City Emergency Operations Organization;
- Parish Department of Social Services;
- Governor's Office of Emergency Services;
- Federal Emergency Management Agency (FEMA) Region Voluntary Agency Liaison
- American Red Cross, local chapter;
- American Red Cross, other area chapters;
- The Salvation Army Disaster Services;
- Any other organization that is referenced in this manual, as needed, or that requests a copy.

Glossary

ARC	American Red Cross
CAO	Chief Administrative Officer (either parish or city)
CBO	Community Based Organization
CRA	Community Resource Advisor
FM	Finance /Officer Manager
DFO	Disaster Field Office/Officer
DL	Disaster Liaison
DOC	Departmental Operations Center
DPSS	Department of Public Social Services
DRC	Disaster Response Committee or Disaster Recovery Clearinghouse
EC	Emergency Coordinator
ECA	Event Cost Accountant
EL	Emergency Liaison
EM	Emergency Manager
EMS	Emergency Medical Service(s)
EOC	Emergency Operations Center
EOM	Emergency Operations Manual
ESF	Emergency Service Function
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
GIK	Gifts in Kind
I&R	Information and Referral
ICS	Incident Command System
JIC	Joint Information Center
PA	Parish
CY	City
LM	Logistics Manager
MOU	Memorandum of Understanding
NVOAD	National Voluntary Organizations Active in Disaster
OA	Operational Area (in the California Standardized Emergency Management System, a parish and all its governmental entities including cities and special districts-)
OEM	Office of Emergency Management
OES	Office of Emergency Services
PIO	Public Information Officer
PR	Public Relations
TDD	Telecommunications Device for the Deaf
VOAD	Voluntary Organizations Active in Disaster

Acknowledgement: This manual was adapted for use by Inform USA members from INFO-LINE of Los Angeles and the CARD system currently in use in the State of California.

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