

GUSTE HOMES HURRICANE EVACUATION PLAN

**Guste Homes Resident Management Corporation
Emergency Evacuation Plan**

INTRODUCTION

Due to the devastation caused by hurricane Katrina, the Guste Homes Resident Management Corporation Board of Directors found it to be important that as an organization with the responsibility of managing and implementing policy and procedure established by HANO and GHRMC Board of Directors, that we development a comprehensive plan for the possible evacuation of the Guste Homes Public Housing site.

GHRMC is attempting through this plan to provide guidance to the GHRMC staff and Residents on the necessary procedure one must and we must take in providing guidance to our residents on what they need to do and what we will do should we need to respond to another natural or man made disaster. We believe that in our effort to protect our residents, contents and community we can minimize the loss of life and property. However, we also believe that this document can only serve as a small process for a large and difficult process and procedure should another disaster occur.

Hurricane Katrina devastated our city. The challenges faced by our city officials, staff, our government, associated with the mass hurricane evacuations, called for a comprehensive approach to evacuate an apartment complex comprised of elderly, handicap, disable, and families. This plan will provide information on;

- City of New Orleans evacuation plan and GHRMC instruction to it's residents
- Material needed when preparing for a hurricane
- GHRMC policy and procedure
- provide information on needed items in the case of an evacuation
- maps on various routes to vacate the city

This plan will provide GHRMC/HANO legal rights and the legal requirements with regards to personal safety, property protection and mandatory evacuation call by the city. This plan is our attempt to never be caught without a guide on what we need to do as an organization and community should the elected officials of our government call for a mandatory evacuation.

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PLANNING

Proper planning is the cornerstone of hurricane preparedness. Given that hurricanes affect entire cities and regions rather than single communities, planning should occur at the local level under the unified regional command structure. Our plans will fully address the special needs population, such as those who are elderly, disable and functional.

COMMUNICATION/COMMAND/CONTROL

Our communication system will be standard and networked to fully support our operations. This mean our Security Department will began the first step in preparing to implement our plan. That first step is to review the resident occupancy roster to ensure the location of all our wheel chair handicap, blind, and medically disable residents located in the high and low rise units. Second step for Security is to ensure that we have adequate communication that will allow us to effectively and efficiently operate in the case of lost phone communication. Security handheld radio's properly working and charged, batteries in stock, at least three radio, a command room, and the necessary material needed to articulate our preparedness plan will be on hand for an emergency evacuation and or hurricane threat.

RESIDENT NOTIFICATION

Resident communication is critical both before and during a hurricane emergency. Due to the recent hit of Katrina it is evidently clear that we must remain vigilant and aware of our evacuation procedures. GHRMC need to yearly educate our residents and through that education that our special needs residents are aware of the evacuation procedure and provide full assistance in the event of an evacuation.

EVACUATION EXERCISE

A yearly evacuation exercise we believe is the best way to ensure that hurricane evacuation plans are optimal. The evacuation exercise will test the resident emergency information contact, neighbor condition awareness, supply list awareness. We will also execute a test run on resident knowledge allowing them to inform us of there plan.

EVACUATION ROUTE

Attached are route to Baton Rouge, Lafayette, Texas, and Mississippi.

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COMMAND ORGANIZATION CHART

| | |
|-------------------------------|--|
| POINT OF CONTACT | COMMAND CENTER Community Center Conference Room Freddie Williams, Chief of Staff – Chief of Staff (Fischer) Captain Charles Davis – Chief of Staff (Guste) William Mann - Supervisor Security |
| RESIDENT COMMUNICATION | Cynthia Wiggins, Chief Executive Officer Keywanda Francis, Director of Management Mary Wilson, Property Manager Wayada Montgomery, Guste 1 |
| TRANSPORTATION/SHELTER | Theresa Nicholas, Director of Administration William Mann - Supervisor Security |
| EQUIPMENT/SUPPLY | Cynthia Wiggins, Chief of Staff Ronald Palmer, Engineer Gayle Jackson, Maintenance |
| PROPERTY SECURITY | James Thornton, Maintenance Supervisor Bruce Batiste Michael Johnson Anthony Hines |

The above listed staff has line responsibility with regard to the evacuation of the property. Once the media weather service inform the region of the hurricane possibility, the above staff will begin the possible evacuation procedure to evacuate the property. Each command station has a check list of responsibility. The check list responsibility is attached as part of this document. Our Command Staff will provide rapid, well executed response that's needed to manage a large scale evacuation to minimize the lost of residents through the transporting of residents.

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PROCEDURE/PLAN FOR EVACUATION

Upon notification via the news media of a possible hurricane the GHRMC staff will contact the news media and the national weather bureau to determine if there is a need to evacuate. Based upon that information GHRMC will began the process to implement this plan of action:

Step One - Notification

Develop the notification notices to residents. The notification process will be inclusive of notifying each handicap, mental ill, non-mobil resident's family of our intent to possibly evacuate and encourage family members of those most vulnerable to pick that person up.

Step Two - Transportation

Began the implementation process for arranging to secure buses with a determination of how many busses will be needed to transport the residents out of the city. GHRMC will determine how many buses needed prior to any call for evacuation. A set number will be determine for information purposes. The anticipated number is 5 busses.

Step Three - Shelter Arrangement

Secure a shelter location just for the residents that will be transporting out. The shelter location must be identified prior to notifying the resident family member. This step will allow us to provide information to the family member. Only the emergency contact person will be notified. This procedure is for elderly residents only. Residents that unable to care for himself/herself will be encourage to have family members come and pick them. GHRMC is not capable of providing assistance for individuals that's not able to a minimum care for himself/herself.

Step Four - Secure Food

The GHRMC will secure food for the staff that will be traveling with us as well as one meal for the residents. Staff will stock pile water, can goods, sandwiches, chips, drinks etc. The GHRMC will not take on the responsibility of securing medication of any kind. GHRMC will purchase air mattress to transport with residents to the shelter. However residents will be encourage to have such mattress themselves.

Step Five - Equipment/Communication

GHRMC will secure radios for communication with staff left to secure the property. GHRMC will also secure communication to monitor the weather status.

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Step Six - Property Secure

▶ In the case of a mandatory evacuation the GHRMC will communicate with its on site NOPD officer regarding the protecting of the property and the residents units if possible.

▶ The GHRMC will ensure that all areas of the building are secured in an attempt to avoid possible vandalism.

▶ Every resident unit will be checked to make sure doors are locked, all storage areas on each floor will be checked, laundry rooms will be locked, community center will be secured and windows will be boarded with the hurricane shelter doors.

▶ Offices will be locked and secure. Equipment, personal records, and items of importance will be stored in a locked room on the upper floors. Items to be stored will be resident's files, computer, financial records, etc.

▶ Company cars will be moved to a secure location if not being used to transport families. Also company cars can be assigned to upper level management staff to avoid loss of vehicles.

▶ Maintenance department will secure all valuable equipment that can be stored on upper level floors.

●The GHRMC will contact Homeland Security and the National Guards with regards to the Guste Homes property being used as a command center. If the agencies decided Guste will serve as command center the GHRMC Administrative staff will assign at least three units to the agencies, provide keys to the lower part of the building to set up the command center in the community center. The Housing Authority of New Orleans will be notified that the Command Center has been set up. If for some reason the GHRMC staff is not on site due to the City State of Emergency and staff have to leave the site, the GHRMC will notify HANO, HUD and the City of New Orleans, that the property has been turned over to the two agency with the restricted areas of access. If for some reason the two agencies or order to leave the property, the agency is to contact the GHRMC contact person, secure the building and forward any and all equipment, to the GHRMC staff.

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CHALLENGES/RECOMMENDATION

There will be several challenges we believe in moving families out of the complex. We anticipate that several of the families will not want to leave due to their inability to relocate because of financial challenges. GHRMC will face the challenge of convincing the families to leave. We also believe that depending on the category of the hurricane some families will believe they will be safe. It's estimated that in our family units 95% of the families will remain because they understand that it was the levy break that caused the damage after hurricane Katrina. It will however, be GHRMC charge to convince the residents that the possibility of another break can be possible until the city ensure the levy can withstand a hurricane category 3 due to the break that took place after hurricane Katrina hit.

Recommendation 1

Our plan must address all aspects of an evacuation as if it was evacuating a city due to the size of the complex.

Hurricanes do not just impact a community they impact regions, states and cities, and because of the impact GHRMC must plan as if it is a city. We believe planning, communicating and managing our system and process along with training our staffing GHRMC will have a successful evacuation.

Recommendation 2

Addressing the needs of the special needs population.

One of GHRMC challenging issues in the evacuation process will be the elderly and special needs population. Our special need population include elderly, the mentally and physically challenged, blind, deaf and shut-ins.

GHRMC will developed and maintain a computerized and hard copy on all the residents of Guste Homes. The system will indicate if the persons is physically capable of moving on his or her own as well as physically disability that will impede the individual in exiting from his/her unit. It is imperative that individuals with special needs are identified and redundant capabilities are planned to ensure their safety in the event of a hurricane or evacuation. GHRMC will need to be able upon renting units to new residents, update its computer and hard list with the tenant names, location and what special services will be needed. Those individuals that require medical attention will be ask to go with family and are asked to have a family member to come and stay with them in the case of an evacuation or hurricane.

Recognizing this is a very difficult task GHRMC will requested through HANO to allow for funding for transportation, housing and food.

Recommendation 3

GHRMC will ensure that it has the legal responsibility to order and evacuation thus forcing families, individuals and the elderly out of their units.

We believe that all residents living in the apartment complex understand the significant potential for loss of life during a hurricane. We believe they also understand the importance of voluntarily evacuating when called upon to do so. However, given that New Orleans has been spared on several occasions, GHRMC believe it should evacuate as many individual families especially the special needs population if there is a hurricane threat of category 3. We recognize that some families will want to remain regardless of the potential consequences, but should the GHRMC demonstrate to the residents the need to leave with a demonstrated focus around safety, arranged accommodation and protection of property, they will leave. It is imperative that GHRMC under it responsibility, and clear authority to order a mandatory evacuation. GHRMC must also seek legal advice and assistance from its local authorities regarding such a move in an effort to ensure the protection of property and life.

Recommendation 4

Acquire the traffic counters information at key points along main evacuation routes to determine traffic flow.

Because New Orleans is prone to hurricane warning the city of New Orleans has establish a web-based system that monitor the flow of traffic on the evacuation route. The system informs the traffic monitors on the flow of traffic on each route. It also inform the monitors on how many households are at risk which allows them information on how to better manage the evacuation.

Through the city warning system, radio stations and news media update GHRMC can provide valid informative information. We will also encourage our residents to maintain connection with these media outlets as well.

Recommendation 5

Provide awareness programs prior to the start of hurricane season.

Since hurricane Katrina 2005 evacuation, it was determine that most of the families that did not leave the city came from urban poor communities. Resident awareness about hurricane

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is not an option but a must. The residents must understand that hurricane evacuation are critical and is require in some instances to prevent the lost of life. GHRMC will take on the responsibility to get hurricane pamphlets to issue to our residents at its mandatory meeting when notification of a hurricane is approaching.

GHRMC intends to coordinate with the local Housing Authority of New Orleans on its efforts and request that we jointly conduct a public awareness event.

Recommendation 6

Ensure that special needs population have access to all public awareness and information.

As discussed the special needs population which is primarily located in the elderly complex of the site must receive consideration before and during a hurricane emergency. GHRMC will alert our elderly residents at least a week in advance. GHRMC will provide in advance the Evacuation Plan which will allow our elderly the opportunity to make arrangement to leave with family member GHRMC should it have to evacuate. **GHRMC will not evacuate individual with medical condition.**

Recommendation 7

Securing housing for the elderly and family residents will be key to evacuating the property.

GHRMC recognize that it must arrange in advance housing accommodation for the elderly and family units. A listing of close possible sites should be identified in advance and notification to the location owner should be on hand. Once GHRMC have determine which site is best, GHRMC should make arrangement in advance for transporting. In doing so it will allow GHRMC time to notify the residents and those family members who have love ones that will take advantage of evacuating with GHRMC.

EMERGENCY CONTACT

EMAIL

ADDRESS

POSTING

www.ghrhc.org

504.258.7890

or

www.hano.org

DIASTER SUPPLY KIT

Water – at least 1 gallon daily per person for 3 to 7 days

Food – at least enough for 3 to 7 days

Non-perishable packaged or canned food/juices

Foods for infants or the elderly

Snack foods

Non-electric can opener

Cooking tools/fuel

Paper plates/plastic utensils

Blankets/Pillows, etc

Clothing – seasonal/rain gear/ sturdy shoes

First Aid Kit /Medication/Prescription Drugs

Special Items – for babies and the elderly

Toiletries – hygiene items

Moisture wipes

Flashlight/Batteries

Radio – Battery operated and NOAA weather radio

Cash – Banks and ATMs many not be open or available for extended periods

Keys

Toys, books and Games

Important documents – in a waterproof container

Insurance, medical records, bank account numbers, social security cards, etc

Document all valuable with videotape if possible

Tools – keep a set with you during the storm

Vehicle fuel tanks filled

Pet care items

Proper identification/immunization records
Ample supply of food and water
A carrier or cage
Medications
Muzzle and leash

HAVE A PLACE TO GO

Develop a family hurricane preparedness plan before an actual storm threatens your area.

If your family hurricane preparedness plan includes evacuation to a safer location for any of the reasons specified with below.

If ordered to evacuate do not wait or delay your departure

If possible leave before local officials issue an evacuation order for your area. Even a slight delay in starting your evacuation will result in significantly longer travel times as traffic congestion worsens.

Select an evacuation destination that is nearest to your home, preferable in the same county, or at least minimize the distance over which you must travel in order to reach your intended shelter location.

In choosing your destination keep in mind that the hotels and other sheltering options in most inland metropolitan areas are likely to be filled very quickly in a large, multi-county hurricane evacuation event.

If you decide to evacuate to another county or region be prepared to wait in traffic.

The large number of people in this state who must evacuate during a hurricane will probably cause massive delays and major congestion along most designated evacuation routes; the larger the storm, the greater probability of traffic jams and extended travel times.

If possible make arrangements to stay with friends or relative who resides closest to your home and who will not have to evacuate. Discuss with your intended host the details of your family evacuation plan well before the beginning of the hurricane season.

If a hotel or motel is your final intended destination during an evacuation , make reservation before you leave.

Most hotel and motels will fill quickly once evacuations begin. The longer you wait to make reservations, even if an official evacuation order has not been issued for your area, the less likely you are to find hotel/motel room vacancies, especially along interstate highways and in major metropolitan areas.

MAKE SURE YOU FILL UP YOUR CAR WITH GAS BEFORE YOU LEAVE. DONOT WHILE TRAVELING ALLOW YOUR GAS TANK TO GO PASS ½ ESPECIALLY WHEN TRAVELING AT NIGHT.

FAMILY DISASTER PLAN CHECKLIST

- √ Discuss the type of hazards that could affect your family. Know your home's vulnerability to storm surge, flooding and wind.
- √ Locate a safe room or the safest areas in your home for each hurricane hazard. In certain circumstances the safest areas may not be your home but within your community.
- √ Determine escape routes from your home and places to meet. Including a child's school, a neighbor or a public place.
- √ Have an out of state friend as a family contact, so all your family members have a single point of contact. Have at least 2 ways of contact; email, phone etc.
- √ Make a plan now for what to do with your pets if you need to evacuate
- √ Post emergency telephone numbers by your phones and make sure your children know how and when to call 911
- √ Check your insurance coverage – flood damage is not usually covered by homeowners insurance.
- √ Stock non-perishable emergency supplies and a disaster supply kit
- √ Use a NOAA weather radio. Remember to replace its battery every 6 months as you do with your smoke detectors
- √ Take First Aid, CPR and disaster preparedness classes

EVACUATION ROUTE MAP

CITY OF NEW ORLEANS EVACUATION PLAN

**ALWAYS SEEK THE CITY OF NEW ORLEANS
UPDATED EVACUATION ROUTE MAP YEARLY**