



Housing Authority of New Orleans
Hurricane Emergency Preparedness Plan
Revised: May 2015

PURPOSE

The Atlantic hurricane season runs from June 1 to November 30th. The purpose of this plan is to specifically outline the agency's process for decision making during a hurricane emergency. In addition, the plan provides hurricane task assignments for staff to ensure that all personnel are aware of their specific job responsibilities in preparation for hurricane season and in the event of a storm.

The appendix to this plan contains useful background information and definitions of storm conditions that can be used as a reference for decision-making in the event of a storm emergency.

PRE-HURRICANE SEASON PLANNING

This section identifies activities to be undertaken by the Housing Authority of New Orleans (HANO) prior to the start of the hurricane season. Given the lead time associated with many of these activities, it is imperative that these tasks be completed prior to the onset of storm activity in the Gulf of Mexico, and to the greatest extent feasible, prior to June 1 of each year.

The pre-season planning process begins with the appointment of the Emergency Planning Coordinator by the Executive Director and the formation of the Emergency Action Team by April 1 of each year. The purpose of this team is to review the agency's existing preparedness plan, and make recommendations for modifications based on lessons learned from prior seasons and taking into account organizational changes that may impact the plan. The Emergency Planning Coordinator shall serve as the Committee Chair, and is responsible for coordinating and scheduling planning meetings, maintaining documentation of all planning activities including the collection and maintenance of planning deliverables, and reporting to the Executive Director on the progress of planning activities.

The table below includes specific planning tasks to be performed by department, the timeframe for completion of each task, and the evidence of completion (deliverable) for completing the task. The Department Head shall be responsible for assigning appropriate personnel and allocating sufficient resources to ensure completion of each task by the listed delivery date. The corresponding deliverable shall be transmitted to the Emergency Planning Coordinator by the delivery date.

In addition to the tasks outlined below, each department shall be provided with forms for preparation of their Departmental Preparation Task Lists. Each Department Head shall be



**HOUSING AUTHORITY OF NEW ORLEANS
HURRICANE PREPAREDNESS PLAN**

responsible for completing the Task Lists, which shall contain a detailed listing of specific action tasks to be assigned to employees in their departments. Separate Task Lists shall be completed for Tropical Storm Activities, Hurricane Activities, and Post Storm Recovery Activities. All completed Task Lists shall be submitted to the Emergency Planning Coordinator prior to June 1st.

EXECUTIVE DEPARTMENT		
PLANNING TASK	DUE DATE	DELIVERABLE
Appoint Emergency Action Team and designate Committee Chair to serve as Emergency Planning Coordinator	April 1	
Schedule meetings with local emergency organizations (City, State, Red Cross, FEMA)	May 15	
Issue awareness notice to employees via the Emergency Action Team	June 1	

LEGAL DEPARTMENT		
PLANNING TASK	DUE DATE	DELIVERABLE
Review insurance policies and bind coverage	April 1	Insurance Policies
Provide electronic copy of all policies	June 1	CD containing PDF file for each policy

FINANCE DEPARTMENT		
PLANNING TASK	DUE DATE	DELIVERABLE
Requisition for additional supplies as needed	May 15	Purchase Order
Coordinate with IT to load ADP certificate on laptop	May 15	
Prepare document containing emergency contact information for all financial institutions, payroll vendor, and list of all accounts and passwords (including LOCCS); place in safe located in Finance Department	May 15	
Secure additional credit card for Procurement and Contracts Department	May 15	

Development and Modernization		
PLANNING TASK	DUE DATE	DELIVERABLE
Send notice to active contractors advising	May 15	List of active contracts



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HURRICANE PREPAREDNESS PLAN**

of measures to take to prepare job site in the event of storm		
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Police Department		
Planning Task	Due Date	Deliverable
Obtain evacuation pick-up points and schedule of emergency coordination meetings from City's Office of Emergency Preparedness (OEP)	May 15	List of pick-up locations/Schedule of meetings
Identify fleet staging area	June 1	Advise of staging location and protocol
Obtain first responder re-entry passes from City's Office of Emergency Preparedness	May 1	
Requisition for supplies	May 15	

CLIENT SERVICES		
PLANNING TASK	DUE DATE	DELIVERABLE
Assist elderly/disabled residents with 311 registration and individual emergency preparation plans	May 15	List of 311 registered elderly/disabled from Third Party Property
Coordinate with social service agencies (i.e. Red Cross) to plan for post storm services/power outages	May 15	List of service providers and services to be offered post storm

ASSET MANAGEMENT DEPARTMENT		
PLANNING TASK	DUE DATE	DELIVERABLE
Identify residents needing special assistance (elderly/disabled) by site location and unit address	May 1	List of residents
Review/approve third party managed sites' emergency preparedness plans	May 15	Copy of approved plans
Convene annual coordination meeting with third party managed sites	May 15	Meeting Agenda/Sign-In Sheets
Conduct site meetings to provide residents with information regarding hurricane preparedness	June 1	Meeting Agenda/Sign-In Sheets
Confirm that HANO properties are on	May 15	Point of Contact for Entergy (Name,



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HURRICANE PREPAREDNESS PLAN**

Entergy's priority lists for power restore and identify Entergy POC		Phone number, alternate, etc.)
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MAINTENANCE DEPARTMENT		
PLANNING TASK	DUE DATE	DELIVERABLE
Perform preventive maintenance practices on buildings, grounds and equipment	Ongoing	Maintenance Schedule
Locate keys to buildings, units, equipment	June 1	Key location(s) and designated personnel to maintain keys
Requisition for emergency supplies	May 15	Purchase Order
Perform maintenance on priority fleet vehicles needed to resume post-storm operations and have ready for evacuation	May 15	List of essential vehicles
Identify location for staging of fleet vehicles (if City does not provide location)	June 1	Vehicle inventory
Review current emergency contracts and requisition as necessary to ensure contracts are in place to provide recovery services	May 15	List of Contacts

COMMUNICATIONS DEPARTMENT		
PLANNING TASK	DUE DATE	DELIVERABLE
Coordinate with IT to Update website with current emergency preparedness information to include emergency	June 1	
Coordinate with IT to Post evacuation pick-up locations on	June 1	
Post evacuation pick-up locations at each site location	June 1	
Assist Development and Modernization with community outreach activities	June 1	
Coordinate with Human Resources to obtain mobile phone contact information for employees	May 15	

HUMAN RESOURCES DEPARTMENT		
PLANNING TASK	DUE DATE	DELIVERABLE
Obtain updated emergency contact information for all employees	May 15	Employee roster with contact Information
Coordinate with each department to identify tier personnel and provide written notification to each person identified	May 15	List of Essential Personnel
Directors to conduct employee awareness meetings	June 1	Sign-In Sheet/Meeting Agenda

MANAGEMENT INFORMATION SYSTEMS (IT)		
PLANNING TASK	DUE DATE	DELIVERABLE
Prepare meeting area for Executive Management team in case of loss of power	June 1	
Distribute written instructions and provide training as necessary to ensure that key staff assigned laptops are able to access systems remotely (JDEdwards, Elite HANO, ADP)	June 1	
Test agency's IT back-up plan	June 1	
Prepare IT emergency equipment kit that includes: <ul style="list-style-type: none"> • 5 Satellite Phones • 10 Laptops etc. 	June 1	

Procurement & Contracts		
PLANNING TASK	DUE DATE	DELIVERABLE
Coordinate with various departments to assist with identifying procurement needs for hurricane season	May 15	Contracts/Purchase Orders
Prepare open purchase order(s) for emergency supplies needed for post storm activities	May 15	
Coordinate with Finance and Maintenance Departments to confirm contract balances on all emergency services contracts	May 15	List of Contractors/Contact Info
Issue Pre-Season Notice to selected vendors (emergency service vendors and construction contractors) advising of hurricane season preparations	May 15	

EMERGENCY ACTION TEAM

There will be one decision making group identified as the Emergency Action Team that provides guidance in the hurricane decision making process. The information contained herein is intended to provide guidance only, and may be modified as needed and/or directed by the Executive Director to adapt to a particular crisis situation.

The **Emergency Action Team** is led by the Executive Director and is responsible for directing all emergency actions, agency closings, notifications to the community, etc. with respect to hurricane preparation and recovery activities. Members of the team are selected by the Executive Director, but in general will include:

1. General Counsel
2. Executive Assistant to the Executive Director
3. Chief Financial Officer
4. Director of Information Technology
5. Director of Asset Management
6. Director of Real Estate Planning and Development
7. Director of Human Resources
8. Director of Communications
9. Director of Client Services
10. Designated Emergency Planning Coordinator
11. Director of Public Safety
12. Director of HCVP
13. CNI Manager
14. Procurement Manager
15. Board Member

The Emergency Action Team shall conduct emergency meetings as directed by the Executive Director. Generally, the Executive Director shall convene the Emergency Action Team once a storm approaches the lower Atlantic Ocean or Gulf of Mexico. The Emergency Action Team shall be responsible for monitoring all national and local Weather Service advisories and bulletins to determine the appropriate action(s) to be taken for storm preparation and recovery. Pre-storm meetings shall be conducted in the Executive Conference Room of HANO's Central Office. In the event of a power outage at HANO's Central Office location, meetings may be held in the IT Department, or at another off-site location to be determined by the Executive Director. Depending on the severity of the storm, selected members of the Emergency Action Team may also be required to evacuate to a pre-determined location for continuity of operations. In the event of evacuation, arrangements shall be made to conduct the meetings at the pre-determined evacuation location and/or by conference call.

RESPONSIBILITIES OF PERSONNEL

All employees are important to the successful execution of HANO's hurricane preparedness and recovery operations. It is critical that each employee clearly understand their specific role in the event of a hurricane. In addition to outlining the general responsibilities of all HANO personnel, this section identifies the tiers of personnel and delineates the level of responsibility for each tier prior to, during, and post storm to ensure that HANO has adequate staff on hand to continue the business operations for an extended period of time.

Beginning April 1, all employees are expected to be mindful of weather conditions that may pose a threat to the New Orleans' area, and are encouraged to create an emergency plan that includes plans for evacuation, to ensure their personal safety and the safety of their families throughout the hurricane season. Each employee shall be specifically responsible for:

1. Updating their emergency contact information through HANO's Employee Portal, located on the website at www.hano.org.
2. Providing their immediate supervisor with their evacuation intentions using the form provided by Human Resources prior to release of employees in the event of office closure and/or an ordered evacuation.
3. Contacting their immediate supervisor by phone upon reaching their evacuation destination.
4. Monitoring the agency's website for information in the event of office closure and/or evacuation.
5. Contacting their immediate supervisor by phone upon return to the city after an ordered evacuation.
6. Returning to work when regular business resumes following an emergency.
7. Other specific duties as assigned by supervisor.

The Department of Human Resources shall provide each employee with a written notice informing them of their status which shall identify them by tier. Department Heads shall be directly responsible for informing each employee of their specific duties prior to and post storm. Employees are categorized by the following three tiers:

Tier 1: Employees with law enforcement rights that would generally be mandated by the City's Mayor or the State's Governor to be physically on site in the city during a storm. For HANO this would include all of the Police personnel. As the head of the Agency, the Executive Director is designated as Tier 1. Tier 1 employees shall be expected to remain on duty unless otherwise directed by the Executive Director. Tier 1 employees are considered the agency's first responders and, if released from duty, will be provided with a re- entry pass to ensure the quick and unobstructed return once the storm has subsided. In the event of catastrophic damage to the city that requires the opening of an operation Command Center

outside of the city to continue operations, designated Tier 1 employees may be required to report to the command center location, or another location, identified within the timeframe required by the Executive Director. Tier 1 employees are generally responsible for:

1. Policing the agency's properties upon issuance of an evacuation order to ensure that all residents and employees have vacated the sites.
2. Assisting elderly and disabled residents requiring evacuation assistance by transporting to designated pick-up locations.
3. Policing the agency's properties to deter trespassing and vandalism once the site has been evacuated.
4. Performing initial assessments of properties and reporting to Executive Management.
5. Assisting first responders as necessary (i.e. NOPD, City of New Orleans, etc.).
6. Assisting Tier 2 employees with re-entry, if needed.
7. Escorting assessment teams, if needed.
8. Other duties as assigned.

Tier 2: Employees that will be needed to make a core assessment of the agency's operations and assist in returning the Agency to normal operations. This category generally includes designated senior level management staff and other designated employees. Generally, Tier 2 employees shall be expressly released by the Executive Director upon confirmation that all pre-storm activities have been satisfactorily completed. In the event of an evacuation, designated Tier 2 employees may be required to evacuate to a pre-determined evacuation location. If released from duty or in the event of an evacuation, Tier 2 employees will be provided with a re-entry pass to ensure the quick and unobstructed return once the storm has subsided. In the event of catastrophic damage to the city that requires the opening of an operations Command Center outside of the city to continue operations, Tier 2 employees shall be required to report to the command center location or other location identified within the timeframe required by the Executive Director. Tier 2 employees are generally responsible for:

1. Ensuring that pre-storm activities have been completed.
2. Obtaining evacuation intentions from employees in the event of an evacuation.
3. Performing core assessment of the agency's properties and/or operations.
4. Maintaining communications/contact with the Executive Director and employees.
6. Assisting with set-up and operations of Command Center, if needed.
7. Other duties as assigned.

Tier 3: Employees that will be needed once the disaster has been stabilized and the city has approved the return of the citizens to the city. This category generally includes all employees in the day-to-day operations of the authority. Generally, Tier 3 employees shall be expressly released by their supervisor upon confirmation that all pre-storm activities have been satisfactorily completed. In the event of catastrophic damage to the city that requires the opening of an operation Command Center outside of the city to continue operations, designated Tier 3 employees may be required to report to the Command Center location, or another location, identified within the timeframe required by the Executive Director. Tier 3 employees are generally responsible for:

1. Performing duties as assigned related to pre-storm activities.
2. Performing duties as assigned necessary to resume day-to-day operations.
3. Assisting with Command Center operations.

PRE-STORM PROCEDURES

For the period beginning June 1 through November 30, the Emergency Planning Coordinator shall have primary responsibility for monitoring tropical storm development, and shall immediately notify the Executive Director once a tropical storm or hurricane has formed which could pose a threat to the region and the storm is given a name by the National Weather Service. This section defines various phases of pre-storm activities, and generally outlines activities to be executed during each phase. Specific tactical activities to be performed for each phase by each department shall be outlined in the Departmental Preparation Task Lists to be provided by June 1st.

Alert Mode

Once a tropical storm or hurricane has formed which could pose a threat to the region and the storm is given a name by the National Weather Service the agency will be considered in Alert Mode, at which point the following shall occur:

1. The Executive Director shall convene a meeting with the Emergency Action Team to advise of the alert mode and to watch for storm development. The meeting will be held in the Executive Office, located at 4100 Touro Street.
2. All Emergency Action Team members shall be on on-call status until further notice.
3. Each Emergency Action Team member shall designate an emergency alternate, to act on their behalf, and provide the alternate of notice of on-call status.
4. The Emergency Planning Coordinator shall confirm hotel reservations in the event of evacuation. In the event of an evacuation the Executive Director will decide who will report to a location out of state.
5. If there is no evacuation, the Executive Director will decide who will report to a location in the City of New Orleans.
6. The Emergency Planning Coordinator shall distribute Departmental Task Lists to each Department Head.



**HOUSING AUTHORITY OF NEW ORLEANS
HURRICANE PREPAREDNESS PLAN**

Storm Preparation

While storm conditions and their resulting outcomes are difficult to predict, it is anticipated that any storm with tropical storm force winds or higher may result in personal injury or death, property damage, flooding, and/or power outages. The phases outlined in this section provide guidance to the Crisis Decision Team and the Hurricane Advisory Committee regarding the points at which certain activities are to be executed in order to preserve life, mitigate property damage, and recover agency operations in the event of a tropical storm or hurricane. HANO shall treat all hurricanes, regardless of category as a major hurricane. In doing so, all hurricane preparation activities shall be conducted with the assumption that a mandatory evacuation may be ordered by the Mayor of New Orleans at any point. Once Phase I activities are initiated, all activities shall be performed as expeditiously as practical to allow for the release of designated employees in the event that a mandatory evacuation is ordered. Departmental Preparation Task Lists, identifying specific task persons with primary responsibility for executing each task shall be updated annually in accordance with the requirements outlined in the Pre-Hurricane Season Planning section of this document.

Phase 1: Once tropical storm or hurricane force winds are projected to hit the New Orleans metropolitan area **within 72 hours** and the storm is given a name by the National Weather Service, the following shall occur:

PHASE 1 TASK ASSIGNMENTS

EXECUTIVE DEPARTMENT
Convene Emergency Action Team meetings and monitor weather conditions
HUMAN RESOURCES DEPARTMENT
Notify essential personnel of on-call status via email
FINANCE DEPARTMENT
Coordinate with Section 8 Department and determine status of pending HAP payments; expedite payments where possible
Coordinate with Development and Modernization Department and determine status of pending construction draws; expedite payments where possible
Coordinate with Asset Management Department and determine status of pending subsidy payments; expedite payments where possible
Update document containing emergency information/contacts (banks, ADP, passwords, etc.)

ASSET MANAGEMENT

Send notice to active contractors (and advise Developers to do the same) to prepare to remove equipment and secure sites in the event of an evacuation order

Procurement & Contract DEPARTMENT
Confirm balance(s) on emergency supply open purchase orders
Contact all emergency service providers and obtain emergency contact information
Prepare list of potential vendors/suppliers and include contact information

COMMUNICATIONS DEPARTMENT
Test mobile phone text system

Information Technology Department
Load bank and payroll certificates on laptop to be assigned to Finance Department

POLICE DEPARTMENT
Contact City's OEP Point of Contact and provide updates to Emergency Action Team
Monitor storm activity and provide updates to Emergency Action Team
Assist Asset Management with resident notification and preparation of elderly/disabled residents for potential evacuation, if necessary
Perform preliminary site patrols
Notify officers of impending storm and advise of possible 12-hour shift
Begin rotating officers to allow time for personal preparation
Obtain satellite phones from IT Department

ASSET MANAGEMENT
Remove debris, tools, equipment from grounds
Coordinate with Police Department and identify fleet staging location
Clear all storm drains in driveways; check downspouts
Assist residents in removing items from porches and balconies

ASSET MANAGEMENT DEPARTMENT
Distribute notice to residents advising of impending storm
Update resident contact information in Yardi system
Identify elderly and disabled residents and begin contacting to assist with storm preparations

CENTRAL OFFICE FACILITIES
Fuel generator
Advise all departments to clean refrigerators in break areas
Fuel fleet vehicles assigned to Central Office

Phase 2: Once tropical storm or hurricane force winds are projected to hit the New Orleans metropolitan area **within 48 hours** the following shall occur:

PHASE 2 TASK ASSIGNMENTS

EXECUTIVE DEPARTMENT
Continue Emergency Action Team meetings as necessary, and continue to monitor weather conditions
Emergency Action Team to provide status of Phase 1 tasks



**HOUSING AUTHORITY OF NEW ORLEANS
HURRICANE PREPAREDNESS PLAN**

FINANCE DEPARTMENT

Continue with Phase 1 Finance activities and update status

ASSET MANAGEMENT DEPARTMENT

Confirm that all active construction work has ceased and all equipment and sites are adequately secured. In the case of a hurricane, confirm that all equipment has been removed from sites.

Procurement & Contracts DEPARTMENT

Email instructions on requisitioning to Department Heads; make contact with key departments to ensure that they are prepared to enter emergency requisitions remotely if needed

COMMUNICATIONS DEPARTMENT

Charge HANO's Emergency Phone (1-877-426-6674)

IT DEPARTMENT

Notify all staff via email to disconnect computer equipment and elevate all electronic equipment from floors

Get keys and fuel van to be used to transport electronic equipment in the event of evacuation

POLICE DEPARTMENT

Fuel patrol vehicles

Fuel generator and excess generator fuel tanks

Assist Maintenance Department with staging of fleet vehicles

Coordinate with Asset Management Department to assist elderly/disabled residents with evacuation preparation, if necessary

Perform site patrols and notify Asset Management Department of unsafe conditions

Asset Management

Continue to inspect grounds and remove debris

Fuel generator and chain saws

Fuel all fleet vehicles

Stage fleet vehicles

Continue to assist residents in removing items from porches and balconies

ASSET MANAGEMENT DEPARTMENT

Confirm status of elderly and disabled residents (verify that they have supplies on hand and/or are prepared for evacuation if necessary; offer assistance as needed)

Coordinate with Police to assist with transporting elderly/disabled residents to evacuation pick-up points, if necessary



**HOUSING AUTHORITY OF NEW ORLEANS
HURRICANE PREPAREDNESS PLAN**

Inspect site to confirm that all items have been removed from porches and balconies; advise residents as needed
Confirm that ongoing capital projects have been shut-down and all equipment removed or secured; advise Development and Modernization Department of status
In the case of a hurricane or an evacuation order, obtain evacuation intentions from residents by placing evacuation box in Management Office

Asset Management
Assist with staging of vehicles
Inspect building to ensure that all refrigerators have been cleaned/emptied
Assist Section 8 Department in removing all computer from floors
Inspect building exterior and remove all debris

Phase 3: Once tropical storm or hurricane force winds are projected to hit the New Orleans metropolitan area **within 24 hours**, the following shall occur:

Phase 3 Task Assignments

EXECUTIVE DEPARTMENT
Continue Emergency Action Team meetings as necessary, and continue to monitor weather conditions
Emergency Action Team to provide status of Phase 1 and Phase 2 Tasks
Release Tier 2 and 3 personnel if conditions become dangerous
Issue shelter-in-place orders for Tier 1 personnel if conditions become dangerous

HUMAN RESOURCES DEPARTMENT
Print updated employee roster with contact information from ADP; provide one copy to Emergency Planning Coordinator

FINANCE DEPARTMENT
Scan copies of outstanding draws not paid during Phase 2 and save scanned copies to Finance Department's shared drive
Issue payments
Place one copy of document containing emergency contacts in safe; one copy to Finance Department Head

Procurement & Contracts DEPARTMENT
Coordinate with IT to modify Yardi system security as may be needed to allow for remote vendor set-u



**HOUSING AUTHORITY OF NEW ORLEANS
HURRICANE PREPAREDNESS PLAN**

COMMUNICATIONS DEPARTMENT
Activate emergency messages on HANO’s main number and 1-800 emergency numbers
Send emergency text to residents and employees

Information Technology Department
Send reminder notification to employees via email to shut down all computer equipment and disconnect from outlets; conduct walk-through of the Central Office to confirm
Load emergency IT equipment in van in preparation for evacuation
Activate remote servers
Distribute wireless air cards to designated personnel
Coordinate with Communications Department as needed to activate emergency announcement on telephone system

POLICE DEPARTMENT
Perform site patrols and notify Asset Management Department of unsafe conditions
Coordinate with Asset Management to transport elderly/disabled residents to evacuation points, if necessary
Notify officers of 12-hour shift, if needed
Prepare Tier 1 essential personnel for shelter-in-place

MAINTENANCE DEPARTMENT
Continue to inspect grounds and remove debris
Board windows of Central Office Building
Dispatch garbage trucks to pick-up all garbage at designated sites (Fischer, Westbank Scattered Sites, and Central Office)

ASSET MANAGEMENT DEPARTMENT
Inspect site to confirm that all items have been removed from porches and balconies; advise residents as needed
Advise residents still remaining on site of evacuation orders
Walk site to ensure that site is secured

CENTRAL OFFICE FACILITIES
Board windows on 1 st Floor of Central Office Building
Inspect building exterior and remove all debris

In addition to the departmental duties outlined above, the teams listed below will be engaged to support preparation efforts. Each team will consist of the Tier 2 personnel listed herein. Tier

3 assignments will be made depending on the need, and will be communicated by Department Heads.

Team Resident Outreach (Door Checks) (Scattered Sites and Florida Development for Elderly and Disabled)

Senior Asset Manager
Director, HCVP
Director, Procurement and Contracts
Homeownership Coordinator
Director, Strategic Planning
Finance Manager
General Counsel
Director of Communications

Team Property Inspections/Preparations

Director, Asset Management
COO, Real Estate Planning and Development
Senior Maintenance Repair Specialist
Maintenance Specialist

Team Employee Outreach/Central Office Preparation

Director of Human Resources
Director of IT
IT Technical Coordinator
Facilities Coordinator

Communications

HANO shall communicate all pre-storm and post storm updates to residents and employees, including information regarding office and/or site closures, return to work announcements and emergency contact information through its website at www.hano.org. Recorded messages containing information for residents and employees will be available at 1-877-426-6674.

Hurricane Evacuation Procedures

Evacuations may be ordered by the Mayor of New Orleans once hurricane force winds of any strength are projected to hit the New Orleans metropolitan area. The timing of the notice to evacuate will depend on the landfall probability in the New Orleans area and also on the speed and severity of the storm. Given the city's large population, the special needs of many HANO residents, and the limited road system that is susceptible to flooding, the Executive Director

may encourage both its residents and employees to voluntarily evacuate before an evacuation order is officially issued by the City of New Orleans. The City's plan outlines two phases of evacuation:

- Phase 1: Precautionary/Voluntary
- Phase 2: Mandatory

HANO Resident Evacuation:

HANO will issue an Advisory Notice to all residents when a hurricane is forecast to present a danger to the New Orleans metropolitan area. This notice will instruct residents to secure their units in preparation for a storm, advise residents to adhere to all evacuation orders issued by the Mayor of New Orleans, and provide emergency contact information for the agency. In addition, the notice will inform residents that in the event of a mandatory evacuation order, HANO will not provide management or maintenance services until the storm has passed. While HANO may elect not to physically remove persons refusing to adhere to the mandatory evacuation order, it will not assume responsibility or risk for those persons choosing to remain in their units. Persons found on the property, but who do not live on the property (one whose name is not on a lease for a unit located on that property) will be considered to be trespassing. Generally the Advisory Notice will be issued during Phase 1, but not later than Phase 2 of Hurricane Activities.

Employee Evacuations:

In the event that a mandatory evacuation is ordered by the Mayor of New Orleans, regardless of the phase, the Executive Director may release personnel prior to the issuance of any evacuation orders.

Tier 1 essential personnel shall be temporarily released between Phase 1 and Phase 2 hurricane activities to allow for personal preparation in the event of an ordered evacuation. The temporary release of Tier 1 personnel shall be phased by the Emergency Planning Coordinator so as to allow for continued storm preparation activities, while also allowing these designated employees to tend to their personal household preparations. All Tier 1 personnel shall report back to duty prior to Phase 3 Hurricane Activities unless otherwise instructed by the Emergency Planning Coordinator.

Tiers 2 and 3 essential personnel shall be released upon confirmation that all departmental activities required for Phase 3 Hurricane Activities have been completed, but may be released prior to Phase 3 at the discretion of the Executive Director. Designated members of the Emergency Action Team may be required by the Executive Director to remain on duty, and will evacuate as a group to a predetermined location for continuity of operations.

No HANO property has been or will be designated as an official hurricane shelter. Employees are prohibited from seeking shelter in any HANO facility, unless they are also a resident of a HANO property. The only exception is that designated Tier 1 essential personnel may likely be expected to remain on duty, and may shelter in place at the HANO central office location at 4100 Touro Street, or another location as designated by the Executive Director. These designated Tier 1 essential personnel shall adhere to specific instructions from the Emergency Planning Coordinator regarding onsite shelter provisions.

Crisis Decision Team Evacuation:

In order to maintain emergency operations during an ordered evacuation, designated members of the Emergency Action Team may be required to evacuate to a predetermined location. HANO has identified three locations as potential evacuation points for designated Crisis Decision Team members. Depending on the direction of the storm, the Crisis Decision Team shall evacuate to Shreveport, Louisiana, Atlanta, Georgia or Dallas, Texas.

As a part of the pre-storm season planning, the Emergency Action Team shall attempt to negotiate agreements with one hotel in each location that will provide for a first right of refusal for a block of rooms (minimum eight rooms). In the event that such agreements cannot be pre-negotiated, the Emergency Action Team shall identify a minimum of three hotels in each location and ensure that reservations are confirmed immediately upon notice of Alert Mode.

HANO will provide hotel accommodations, travel reimbursement, and per diem in accordance with the HANO travel policy for designated Emergency Action Team members. The Executive Director shall designate Emergency Action Team members who will be required to evacuate with the Team prior to June 1st.

Shelter-in-Place

In the event that weather conditions do not require evacuation, HANO encourages both residents and employees to adhere to the following shelter-in-place procedures:

1. Stay indoors
2. Do not use telephone except for emergencies
3. Stay away from windows and glass doors
4. Keep televisions and/or radios tuned to local news or check internet site for updates on local weather conditions
5. Have back-up plan to escape from flooding and wind damage
6. Have hurricane emergency kit on hand
7. Remain in shelter until informed by local authorities that it is safe to leave

Once the “eye” of the storm passes directly over, there will be a lull in the wind lasting from a few minutes to over half an hour. Remain in a safe place, as the wind will return suddenly from the opposite directions, frequently with even greater force.

Tier 1 essential personnel remaining on duty during a storm shall follow all shelter-in-place instructions issued by the Emergency Planning Coordinator. Depending on the severity of the storm Tier 1 personnel will report to either HANO’s central office location at 4100 Touro Street or another location. Tier 1 employees shall report as directed with the following supplies:

- 2-3 uniforms
- Personal hygiene items
- Cell phone chargers
- Medications
- Blanket/Pillow

Emergency supplies for Tier 1 personnel shall be stored in a designated area at 4100 Touro Street, and shall include the following:

- Flashlights
- Batteries
- Hand Sanitizer
- Weather Radio
- Generator
- First Aid Kit(s)
- Fuel Siphon Tool
- Water/Sports Drinks
- Heater Meals
- Non-Perishable Snacks

POST-STORM PROCEDURES

Following landfall of a tropical storm or hurricane, and after dangerous weather conditions are no longer a threat to the New Orleans metropolitan area, the following shall occur:

1. Tier 1 essential personnel shall conduct an initial assessment of each property, including those managed by third party management entities, and provide reports of initial findings to the Emergency Action Team.
2. Based on the initial assessment reports, and pursuant to the City’s re-occupancy notice regarding Tier 2 personnel, the Executive Director shall dispatch designated Tier 2

personnel to:

- a. Conduct detailed damage assessments
 - b. Begin clearing debris and removing hazardous conditions
3. Following the disaster, the Executive Director will decide when employees will report to work. This information will be conveyed by HANO’s Communications Department through the emergency phone system and by posting on the agency’s website. Depending on the severity of conditions, the Department of Human Resources will also provide assistance by verifying the status of each employee via telephone contact. Human Resources may solicit the support of Department Heads to complete this assignment. Unless otherwise notified, personnel shall report back to work upon re-entry announcements for each tier.
4. Each Department Head shall assess the extent of damage, if any, to the work spaces of their department, and report any damage to the Legal Department. In order to establish a claim for damage or destroyed equipment, the following guidelines shall be used:
- a. Separate damaged equipment from undamaged equipment;
 - b. If water damage to electrical equipment is suspected, do not attempt to start. Tag this equipment indicating possible water damage and contact the Legal Department to set up an inspection of all water-damaged equipment;
 - c. Secure all equipment against further damage or theft;
 - d. Document all expenses;
 - e. Complete Claim Forms as instructed by the Legal Department
 - f. Do not attempt to replace or discard equipment until approval has been given by Legal Department.
5. Execute applicable departmental activities required during the recovery phase. Departmental tasks to be performed will be based on the following criteria:
- a. No damage reported by Tier 1 Assessment
 - b. Minimal damage reported by Tier 1 Assessment
 - c. Significant damage reported by Tier 1 Assessment
 - d. Catastrophic damage reported by Tier 1 Assessment

Recovery Task Assignments

EXECUTIVE DEPARTMENT
Convene Emergency Action Team meetings and monitor recovery efforts

HUMAN RESOURCES DEPARTMENT
Confirm status of all employees



**HOUSING AUTHORITY OF NEW ORLEANS
HURRICANE PREPAREDNESS PLAN**

FINANCE DEPARTMENT
Contact financial institutions and verify status
Process payroll
Process HAP payments and other vendor payments as needed

Development and Modernization
Contact all contractors and developers with current contracts and determine status
Conduct assessment of all ongoing capital and development projects
Accompany insurance carriers and FEMA representatives as directed by the Legal Department to perform property assessments
Identify emergency capital repairs needed and develop scopes of work as needed
Coordinate with Procurement Department to conduct emergency procurements as needed

Procurement & Contract
Confirm status of all emergency service providers
Conduct emergency procurements for supplies, services, and capital repairs as requested

COMMUNICATIONS DEPARTMENT
Prepare media advisories as directed by Executive Director

POLICE DEPARTMENT
Conduct initial preliminary property assessments and report findings to Emergency Action Team

Assist Tier 2 employees with re-entry
Escort assessment teams as needed
Perform routine site patrols
Coordinate with OEP and other emergency management offices
Assist NOPD, Red Cross, etc.

MAINTENANCE DEPARTMENT
Inspect all building and grounds
Report power outages to Entergy
Clear debris
Dispatch emergency service providers as needed to perform emergency repairs
Clear all storm drains in driveways; check downspouts
Assist residents in removing items from porches and balconies
Respond to emergency work orders
Coordinate with Facilities personnel to assess/return fleet vehicles



**HOUSING AUTHORITY OF NEW ORLEANS
HURRICANE PREPAREDNESS PLAN**

ASSET MANAGEMENT DEPARTMENT
Verify status of returning residents
Distribute post storm notice to residents
Inspect units/gather resident reports to determine damage to units
Identify undamaged units available for temporary relocation if needed
Assist residents needing temporary relocation
Assist residents with obtaining emergency services (i.e. Red Cross) if needed
Assist with Relief Center operations if activated

CENTRAL OFFICE FACILITIES
Inspect building and grounds and report any damage
Remove board from windows
Assist in assessing/returning fleet vehicles

In addition to the departmental duties outlined above, the teams listed below will be engaged to support recovery efforts. Each team will consist of the Tier 2 personnel listed herein. Tier 3 assignments will be made depending on the need, and will be communicated by Department Heads.

Team Property Damage Assessment

- Director of Asset Management
- Director of Real Estate Planning and Development
- Director of Communications
- General Counsel

Team Resident Outreach

- Director of Client Services
- Senior Asset Manager
- Director, HCVP
- Director, Procurement and Contracts
- Homeownership Coordinator
- Director of Strategic Planning
- Finance Manager

Team Employee Outreach/Central Office Recovery*

- Director, Human Resources
- Director, Information Technology
- IT Technical Coordinator
- Facilities Coordinator

Team Vehicle Assessment/Recovery

Senior Maintenance Repair Specialist
Maintenance Specialist
Facilities Coordinator

Team Site Clean-Up

Senior Maintenance Repair Specialist
Maintenance Specialist
COO, Administration

***Depending on conditions and need, this team may also supplement the Resident Outreach Team and/or Site Clean-Up Team.**

Hurricane/Power Outage Relief Centers For Elderly and Disabled Scattered Site Residents and Florida Development

HANO has identified three locations that will serve as Relief Centers in the event of prolonged power outages. The center locations include:

1. Fischer Community Center (Senior Village)
2. Guste High Rise Community Center

Activation of each Relief Center will be decided by the Executive Director. Relief Center operations will be staffed by Tiers 1, 2, and 3 personnel, and will provide to the extent feasible and depending on conditions:

1. Heated Meals
2. Water
3. Cooling System
4. Relief Supplies (first aid, flashlights, etc.)

Relief Centers are intended to serve as a last resort only, as each family must be prepared with supplies on hand to provide for each member of their family for a period of 3 – 5 days.

Depending on space availability and supply inventory, Relief Center services may be limited to elderly, disabled, and medically fragile individuals.

Catastrophic Recovery

This section is intended only to provide a general overview of HANO's plans in the event of catastrophic damage to the City of New Orleans and the HANO. In this case, it is anticipated that recovery planning and activities will in large part be shaped by national policy decisions made subsequent to a wide-scale catastrophic event. It is further anticipated that in the event of wide-scale catastrophic damage to the City of New Orleans and HANO, HANO will activate a Command Center, from which it will conduct its operations. The location of the Command

Center will be determined by the Emergency Action Team, and will be based on projections regarding the location of HANO residents.

In the event of Command Center activation, the Executive Director will instruct designated personnel of a report date. Those personnel will be expected to report to the location identified and assume Command Center operations. It is anticipated that each department within the current organizational structure will be represented at the Command Center.

Activation of a Command Center will require decision regarding the following:

1. Command Center Location
2. Employee Housing

Initial set-up of a Command Center will require the set-up of a computer and telecommunications network. The specific needs (i.e. phone system, T1 lines, etc.) will be determined based on the availability of existing systems at the selected location.

General Command Center operations will include:

1. Resident Outreach (tracking scattered site and Florida residents, assistance with relocation if needed)
2. Employee Outreach
3. Recovery Planning

APPENDIX

HURRICANE CONDITIONS AND WARNINGS

The National Weather Service is responsible for issuing warnings of hurricanes and tropical storms, which approach the U.S. mainland. As soon as there are definite indications that a hurricane or tropical storm is forming, the storm is given a name and the National Weather Service begins issuing “advisories”. The advisories are issued frequently throughout the day and night and tell where the storm is, how intense it is, and its speed and direction of movement. If the hurricane moves toward the mainland, hurricane “watch” notices are included in the advisories and storm and hurricane warnings are issued. In addition, “bulletins” for press, radio and television are issued at frequent intervals to keep the public informed of the progress of the storm.

Understanding the various warnings and storm conditions is critical to the decision-making process; particularly as it relates to the timing of such decisions. The following terms define the various warning types that may be issued by the National Weather Service, and will correspond with specific actions to be taken as outlined in the plan.

Storm Warning: Although “storm warnings” for coastal areas are issued for storms other than hurricanes, when a “storm warning” is issued in connection with a hurricane it means that the hurricane is close enough to cause winds of more than 55 MPH (48 knots), but of less than hurricane force 74 MPH (64 knots), or alternatively, a combination of wind and/or waves and tides which will be dangerous.

Hurricane Watch: When a hurricane reaches such a position that it constitutes an appreciable threat to an area, that area is put on “hurricane watch”. This means that there is no immediate danger, but the hurricane watch is issued for a coastal area when there is a threat of hurricane conditions within 24-36 hours.

Hurricane Warning: As soon as it is expected that an area will feel the full effects of the hurricane (i.e. winds of 74 MPH (64 knots) and higher, or a combination of dangerously high water, very rough seas, and other critical conditions justifying an emergency action even with winds as low as 60 MPH), a hurricane warning is issued for that area. This means that all precautions should be taken immediately against the full force of the storm. It should be remembered that it is not the hurricane’s eye, or center, which causes casualties and damage, but rather the high tides, strong

winds and heavy rains which precede and surround the center. Hurricane warnings are seldom issued more than 24 hours in advance. Sometimes, in case of unusual or erratic hurricane movement, they may be issued only a few hours in advance of the onset of hurricane conditions.

The United States Coast Guard categorizes various hurricane threat conditions. These conditions are frequently referred to during the hurricane season. They are as follows:

- CONDITION 5:** An alert condition automatically set annually on June 1 that remains in effect through November 30.
- CONDITION 4:** An alert condition in which hurricane force winds are possible within 72 hours.
- CONDITION 3:** A readiness condition in which hurricane force winds are possible within 48 hours.
- CONDITION 2:** A warning condition in which hurricane force winds are possible within 24 hours.
- CONDITION 1:** A danger condition in which hurricane force winds are possible within 12 hours.

The National Weather Service rates hurricanes by their intensity, using a scale of one to five. The scale, which is outlined below, categorizes storms according to their sustained winds; the storm surges produced, and expected damage. For the purpose of this plan, HANO shall consider all hurricanes to be major hurricanes.

- CATEGORY 1:** Winds of 74 to 95 mph. Damage to shrubbery, trees, poorly constructed signs, and unanchored mobile homes. Low lying coastal roads inundated.
- CATEGORY 2:** Winds of 96 to 110 mph. Some damage to roofing materials of buildings; some wind and door damage. Major damage to exposed mobile homes. Coastal roads and low lying escape routes made impassable by rising water 2 to 4 hours before arrival of hurricane.

CATEGORY 3: Winds of 111 to 130 mph. Large trees blown down. Some damage to roofing materials of buildings; some window and door damage. Some structural damage to small buildings. Mobile homes destroyed; large structures damaged by waves and debris.

CATEGORY 4: Winds of 131 to 155 mph. Shrubs and trees blown down, all signs down. Extensive damage to roofing materials, windows, and doors. Complete failure of roofs of many small residences. Complete destruction of mobile homes. Flat terrain 10 feet or less above sea level flooded inland as far as six miles. Major damage to lower floors of structures near shore.

CATEGORY 5: Winds greater than 155 mph. Shrubs and trees blown down; considerable damage to roofs of buildings. Very severe and extensive damage to windows and doors. Complete failure of roofs on many residences and industrial buildings. Some complete building failures. Complete destruction of mobile homes. Massive evacuation of residential areas on low ground within 5 to 10 miles of shore possible required.

A hurricane's intensity, speed, and direction can change quickly, so the threat to particular areas of the coast may also change quickly. Therefore, it is essential to regularly monitor radio and television newscasts for information and instructions whenever a hurricane is in the Gulf of Mexico.