



Volunteers of America®

GREATER NEW ORLEANS

Hurricane Preparedness Plan

2016

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Overview

Volunteers of America, Greater New Orleans prepares an updated hurricane preparedness plan yearly in an effort to be as prepared as possible for the consistent threat of hurricanes to the region.

The Emergency Response Team (ERT) is made up of the President/CEO, Vice-Presidents, the Director of Safety and Assets, and the Director of Human Resources. The ERT will keep leadership staff apprised of all decisions made.

PROGRAMMATIC STAFF

- At times programmatic staff may be required to continue providing services to consumers during an evacuation or shelter-in-place event.
- The program director and/or Executive Vice-President of Programs will communicate that requirement to staff.

HUMAN RESOURCES

- All staff can connect to Insperity at <https://hcm.insperity.com> to see important announcements, communicate with supervisors, and enter timesheet information.
- Supervisors can work with HR to retrieve any emergency contact information in an effort to locate staff.

COMPUTER SYSTEMS

- Citrix Remote Desktop:
 - Access can be made from any computer at <https://vno.pctcloud.com>.
 - The connecting PC or Mac will require the installation of the Citrix Receiver downloaded at <https://www.citrix.com/go/receiver.html>.
- Email-only access can be made at <https://webmail.voa.org/owa>.
- Accounting staff can continue to access Sage MIP Fund Accounting through the remote desktop.

PAYROLL SYSTEMS

- The accounting department will continue to generate & process payroll regardless of evacuation or shelter-in-place circumstances.
- Employees can access their paycheck & timesheet information at all times.

Evacuation Timeline



72 Hours (prior to estimated landfall)

- The evacuation timeline begins once the National Hurricane Center shows New Orleans within a storm's landfall cone.
- The Emergency Response Team (ERT) meets to review the latest storm updates and begins the decision-making process for evacuation or shelter-in-place.
- The use of reserved buses for the evacuation of CLS and RRC consumers are decided upon.

56 Hours

- The ERT decides whether to shelter in place or begin a complete evacuation.
- All staff will be notified via email and through their supervisors. In addition, the recording on the automated toll-free number will be updated for field staff without regular access to email.
- A hurricane team comprised of several leadership group members will assist with implementation of the evacuation or shelter in place plan.

48 Hours

- Evacuation or shelter-in-place procedures begin.

24 Hours

- All staff & consumers have arrived at designated alternate locations or all shelter-in-place procedures have been completed.

During Storm

- The ERT will monitor the storm from an evacuated location to determine the feasibility for return and make post storm assessments.
- The AVP of Administrative Services & Director of Safety & Assets will return to the city as soon as the storm has cleared to physically inspect all facilities for damage.

Communication

GENERAL INFORMATION

- Tune to Emergency Alerting System 870 AM or 101.9 FM radio stations for general reports and weather updates.
- The National Hurricane Center's website will track all severe weather activity: <http://www.nhc.noaa.gov/>
- Staff should continue to heed warnings and evacuation orders from local and state entities.

AGENCY-SPECIFIC

- During the monitoring and shutdown phases, the Management Team will maintain communications with staff through:
 - The agency's own hurricane information number (888) 286-9335.
 - Email communication will continue to operate as normal during a storm.
 - The Insperity employee messaging center & portal.
 - Office phones:
 - All Administrative & program offices with Polycom phone systems will continue to have working numbers throughout a power outage. All calls will route directly to Voicemail.
 - You can forward your phone to another number (from your desk phone): Type *72 plus the 10 digit number you wish to forward to and press the "Dial" button. To remove the forward (from your desk phone): Type *73 and press the "Dial" button.
 - In the event of a long-term evacuation, all Polycom office phones can be transported anywhere with an active internet connection and can be configured to work as normal.
- The Management Team will communicate an evacuation no later than the 56 hour mark in the event of a Category 1+ Hurricane or Tropical Storm on the verge of becoming a hurricane when conditions are forecasted to lead to excessive rains, slow moving weather systems and/or probable extended power outages.
- Management Team will remind staff that they are expected to report to work as soon as it is safe to do so.

EMERGENCY CONTACT INFORMATION

Jim LeBlanc - President/CEO Home: (504) 282-9809 Cell: (504) 905-3463	Voris Vigeo - EVP of Programs Cell: (504) 650-0228
Victor Smeltz - EVP of Housing Development Home: (504) 267-4739 Cell: (504) 884-0545	Al Kohorst - VP of Social Enterprise Home: (985) 725-0999 Cell: (504) 224-0624
Germaine Gross - VP of Finance/Admin Cell: (504) 296-8349	John Sillars – VP of Resource Development Cell: (504) 292-2208
Jason Burt – Asst. VP of Administrative Services Cell: (225) 229-0445	Rick Ashcraft - Director of Safety & Assets Home: (504) 393-9781 Cell: (504) 390-4780
Open – Director of Human Resources Cell: ---	Payne Diez – Repair on Wheels Manager Cell: (985) 237-4740
Caitlin Scanlan – Director of Development Cell: (857) 363-0003	Gerald Rooks – Program Director of Veterans Services Cell: (504) 957-1425
Jennifer Dexter – Program Director of SLS Cell: (985) 707-4748	Lawrence Dodds – Program Director of Fresh Food Factor Cell: (985) 507-1519
Melissa Haley – Program Director of Supportive Services Cell: (504) 481-8891	Mike Wasilewski – Controller Cell: (504) 655-2660
Olugbenga Akanji – Program Director of RRC Cell: (504) 539-3026	Omegia Lee – Program Director of CLS Cell: (504) 228-5940
Ty Bartel – Program Director of North Shore Services Cell: (504) 577-6444	
City of New Orleans (Office of Emergency Preparedness) (504) 658- 8700	Southeast LA Red Cross Chapter (866) 438-4636
Police / Fire / Medical Emergency 911	

CRITICAL VENDORS

Vendor Type	Vendor Name	Contact	Office Phone	Mobile Phone
Electrician	Kampen Electric	Ted Kampen	504-835-5555	504-258-2824
Electrician	LAD Electric	Lionel Drummond	-----	504-957-8336
Air Conditioning	A&R Air Condition Services	Roy Galliano	504-887-1416	504-416-2810
Air Conditioning	Shane Moreau	Shane Moreau	504-737-3600	985-781-6333
Air Conditioning	Burkhardt Air Conditioning	John Burkhardt	985-626-7741	504-439-2232
General Contractor/Roofer	Scott Mouledous Construction, Inc.	Scott Mouledous	504-831-8047	504-782-7147
General Contractor/Roofer	Core Construction	Shivers Nellon	-----	504-428-1030
General Contractor/Roofer	Juneau Odenwald, Inc.	Troy Odenwald	-----	504-733-0331
General Contractor	Southern Construction	Michael Herbert	-----	504-339-3020
Plumber	Bourgeois Plumbing	Carl Bourgeois	504-486-5731	504-256-4538
Lock Smith	Star Lock and Key	Carl/Ryan Braun	504-522-5474	504-234-3213
Lock Smith	Acme Lock	-----	504-831-0620	504-451.3003
Auto Repair	Lewis Automotive	Lewis Collins	-----	504-309-2174
Auto Repair	Mid-city Auto	Chris Fraino	504-488-0618	504-566-7886
Fire/Burglar Alarms	Stanley Electronics	-----	800-221-3505	985-643-3822
Fire/Burglar Alarms	United Security	Jim Waltz	504-347-7772	504-456-8723
Utility	Entergy	-----	800-368-3749	-----
Utility	Cleco	-----	800-622-6537	-----

Shelter-In-Place

In certain emergency situations, the Management Team may communicate that the organization will not evacuate.

- Housing programs will remain indoors at locked program facilities, sheltering-in-place. To minimize exposure to weather related risks.
- Once shelter-in-place instructions have been communicated, staff, consumers and/ or residents should either stay in the building they are in or go to the nearest program building and await further instructions.
- While it may be advisable to shelter-in-place in certain situations, no one can be forced to do so. Consumers and Residents, or their guardians, who choose not to do so should vacate the premises immediately so the building can be secured.
- Each program has a set of procedures to govern responses to hurricane situations, based on licensing, contract and other requirements.
- Each Program Director is responsible for designating their emergency staff and will communicate their designations to the Director of Safety and Asset Management at the beginning of each hurricane season and will provide an update during the 72 hour to 56 hour hurricane monitoring phase.
- The Agency has a list of critical vendors in place to react in the event of an emergency. It is reviewed annually and is attached.

Post-Storm Assessments

In the event of an evacuation, the Management Team will communicate and implement the re-entry plan for the organization. In the event of sheltering-in-place, the Management Team will communicate further instructions, including the resuming of operations when safe to do so.

Before proceeding, the Management Team will take into consideration subsequent weather forecasts.

- Once the storm has passed, and it is safe to proceed, the Director of Safety and Asset Management and other designee/s will assess damages to all program facilities.
- If needed, the Management Team will call on nearby affiliates for immediate assistance in the recovery efforts. Likewise, the Greater New Orleans affiliate will be ready to provide the same assistance to affected Gulf Coast affiliates when New Orleans is spared the impact.
- During and after the storm, The Management Team will provide instructions to staff through text messaging, voice calls, the agency's own hurricane information number (888) 286-9335 and email communication.