



HOUSING AUTHORITY OF NEW ORLEANS

**HURRICANE EMERGENCY
PREPAREDNESS AND RECOVERY PLAN**

Revised: May 2011

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 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 Agency Director and the formation of the Hurricane Planning Committee by April 1 of each year. The purpose of this committee 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 Agency 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, designated by the Agency Director, 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 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 1th.

Executive Department		
Planning Task	Due Date	Deliverable
Appoint Hurricane Planning Committee 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 Hurricane Planning Committee	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	N/A
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	Emergency Document
Secure additional credit card(s) for emergency use for Security Department and Management Department	May 15	

Real Estate Planning & Development		
Planning Task	Due Date	Deliverable
Send notice to active contractors advising of measures to take to prepare job site in the event of	May 15	List of active contractors

storm		
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Security 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 as may be approved by City's OEP	June 1	Advise of staging location and protocol
Obtain first responder re-entry passes from City's Office of Emergency Preparedness	May 1	
Provide educational information on individual/family emergency preparedness planning and evacuations at site meetings to be coordinated through Management Department	May 15	Meeting schedule and agendas
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
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	June 1	Meeting Agenda/Sign-In Sheets

residents with information regarding hurricane preparedness		
Confirm that HANO properties are on Entergy's priority list for power restore and identify Entergy Point of Contact	May 15	Point of Contact for Entergy (Name, phone number, alternate, etc.)

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 and
Review current emergency contracts and requisition as necessary to ensure contracts are in place to provide recovery services	May 15	List of Contracts
Prepare requisitions to procure generators and temporary cooling equipment (lease or purchase) necessary to operate onsite Temporary Relief Centers	May 15	Purchase Order(s)

Communications Department		
Planning Task	Due Date	Deliverable
Update website with current emergency preparedness information to include emergency contacts for all sites	June 1	n/a
Post evacuation pick-up locations on agency website	June 1	n/a
Post evacuation pick-up locations at each site location	June 1	n/a
Assist Real Estate Management	June 1	

with community outreach activities		
Coordinate with Real Estate Management to obtain mobile phone contact information for residents	May 15	
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 essential personnel and provide written notification to each person identified	May 15	List of Essential Personnel
Conduct essential employee awareness meeting	June 1	Sign-In Sheet/Meeting Agenda

Information Technology (IT)		
Planning Task	Due Date	Deliverable
Prepare meeting area for Crisis Decision 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 (Yardi, HANO, ADP)	June 1	
Test agency's IT back-up plan	June 1	
Prepare IT emergency equipment kit that includes: 10 Desk Top PCs (monitors, keyboards, network cables, etc.) MICR Printer 1 Network Printer 10 Cell Phones	June 1	

Contracts and Compliance		
Planning Task	Due Date	Deliverable
Coordinate with various departments to assist with identifying procurement needs for hurricane season (include Relief	May 15	Contracts/Purchase Orders

Center supplies)		
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	
Obtain emergency contact information for all recovery contractors	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	

HURRICANE DECISION GROUPS

This section identifies key decision making groups and provides guidance as to the specific role of the various groups 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 Agency Director to adapt to a particular crisis situation.

The primary hurricane decision groups shall consist of the following:

1. Crisis Decision Team
2. Hurricane Advisory Committee
3. Hurricane Planning Committee

The **Crisis Decision Team** is led by the Agency 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 Agency Director, but in general will include:

1. Deputy General Manager of Operations
2. Deputy General Manager of Administration
3. General Counsel
4. Director of Security
5. Senior Advisor to the Administrative Receiver
6. Director of Asset Management
7. Director, Real Estate Planning and Development
8. Director of Human Resources
9. Director of Communications
10. Director of Client Services

11. Director, Information Technology
12. Special Assistant to the DGM-Administration
13. Designated Emergency Planning Coordinator (Member of Hurricane Planning Committee)

The Crisis Decision Team shall conduct emergency meetings as directed by the Agency Director. Generally, the Agency Director shall convene the Crisis Decision Team once a storm approaches the lower Atlantic Ocean or Gulf of Mexico. The Crisis Decision 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 Agency Director. Depending on the severity of the storm, selected members of the Crisis Decision Team may also be required to evacuate to a pre-determined location for continuity of operations, along with the Agency Director. In the event of evacuation, arrangements shall be made to conduct the meetings at the pre-determined evacuation location and/or by conference call.

The **Hurricane Advisory Committee** consists of the Crisis Decision Team, and select Tier 1 and Tier 2 essential personnel. This group includes representatives from each functional area of the agency and is considered to have immediate responsibility prior to, during, and post storm. Meetings of this committee shall be called by the Agency Director based on recommendations from the Crisis Decision Team or whenever hurricane force winds are possible within 72 hours, and shall take place in the Executive Conference Room of HANO's Central Office, unless otherwise specified.

The **Hurricane Planning Committee** shall consist of a cross-section of employees representing various departments throughout the agency. The Agency Director shall designate an Emergency Planning Coordinator by April 1 of each year. The Coordinator shall serve as the Committee Chair, and shall identify appropriate members to participate in the planning process. Beginning in April, this Committee shall hold a minimum of one meeting per week until the plan is completed, and then meet once per month or as needed throughout the hurricane season. This Committee shall be responsible for reviewing and updating the agency's Hurricane Preparedness Plan as necessary to ensure that it incorporates both best practices and lessons learned. This Committee shall also report to the Agency Director, as requested, on the status of pre-hurricane season planning activities.

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 essential

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.

Essential personnel are full-time employees of HANO whose duties are of such a nature that the employee would be needed to adequately prepare the agency in the event of a threat of hurricane and/or continue the support of the agency's infrastructure in the event of an emergency or catastrophic disaster. The Department of Human Resources shall provide each essential personnel with a written notice informing them of their essential status which shall identify them by tier. Department Heads shall be directly responsible for informing each essential personnel of their specific duties prior to and post storm. Essential personnel 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 Security personnel. Tier 1 employees shall be expected to remain on duty unless otherwise directed by the Agency Director and/or Director of Security. 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 operations Command Center outside of the city to continue operations, designated Tier 1 employees may be required to report to the command center location identified within the timeframe required by the Agency 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 windshield assessments of properties and reporting to the Crisis Decision Team.
- 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.

Tier 2: Employees that will be needed to make a core assessment of the agency's operations. This category generally includes the Agency Director of HANO and designated senior level management staff. Generally, Tier 2 employees shall be expressly released by the Agency Director upon confirmation that all pre-storm activities have been satisfactorily completed. Typically, such release will take place after the release of non-essential personnel. 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 identified within the timeframe required by the Agency 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 Crisis Decision Team and employees.
- 5) Assisting with Relief/Cooling Center activities as required.
- 6) Assisting with set-up and operations of Command Center, if needed.

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 those employees that are essential to the day-to-day operations of the authority. In this category the needed personnel is subject to change depending on the disaster/emergency. Generally, Tier 3 employees shall be expressly released by their supervisor upon confirmation that all pre-storm activities have been satisfactorily completed. Typically, such release will take place after the release of non-essential personnel. 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, designated Tier 3 employees may be required to

report to the Command Center location identified within the timeframe required by the Agency 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.

Upon official notice of office closure, all non-essential personnel shall be released, unless otherwise notified by their supervisor.

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 Agency 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 Agency Director shall convene a meeting with the Crisis Decision 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 Crisis Decision Team members shall be on on-call status until further notice.
- 3) Each Crisis Decision 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.
- 5) The Emergency Planning Coordinator shall distribute Departmental Task Lists to each Department Head.

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 essential personnel 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 Crisis 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 Real Estate Planning and Development 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.)
Real Estate Planning and Development
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
Contracts and Compliance
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
IT
Load bank and payroll certificates on laptop to be assigned to Finance Department
Security Department
Contact City's OEP Point of Contact and provide updates to Crisis Decision Team
Monitor Storm activity and provide updates to Crisis Decision 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
Maintenance Department
Remove debris, tools, equipment from grounds
Coordinate with Security Department and identify fleet staging location
Elevate all supplies, tools, etc. from floors at CMD and Iberville stock room
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 Crisis Decision Team Meetings and/or convene Hurricane Advisory Committee meetings as necessary, and continue to monitor weather conditions
Hurricane Advisory Committee to provide status of Phase 1 Tasks
Finance Department
Continue with Phase 1 Finance activities and update status
Real Estate Planning and Development
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.
Contracts and Compliance
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
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
Security Department
Fuel patrol vehicles
Fuel generator and excess generator fuel tanks
Assist Maintenance Department with staging of fleet vehicles
Coordinate with Client Services Department to assist elderly/disabled residents with evacuation preparation, if necessary
Perform site patrols and notify Asset Management Department of unsafe conditions
Maintenance Department
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 & Client Services 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 Security to assist with transporting elderly/disabled residents to evacuation pick-up points, if necessary
Inspect site to confirm that all items have been removed from porches balconies; advise residents as needed
Confirm that ongoing capital projects have been shut-down and all equipment either removed or secured; advise Real Estate Planning and Development of status
In the case of a hurricane or an evacuation order, obtain evacuation intentions from residents by placing evacuation box in Management Office
Central Office Facilities
Assist with staging of vehicles
Inspect building to ensure that all refrigerators have been cleaned/emptied
Assist Section 8 department in removing all computer equipment 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 Crisis Decision Team Meetings and/or convene Hurricane Advisory Committee meetings as necessary, and continue to monitor weather conditions
Hurricane Advisory Committee to provide status of Phase 1 and Phase 2 Tasks
Release non-essential and Tier 2 and 3 essential 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.
If necessary, provide Security Department with petty cash fund
If necessary, issue emergency credit card to Security Department
Contracts and Compliance
Coordinate with Deputy General Manager of Administration and IT to modify Yardi system security as may be needed to allow for remote vendor set-up
Communications Department
Activate emergency messages on HANO's main number and 1-800 emergency number
Send emergency text to residents and employees
IT
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 aircards to designated personnel
Coordinate with Communications Department as needed to activate emergency announcement on telephone system
Security Department
Perform site patrols and notify Asset Management Department of unsafe conditions
Coordinate with Asset Management and Client Service Departments 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 Iberville Administrative Building
Board windows of Central Office Building
Dispatch garbage trucks to pick-up all garbage at designated sites (Iberville, Fischer, Westbank Scattered Sites, BW Cooper, and Central Office)
Asset Management Department
Inspect site to confirm that all items have been removed from porches 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)

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

Team Resident Transportation/Assistance

Director of Security
Director of Client Services
Client Services Coordinator

Team Property Inspections/Preparations

Deputy General Manager, Operations
Director Asset Management
Director of Real Estate Planning and Development
Senior Maintenance Repair Specialist
Maintenance Specialist

Team Employee Outreach/Central Office Preparation

Deputy General Manager, Administration
Director of Human Resources
Director of IT
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, HANO's Agency 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 Evacuation:

In the event that a mandatory evacuation is ordered by the Mayor of New Orleans, regardless of the phase, the Agency Director will release all non-essential personnel until further notice. However, the Agency Director may release non-essential 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 Director of Security 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 Director of Security.

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 Agency Director.

Designated members of the Crisis Decision Team may be required by the Agency 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. Non-essential personnel are prohibited from seeking shelter in any HANO facility, unless they are also a resident of a HANO property. Designated Tier 1 essential personnel may likely be expected to remain on duty, and will shelter in place at the HANO central office location at 4100 Touro Street. These designated Tier 1 essential personnel shall adhere to specific instructions from the Director of Security regarding onsite shelter provisions.

Crisis Decision Team Evacuation:

In order to maintain emergency operations during an ordered evacuation, designated members of the Crisis Decision 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, Jackson, Mississippi, or Dallas, Texas.

As a part of the pre-storm season planning, the Hurricane Planning Committee 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 Hurricane Planning Committee 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 re-imbursement, and per diem in accordance with the GSA rates for designated Crisis Decision Team members. The Agency Director shall designate Decision Team members who will be required to evacuate with the Team prior to June 1th.

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 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 HANO’s Director of Security. Depending on the severity of storm, and as directed by HANO’s Director of Security, Tier 1 personnel will report to either HANO’s central office location at 4100 Touro Street. 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:

- Cots
- 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, under the Direction of the Director of Security, shall conduct an initial assessment of each property, including those managed by third party management entities, and provide reports of initial findings to the Crisis Decision Team and/or Hurricane Advisory Committee.
- 2) Based on the initial assessment reports, and pursuant to the City’s re-occupancy notice regarding Tier 2 personnel, The Agency 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 Agency Director with the advice of the Crisis Decision Team 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, essential 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 departments, and report any damage to the Risk Management (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 Risk Management 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 Risk Management
 - f. Do not attempt to replace or discard equipment until approval has been given by Risk Management
- 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 Crisis Team Meetings and monitor recovery efforts
Human Resources Department
Confirm status of all employees
Finance Department
Contact financial institutions and verify status
Process payroll
Process HAP payments and other vendor payments as needed
Real Estate Planning and Development
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 Risk Management 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
Contracts and Compliance
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 Crisis Decision Team/Agency Director
Security Department
Conduct initial preliminary property assessments and report findings to Crisis Decision 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 Police, Red Cross
Maintenance Department
Inspect all buildings and grounds
Report power outages to Entergy
Clear debris
Dispatch emergency service providers as needed to perform emergency repairs
Assist in setting up Relief Centers if activated (dispatch on-call electrician, set up tables/chairs, etc.)
Elevate all supplies, tools, etc. from floors at CMD and Iberville stock room
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
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 boards 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

Deputy General Manager, Operations
Director of Asset Management
Director of Real Estate Planning and Development
Director of Communications
General Counsel
Director of Security

Team Relief Center Operations/Resident Outreach

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

Team Employee Outreach/Central Office Recovery*

Deputy General Manager, Administration
Director of Human Resources
Director of IT
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

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

Hurricane/Power Outage Relief Centers

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

- 1) Iberville Boys and Girls Club
- 2) Fischer Community Center (Senior Village)
- 3) Guste High Rise Community Center

Activation of each Relief Center will be decided by the Agency Director. Relief Center operations will be staffed by essential personnel (Tiers 1, 2, and 3), 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 Housing Authority of New Orleans. 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 Crisis Decision Team, and will be based on projections regarding the location of HANO residents.

In the event of Command Center activation, the Agency Director will instruct designated essential 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 decisions 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 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 warning 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. Serious flooding at the coast; many small structures 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 possibly 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.