

## **Emergency Protocol for Tracking Location Before, During, and After Hurricanes**

When a hurricane threatens Louisiana, every effort will be made to assure to track the location of participants, and Direct Service Provider and Support Coordination Agencies will provide OCDD with contact information for the agency if phones are temporarily out-of-order or the agency needs to temporarily relocate the agency's office.

### **Location of Participants and Provision of Emergency Assistance will be tracked as follows:**

1. As soon as it is likely that mandatory or voluntary evacuation may be required, the Support Coordinator will contact the participant, participant's family, and/or the provider to determine for each participant in their caseload:
  - a. The location to which the person will be evacuating, and
  - b. The contact information (phone number) to reach the participant.

The support coordinator should also assure that the participant has whatever assistance he or she needs to prepare for the hurricane and evacuate, if necessary, including that the person's Take and Go Emergency Book is readily available. (A copy of The Take and Go Emergency Book is available at <http://www.dhh.louisiana.gov/offices/publications.asp?ID=77&Detail=1193>).

2. The Support Coordination Agency must contact the Regional Developmental Disabilities Office prior to the hurricane to provide the office with evacuation information for the participants for which they provide services.
3. The Regional Developmental Disabilities Office will submit to the OCDD Central Office a list with the evacuation information for participants in the region in the format requested by the OCDD Central Office.
4. As soon as feasible after the hurricane, Support Coordinators will contact participants to assure that they are safe and that any emergency needs are being met. If the participant has evacuated, the Support Coordinator will work with the participant, family, Direct Service Provider, and Regional Developmental Disabilities Office to assure that any assistance needed by the participant is provided to come back home, repair their home, find a new home, and obtain needed services or emergency assistance.

### **Location and Contact Information for Direct Service Provider and Support Coordination Agencies**

1. Prior to a hurricane, Direct Service Provider and Support Coordination Agencies must notify the Regional Developmental Disabilities Office of a phone number that the agency can be reached at if their power goes off.

2. If the agency temporarily moves their office due to lack of power or damage to the office, the agency must immediately notify the Regional Developmental Disabilities Office.

**Additional Resources:**

1. Additional Resources are available at:  
<http://www.dhh.louisiana.gov/offices/publications.asp?ID=77&Detail=1193>  
including the Providers EP Best Practice Guidelines and Support Coordination EP Best Practice Guidelines.
2. Providers EP Best Practice Guidelines and Support Coordination EP Best Practice Guidelines.