



2025

Emergency Preparedness & Resource Guide

Louisiana Edition

Additionally, LeadingAge Southeast will provide emergency communications via email alerts.

Power Company Contact Information

Make sure that you get to know your local power company contact and the person that is in charge of managing your account. Furthermore, make sure the power company knows what type of facility or community you are in. Continuing Care/Life Plan Communities and look-a-like communities can have multiple buildings with different addresses on their campus. These buildings include independent living and other structures not regulated by LDH and their addresses are therefore not recognized in the system as being a part of a senior living community.

Make sure your power company knows your community to help ensure power is restored all across your campus, not just your healthcare buildings.

- Entergy Louisiana: 1-800-968-8242
- SLEMCO (South Louisiana Electric Membership Corporation): 337-896-5384
- Lafayette Utilities System (LUS): 337-291-9200
- Beauregard Electric Cooperative (BECI): 337-239-3451
- Central Louisiana Electric (CLECO): 800-622-6537
- SWEPCO: 888-216-3523

Louisiana Department of Health | (225) 342-9500



Please contact LeadingAge Southeast if you need additional assistance in reaching LDH or getting answers to your questions. LeadingAge Southeast staff can quickly assist you in contacting resources and

tracking down answers.

Online Reporting System-MSTAT



LDH requires all licensed nursing homes, adult residential care, and hospitals to use MSTAT to report their emergency status, planning, or operations.

If you have additional questions regarding your emergency management plans, please contact your local emergency management agency. Should you need help setting up MSAT account or have questions related to requirements of licensure, please contact the appropriate licensure unit listed below or your DRC (see addendum A).

Instructional Documents for MSTAT

[Click here](#) for a list of resources available to providers to assist with utilizing MSTAT

Health Standards Section Emergency Preparedness Contact Information

HSS Emergency Preparedness

hssep@la.gov

Phone: 225-342-5794

Fax: 225-342-5073

LDH Emergency Preparedness Resources: [Emergency Preparedness | La Dept. of Health](#)

Make sure that you:

- Test your generators and have sufficient fuel on-site for 96 hours of operation.
- Review your state and federal emergency plans, and update as needed.
 - The Emergency Management Planning Criteria must be submitted annually to the county emergency management agency for review and approval.
 - Emergency Management Planning Criteria: [Adult Residential Care Provider](#) and [Nursing Homes](#).
- Test the implementation of the emergency management plan annually, either in response to a disaster, an emergency, or in a planned drill.

State Emergency Operations Center | 1-(225) 925-7500



The Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), which operates the State Emergency Operations Center (SEOC), offers an interactive online tool to help you develop an emergency plan for yourself, your family or your business. For more information or to create your plan, visit [Home - Get a Game Plan](#). In case of an emergency, your first point of contact should be your local OHEP. [Click here](#) to find contact information for all 64 Parish Office of Emergency Preparedness. If you are unable to get through to your local OHSEP, the following numbers are operational during emergency events:

- [Parish Directors](#)
- ESF 8 – LERN Phone Number 1-866-320-8293
- LDH EOC Contact: sundee.winder@la.gov or 225-268-8598

In anticipation of possible evacuations in your area, please be advised of the following:

- [Evacuation Zones](#) - Know your zone and view designated evacuation zones.
- [Emergency Shelter Information or dial 211](#)
- In the event that you have to evacuate your residents, and you need assistance, contact your [local OHSEP](#).
- Keep a National Oceanic and Atmospheric Administration (NOAA) weather radio in working condition in an audible location at your property. If a disaster occurs, keep it with you so you can stay updated at all times of changes, particularly if you have to evacuate. Keep a fresh set of batteries with you as well. NOAA Weather Radio All Hazards (NWR) requires a special radio receiver or scanner capable of picking up signals. Broadcasts are found in the public service band at the following seven frequencies (HMz): 162.400, 162.452, 162.450, 162.475, 162.500, 162.525 and 162.550.
- Contact your [local transportation authorities](#) for contact information on what transportation is being provided. Announcements will be made in advance of the storm to let you know how to register for transportation and where you will be picked up.
- Be sure to gas up all your vehicles and fuel tanks for emergency power. Have extra flashlights and batteries on hand.
- Explore alternate ways to communicate with families in case traditional ways of communicating do not work.

Disaster Preparedness for Pets

Make sure you have:

- Food and water for at least three (3) days for each pet.
- Food and water bowls and a manual can opener.
- Depending on the pet, pack litter and litter box or newspapers, paper towels, plastic trash bags, grooming items and household bleach.
- Don't forget pet medications and medical records stored in a waterproof container, a first aid kit and a pet first aid book.
- Sturdy leashes, harnesses and carriers to transport pets safely and to ensure that your pets cannot escape. A carrier should be large enough for the animal to stand comfortably, turn around and lie down. Your pet may have to stay in the carrier for hours. Be sure to have a secure carrier with no loose objects. Include blankets or towels for bedding and warmth and other special items.
- Bring pet toys and the pet's bed, if you can easily take it, to reduce stress.
- Current photos and descriptions of your pets to help others identify them in case you and your pets become separated, and to prove that they are yours.
- Make a copy of feeding schedules, medical conditions, behavior problems and the name and telephone number of your veterinarian in case you have to board your pets or place them in foster care.
- The Louisiana Department of Agriculture and Forestry and its non-governmental partners work year around to support local response to disasters. Animal shelters may be available through

your Parish evacuation plan; contact your local Office of Homeland Security and Emergency Preparedness. The location of your evacuation destination may or may not accept pets, so call ahead and check. All hazards disaster preparedness information is available at ldaf.state.la.us.

- Remember, animal ownership is a responsibility! Be ready to take care of your whole family.

For More Information, visit:

[Animal emergency planning | Louisiana Department of Agriculture and Forestry](#) or the Louisiana Society for Prevention of Cruelty to Animals (LA SPCA) website LA-SPCA.org or call 504-368-519

Governor's Office of Elderly Affairs (GOEA)



For helpful information and links from the Governor's Office of Elderly Affairs, please visit: [Home - Governor's Office of Elderly Affairs \(louisiana.gov\)](http://Home-Governor's Office of Elderly Affairs (louisiana.gov)).

Additional Assistance

Remember to stay tuned to traditional lines of communications, such as local television and radio stations. You also may want to check social media platforms, such as Facebook™ and Twitter™, for updates regarding severe weather situations and available emergency assistance. Below are additional websites to which you can refer to get valuable information:

- Louisiana GOHSEP- [GOHSEP](#)
- American Red Cross - www.redcross.org
- Federal Emergency Management Agency - www.fema.org

LeadingAge Disaster Resources: Preparedness, Response and Recovery



LeadingAge has a user-friendly toolkit that includes videos, guides, worksheets and checklists to help housing organizations prepare to respond when disaster strikes. You can access this guide [here](#).

Additional Tips for Senior Housing Providers

- Coordinate with your Parish OHSEP. Let them know what your needs will be, especially if there are restrictions on the use of public shelters and special needs shelters. Ask if they can do a presentation for your staff and residents to emphasize the importance of being prepared.

- Determine which of your residents have health conditions that would require a special needs shelter, especially if your building were to lose power. This would include residents with medical devices that require electricity or medications that require refrigeration.
- Encourage high-risk residents to register for a special needs shelter [MdcIEmgncyShltrs.pdf \(la.gov\)](#) (as soon as possible since completing the registry application does not automatically qualify an individual).
- Determine if residents with special needs can make arrangements to evacuate to the home of a relative or friend who has a generator as a backup plan if a special needs shelter is not available to them.
- If you have a generator capable of powering common areas, determine if it would be safe to allow residents with special needs to shelter in place. Involve your corporate attorney in that decision.
- Ask all residents to think ahead and make a plan with family or friends about where they would go if there is a need to evacuate, especially if your community is in a flood zone.
- Give residents a list of what they will need in the way of emergency supplies, water, food and medication if there is a hurricane. Encourage them to start purchasing those items whenever they have the opportunity since shopping is still not back to normal because of the coronavirus. [Click here](#) for a sample “[Hurricane Preparedness Guide](#)” for residents graciously shared by LeadingAge Southeast member Westminster Communities of Florida.
- All buildings should have some type of emergency communication system in the event that services are disrupted. Make sure yours is in good condition. You should also have a battery-powered radio and supplies of flashlights, lanterns, and batteries on hand in the event of loss of power.
- Stock up on the supplies you did not plan for but needed during the last hurricane.

When Property Damage Occurs on a HUD Property:

- The U.S. Department of Housing and Urban Development has a website with information and guidance. Multifamily Housing Guidance for Disaster Recovery is available at: https://www.hud.gov/program_offices/housing/mfh/disasterguide. We encourage you to review this website **before** an event occurs.
- [Chapter 38 of HUD Handbook 4350.1](#) outlines procedures and forms to be used by a HUD property when property damage occurs due to a natural disaster.
- Owners and Management Agents are obligated to always **immediately report** physical damage to a property interior or exterior that has resulted from a fire, flood, wind, severe cold, or other natural disaster or weather event. Owners are encouraged to complete and forward damage assessments forms to HUD. Please use the form applicable to your situation:
 - For a FEMA Declared Emergency or Disaster: [Preliminary Disaster Assessment Form \(Appendix A-3 of Chapter 38 of Handbook 4350.1.\)](#)
 - For an Event not declared by FEMA: [Basic Damage Assessment Form](#)

Please forward the appropriate Assessment Form within 24 hours of the damage occurrence. Either form should be legibly handwritten or typewritten and emailed to:

AtlantaDisasterAssistance@hud.gov for properties assigned to an Account Executive reporting to the Atlanta Regional Office or DamageAssessmentsFlorida@hud.gov for properties assigned to an Account Executive reporting to the Jacksonville Satellite Office.

To find your assigned Account Executive, please [click here](#).

Owner Responsibilities for Preparing Building and Residents

Owners/agents are responsible for:

- Developing a pre-disaster checklist that is shared with tenants.
- Developing an emergency relocation plan to relocate residents prior to the storm, especially at Section 202 Elderly and Section 811 Disabled residents properties.
- Ensuring that the property and property records are secured, and that residents' possessions and valuables are secured and protected to the greatest extent possible.
- Contacting the local HUD office immediately following a disaster.
- Providing a status report of the residents and property conditions.
- Ensuring that residents provide EMERGENCY contact numbers, especially if they become displaced from the property.
- Determining the extent of damage, security needs, resident property protection needs, etc.
- Contacting the property's insurance provider to apply for property and business interruption claims.
- Maintaining inventory of all residents, property, phone numbers, mailing address, and emails.
- Determining which residents have been displaced due to unit damage or a failure of a major building system such as the electrical system, etc.
- Tracking each displaced resident's temporary location and maintaining contact information for each displaced resident, particularly if the property will likely have units off-line for more than 30 days.
- Contacting FEMA for on-going guidance and instructing residents to register with FEMA through 1-800-621-FEMA (3362), or www.fema.gov.
- Applying for assistance with FEMA, Small Business Administration, Housing Finance Agency and others.

Hotlines for Emergency Relief

- [Disaster Assistance - GOHSEP | Governor's Office of Homeland Security & Emergency Preparedness](#)
- LeadingAge Southeast: 1-850-671-3700 -- www.leadingagesoutheast.org
- American Red Cross Donations Hotline: 1-800-HELP-NOW (1-800-435-7669) or visit: <https://www.redcross.org/>
- American Red Cross Information Hotline: 1-800-RED-CROSS (1-800-733-2767)
- Salvation Army Donation Hotline: 1-800-728-7825 -- <https://www.salvationarmyusa.org/usn/>
- Salvation Army Emotional & Spiritual Care Hotline: 1-844-458-4673

Power Company Contact Information

- Entergy Louisiana: 1-800-968-8242
- SLEMCO (South Louisiana Electric Membership Corporation): 337-896-5384
- Lafayette Utilities System (LUS): 337-291-9200
- Beauregard Electric Cooperative (BECI): 337-239-3451
- Central Louisiana Electric (CLECO): 800-622-6537
- SWEPCO: 888-216-3523

Hotlines for Financial and Recovery Assistance

- FEMA Disaster Assistance Hotline: 1-800-621-FEMA (1-800-621-3362)
- SBA Business Physical Disaster Assistance Loan and SBA Economic Injury Disaster Loans: 1-800-659-2955
- To verify contractor licensure, call: 1-850-487-1395, or visit: [Online Contractor Search - LSLBC \(louisiana.gov\)](https://www.lslbc.louisiana.gov) To report unlicensed activity, call: 225.765.2301
- To report price gouging, call: 800-351-4889 or report violations online at <https://www.ag.state.la.us/>
- Reemployment Claims and Benefits: 1-225-342-3111 or [LAWorks Homepage - Louisiana Workforce Commission](https://www.laworks.com)

Notes: _____

