



2025

# Emergency Preparedness & Resource Guide

## Mississippi Edition

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

- Central Electric Power Company: 601-267-3043
- 4 County Electric: 800-431-1544
- Southern Pine Electric: 800-231-5240
- Entergy: 800-968-8243
- Pearl River Valley Electric: 855-277-8372
- EMEPA: 601-581-8600



**Mississippi State Department of Health | (601) 576-7400**

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

If you have additional questions regarding your emergency management plans, please contact your local emergency management agency.

### **MSDH Emergency Preparedness Contact Information**

601-576-7400

**MSDH Emergency Preparedness Resources:** [Emergency Preparedness - Mississippi State Department of Health \(ms.gov\)](#)

**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: [Personal Care Home](#) and [Long Term Care](#)
- Test the implementation of the emergency management plan annually, either in response to a disaster, an emergency, or in a planned drill.

**Mississippi Emergency Management Agency | [866-920-6362](tel:866-920-6362) or email [memainfo@mema.ms.gov](mailto:memainfo@mema.ms.gov)**



Mississippi Emergency Management Agency's to safeguard Mississippi and its citizens by fostering a culture of preparedness, executing timely responses during disasters, and quickly restoring quality of life post-event. Emergency Management is a comprehensive approach to administering and governing mitigation, preparedness, response, and recovery efforts.

[Click here](#) for information for all 82 County Emergency Management Agency. If you are unable to get through to your local EMA, the following numbers are operational during emergency events:

- State Emergency Operations: 800-222-6362

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

- **Evacuation Zones** – [Hurricane Guide](#)
- **Emergency Shelter Information:** [Click here](#) to contact your local EMA
- In the event that you have to evacuate your residents, and you need assistance, contact your [local EMA](#).
- 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 immediately about the increased frequency of bus routes. Tell them where your building is located and how many residents are in your building. Make sure your building is on the emergency bus route and the drivers are aware of the resident's age, physical limitations, etc.
- 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.



**Mississippi Department of Human Services**

For helpful information and links from the Mississippi Department of Human Services, please visit: [Home - Mississippi Department of Human Services \(ms.gov\)](#).

## Additional Assistance

Remember to stay tuned to traditional lines of communication, 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:

- Mississippi Emergency Management Agency - [About - MEMA \(msema.org\)](https://www.msema.org)
- American Red Cross - [www.redcross.org](https://www.redcross.org)
- Federal Emergency Management Agency - [www.fema.org](https://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 EMA. 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.
- 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.
- 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](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 assessment 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:

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.
- Develop an emergency relocation plan to relocate residents before 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.
- Contact the property insurance provider to apply for property and business interruption claims.
- Maintaining inventory of all residents, property, phone numbers, mailing addresses, 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 offline for more than 30 days.
- Contacting FEMA for ongoing guidance and instructing residents to register with FEMA through 1-800-621-FEMA (3362), or [www.fema.gov](http://www.fema.gov).

- Applying for assistance with FEMA, Small Business Administration, Housing Finance Agency, and others.

## Hotlines for Emergency Relief

- MEMA : [866-920-6362](tel:866-920-6362) or email [memainfo@mema.ms.gov](mailto:memainfo@mema.ms.gov)
- LeadingAge Southeast: 1-850-671-3700 -- [www.leadingageflorida.org](http://www.leadingageflorida.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

- Central Electric Power Company: 601-267-3043
- 4 County Electric: 800-431-1544
- Southern Pine Electric: 800-231-5240
- Entergy: 800-968-8243
- Pearl River Valley Electric: 855-277-8372
- EMEPA: 601-581-8600

## 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: 800-880-6161, or visit: [Contractors - MSBOC](#)
- To report unlicensed activity, call: 800-880-6161,
- To report price gouging, call: 1-866-966-7226 or report violations at 800-281-4418
- Reemployment Claims and Benefits: 601-321-6000

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