



State of Louisiana
Louisiana Department of Health
Office for Citizens with Developmental Disabilities

Memorandum

OCDD-SC-20-016

DATE: July 24, 2020
TO: Support Coordinator Agencies
FROM: Teresa Frank, OCDD Program Manager 3
SUBJECT: Emergency Preparedness Planning

It looks like the Atlantic Ocean and the Gulf of Mexico are becoming quite busy as we roll into the most active part of the 2020 Hurricane Season.

To ensure proper planning, we need to be sure all your support coordinators have spoken to each person on their caseloads and updated their hurricane (within a pandemic) plan. We have a series of questions below to assure that as many bases as possible have been covered. Please return the attached questionnaire to Teresa Frank (Teresa.frank@la.gov) by August 7, 2020.

1. Has each support coordinator taken advantage of or received additional training in planning for hurricane season in the midst of this pandemic (EPIC-CDC, FEMA, RED CROSS)?
2. Have you spoken with each support coordinator to assure each person on his/her caseload has received a planning session (by phone, Zoom, or Facetime) during the last quarter (April, May, June 2020).
3. Has the Project Director rechecked every plan for recipients dependent on ventilators to assure the feasibility of the plan? Please send a list of all recipients that you support (in the four waivers) using ventilators along with this question.
4. For recipients with life sustaining equipment, are the model numbers, serial numbers and type of machine listed in the emergency plan in case the equipment must be replaced?
5. Are there battery backups for life sustaining equipment and dates of last service by the supplier/provider?
6. Are there addresses and numbers for the supplier/provider of each piece of equipment?
7. For recipients who take medication, is there an accurate list of the medication with the recipient, the provider and the support coordinator with the correct dosages? The pharmacy phone number?
8. What about recipients who utilize tube feedings? Do they have an adequate supply of feedings? The type, calories and supplier listed with their emergency information?

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9. Does the recipient have the support coordination agency and the service provider's 800 numbers in case they evacuate out-of-state and need to get in touch?
10. Does the recipient/family have 2 cloth masks and sanitizing supplies in their "Go Bag" to take with them in case evacuation is needed? Adult incontinence briefs? Blue pads? Gloves? Any special foods or calming toys or materials?
11. Has the support coordinator discussed the possibility that families or providers may have to evacuate north instead of to our neighboring states of Texas and Mississippi due to the heavy prevalence of COVID-19 in both of these states?
12. Has the support coordinator contacted the local Emergency Operations Center for anyone who may need certain assistance in their parish? Transportation? Special Needs Shelter? Electricity in a shelter?
13. Has the support coordinator reminded the individual/family that shelters will look different this year due to COVID-19? They won't be able to hold as many people, there may not be as many volunteers as usual, there may not be as many shelters or there may be more due to COVID-19.
14. As the State may have to put evacuees in hotel rooms due to COVID-19 there may be a shortage of hotel rooms available. People should take this into consideration as well. Has the support coordinator discussed this possibility with families who plan on evacuating to a hotel room?
15. Louisiana is one of the few states that provide cots at shelters. This may not happen at all of them. Individuals should keep this in mind that food and sleeping gear should be packed when evacuating in a vehicle. Have the support coordinators discussed this with families/service providers?
16. Pets should be cared for, planned for and evacuated with the recipient/family. The support coordinator may need to assist in finding pet friendly shelters. Have the support coordinators identified which individuals/recipients have pets and would need this information?
17. For individuals in low lying areas, areas prone to flooding or coastal areas is there a plan to evacuate individuals prior to flooding?
18. Does every individual know who their Health Plan is if they have one and how to get in touch with the health plan? This is very important!

We expect that all the above questions, should be discussed and planned for with each recipient/family.

This document, with your answers, for each support coordination agency, not each individual support coordinator should be returned no later than close-of-business Tuesday August 7, 2020.

As always we appreciate your continued support to individuals with intellectual and developmental disabilities.

Below you will find some resources for your support coordinators:

https://gohsep.la.gov/Portals/0/Documents/Prevent/2016EmergencyGuide_English.pdf

Local EOC numbers:

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<https://gohsep.la.gov/ABOUT/PARISHPA>

Healthy Louisiana Plans:

Aetna Better Health

1-855-242-0802

www.aetnabetterhealth.com/louisiana

Amerihealth Caritas Louisiana

1-888-756-0004

www.amerihealthcaritasla.com

Healthy Blue

1-844-521-6941

www.myhealthyblue.com

Louisiana Healthcare Connections

1-866-595-8133

www.louisianahealthconnect.com

United Healthcare Community

1-866-675-1607

www.uhcommunityplan.com

Medicaid Customer Service Hotline:

1-888-342-6207

For additional Emergency Preparedness Training:

emergency.cdc.gov/epic