

<u>Hurricane Preparedness Plan</u>	
<u>Policy Number</u>	<u>LHCC 2651</u>
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<u>Authorized Approval</u>	<u>Leah Begnaud, Chief Operating Officer</u>
<u>Approving Signature</u> ^[VG1]	

Preparing for Hurricane

If a Hurricane^[VG2]^[LB3] is identified in advance, the following is done:

1. Chief Operating Officer identifies potential parishes/cities that will be affected. Then the plan^[VG4]^[LB5] is announced with a start and expected end date to MediTrans management^[VG6]^[LB7].

Facility Outreach

By running platform rides report, the highest volume facilities are identified in the affected areas.

COO will direct Dispatch or other department to call each facility and verify their availability and mark on spreadsheet that is a shared document to be stored on SharePoint so that all who are working may edit.^[VG8]^[LB9]

MediTrans will be in constant contact with^[VG10]^[LB11] both Provider and Facility Outreach about closures due to the possible changes in storm tracking as well as facilities waiting until absolutely necessary to say they are closing. Providers and facilities may call the provider or facility lines to give updated information.

Member Outreach

- Once any closing facilities are identified, COO and MediTrans management^[VG12]^[LB13] will be notified, and direct dispatch and/or the call center to make outbound calls to members. MediTrans will outreach as many members as possible, calling those members at least twice to give notification of facility/provider closures. The number of outbound calls that can be made depends on the number of calls needed to be made, and the number of incoming calls at the time.^[VG14]^[EH15]

Transportation Provider Outreach

Provider Network Manager to E-mail all providers daily with Disaster Recovery E-mail that includes at least^[VG16]:

- Dates of expected impacts
- Areas expected to be impacted
- Reminders of safety first
- If members report cancellations, Providers e-mail dispatch so we can verify

and cancel all unnecessary trips.

- Also have providers notify dispatch by e-mail if members or facilities report closures or schedule changes
- If anything is directly relayed to Provider Relations, it is forwarded to Dispatch

Agents working from home

Chief Operating Officer decides (as time allows) to send agents home with MediTrans equipment the day before an event. All agents taking calls must already have demonstrated their ability to work from home to complete daily duties.

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If unstable conditions are imminent for Call Center and surrounding locations, cross-trained employees who are in other areas are put on standby to be able to log in and answer calls.

If necessary and time allows, agents that are willing to travel and stay/work from a hotel during the event are identified.