

Terrebonne Parish
Office of Homeland Security and Emergency Preparedness
Standard Operating Guidelines for
Hurricanes and Tropical Systems
Revision: July 28, 2011

PHASE I / EOC LEVEL IV

Tropical System in Atlantic or Caribbean – Plot and Watch

1. Monitor all advisories and plot storm positions from National Hurricane Center (NHC).
2. Monitor National Weather Service – Slidell (NWS-S) for storm advisories and other pertinent information.
3. Update Hurrevac Tracking Program.
4. Confer with National Weather Service – Slidell, if applicable
5. Contact Governor’ Office of Homeland Security and Emergency Preparedness (GOHSEP), if necessary.
6. Begin Parish Website, Twitter and Facebook updates.

H-120 to H-108/ PHASE II / EOC LEVEL IV

Hurricane/Tropical Storm Threat to Gulf of Mexico – Alert/Prepare

1. Continue monitoring advisories and plot storm positions from National Hurricane Center.
2. Contact all Parish Departments, Local Governmental Agencies, Non-Governmental Agencies and Emergency Support Function (ESF) Managers on EOC Contact List located in Appendix A
3. Contact GOSHEP, if necessary.
4. Begin sending advisories to Parish Departments, Local Governmental Agencies, Non-Governmental Agencies and Emergency Support Function (ESF) Managers.
5. Continue Parish Website, Twitter and Facebook updates.

H-96 / PHASE III / EOC LEVEL III

Hurricane/Tropical Storm Threat to Central Gulf of Mexico

1. Partial Activation of Emergency Operations Center (EOC) to 12 Hour Schedule
2. Conduct EOC Operational Staff Meetings (8AM and 7PM)

3. Brief Parish Administration that EOC is now in Level III.
4. Brief Terrebonne Parish Council members.
5. Schedule and conduct executive command meeting with Parish Administration, Council Chairperson, Houma Police Chief, Houma Fire Chief, TPSO Sheriff, and Volunteer Fire Department Representative.
6. Notify Parish Attorney to prepare Emergency Declaration Notice for Parish.
7. Schedule and conduct Emergency Support Function Managers Meeting.
8. Notify Neighboring Parishes and Region 3 Coordinator (See Appendix B)
9. Notify Terrebonne Parish School Board for possible use of H.L. Bourgeois High School and school buses for evacuation of Terrebonne Parish.
10. Notify Terrebonne General Medical Center (TGMC), Chabert Medical Center (CMC), Nursing Homes, Assisted Living Homes (TARC, Louis Infant Center, McDonnell's Home), Home Health Agencies and Council on Aging that Medical Special Needs evacuation MAY begin at H-60 hours.
11. Continue monitoring National Hurricane Center advisories and plotting storm position.
12. Continue sending advisories to Parish Departments, Local Governmental Agencies, Non-Governmental Agencies and Emergency Support Function (ESF) Managers.
13. Continue Parish Website, Twitter and Facebook updates. Send email updates to media list. (See Appendix C)
14. Contact Holiday Inn Express in Monroe to obtain reservations for 15 rooms.
15. Contact fleet maintenance to perform check on EOC generator, Parish generators.
16. Perform radio check on all two-way radio systems in EOC.
17. Advise Public Works Department (985-873-6735) for placement of sand and sandbags at Public Works Service Center at 1860 Grand Caillou Road.
18. Notify purchasing to obtain additional cell phones (Evacuation Buses).
19. Begin monitoring water levels:
 - TLCD Floodgates (SCADA)
 - USGS On-line Monitors (See List in Appendix D)
20. Check and Test all Communication Equipment
21. Check office supplies and prepare storm log books for each ESF coordinator and 12 call takers.

H-84 / Phase III / EOC LEVEL III
Hurricane/Tropical Storm Threat to Central Gulf of Mexico

1. Continue monitoring National Hurricane Center advisories and plotting storm position.
2. Continue sending advisories to Parish Departments, Local Governmental Agencies, Non-Governmental Agencies and Emergency Support Function (ESF) Managers.
3. Notify EOC staff full activation (24 Hour Operations) may begin at H-60 Hours.
4. Send email briefing notifying the Executive Committee and ESF managers of possible full activation (24 hour operations) may begin at H-60 Hours.
5. Continue Parish Website, Twitter and Facebook updates. Send email updates to media list. (See Appendix C).

H-72 / Phase IV / EOC LEVEL III
Hurricane/Tropical Storm Threat to Southeast Louisiana including St. Mary Parish

1. Continue monitoring National Hurricane Center advisories and plotting storm position.
2. Continue sending advisories to Parish Departments, Local Governmental Agencies, Non-Governmental Agencies and Emergency Support Function (ESF) Managers.
3. Schedule and conduct Executive Command briefing.
 - Discuss possible evacuation orders
 - Sign and execute Parish declaration of emergency
4. Prepare five copies of Parish declaration of emergency and record in Parish's Clerk of Court Office.
5. Send copy of Parish declaration of emergency via facsimile and email to GOHSEP. Notify GOHSEP Region 3 coordinator and neighboring parishes of execution of Parish declaration of emergency.
6. Activate TOHSEP Public Information Officer.
7. Notify ESF managers of full activation (24 hour operations) of EOC within the next 12 hours at H-60 hours.
8. Notify the Ouachita Parish OHSEP, City of Monroe, Northeast Chapter of the American Red Cross, and the Ouachita Parish Sheriff's Office of possible mandatory evacuation of Terrebonne Parish and need of Monroe Civic Center for shelter operations.

9. Notify South Central Planning and Development Commission of possible use of their building as an alternate EOC due to intensity of hurricane.
10. Notify and meet with Evacuation Coordinator and Emergency Transportation Coordinator. (See Appendix A).
11. Schedule and conduct Evacuation meeting with ESF-1: Transportation, ESF-6: Mass Care, EA, HHS, ESF-13: Public Safety and Security, and ESF-15: Emergency Public Information to discuss evacuation operational guidelines.
 - Include TGMC and CMC for decision-making on hospital evacuation.
 - Include all primary and support agencies listed in Attachment 3 of the Terrebonne Parish OHSEP Emergency Operations Plan.
12. Notify Nursing Homes, Assisted Living Homes (TARC, Louis Infant Center, McDonnell's Home), Home Health Agencies and Council on Aging that Medical Special Needs evacuation WILL begin in 12 hours at H-60 hours.
13. Notify Council on Aging and Terrebonne Parish School Board that Para-Transit buses will be needed for Medical Special Needs evacuation within the next 12 Hours at H-60 hours.
14. Emergency Transportation Coordinator will notify all contract bus drivers to advise what time report to the TPSB Transportation office to begin evacuations. The Emergency Transportation Coordinator will report to ESF-1 the number of available bus drivers.
15. Send WEBeoc request to GOHSEP for possible transportation assistance with buses and bus drivers for general population evacuation if mandatory evacuation for Category 3, 4, or 5 hurricane threat to Terrebonne Parish.
16. Send WEBeoc request to GOHSEP for commodities (MREs, Water, Ice) to be shipped to the Houma-Terrebonne Civic Center in preparation of impact from of a major hurricane to Terrebonne Parish.
17. Initiate FirstCall Network to advise Terrebonne Parish residents of evacuation orders (Time and procedure).
18. Email evacuation order with time and procedure to local media.
19. Update Parish Website, Twitter and Facebook with evacuation orders and other pertinent information. Distribute FirstCall Network Inbound Toll-Free Telephone Information Number.

20. Notify Benecom of evacuation/sheltering operations for electronic registration setup operations.
21. Prepare H.L. Bourgeois High School for Parish Pickup Point. (Category 3,4, or 5 Hurricane).
 - Deploy and Setup 100 Barricades to H.L. Bourgeois
 - Deploy and Setup Electronic Registration System
 - Deploy MREs and Bottled Water to TPSB Transportation yard for placement on buses.
22. Activate TPCG Finance Section (Accounting and Purchasing)
23. Top off fuel in EOC vehicles.
24. Prepare EOC for extended operations.
 - Supplies, Water, MREs, Groceries, Caterer, etc.
25. Notify ESF-3: Public Works and Engineering to begin placement of sandbags at designated locations. (See Appendix E)
26. Notify ESF-13: Public Safety and Security to coordinate security at Parish Pickup Point and/or shelters.
27. Notify ESF-6: Mass Care, EA, and HHS
 - To contact and coordinate generator contractors for parish recovery shelters.
 - Contact purchasing on coordination of wrap around services for Monroe Civic Center and parish recovery shelters.
 - For deployment of shelter liaisons to Monroe Civic Center.

**H-60 / Phase V / EOC LEVEL II
Hurricane/Tropical Storm Threat to Terrebonne Parish**

1. Continue monitoring National Hurricane Center advisories and plotting storm position.
2. Continue sending advisories to Parish Departments, Local Governmental Agencies, Non-Governmental Agencies and Emergency Support Function (ESF) Managers.
3. Full Activation (24 hour operations) of EOC
4. Begin Medical Special Needs Evacuation from Parish Pickup Point
5. Position TPSB and COA Para-Transit buses to H.L. Bourgeois for deployment with Medical Special Needs Patients.

6. Prepare updated evacuation news release for evacuation.
7. Request status report from each ESF manager every 12 hours.
8. ESF-2: Communications, check all communications: 700 Mhz Radios, VHF Radios, 400Mhz Radios, Satellite Phones.
9. Begin two a day EOC meetings: 7AM and 7PM.
10. Prepare for general population evacuation at H-50 Hours.
11. Update local media, Parish Website, Twitter and Facebook with evacuation orders and other pertinent information.
12. Contact TPSB to check and fuel school buses to be used for general population evacuation.
13. Request assistance from TPSO for trustees to help with loading buses with 60 bottles of water and 30 MRE's.

H-50 / Phase VI / EOC LEVEL II
Hurricane/Tropical Storm Threat to Terrebonne Parish

1. Notify all school bus drivers to deploy to TPSB transportation yard to pick up assigned bus and report to H. L. Bourgeois to facilitate evacuation of citizens to point to point shelter in Monroe.
2. Begin pickup of general population with Good Earth Transit buses and COA aging buses from all areas of the Parish to be brought to H. L. Bourgeois High School for electronic registration and deployment to point to point shelter (Monroe Civic Center) in Monroe.
3. Begin loading and deployment of buses to Monroe Civic Center (Deport 10 at a time).
4. Notify United States Coast Guard, Marine Safety Unit – Houma, to identify and move “red flag” cargo outside of the City of Houma on ICWW and Houma Navigation Canal.

H-36 / Phase VII / EOC LEVEL II
Hurricane/Tropical Storm Threat to Terrebonne Parish

1. Continue monitoring National Hurricane Center advisories and plotting storm position.
2. Continue sending advisories to Parish Departments, Local Governmental Agencies, Non-Governmental Agencies and Emergency Support Function (ESF) Managers.
3. Update local media, Parish Website, Twitter and Facebook with pertinent information.

4. Contact shelter liaison and emergency transportation coordinator in Monroe for sheltering update.
5. Prepare to move EOC to South Central Planning and Development Commission building located in Gray.
 - Phones
 - Computers
 - Portable Radios
 - Satellite Phone System
 - Office Supplies
6. All Parish Departmental hurricane preparations should be nearing completion.
7. Preposition Parish equipment and vehicles for recovery.
8. Identify safe shelters for key essential employees not evacuating, send to GOHSEP.
9. Prepare for coastal flooding.
10. **Notify ESF-6: Mass Care, EA, HHS to prepare parish evacuation shelters for voluntary evacuation to begin at H-24 hours for tropical storms and Category 1 or 2 hurricanes.
11. **Call for voluntary evacuation to begin at H-24 hours for tropical storms and Category 1 or 2 hurricanes.
12. **Contact shelter managers for deployment within 12 hours.
13. **Prepared Good Earth Transit and COA para-transit buses for transporting citizens to parish shelters.
14. **Deploy electronic registration equipment to parish evacuation shelters.
15. **Prepare pet shelter.
16. **Send FirstCall Network notification to parish residents advising of voluntary evacuation and notify local media with news release.

**H-24 to H-0 / Phase VIII / EOC LEVEL I
Hurricane/Tropical Storm Impact to Terrebonne Parish**

1. Continue monitoring National Hurricane Center advisories and plotting storm position.
2. Continue sending advisories to Parish Departments, Local Governmental Agencies, Non-Governmental Agencies and Emergency Support Function (ESF) Managers.

3. Update local media, Parish Website, Twitter and Facebook with pertinent information.
4. Last minute departmental hurricane preparations should be complete.
5. All personnel should be finalizing shelter accommodations.
6. Setup FirstCall Network Inbound phone message.
7. Prepare damage assessment portfolios.
8. **Open parish evacuation shelters during tropical storms or category 1 or 2 hurricanes threatening the Parish.

**H-0 to H+12 / Phase IX / EOC LEVEL I
Recovery**

1. Begin Search and Rescue Operations
2. Deploy Damage assessment teams.
3. Begin Debris Clearance
4. Contact all Parish departments and agencies for damage report.
5. Schedule and conduct Executive Command briefing.
6. Prepare news release on existing conditions in Terrebonne Parish to be distributed to all media contacts, including Northeast media contacts as soon and often as possible.
7. Prepare Houma Terrebonne Civic Center for distribution of relief supplies.
8. Identify available point of distribution (POD) locations, send to GOHSEP.
9. Contact American Red Cross and Southern Baptist Association for sheltering and feeding operations.
10. Contact Finance Section for implementation of housing and catering for parish employees.
11. Identify sites for FEMA Disaster Recovery Centers and Louisiana Food Stamp Distribution
12. Release FEMA toll-free number for recovery assistance.
13. Implement rumor control by utilizing Parish website blog, Twitter and Facebook.
14. Update FirstCall Network Inbound message.
15. Establish road blocks to restrict traffic flow into parish and implement return of Tier I classification.

16. Notify ESF-6: Mass Care, EA and HHS to establish recovery shelters for return of evacuees.

17. LaDOTD will be transporting Special Needs persons back to Parish Pick-up Points and/or Transition Shelter.