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**Attachments:**
- Damage Identification Form
- Contents Inventory Form
- Prayers for Protection from Storms
INTRODUCTION

This hurricane and disaster readiness manual has been created with input from the following offices within the Archdiocese of New Orleans:

- Archives
- Building Office
- Catholic Charities
- Communications
- Finance
- Information & Technology
- Legal
- Property Management
- Risk Management
- Vicar General

The purpose of this manual provided is to:
1. Assist you in hurricane-disaster preparation;
2. Guide you through handling any loss resulting from a catastrophic event (hurricane, flood, etc.); and
3. Ensure claims are handled in an appropriate manner.

Important Disaster/Emergency Contacts:

Maggie Riddle, The Sulzer Group - 504-299-3391 or anoinfo@sulzergroup.com
Archdiocesan Risk Management Office – riskmanagement@arch-no.org
Fr. Patrick Williams, Vicar General – (504) 494-9026
Fr. Patrick Carr, Vicar for Finance – (504) 250-2288
Susan Zeringue, General Counsel – (504) 427-7377
Office of Archives and Records – (504) 861-6241 or (504) 460-3804
Lee Eagan – (504) 810-5838

BLESSED SACRAMENT

In the event of a hurricane or other disaster, always safeguard the Blessed Sacrament. It may be consumed or, in the event of an evacuation, taken with you.

SACRED OBJECTS

In the event of a hurricane or other disaster, please secure sacred objects and other liturgical items. Should they be damaged in the disaster please include details in the “Contents Inventory Form” (see attachments) and consult with both the Office of Worship and the Office of Archives and Records about next steps.

RECORDS

Sacramental Registers - All sacramental registers must be evacuated to a safe place. In the event you are unable to take them with you, please contact the Office of Archives and Records at (504) 861-6241. If no one can be reached at that number, please call (504) 460-3804
Vital Records - Vital records include marriage preparation files, current finance records, architectural plans, inventories of parish holdings, school records and data, etc. Move vital records to a high place in your office. Back-up your computers and take the device with you.

Upon return to the parish, if documents or records are damaged in any way, contact the archdiocesan Office of Archives and Records at the numbers above as soon as possible to facilitate preservation/conservation.

PROPERTY PROTECTION

Please take every precaution to protect and secure your property prior to any inclement weather conditions. Identifying potential hazards ahead of time and advance planning can reduce the dangers of serious injury or property loss.

- Make sure all of your property is firmly secured.
- Be sure that trees and shrubs around buildings are well trimmed.
- Clear loose and clogged rain gutters and downspouts.
- Move items that could be damaged by water to higher areas.
- Secure all doors and windows with locks and shutters if available.
- Secure garage doors.
- Power down computers and unplug.
- **Bring Elevators to an upper floor & lock in place.**

If your property sustains any damage, please take measures to protect your property from further damage. If damage is substantial a designated adjuster will make arrangements to personally inspect the damages. You may contact any licensed and insured construction company to complete temporary repairs to protect your property from further damage. If you are a FEMA eligible location, please contact the Building Office for direction. Take digital or other photographs and send them by e-mail if possible or postal mail to the Insurance Office.

MAG LOCK CARD READERS

Magnetic locks are commonly used on doors at building entrances and can be activated by keycard readers. Generally, most mag-locks are designed to “fail-open”/”fail insecure”. This is due to their usage in emergency exit type scenarios. When a fire alarm is activated, our building codes require that all mag-locks be released, as a failsafe, to allow unimpeded egress in the event of a fire. **It also means that when the power to a building is knocked out the locks will remain open until the power is restored.**

Those facilities with generators should make sure that the circuits that feed the mag-locks be included in the emergency power supply. If that is not possible, then consideration needs to be given to added pad locks to the doors or applying chains if the door hardware allows before evacuating for a hurricane.

*Exit doors cannot be chained or padlocked if people are occupying the building. This is a violation of Life Safety Code-Fire Codes.*
CLAIM REPORTING

All claims should be reported as soon as possible. To assist you in reporting all damages thoroughly, please fill out the Damage Identification Form found on page 11 and send to:

Archdiocese of New Orleans - Risk Management
7887 Walmsley Ave., New Orleans, LA 70125
Telephone (504) 861-6251
E-mail: riskmanagement@arch-no.org

Below are additional emergency contacts for reporting damage:

Maggie Riddle, The Sulzer Group
504-299-3391 or anoinfo@sulzergroup.com

Archdiocesan Contacts:
Fr. Patrick Williams, Vicar General – (504) 494-9026
Fr. Patrick Carr, Vicar for Finance – (504) 250-2288
Lee Eagan – (504) 810-5838

PROCEDURE FOR ENTERING A DAMAGED LOCATION

Once local authorities have authorized you to return, please follow these guidelines to help minimize losses and stay safe:

- Walk the site and take photographs of all interior and exterior damage.
- Before entering any building, check for structural damage. DO NOT go in if it looks unsafe or if there is a chance of falling debris.
- When entering a building, use battery-powered flashlights. If you smell gas upon entrance, DO NOT turn on any light switches. Leave the building immediately and call the local gas company.
- When possible, turn off the electricity at the main circuit panel.
- If electrical equipment has been subject to flood or rainwater, DO NOT energize until thoroughly inspected by an electrician.

Once inside, make a thorough inspection for damage and potential hazards. Take photographs of any damage and contents that need to be disposed of prior to an inspection by the designated adjusters.

- DO NOT start the heating, cooling or boiler systems until they have been inspected.
- Check for sewage and waterline damage. If you suspect damage, avoid using toilets and faucets. Turn off water at the meter.
- Clean out refrigerators/freezers and deposit trash on curb in plastic bags. Make an inventory & photograph anything being disposed.
- Make necessary temporary repairs to protect the property and mitigate further damage by covering holes in the roof, walls or windows with tarps, boards or plastic sheeting.
- If there is any evident damage to asbestos areas, DO NOT disturb the material. If the material has collected on the floor, DO NOT clean it up. Contact the Building Office to make abatement arrangements.
- If there is visible mold growth, DO NOT attempt to clean it up unless it is confined to a small area. Mold can affect people in different ways, depending on sensitivity.
CLEAN UP/REMEDICATION/RECONSTRUCTION

*Named Storm deductibles are 5% of the Building Value listed in our Statement of Values on file with the insurance company.*

You can begin the process of cleaning the property immediately unless there are known hazards requiring specialty contractors. Any company that you use must provide a proposal and insurance certificate prior to starting any work. You must obtain review and approval from the Risk Management Office before signing contracts. Both the proposal and certificate of insurance must be sent to the General Counsel, Insurance & Building Offices. The deductible charges for emergency cleanup (at schools, community centers and public buildings-other than rectories) may be eligible for reimbursement from FEMA.

If there are trees on your building, your coverage allows for removal of the portions of the tree that are on the covered building, but not the cost to cut up and haul away. Please request a detailed breakdown of the tree removal by cost to remove from the covered building and separate cost to cut up and haul away.

Please keep a DETAILED record of labor, including volunteer labor, materials and equipment expended for emergency cleanup as this will be required by both FEMA and our insurance companies.

**Important Note: THE ARCHDIOCESE WILL NOT SEND A REMEDIATION CLEANING COMPANY TO YOUR LOCATION WITHOUT DISCUSSING WITH YOU FIRST.** There have been issues in the past when cleaning/mitigation have arrived on site after a disaster and then charging exorbitant bills. If you use a cleaning company, please forward any contracts to the General Counsel/Legal Office for review before signing. Many out of state vendors show up after storms-disasters and charge high per diems which include charges for meals and hotels. Your location could be held financially responsible for these bills if the work is from a Named Storm as the 5% per building deductible would apply. Please call the Risk Management Office for assistance before engaging any remediation company.

FEMA eligibility requirements mandate three bids. The three bid rule ONLY applies to emergency work.

All other repair and construction work will require public advertisement and public bids (open to all licensed and bondable contractors) in order to meet FEMA requirements. The Archdiocese Risk Management Office/Sulzer Group will set up a framework for public advertisement and public bids and will manage the repair/rebuilding phase of recovery. Please consult Maggie Riddle with The Sulzer Group at 504-299-3391 or anoinfo@sulzergroup.com or the archdiocesan Risk Management Office at riskmanagement@arch-no.org for more information on this process.

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**SCHOOL REOPENINGS**

PRIOR to reopening, schools must contact the Superintendent of Catholic Schools and/or his/her designated associate superintendent.

PRIOR to reopening, schools must have the fire alarm system inspected and tested by a licensed fire alarm company, preferably the company performing the service to the school throughout the year.

PRIOR to reopening, schools that have been flooded MUST be inspected by the State Fire Marshal. School leaders may contact the Office of the State Fire Marshall @ 800-256-5452.

PRIOR to reopening, schools that have been flooded MUST be inspected by the Department of Health & Hospitals. Office of Public Health. You may contact the Office of Public Health at the following telephone numbers:
CIVIL OFFICIALS/EMERGENCY MANAGEMENT RESOURCES

Jefferson Parish
Department of Emergency Management
Phone: 504.349.5360
Email: JPEOC@JeffParish.net
Sign-up for the JPAlert System here.

Orleans Parish
NOLAReady
Click here to sign up to receive emergency alerts from NOLAReady/City of New Orleans.

Plaquemines Parish
Dept. of Homeland Security & Emergency Preparedness
Phone: 504-934-6460

St. Bernard Parish
Dept. of Homeland Security & Emergency Preparedness
Phone: 504-278-4268

St. Charles Parish
Dept. of Homeland Security & Emergency Preparedness
Sign-up for SCP Alerts here.

St. John the Baptist Parish
Office of Emergency Preparedness

St. Tammany Parish
Dept. of Homeland Security & Emergency Preparedness
Phone: 985-898-2359

Washington Parish
Dept. of Homeland Security & Emergency Preparedness
Phone: 985-839-0434Sign-up to receive emergency alerts from Washington Parish by following the instructions online here.

CONCLUSION

We hope you find this manual helpful. What follows this page are several different attachments referenced throughout this document for your use. If you have any questions or need additional information, please do not hesitate to contact Risk Management at riskmanagement@arch-no.org.
Please use this form as a preliminary guide when assessing building damages. Once complete send to: Risk Management Office e-mail: riskmanagement@arch-no.org

Parish/Location Name:  

Address:  

Contact Name & Phone #:  

Building Name & Use:  

Please check off area that has sustained damage and give brief description- 1 page per bldg.

□ Building was not accessible ◊ Locked ◊ Hazardous ◊ Obstructed

EXTERIOR DAMAGES

□ Roof ◊ Gable ◊ Hip ◊ Flat ◊ Shingle ◊ Metal ◊ Tile ◊ Slate ◊ Built-Up ◊ Missing Caps ◊ Missing Shingles ◊ Other
% Damaged ____________________________

□ Structure ◊ Brick Veneer ◊ Metal Frame ◊ Wood Frame ◊ Slab ◊ Pier ◊ Other ____________________________

□ Exterior Cladding ◊ Brick ◊ Stucco ◊ Wood ◊ Stone ◊ Block ◊ Metal ◊ Other ____________________________

□ Doors ◊ Metal ◊ Wood ◊ Glass ◊ Locked ◊ Stuck ◊ Okay ◊ Damaged ◊ Other ____________________________

□ Windows ◊ Hinged ◊ Fixed ◊ Dbl. Hung ◊ Stained Glass ◊ Other ____________________________

□ HVAC Systems ◊ Roof Mount ◊ On Grade ◊ Equip. Rm. ◊ Equip. Submerged ◊ Okay ◊ Damaged

□ Environmental ◊ Asbestos Bldg. Materials ◊ Mold ◊ Oil ◊ Other ____________________________

□ Utilities ◊ Water ◊ Gas ◊ Electric ◊ Sewer ◊ Hazards ◊ Other ____________________________

□ Debris ◊ Trees ◊ Trash ◊ Vehicles ◊ Bldg. Materials ◊ Other ____________________________

□ Paving (Asphalt/Concrete): Only Rpt Storm Damage ◊ Wash out ◊ Excessive Debris ◊

Fencing/Gates ◊ Blocked ◊ Damaged ◊ Other ____________________________

□ Site Drainage ◊ Blocked ◊ Open ◊ Standing Water ◊ Other ____________________________

□ Other ____________________________

INTERIOR DAMAGES

□ Ceilings ◊ Wood ◊ Tile ◊ Drywall ◊ Rain Water Damage ◊ Other ____________________________

□ Interior Structure ◊ Wood ◊ Tile ◊ Metal ◊ Drywall ◊ Masonry ◊ Other ____________________________

□ Doors ◊ Wood ◊ Metal ◊ Glass ◊ Locked ◊ Operable ____________________________

□ Wall Coverings ◊ Drywall ◊ Wood ◊ Masonry ◊ Glass ◊ Wallpaper ◊ Other ____________________________

□ Flooring ◊ Wood ◊ Tile ◊ Carpet ◊ Concrete ◊ Other ____________________________

□ Furnishings ◊ Tables ◊ Chairs ◊ Desks ◊ Pews ◊ Musical Equip. ____________________________

◊ Flood Water Damage ◊ Rain Water Damage ____________________________

□ Environmental ◊ Asbestos Bldg. Materials ◊ Mold ◊ Oil ◊ Other ____________________________

□ Debris ◊ Mud ◊ Bldg. Material ◊ Other ____________________________

□ Corridors: ◊ Obstructed ◊ Yes ◊ No ____________________________

Water/Flood (Measure high water mark) _____ above floor from: ◊ Rain Water ◊ Flood/Rising Water ____________________________

Please list any other assessments that were made during your inspection on separate page.

***REMEMBER TO TAKE PHOTOGRAPHS OF ALL EXTERIOR & INTERIOR DAMAGES.

For Risk Management Office Use Only:
LP#: _____ Reported to: ____________________________Date: ______________
ATTACH BILLS, INVOICES, RECEIPTS OR OTHER EVIDENCE OF PURCHASE OR REPAIR

<table>
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<tr>
<th>DESCRIPTION OF ITEM</th>
<th>WHERE PURCHASED</th>
<th>DATE PURCHASED</th>
<th>ORIGINAL COST</th>
<th>REPLACEMENT OR REPAIR COST</th>
<th>COMPANY USE</th>
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Prayers for Protection during the Hurricane Season

God, Master of this passing world, hear the humble voices of your children. The Sea of Galilee obeyed your order and returned to it former quietude;
You are still the Master of land and sea. We live in the shadow of a danger over which we have no control: the Gulf, like a provoked and angry giant, can awake from its seeming lethargy, overstep its conventional boundaries, invade our land and spread chaos and disaster.
During this hurricane season, we turn to You, O loving Father.
Spare us from past tragedies whose memories are still so vivid and whose wounds seem to refuse to heal with the passing time.
Virgin, Star of the Sea, Our Beloved Mother, we ask you to plead with your Son in our behalf, so that spared from the calamities common to this area and animated with a true spirit of gratitude,
we will walk in the footsteps of your Divine Son to reach the heavenly Jerusalem where a storm-less eternity awaits us. Amen

*Originally dedicated to the victims of Hurricane Audrey in 1957*

*Fr. Al Volpe, Cameron Parish, LA*

Our Father in Heaven through the intercession of Our Lady of Prompt Succor, spare us during this Hurricane season from all harm. Protect us and our homes from all disasters of nature.
Our Lady of Prompt Succor, hasten to help us.
We ask this through Christ our Lord.
Amen

Father, all the elements of nature obey your command. Calm the storms and hurricanes that threaten us and turn our fear of your power into praise of your goodness.
Grant this through our Lord Jesus Christ, Your Son, who lives and reigns with you and the Holy Spirit, one God, forever and ever.
Amen