



## **2021 Hurricane Preparations June 2021**

# Webinar Etiquette

- Place yourself on mute
- Hold questions until end or place in chat box

# Objectives

To outline the responsibilities of both the lessee (charter operator) and the lessor (OPSB) in hurricane response and recovery efforts.

- High Level Overview of OPSB Hurricane Plan and Expectations
- Pre-Storm Facility Requirements
- Post-Storm Facility Requirements and Expectations
- Disaster Recovery Procurement and Insurance Claim Procedures
- Storm Scenario
- Next Steps...

# Hurricane Plan Role and Responsibilities

## City/State

- Convene EOC/JIC with key entities and agencies represented (including OPSB)
- Manage @nolaready (source for all official storm info)

## OPSB (member of EOC/JIC)

- Hold Hurricane Preparation Training
- Manage preparation of district staff/central office
- Communicate w/ key stakeholders & schools about weather & preparation needs
- Advise about evacuation/reentry, school openings/closings
- Manage all insurance and recovery dollar applications
- Pre-place recovery and assessment assets

## Schools

- Secure buildings and documentation
- Establish business continuity and communication plan with families in case of evacuation
- Specifically communicate with school based staff and families on an ongoing basis about evacuation/reentry/closures/openings
- Assess facility and report back all issues following storm
- Mitigate and repair storm damage using own vendor
- Per Charter's lease agreement, Charter is responsible for insurance deductible

# Strategy is based on scenario....

## No Evacuation Scenario:

- Schools prepare site for an impending storm
- School and School Board staff shelter in place
- Schools are responsible for immediate assessment of site post storm
- Schools are responsible for any short term storm mitigation needs (boarding windows, temporary roof tarps, drying water)
- Charter is responsible for insurance deductible for any repair

## Voluntary or Mandatory Evacuation Scenario:

- Schools prepare site for an impending storm
- School and School board staff evacuate city, put in place business continuity
- School Board engages Disaster Recovery Contractor
- Disaster Recovery Contractor assesses all facility needs post storm and manages temporary storm mitigation needs.

# It's Hurricane Season...

What should you be doing now?

- Update Emergency Contact Info for ALL staff
- Vendor Communication and Contract Review: Review expectations with all vendors for disaster planning and recovery.
  - Custodial, Maintenance, HVAC, Grounds, Food Service...
- KEYS!!!!- if you have changed EXTERIOR locks in the past year please provide a copy ASAP.
- Business Continuity: Do you have a plan for business closure?
  - How will staff be paid?
  - Will you be able to access your server without power?
  - Do you have emergency contact info for ALL vendors?
  - How will you communicate with displaced staff, students and families?

# Pre-Storm Expectations

How will you know when to start?

- Emails, Texts and Voice Messages from School Messenger
  - We will trigger an alert by asking all schools to complete pre-storm facility assessments via Google form.  
The Google form will ask for the designated contact that will complete the post-storm assessment.
- There are three stages to storm prep
  - Timelines below are only examples, storms could provide less than 48 hours notice.

## Immediate Actions: 96-72 Hours

- These are items that can be done before a district shut down has been announced.

## Closure Preparations: 54-48 Hours

- School is likely to close. Items include actions by staff still present.

## Secure and Close: Less than 42 Hours

- Final checks to ensure building is secure and closed.

# Pre-Storm Actions: Immediate (96-72 Hours)

## District Requirements

- Exterior and Interior Photographs: Photograph the roof, exterior, and interior. Ensure time stamped date.
  - Why: For insurance purposes, the more documentation you have the more likely to have a claim fully paid!
- Generator Checks: if you have a generator (new buildings only) ensure maintenance team performs full load test.
- Verify Storm Drains, Roof Gutters and Catch Basins are clear of debris.
- Key Card Access Defaults: If Key card access to exterior ensure physical locking mechanism is functional. (in a power loss, doors will default to locked)

## Charter Operator “Best Practice”

- Review Data back up policy and implementation plan
- Contact SFA/Food Vendor to inventory food storage: food vendor should begin inventorying food items and begin to “limit loss”.
  - Why: power will likely be lost and refrigeration will cease. FEMA will reimburse food loss... but ONLY if you have documentation and can prove steps to limit this.



# Pre-Storm Actions: Closure Prep (54-48 Hours)

## District Requirements

- Limit Projectiles: secure or move all outdoor items that could become a projectile indoors.
  - Large Planters, outdoor furniture, trash cans and dumpster lids, loose playground equipment, unwanted items stored outside.
- Interior Prep:
  - Move contents away from windows. Provide plastic covering for non-moveable items and technology.
  - Move items in flood prone areas.
- Exterior Prep:
  - Systematic check to ensure ALL windows and roof hatches are locked and secured. Must Verify.

## Charter Operator “Best Practice”

- Record and Document Preservation:
  - All vital and student records are elevated if on first floor/ground level.
- Classroom Prep
  - Mini Refrigerators: Clean out all refrigerators and unplug. (think back to dorm life)

# Pre-Storm Actions: Secure and Close (less than 42 Hours)

## District Requirements

- Flood Protection: Deploy additional methods of flood protection.
  - Sand bags, flood walls, etc.
- Elevator Preparations: Move elevator to 2<sup>nd</sup> floor
- Trash Removal: All waste is removed from facility into dumpster and dumpsters are secured.
- Final Security Check:
  - ALL doors, windows, roof access points and gates are locked and secured.
  - All security systems are armed.

## Charter Operator “Best Practice”

- Electrical Shutdown: Unplug common appliances.

# Post Storm Expectations

Expectations: Dependent on Scale of Storm

- After “all clear” is given charter operators will perform an initial assessment of leased property and report back to lessor within 24-48 hours.
  - What is “all clear”?
    - If no mandatory evacuation: wind speeds less than 35 MPH and street flooding minimal.
    - If mandatory evacuation initiated this will be dependent on state of the city (wind, flooding, transportation) and will require constant communication between OPSB and Charter Operators.
  - What format will assessment be in?
    - Online Survey

Storm Communication:

- Email Communication Leading up to Storm
  - Updates and Expectations
- Pre-determined Conference Line and Time
  - Will be included in email communications.

# Post Storm Assessment: **Why, who and when**

What is the purpose of the assessment?

*To identify storm related damages that require immediate mitigation by your service provider. An assessment is a thorough walkthrough of all parts of your building. This is not a drive by. Your designated person must have keys and access to all parts of the building unless conditions do not warrant access.*

Who should complete?

*Your designated facilities or operations staff. If a breach has been identified, security personnel as needed. Communication leading up to a named storm will include a form to submit designated person's contact information.*

What is the timeline in which it should be completed?

*Post Storm Assessment should be completed within 24-48 hours of the "all clear"*

# Post Storm Assessment Questions: Security and Access

## Access

- Were you able to make it to the school?
  - Were roads blocked by debris or flooding? (Yes/No)
- Debris Removal (Pictures Required)
  - Is there debris on the grounds? (None, Minor, Major)
  - Is there debris on the facility? (None, Minor, Major)

## Is the facility secure?

- Are doors locked and in place? (Yes/No)
- Are 1<sup>st</sup> floor windows locked and in place? (Yes/No)

# Post Storm Assessment Questions: Exterior and Interior Damage

## Exterior Damage (Pictures Required)

- Is there damage to the exterior of the facility? (None, Minor, Major)
  - walls, roof, windows, doors, awnings, marquees, covered walkways.

## Interior Damage (Pictures Required)

- Is there evidence of interior flooding? (None, Minor, Major)
  - Roof
  - Windows
  - Ground floor

## Temporary Repairs Needed

- Are temporary repairs needed? (None, Minor, Major)
  - Boarding up windows.
  - Tarps for roofs
  - Major facility failures observed.
- Who will be performing minor temporary repairs?
  - Current vendors
  - Procured disaster vendor

# Post Storm Assessments Questions: Facility Services

Does the facility have power? (Yes/No)

- If No, contact HVAC provider to ensure controlled/sequenced restart occurs.
  - Large chiller plants will take 12-24 hours to restart

Do you have phones and internet? (Yes/No)

Does the facility have adequate water pressure? (Yes/No)

- Toilets flush

Will school be able to open on X date?

- Comment section provided

# Disaster Recovery

The District will use the data provided by charter operators to tier additional evaluations and assessments.

- As additional damage is found the operator **MUST** update their lessor on those findings.

Charter Operators will be responsible for all upfront expenses.

- Temporary Repairs, Emergency Protective Measures, Debris Removal, Water Remediation

Disaster Recovery Services: Who would provide?

- Debris Removal: tree and large branch removal
- Emergency Protection Measures: water removal and dehumidifiers
- Temporary Repair Needs: window boarding, roof tarping



# Disaster Reimbursement Process: Property Insurance

## MUST HAVE:

- Proof of Procurement, Scope of Work and Signed contract for all work provided.
- A list of all damages and corresponding invoices.
  - Timesheets, materials used, and specific locations of work.
- Documentation of all Temporary Repairs (Pictures/Videos)

## Process:

- Forward a copy of all “must haves” to [Tracy\\_Griffin-Robertson@nops.k12.la.us](mailto:Tracy_Griffin-Robertson@nops.k12.la.us) along with contact name and phone number.
- OPSB will manage claims

## Reimbursement:

- OPSB will only reimburse funds received from insurance or other disaster related funds.

# Disaster Reimbursement Process: FEMA

In the event the area is declared a Federal Disaster FEMA will reimburse specific aspects of recovery.

- Debris Removal: Category A
  - Last granted for Hurricane Isaac
- Emergency Protective Measures: Category B
- Permanent Work: Category C-G
  - Whole System/Infrastructure Repairs
  - Not granted for Hurricane Isaac
  - Last granted after Hurricane Gustav

OPSB will manage FEMA claims but operators will be required to provide information when requested.

- OPSB is the FEMA “Applicant”

# Storm Scenario

Storm is in gulf and the District issues an Alert via School Messenger

- Begin to perform Pre-Storm Checklist

Closure has been announced...

- Finalize Pre-Storm Checklist and review Post-Storm Assessment with staff
- The District will send email updates with the following:
  - Review of Post Storm Assessment
  - Predetermined Conference Line and Call time

Closure Occurs

- The District will continue to send email communication and updates

Post Storm

- First Conference Call on Expectations and Timeline of Post Storm Assessment

# Next Steps

Review this information with your operations team.

Review all current contracts to see where emergency provision can be added.

- Grounds (Debris Removal)
- Maintenance (Minor Temporary repairs and mitigation)
- HVAC (Controlled restart of plant after a power loss)
- Custodial (Water Remediation)

Identify Essential Staff

Delegate Response Teams (by facility)

Update Emergency Contact Info with your Lessor

- Internally update all staff emergency info