



— ARCHDIOCESE OF —
NEW ORLEANS

Hurricane & Disaster Preparedness Manual

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INTRODUCTION

This 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, Insurance, Pastoral Planning & Ministries, Property Management and the Vicar General's Office.

The purpose of this manual provided is to:

- Assist you in hurricane-disaster preparation.
- Guide you through handling any loss resulting from a catastrophic event (hurricane, flood, etc.)
- Ensure claims are handled in an appropriate manner.

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.
- **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 Catholic Mutual 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. Further explanation is provided on page 6. Take digital or other photographs and send them by e-mail if possible or postal mail to the Insurance Office. You will be reimbursed any cost of film development under your claim.

BLESSED SACRAMENT

- Safeguard the Blessed Sacrament-consumption or take the Eucharist with you.

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 Dr. Lee Leumas at 504-861-6241 or her cell 504-453-3164 for assistance.
- Vital Records-Move vital records to a high place in your offices, i.e., marriage preparation files, current finance records, architectural plans, inventories of parish holdings, school records and data, etc. 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 Dr. Lee Leumas as soon as possible to facilitate preservation/conservation.

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 locked down if people are occupying the building. This would be a violation of Life Safety Code-Fire Codes.

CLAIM REPORTING

To assist you in reporting all damages thoroughly, please fill out the Damage Identification Form (page 11) and send to:

Catholic Mutual Group, 1000 Howard Avenue, Suite 1202, New Orleans, LA 70113
Telephone (504) 527-5760 Toll Free (504) 877-527-5760
Facsimile (504) 527-5799 E-mail: coubre@catholicmutual.org

EMERGENCY CONTACTS

All claims should be reported as soon as possible.

Cheryl Harper, Regional Manager, Catholic Mutual Group

Office: 504-527-5767 Cell 504-450-2979
E-mail: charper@catholicmutual.org

Sue Foster, Claims/Risk Manager, Catholic Mutual Group

Office: 504-527-5766 Cell 504-343-9889
E-mail: sfoster@catholicmutual.org

Andre Villere, Jr., Director Building Office, Archdiocese of New Orleans

Office: 504-861-6209 Cell: 504-460-7334
E-mail: avillere@arch-no.org

Liz Lacombe, Director, Property Management Office, Archdiocese of New Orleans

Office: 504-596-3072 Cell: 504-343-8546
E-mail: llacombe@arch-no.org

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 Entergy or your 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 Catholic Mutual.
- 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 disposed of.
- Make temporary repairs to protect the property from 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/REMEDIATION/RECONSTRUCTION

***Named Storm deductibles are 3% of the Building Value listed on your Catholic Mutual Ledger Page.**

- You can begin the process of cleaning the property immediately unless there are known hazards requiring specialty contractors.
- 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.
- Any company that you use **should provide a proposal and insurance certificate prior to starting any work.** Both the proposal and certificate should be sent to both the Insurance & Building Office.
- Emergency cleanup (at schools, community centers and public buildings-other than churches & rectories) may be eligible for reimbursement from FEMA. FEMA eligibility requirements mandate three bids. The three bid rule ONLY applies to emergency work. All other work will require public advertisement and public bids (open to all licensed and bondable contractors) in order to meet FEMA requirements. 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 Catholic Mutual.
- **We've had issues in the past after a disaster with exorbitant billing from cleaning companies that just show up at sites saying they do work for Catholic Mutual. If you use a cleaning company, please forward any contracts to the Insurance Office for review before signing. WE WILL NOT SEND A REMEDIATION-CLEANING COMPANY TO YOUR LOCATION WITHOUT DISCUSSING WITH YOU FIRST. Beware: 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 3% per building deductible would apply. Please call on us to assist you before engaging any remediation company.**

CONTRACTOR INSURANCE REQUIREMENTS

- Obtain **at least two** proposals for ALL work on non-FEMA eligible buildings such as churches and rectories and submit all proposals to the Insurance Office. The Archdiocesan Building Office needs to see all proposals exceeding \$10,000.
- Contractor bids **MUST** be separated on each individual building now that a 3% per building deductible is in effect. FEMA also requires separation for their worksheets on eligible properties.
- Insurance certificates must be provided by all companies and submitted to Cheryl Harper in the Insurance Office & Andre Villere in the Building Office.
- Utilize the attached Construction Contract provided by the Building Office. This contract is to be used with a reference to the vendor proposal, with the understanding that its requirements supersede vendor contract requirements. Always contact the Building Office when in doubt on this.

• **Vendor contracts should NEVER be signed.**

Comprehensive General Liability

Insurance Limits are required in the amount of \$1,000,000 per occurrence/\$2,000,000 aggregate for both injury and property damage.

Additional endorsements should include:

- Completed operations
- Underground explosion and collapse
- Contractual liability
- Independent contractors
- Comprehensive form
- Broad form property damage
- Personal injury

Automobile

- Coverage should be shown for owned and non-owned vehicles with limits of \$1,000,000 per occurrence/\$2,000,000 aggregate.
- Please note that the underlying coverage can be less than \$1,000,000 as long as an excess liability policy is in force which would provide limits at or above the \$2,000,000 in total.

Workers Compensation and Employers Liability

- Coverage should be carried as required by applicable state law.

Large Contracts/State Licensing

- ****For large construction projects, please contact the Archdiocesan Building Office. All contractors must be state licensed and meet the above insurance requirements.**

“APPROVED” CONTRACTORS/ BIDDING

****Please NOTE**

1. Any construction over \$10,000 must be reported to the Archdiocesan Building Office.
2. Contractor bids **MUST** be separated on each individual building now that a 3% per building deductible is in effect. FEMA also requires breakdown on all eligible properties.
3. Contact the Building Office to ensure that all FEMA public bid requirements have been met. *You cannot use a pre-approved list of contractors for FEMA eligible work.*

SCHOOL OPENINGS

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

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

• 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:

Orleans: 504-568-7970	St. Bernard: 504-278-7323	Plaquemines: 504-394-3510
Jefferson: 504-838-5140	St. Tammany: 985-646-6448	St. John: 985-536-3535
St. Charles: 985-785-1029	Washington: 985-839-5645	

• PRIOR to reopening, schools shall receive the approval of Dr. RaeNell Houston, Superintendent of Catholic Schools and the local authorities having jurisdiction

**CONSTRUCTION AGREEMENT FOR PROJECTS OF LIMITED SCOPE \$1,000-\$50,000
WHERE ALL WORK IS BEING PERFORMED BY A SINGLE COMPANY, I.E. NO SUBCONTRACTORS
ALL OTHERS NEED TO BE DRAFTED BY THE BUILDING OFFICE-ARCHDIOCESE OF NEW ORLEANS**

DISASTER ASSESSMENT

THIS AGREEMENT made this _____ day of _____ Two Thousand and _____ by and between

(hereinafter referred to as "Owner")¹-

(hereinafter referred to as "Contractor")

In consideration of the mutual covenants and promises herein set forth below, the parties agree as follows:

1. Contractor shall provide all necessary labor, supervision, equipment, tools and materials to

(hereinafter "work").

In accordance with Contractor's attached proposal dated

2. Contractor shall begin work within ten (10) days after the issuance of the building permit or on _____ and shall complete the same within _____ (____) calendar days from the start date unless time must be extended due to inclement weather, act of God, or any delays caused by parties outside the control of the Contractor, which extensions must be approved by the Owner in writing. Such approvals shall not be unreasonably withheld.

3. Contractor shall comply with all laws, ordinances, and regulations affecting and/or required by the work and shall secure and pay all required fees of governmental bodies having jurisdiction over the project and all costs for permits and licenses necessary for the performance of the work pertaining to this agreement.

4. Contractor shall perform the work in a manner consistent with industry standards, to the satisfaction of the

Owner and in conformity with the standards and regulations of governmental bodies having authority and the proposal, incorporated herein by reference in Paragraph 1.

¹ "Owner" shall be entity that owns or legally possesses the property. Owner shall be "The Roman Catholic Church of the Archdiocese of New Orleans," if it is the owner of the property where the work is to be performed. If a religious parish owns the property where the work is to be performed, then the corporate name of the religious parish should be designated as the Owner, e.g., "**Location name** Roman Catholic Church, New Orleans, Louisiana," or "**LOCATION NAME, CITY**, Louisiana." If there is any question about the corporate name of the parish, please contact Gina Goetzle at the Archdiocese Department of Financial and Administrative Services. Note that in some cases, the Archdiocese may own the property even though the parish is separately incorporated. Owner shall also be, as applicable, the affiliated entity of the Archdiocese that may either own the property in its own name or lease it from the Archdiocese of New Orleans and/or "**LOCATION NAME, CITY**, Louisiana."

5. Contractor shall repair and correct to the Owner's satisfaction, at the Contractor's expense, all defects in workmanship or materials arising within one year after completion of the work. Acceptance of the work by the Owner shall not impair this warranty obligation.
6. Contractor shall procure and maintain in full force and effect at all times during the performance of the work under this Agreement insurance for not less than the following limits of liability, or required by law, whichever coverage is greater:
 - A. The Contractor shall purchase and maintain such insurance as will protect him from claims set forth below which may arise out of or result from the Contractor's operations under the Contract, whether such operations be by himself or by any Subcontractor or by anyone directly or indirectly employed by any of them.
 - B. GENERAL LIABILITY INSURANCE: While Contractor is performing services as defined under either No. 1 above or under Exhibit A – Scope of Services, on an Owner's project, Contractor shall maintain general liability insurance in the amount of not less than one million dollars (\$1,000,000.00) per occurrence and two million dollars (\$2,000,000.00) aggregate. Such insurance shall include not only general liability but also any divisions of coverage included in Subsection I herein and, in addition, shall also include, but not be limited to, any causes of action arising from the foregoing work to be performed but also from the sale and/or use of any salvage materials of any kind taken from the demolition of the aforementioned building by Contractor.
 - C. AUTOMOBILE LIABILITY INSURANCE: Contractor shall maintain automobile liability insurance for any owned autos, hired autos or non-owned autos used in connection with the contractor's business. Automobile liability coverage shall be maintained by the Contractor in the minimum amount of \$500,000 per person/\$1,000,000 per accident/\$500,000 property damage.
 - D. WORKER'S COMPENSATION INSURANCE: Contractor shall maintain worker's compensation insurance as required by law.
 - E. ADDITIONAL INSURED(S): Contractor agrees to provide a certificate of insurance to the Owner that will name the Owner (as well as The Roman Catholic Church of the Archdiocese of New Orleans, if not named as the Owner) as an additional insured(s), not merely as a certificate holder, on Contractor's liability policy for claims arising out of Contractor's operations and/or made by Contractor's employees, agents, guests, customers, invitees or subcontractors or third parties, including but not limited to any persons or entities performing volunteer service for Contractor. Any policy of insurance shall be endorsed as such. The certificate shall also provide that the insurer shall provide written notice to the Owner of any cancellation or material change in the foregoing insurance fifteen (15) days prior to any such change or cancellation. The certificate must also verify such liability insurance policy is primary in the event of a covered claim or cause of action against Owner. In addition to the foregoing, the policy must require no waiver of subrogation by Owner, and the policy must be endorsed as such if necessary. Any and all policies must also be primary to any insurance of and/or self-insurance program in which Owner may participate.
 - F. INDEMNITY, DEFENSE AND HOLD HARMLESS: The Contractor agrees to defend, hold harmless and indemnify the Indemnitees against and from any claim or cause of action of any kind whatsoever

including property damage or personal injury (including but not limited to physical or emotional damages or economic loss of any type) brought by any person or entity, including but not limited to Contractor, its employees, agents, guests, customers, invitees or subcontractors, or any volunteers or entity providing such volunteers arising out of: 1) the negligent and/or intentional acts and/or omissions or any other fault of Contractor, its employees, agents, guests, customers, invitees or subcontractors, or any volunteers or any person or entity providing such volunteers, including but not limited to any operations at the site of the construction; 2) the use of any vehicles by Contractor, its employees, agents, guests, customers, invitees or subcontractors, or any volunteers or persons or entities providing such volunteers to perform services under this contract; and/or, 3) Contractor's performance of and/or failure to perform its obligations pursuant to this Agreement. For purposes of this agreement, "Indemnitees" shall at all times mean and include The Roman Catholic Church of the Archdiocese of New Orleans and any separately incorporated religious parish of the Archdiocese where the work is to be performed, or, alternatively, and as applicable, The Roman Catholic Church of the Archdiocese of New Orleans and any separately incorporated, affiliated entity of the Archdiocese of New Orleans which may be the owner or lessee of any property where the work is to be performed.

- G. SUBCONTRACTORS: Contractor shall be required to verify that all of its subcontractors maintain general liability insurance, worker's compensation insurance and automobile liability insurance in the same amounts required of the Contractor. Furthermore, Contractor agrees to hold harmless, indemnify and defend the Owner for any claim or cause of action that was caused by the negligent and/or intentional acts and/or omissions or other fault of subcontractor of the contractor, its employees, agents and/or representatives.
- H. NO WAIVER OF SUBROGATION: Owner does not waive any rights of recovery against the Contractor or subcontractor for any damages that are covered by the Owner's property insurance coverage or builder's risk coverage.
- I. Liability insurance shall include all major divisions of coverage and be on a comprehensive basis including:
 - 1. Premises Operations (including X, C and U coverages as applicable)
 - 2. Independent Contractors' Protective
 - 3. Products and Completed Operations
 - 4. Personal Injury Liability with Employment Exclusion deleted
 - 5. Contractual
 - 6. Owned, non-owned and hired motor vehicles
 - 7. Broad Form Property Damage including Completed Operations
- J. The General Liability coverages shall be provided by a Commercial General Liability Policy on an occurrence basis only with an insurer with an A+ Best rating or better.
- K. The insurance required by Paragraph 6 shall be written for not less than any limits of liability specified in this Contract or required by law, whichever is greater, and shall include contractual liability insurance as applicable to the Contractor's obligations.
- L. Certificates of Insurance satisfactory to the Owner in its sole discretion shall be filed with the Owner prior to commencement of the work. Absent production of such certificates prior to commencement of the work, this contract shall be null and void.
- M. SEVERABILITY PROVISION: If any paragraph or sentence of these provisions is deemed or is determined to be in conflict with local or state or national statutes, both Contractor and Owner agree that portions of the Contract in conflict with the statutes will be stricken from the Contract with the remainder of the Contract binding for both parties.
- N. The Owner shall be responsible for purchasing and maintaining his own liability insurance and, at his option, may purchase and maintain such insurance as will protect him against claims that may arise from operations under the Contract.
- O. The Owner shall provide Builder's Risk insurance for the project.
- P. The Contractor waives claims against Owner for damages incurred by the Contractor for principal office expenses including the compensation of personnel stationed there, for losses of financing, business and

reputations, and for loss of profit.

Q. The Contractor shall pay the cost of deductibles on Contractor-furnished policies

7. The Contractor shall not assign this Agreement or subcontract any portion of the work under this contract without the prior written consent of the Owner.
8. The Contractor shall submit monthly applications for payment to the Owner for the value of the work performed and materials furnished or stored on the job site, together with such supporting documentation as the Owner may request, including, but not limited to, evidence that all claims, bills, taxes, indebtedness, or costs incurred in connection therewith have been paid on a timely basis. Contractor shall, in addition thereto, with each application for payment, furnish releases or waivers of all liens for labor or materials from subcontractors, laborers, and suppliers in such form as the Owner shall require (except where Contractor has provided a performance and payment bond). Payment shall be made by the Owner to Contractor (or its subcontractors or suppliers directly if the Owner elects) within twenty-one (21) days after the application for payment is approved.
9. The cost of the work is(\$ _____).
10. Any deviations from the terms of this Agreement involving an extra change or credit must be agreed to in writing before the change is made and evidenced by the Owner's written Change Order form signed by agents of both the Owner and the Contractor.
11. Contractor in performing the work hereunder is an independent contractor and reserves the right to control Contractor's employees and representatives, and the Owner reserves the right of inspection to ascertain that the work conforms to the requirements of this Agreement.
12. If for any reason the Contractor does not maintain a satisfactory work schedule, complete the work on the completion date, or for any other breach of the terms of this Agreement in the sole discretion of Owner, the Owner may terminate this Agreement and pay the Contractor the actual cost incurred on that portion of the work completed to the satisfaction of the Owner as of the date of such termination. Such payment shall fully discharge Owner obligations under this Agreement.
13. This Agreement in writing constitutes the sole agreement between the parties concerning the subject matter hereunder and all prior negotiations, representations, understandings or agreements concerning the subject matter hereunder are hereby canceled. In addition, no other terms, conditions or provisions other than included herein are applicable, including but not limited to any other terms, conditions or provisions proposed by the Contractor.
14. The laws of the State of Louisiana shall govern this Agreement.
15. Claims and disputes shall be subject to litigation. Any litigation involving claims, disputes, or other matters in question arising out of or related to this Contract will be decided under the laws of the State of Louisiana and must be brought in the State District Court having jurisdiction in the Parish where the construction site is located. Notwithstanding any provision concerning litigation contained in this Contract, at the sole option and discretion of the Owner, if selected by the Owner as the final means of dispute resolution, any claim, dispute or other matter in question arising out of or related to this Contract shall be subject to binding arbitration in accordance with the Construction Industry Arbitration Rules of the American Arbitration Association currently in effect. The demand by the Owner for arbitration shall be filed in writing with the Contractor and with the American Arbitration Association.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed on the date first above written.

OWNER:

By: _____

CONTRACTOR:

By: _____

DAMAGE IDENTIFICATION FORM

Please use this form as a preliminary guide when assessing building damages. Once complete send to: Catholic Mutual Group (FAX 504-527-5799 or e-mail: coubre@catholicmutual.org)

Parish/Location Name:

Address:

Contact Name: Phone #:

Building Name: Type 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 ◇ Wall Paper ◇ Other

Flooring ◇ Wood ◇ Tile ◇ Carpet ◇ Concrete ◇ Other

Furnishings ◇ Tables ◇ Chairs ◇ Desks ◇ Pews ◇ Musical Equip. ◇ Other
 ◇ 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 Insurance Office Use Only:

LP#: _____ Reported to: _____ Date: _____

RESOURCE INFORMATION



Commitment
Expertise
Stability



Catholic Mutual has a website full of additional information, forms and resources that can be used to supplement the Disaster Manual.

Website Address: www.catholicmutual.org.

Login information: User ID: 0073new Password: service

Website is easier to navigate. Several other enhancements include:

- Search Engine for those hard-to-find topics and forms.
- Direct access to our online safety training
- Access to our volunteer risk management program materials.
- Archdiocesan Insurance Program Coverage Summary
- New forms which can be completed online to make a property or vehicle change, complete the online Self Inspection Report, etc.
- Report a claim without having to pick up the telephone!

Our Risk Management “CARES” safety materials have been reorganized and will be easier to find. There’s also a special section under Risk Management which provides archdiocesan specific policies or guidelines if your archdiocese has chosen to use this feature.

ARCHDIOCESE OF NEW ORLEANS

IMPORTANT CONTACTS

Website www.nolacatholic.org
Emergency Number 1-800-730-2724

Media

Sarah Comiskey McDonald 596-3023
Fax 596-3020
Email communications@arch-no.org

Property Damage

Catholic Mutual Main Office 527-5760
Catholic Mutual Toll Free 1-877-527-5760
Catholic Mutual Fax 527-5799
Building Office 861-6210
Building Office Fax 861-7652

Sacramental Records

Dr. Emilie G. Leumas, C.A. 861-6241
Fax 866-2906
Email archives@arch-no.org

CATHOLIC CHARITIES ARCHDIOCESE OF NEW ORLEANS

Website www.ccano.org

Disaster Response

Tom Costanza

Office 596-3097
Cell 874-7829
Email tcostanza@ccano.org

Media

Sarah Comiskey McDonald 596-3023
Email communications@arch-no.org

ARCHDIOCESE OF NEW ORLEANS

HANDY REFERENCE NUMBERS FOR FAMILIES

BURIAL ASSISTANCE

New Orleans Catholic Cemeteries596-3050
St. Vincent de Paul (for homeless or those with no family)822-9288

CLOTHING

Ozanam Inn.....523-1184
St. Vincent de Paul340-3119

COUNSELING - FAMILY & CHILDREN

Catholic Charities Counseling Services

Jefferson/Orleans256-6786
St. Charles/St. John civil parishes..... 985-785-2113
St. Tammany 985-605-5840

OTHER COUNSELING SERVICES

Catholic Counseling Service861-6245
Daughters of Charity 482-2080 or 207-3060
Mercy Family Center (Sisters of Mercy) 838-8283

DOMESTIC VIOLENCE

(Not During Disaster)

Project SAVE (emergency legal assistance for victims of domestic violence)310-6871

EMERGENCY ASSISTANCE

Catholic Charities 1-866- 891-2210
St. Vincent de Paul940-5031

FOOD

Meals: Ozanam Inn523-1184
Second Harvest Food Bank of Greater New Orleans & Acadiana 1-855-392-9338

PHARMACY

St. Vincent de Paul940-5031

THRIFT STORES

St. Vincent de Paul Department Stores940-1904

ARCHDIOCESE OF NEW ORLEANS

COMMUNITY RESOURCES

24 HOUR CRISIS LINES

ALL EMERGENCIES	911
FAMILY JUSTICE CENTER (for victims of violence, child abuse, sexual assault and stalking).....	866-9554
METROPOLITAN CENTER FOR WOMEN AND CHILDREN (for victims of domestic violence).....	837-5400 or toll-free 1-888-411-1333
METROPOLITAN HUMAN SERVICES DISTRICT CRISIS LINE	286-2675
NATIONAL DOMESTIC VIOLENCE HOTLINE.....	1-800-799-7233 (SAFE)
NATIONAL SUICIDE PREVENTION HOTLINE	1-800-273-8255

INFORMATION AND REFERRAL NUMBERS

VIA LINK CONTACT LINE	211
ADULT/ELDERLY PROTECTIVE SERVICES	1-800-898-4910
AMERICAN RED CROSS.....	1-800-733-3766
New Orleans Phone	620-3105
CHILD PROTECTIVE SERVICES	1-855-452-5437
COX COMMUNICATIONS	304-8444
Department of Vital Records and Health Statistics	219-4500
EMS PHONE CENTER (NON-URGENT)	671-3969
ENTERGY	1-800-368-3749
Power Outages and Emergencies	1-800-968-8243
FEMA.....	1-800-621-FEMA (3362)
GOVERNOR'S OFFICE OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS	225-925-7500
LOUISIANA STATE POLICE	1-800-469-4828
SALVATION ARMY	899-4569
Sewerage and Water Board	529-2837
UNITY (for the Homeless)	821-4496

CENTER FOR DISEASE CONTROL & PREVENTION

<http://emergency.cdc.gov/disasters/hurricanes/index.asp>

Please reference this site for information on the following:

Before a Hurricane-Learn the basics about making a hurricane plan, buying supplies, evacuation and getting your home ready.

After a Hurricane-Learn how to avoid injuries, make sure your food and water are safe, and recover after the hurricane.

Information for Professionals and Response Workers-Volunteering after the hurricane? Get information about staying safe while helping the community.

CONCLUSION

We hope you find this manual helpful. If you have any questions or need additional information, please do not hesitate to contact Catholic Mutual.

†† 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 its 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

NOTES