



KNOW YOUR RISKS

*An All-Hazards Guide for
St. Charles Parish Residents*

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** Look for 'Quick
Tip' icons in this publication*

A practiced emergency plan can stand between your family and danger in the case of an emergency. It's important for everyone to become familiar with the actions your local government may ask of you in disaster or emergency situations. That's the main goal of 'Know Your Risks' – we want you to be prepared.



When to Call the Emergency Operations Center (EOC)

The SCP EOC is manned 24/7 and prepared to take needed multi agency actions. Residents can call at any time to report odors and weather events, get assistance with parish services after hours or to get more information during ongoing emergencies. Our residents can be the eyes and ears, and staff members appreciate each call.

Personal emergency incidents (vehicle accidents, crime etc.) should be called in to 911.



WEATHER EMERGENCIES

HURRICANES

St. Charles Parish is uniquely vulnerable to hurricanes and other tropical weather due to its proximity to the Gulf of Mexico and low elevations.

Hurricanes cause wind damage and flooding and can leave residents without power for weeks. The parish releases an informational guide on hurricane preparedness via postal mail on a biennial basis. See www.stcharlesparish-la.gov/hurricane for information.



TORNADOES

St. Charles Parish utilizes its outdoor warning sirens to alert residents of National Weather Service issued tornado warnings. Tornadoes can cause serious damage and deaths. A tornado warning means a tornado has either been indicated by radar or spotted on the ground. Residents should take protective actions **IMMEDIATELY**.

- **HOME OR BUILDING:** Go to a windowless, interior room on the lowest level, such as a bathroom, hallway or closet. Crouch down and protect your head with your arms.
- **CAR:** Get out immediately and take shelter in a nearby building or low lying area away from the vehicle. Be cautious seeking shelter in ditches due to flash flooding in some areas.

FLOODS

When a flood warning is issued...

- Stay tuned to local media for official bulletins.
- Move valuables to upper floors or attic.
- Raise appliances above predicted flood levels if possible.
- Bring in pets.
- Fill containers with several days' supply of

Watches vs. Warnings



A **WATCH** means the potential for severe weather exists. Severe weather is not necessarily imminent.

A **WARNING** means severe weather is either imminent or currently occurring. Residents should take action based on the threat.

Weather Radios

It's important to stay up to date with local watches and warnings. Invest in a weather radio or weather radio app for your smartphone. Search for **Alert-FM** for iPhone or Android. You'll get the full text of alerts right away.

- drinking water.
- Use the phone only for emergencies.
- Implement a flood protection plan. (sandbagging, wrapping, etc.) See sandbag locations at stcharlesparish-la.gov/hurricane.
- Do not attempt to travel on flooded streets, and do not drive around barricades or cause wakes by driving too fast.

WINTER WEATHER

Some tips on preparing for winter weather...

- Store a good supply of dry, seasoned wood for your fireplace or wood burning stove, and stock adequate clothing and blankets.
- Minimize travel. If travel is necessary, keep a disaster supply kit in your vehicle.
- Bring pets inside during winter weather. Walk carefully on snowy, icy, walkways.
- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal burning device inside a home, garage, basement, crawlspace or any partially enclosed area. Locate the unit away from doors, windows and vents that could allow carbon monoxide to come indoors.

INDUSTRIAL / CHEMICAL EMERGENCIES

St. Charles Parish is home to many industrial plants, a bustling river corridor, two major interstates, five major highways, an international airport, five major railroads and hundreds of miles of pipelines. These facilities power the country through raw and finished goods and provide a large tax base.

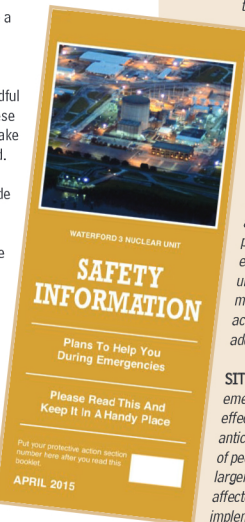
As St. Charles Parish residents, we must be mindful of the threats posed by these facilities and prepared to take action immediately if asked.

Types of incidents can include chemical spills or leaks, vapor releases and explosions. Residents will be notified of such incidents and response instructions via the methods found on pages 6-7.

NUCLEAR EMERGENCIES

Entergy's Waterford 3 nuclear facility is located in Killona. Plant officials send out a safety information brochure on an annual basis via mail.

This brochure contains valuable information on what to do in a nuclear emergency. The St. Charles Parish EOC has adopted the protective actions and evacuation procedures for other types of emergencies in the parish. Therefore, becoming familiar with the booklet will help you in most emergencies.



Emergency Classifications

The SCP Department of Homeland Security and Emergency Preparedness classifies emergencies using the following four designations:



UNUSUAL EVENT: *An incident that is out of the ordinary but does not present a current threat to persons or property even in the immediate vicinity. The incident may have the potential to escalate but is not expected to. No protective actions will be implemented, and no emergency preparedness assistance should be needed.*

ALERT: *An incident that does not affect the local or general population but has the potential to escalate. The situation is unresolved and should be monitored. Some limited protective actions may be implemented, and additional assistance requested.*

SITE AERA EMERGENCY: *An emergency that has already had some effect on the near site population or is anticipated to do so. A limited number of people have been affected or a much larger number could possibly be affected. Protective actions would be implemented. Emergency preparedness assistance would be necessary.*

GENERAL EMERGENCY: *An emergency which has affected or will affect large portions of the population. Protective actions for large numbers of people would be necessary. All emergency resources would be activated, and assistance would be requested from federal, state and parish response agencies.*

HEALTH EMERGENCIES

If you are currently experiencing a medical emergency, please call 911.

Health emergencies include: Food Safety, Biohazards, Infectious Diseases and Oil Spill/Chemical.

FOOD SAFETY THREATS

For emergencies involving FDA regulated products, call FDA's emergency number: 1 866 300 4374 or 301 796 8240. It is staffed 24 hours a day, seven days a week. The Centers for Disease Control and Prevention has a Current Outbreak List on their website. (www.cdc.gov)

BIOHAZARDS

A biohazard is defined as a biological or chemical substance or situation that is dangerous to human beings and the environment. You can take steps now to help you prepare for an emergency

and cope if an emergency happens. The kit and plan are very similar to hurricane preparedness (a 3 day supply of food and water for each person and pet.) Visit the Center for Disease Control website: emergency.cdc.gov/preparedness.

INFECTION DISEASE EPIDEMICS

West Nile, Zika and PandemicFlu and Ebola are infectious diseases. Additional information on these epidemics and similar information can be found at emergency.cdc.gov/whatsnew.asp

OIL AND CHEMICAL SPILLS

During emergencies such as hurricanes and floods, chemicals may be released from businesses, homes and other sources. Visit emergency.cdc.gov/disasters/chemicals.asp and know how to shelter in place. Be aware of local sources of chemicals, dispose of household chemicals safely.

TERRORISM

All citizens play a critical role in protecting St. Charles Parish and safeguarding our communities.

More than 95 percent of thwarted terror attacks over the last few years are the result of someone reporting suspicious activity.

Terrorists may attempt to breach secured perimeters or gain unauthorized access to facilities, sensitive locations or restricted areas for preoperational activity, or to conduct an attack.

Suspicious activity reports may be submitted 24 hours a day by calling the St. Charles Parish Sheriff's Office at (985) 783-6807.

For emergencies related to suspicious activity, call 911.

Reporting Suspicious Activity

To report suspicious activity, contact your local law enforcement agency. Describe specifically what you observed, including:

- Who or what you saw.
- When you saw it.
- Where it occurred.
- Why it's suspicious.
- If there is an emergency, call 911.



NOTIFICATIONS

St. Charles Parish communicates with residents about emergency situations using a multi layered approach. Some or all of these methods will be deployed depending on the nature of a given incident.

OUTDOOR WARNING SIRENS

SCP utilizes a system of outdoor warning sirens funded by Waterford 3 to notify residents about emergencies. When you hear them, stay calm and use one of the methods below to get more information and instructions. The sirens are tested at **noon the first Thursday of each month** for a period of 60 seconds. Please note they are meant to be heard at reliable decibel levels **OUTDOORS** only.

EMERGENCY ALERT SYSTEM

This system provides phone call, text and e mail alerts to signups. Visit scpemergencyalerts.com to sign up as a resident or business. This system also has the capability to complete reverse 911 calls based on geographic location.

INTERNET

- Website: stcharlesparish.la.gov (Emergency news)
- Facebook: facebook.com/stcharlesgov (Emergency news, weather alerts)
- Twitter: twitter.com/stcharlesgov (Emergency news, weather alerts)
- Google+: plus.google.com/+StCharlesparishlaGovernment (Emergency news)
- YouTube: youtube.com/stcharlesgov (Video content only)
- Vimeo: vimeo.com/stcharlesgov (Video content only)

Go to www.stcharlesparish-la.gov/enews to sign up for community news, including emergency press releases, road closures and other important notifications, via e mail.

Receive **parish Tweets** via text message by texting 'follow stcharlesgov' to 40404.

Never miss a **Facebook update** by hovering over the 'Like' button on the parish page and then clicking 'Get Notifications.'

TELEVISION

SCP TV is available in SCP to Cox subscribers as Channel 6, U Verse subscribers as Channel 99 and as a live stream at www.scp.tv.com. The EOC also has the ability to override Cox Cable programming to release emergency information in a crawl format.

RADIO

1370 AM transmits information during and after emergencies.

NEWS MEDIA

The following news media channels and/or stations are part of the official Waterford 3 plan and will transmit relevant information during an emergency. The EOC also communicates with local print and internet outlets regarding emergency information. During extended operations, such as hurricanes, full parish updates are sent to news media at least twice daily.

- RADIO: WWL 870 AM, WLMG 101.9 FM, WWL 105.3 FM
- TV: 4 WWL, 6 WDSU, 8 WVUE, 26 WGNO



ROADSIDE SIGNAGE

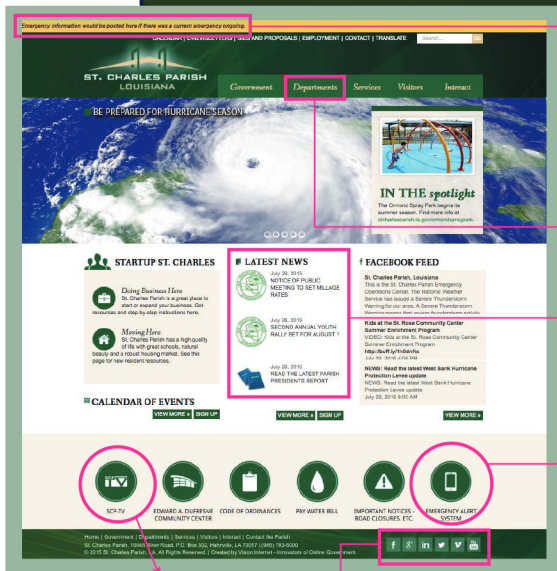
SCP has a network of signage with flashing lights that can alert motorists to emergency situations. If you see one of these signs activated, please use any of the methods listed here to find more info.

EMERGENCY INFO HOTLINE

Calling 1 888 SCP 9EOC (1 888 727 9362) allows residents to hear a recording of the latest message sent out over the Emergency Alert System.

THE ST. CHARLES PARISH WEBSITE

Your portal to online emergency info
www.stcharlesparish-la.gov



IMPORTANT NOTICE BOX:
Extremely important emergency information will sometimes be placed in this yellow box running across the top of the site.

EOC:
Find the EOC's homepage here.

LATEST NEWS:
Find press releases and statements about ongoing emergencies here.

EMERGENCY ALERT SYSTEM SIGNUP:
Click here to sign up for emergency texts, e mails and phone calls as a resident or business or edit your membership details.

SCP-TV GOVERNMENT ACCESS TELEVISION:
Click here to access all local content featured on the channel, including a live stream for emergency information.

SOCIAL MEDIA LINKS:
Whether you want to follow emergency info on Facebook or Twitter, you can do so by clicking these links. Join the conversation by commenting.

PROTECTIVE ACTIONS

When St. Charles Parish makes a public notification of an incident or emergency using the methods described on pages 6-7, we will usually ask the public to complete some action in response. Below are possible protective actions and descriptions of how to carry them out.

*** Do NOT listen to rumors. Turn on your radio or TV for up-to-date information during an emergency.**

MONITOR AND PREPARE

- Make sure family members are together.
- Listen to radio and TV.
- Prepare for the possibility of evacuation or sheltering in place.
- Keep off the road.

PROTECT YOUR BREATHING

- Cover your nose and mouth with a handkerchief or other cloth.
- Close the windows and doors if you are in a building or car. Turn vent or A/C to "recirc" or "max" if you are in a car.
- Turn off window and attic fans.
- Turn heating or cooling systems to "recirc" or "vent closed" if available. If not, turn off heating or cooling systems.

SHELTER-IN-PLACE

- Go inside your house or some other building.
- Stay inside until your radio or TV says you can leave safely.
- Close all doors and windows.
- Turn off window and attic fans.
- Turn heating or cooling systems to "recirc" or "vent closed" if available. If not, turn off heating or cooling systems.
 - Keep your pets inside.
 - Listen to the radio or TV for further advice.

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EVACUATE

- Be sure that the order applies to your town or area. If it does, follow the next steps.
- Get ready to leave your home for a few days. If you have children in school, they will be taken to the reception center for their school. Meet them there.
- Pack only what you will need most. Take this booklet (or the Waterford 3 brochure), clothes, medicine, baby supplies, portable radio (if you have one), cell phone and batteries, checkbook and credit cards.
- Turn off the lights and your household appliances.
- Lock your house. The section where you live will be guarded while you are away.
- Use your own car if you can. Take neighbors who need a ride, if you have room. If you have no ride, ask one of your neighbors for a ride. If you cannot do that, go to one of the pickup points listed on the chart inside the Waterford 3 booklet, available at stcharlesparish-la.gov/w3. You can get a ride there.
- Turn on the car radio for information.
- Go to the reception center for your section of the map. The chart inside this booklet and the radio or TV will tell you where to go.

*** If you have family, friends or neighbors who are hard of hearing, do not see well, need a wheelchair or special help for another reason, please help them ensure they are registered with the EOC as a special needs evacuee by calling (985) 783-5050.**

Government Obligations During Emergencies

- Emergency Operations Center, communications and staff
- Plans and procedures
- Warning system, sirens, TV, emergency broadcasting system
- Evacuations
- Exercises and drills
- Return and recovery

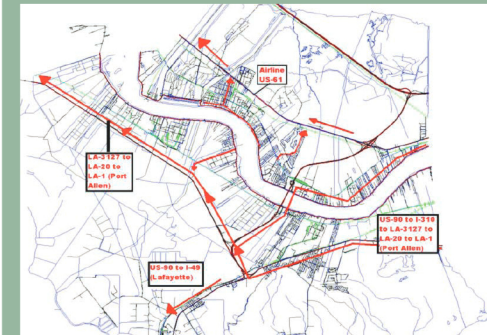


EVACUATION ROUTES

HURRICANE EVACUATIONS

If the parish calls for a mandatory evacuation due to a hurricane, both sides of the river will be asked to evacuate at the same time. Once contraflow has started you will not be able to access I 10 from I 310. SCP will evacuate 40 hours prior to tropical storm force winds.

Delays on the I 310 interchange connecting to I 10 West may be heavy. Expect local traffic to be heavy as well, especially LA 48 (EB River Road), U.S. 61 (Airline Hwy.) and U.S. 90. The state will set up information points for evacuees re entering Louisiana on nine major Interstates and highways. Visit stcharlesparish-la.gov/hurricane and click on Preparedness Guides > State Guide to view the list.



EAST BANK: East Bank residents should evacuate north following U.S. 61 to the I 10 and I 55 interchanges, taking I 55 through Hammond. An alternate route is LA 48 to I 310 south to LA 3127 north, turn onto LA 70 east then left on LA 3089. From here you can take either I 10 west to Baton Rouge or LA 1 to West Baton Rouge.

WEST BANK: Residents living on the West Bank are encouraged to evacuate west on U.S. 90 to Lafayette then north on I 49. An alternate route is to take LA 18 to I 310 south to LA 3127 north, turn onto LA 70 east then left on LA 3089. From here you are able to take either I 10 west to Baton Rouge or LA 1 north to West Baton Rouge. **Please become familiar with state highways as Interstates will be difficult to travel.**

OTHER EVACUATIONS

In other emergencies, evacuations may be called for areas bounded by individual streets inside 'emergency planning zones.' Please listen to instructions given by the parish and evacuate using suggested routes, being sure to avoid traffic and access control points. In the event of an emergency at Waterford 3, utilize the map included in the Waterford 3 brochure, available at www.stcharlesparish-la.gov/w3.

Industry Obligations During Emergencies



- Notification
- Classification of emergency action levels
- Meteorological data
- Recommended protective actions
- Technical adviser

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FAMILY DISASTER PLAN

A well thought out plan of action for you and your family can go a long way toward reducing the damage from hurricanes and any other type of disaster that could strike. Household emergency plans should be kept simple and easy to remember.

- An information link to the outside is crucial. Keep a battery operated radio and extra batteries on hand and make sure family members know where the radio is kept.
- Post emergency numbers (fire, police, etc.) by the phone. Teach children how to call 911.
- Teach responsible family members how to turn off the utilities in your home.
- Identify family meeting places outside your neighborhood in case you are separated and be sure everyone is clear about these locations.

- Develop an emergency communication plan. Ask an out of state relative or friend to serve as the family's contact. Make sure everyone knows the telephone number.

- Plan and be familiar with escape routes in case you need to evacuate.

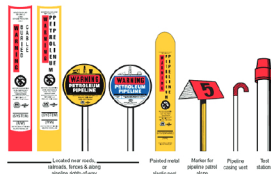
- Be sure to include pets in your plan.

Information courtesy of FEMA. For more detailed information and downloads, visit ready.gov/make-a-plan.

EMERGENCY SUPPLIES CHECKLIST

For more information on how to stock an all hazards supply kit, check out the 'Be Prepared' hurricane guide available online at stcharlesparish-la.gov/hurricane. If you'd like a copy mailed to you, send a request to publicinfo@stcharlesgov.net or (985) 783 5183.

SAFETY TIPS



PIPELINE SAFETY

Since pipelines are buried underground, line markers like the ones above are used to indicate their approximate location. The markers can be found where a pipeline intersects a street, highway or railroad and show the general location of a pipeline. The markers display the material transported in the line, the name of the pipeline operator and a telephone number where the operator can be reached in the event of an emergency. It is a federal crime to remove or deface a pipeline marker sign.

To detect a leak, look, listen and smell for:

- Crude oil or petroleum products on the ground.
- A dense white cloud or fog.
- A spot of dead vegetation in an otherwise green location may indicate a slow leak.
- Flames (if the leak has ignited).
- A roaring or hissing sound.
- A pungent odor, sometimes like rotten eggs, or a gasoline like odor.

If you suspect a leak:

- Leave the area immediately and call 911.
- Avoid driving into vapor clouds.
- Avoid contact with the expelling gas or liquids.
- Avoid creating sparks or other sources of heat which could cause escaping liquids or vapor to ignite. Do not start an engine or turn on lights.

CALL BEFORE YOU DIG! Call 1-800-272-3020 or 811. It's the law!

FIRE SAFETY

- Make sure all family members know what to do in the event of a fire. Draw a floor plan with at least two ways of escaping every room. Make a drawing for each floor. Make sure the plan shows details such as stairs, hallways and windows that can be used as fire escape routes.
- Test windows and doors. Do they open easily enough? Are they wide enough / tall enough?
- Choose a safe meeting place outside the house.
- Practice alerting family members. It's a good idea to keep a bell and flashlight in each bedroom.
- Practice evacuating the building blindfolded. In a real fire situation, the amount of smoke will most likely make it difficult to see.
- Practice staying low to the ground when escaping.
- Feel all doors before opening them. If a door is hot, get out another way.
- Learn to stop, drop to the ground and roll if your clothes catch fire.
- Have everyone leave the building, then call (or have someone call) the fire department (911). Fight the fire only if it's small, not spreading and you have a clear escape path.

POISONS SAFETY

In order to save valuable time and provide life saving information, contact the La. Poison Control Center for information on poisons and drug at **1-800-256-9822**.



FIRST AID AND CPR

WOUND CARE:

- Restore breathing and circulation.
- Stop bleeding by applying direct pressure to the wound and elevating it.
- Prevent shock by laying the victim on his or her back. Position the head below the feet. Monitor breathing and circulation. Do not move persons with neck or spinal injuries unless it is necessary to establish or

maintain vital signs or if there is an immediate threat to life, such as a fire or chemical leak.

CHEST PAIN:

- Keep the conscious victim in a comfortable position with the head raised. Loosen tight clothing.
- Help the victim take prescribed medications if necessary.
- If the victim loses consciousness and is not breathing, proceed with the ABCs of rescue breathing (below). If there is no pulse, begin CPR if you are trained to do so.
- Call 911 before starting assistance. Remember to give your location and stay on the line until the operator tells you to hang up.

A-AIRWAY

- Place victim flat on his/her back on a hard surface.
- Gently shake victim at the shoulders and shout, "Are you okay?"
- If no response, call 911, then open the victim's airway by tilting their head back with one hand while lifting up their chin with the other hand.

B-BREATHING

- Position your cheek close to the victim's nose and mouth. Look, listen and feel for breathing for 5 to 10 seconds.
- If not breathing, pinch the victim's nose closed and give two full breaths into the victim's mouth.
- If breaths won't go in, reposition the head and try again to give breaths. If still blocked, perform abdominal thrusts (Heimlich maneuver).

C-CIRCULATION

- If the person is unconscious, check for a pulse by feeling for 5 to 10 seconds at the side of the victim's neck.
- If there is a pulse, but the victim is not breathing, give rescue breathing at a rate of one breath every 5 seconds or 12 breaths per minute.
- If there is no pulse, begin chest compressions...
- Place the heel of one hand on the lower part of the victim's breastbone. With the other hand directly on top of first hand, depress the sternum 1.5 to 2 inches.
- Perform 15 compresses to every two breaths at a rate of 80 to 100 per minute.
- Check for a pulse every minute.



KNOW YOUR RISKS

ABOUT THE ST. CHARLES PARISH DEPARTMENT OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS

The St. Charles Parish Homeland Security and Emergency Preparedness Department is located in the Emergency Operations Center at 15026 River Road in Hahnville and its mission is to administer a comprehensive emergency management program for the protection of public health and safety and protection of property in cooperation with partners on the local, regional, state and national levels.

PHONE NUMBERS

- Emergency Operations Center: (985) 783-5050
- Parish President and Council: (985) 783-5000
- Emergency Information Line: 1-888-727-9362

HELPFUL LINKS

- Get a Game Plan: www.getagameplan.com
- St. Charles Parish Department of Homeland Security and Emergency Preparedness: stcharlesparish-la.gov/eoc

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