

OFFICE OF SUPPORTIVE HOUSING (OSH)



Storm/Weather  
Emergency  
Procedures  
2015

OFFICE OF SUPPORTIVE HOUSING

# **Storm/Weather Emergency Procedures**

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Office of Supportive Housing  
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## Office of Supportive Housing

### **Weather Emergencies** **Code Blue/Grey/Red Process**

**The issuance of a Code allows persons living on the street to remain indoors during the day and prohibits evictions or termination from emergency housing during the Code. Denial only occurs under very serious circumstances and is addressed on a case-by-case basis.**

During extreme weather conditions the City implements extraordinary measures to preserve the lives of chronically homeless individuals. A Code will be called when the National Weather Service (NWS) predicts weather conditions that could be dangerous to persons living on the streets. The City's response is coordinated through the Health and Opportunity cluster that is comprised of the Office of Supportive Housing (OSH), the Department of Behavioral Health and Intellectual Disabilities (DBHiDS), and the Philadelphia Department of Public Health (DPH) in partnership with the Outreach Coordination Center (OCC). The conditions which result in the activation of a Code are as follows:

#### **Code Blue**

A Code Blue will be called when the NWS predicts a wind chill temperature of 20 degrees Fahrenheit or below or precipitation with temperatures below 32 degrees Fahrenheit.

#### **Code Grey**

Code Grey is declared when the NWS predicts high winds and/or heavy rains or frozen precipitation with temperatures above 32 degrees.

#### **Code Red**

A Code Red is declared if the NWS extended weather forecast includes at least three consecutive days of temperatures of 95 degrees or above with high humidity. In these situations, a heat warning is not needed to initiate a Code Red.

#### **Activation/Deactivation of Code**

When Code weather conditions are expected, OSH and DBHiDS will confer after receiving the official weather prediction. DBH will contact the OCC to notify the Center in advance of the expected Code. OSH will contact Municipal Radio to notify them that a Code has been designated. Municipal Radio will then notify those on the Code Contact List.

A Code is deactivated when OSH declares an end to the weather emergency based on information from the NWS that indicates the severe weather conditions no longer exist. OSH initiates the notification process.

### **Mobilization Activities**

The activation of a "Code" triggers the mobilization of the street outreach teams to stand ready to assist the homeless 24 hours a day. The "Code" designation puts into effect the City's emergency outreach plan, which is designed to provide 24-hour assistance to homeless individuals who are vulnerable to excessive weather conditions.

The "Code" emergency plan mobilizes outreach teams across the city and pools the talents and resources of public and private agencies to preserve the lives and health of Philadelphia citizens.

The OCC notifies outreach staff of additional resources available during the Code and will direct that word be spread to homeless individuals on the street. If necessary, police stations and/or other public buildings may also be made available for homeless persons during extreme Code conditions. The activation of a code results in the following:

1. Twenty-four hour outreach coverage, to include the teams extending hours until 12 am or later.
2. Access to beds/resources that are available within the existing emergency housing network funded by OSH.
3. Access to beds and resources funded by DBH.
4. Outreach teams and the police implement the COTS (Court Ordered Transportation to Shelter) procedure that allows outreach workers and the Philadelphia Police Department (PPD) to transport identified individuals to a designated shelter area when in their judgment there is danger to life or physical health of the individuals. This is done by alerting the on-call City Solicitor and Common Pleas Court Judge.

A Code Blue also triggers the following:

1. Expanded capacity at the overnight sites (for example, if the capacity at an overnight site is 50, during Code Blue the capacity is expanded by 25 beds to 75).
2. Extended hours procedure in which OSH calls for a shelter in place until the weather emergency is lifted. Consumers in OSH EH facilities will be allowed to remain at the overnight sites until normal operations can resume. OSH deactivates the Code Blue when the NWS indicates that the weather emergency no longer exists.



## Office of Supportive Housing

### Winter Initiative – Overview

#### December 1 – March 31

The City of Philadelphia provides winter protections, known as Winter Initiative, that encompass activities and resources coordinated through the Office of Supportive Housing (OSH). OSH is charged with the responsibility for implementing and monitoring the emergency winter initiative operations. OSH has established partnerships with the Philadelphia Department of Recreation, the Philadelphia Nursing Home and non-profit corporations which support this initiative by allowing the use of facilities and providing additional services to persons in need of shelter during the winter.

The Winter Initiative is a portfolio of shelter and services to save lives and prevent serious injury that can be caused by extended exposure to severe winter conditions. Winter Initiative resources are coordinated with the establishment of weather Code Blue, Red or Grey. Vulnerable persons living in exposed, unprotected areas are provided immediate access to shelter and services. This ranges from additional emergency housing beds, recreation centers, cafes, to Safe Haven beds for chronically homeless persons. There are facilities for single men, single women and families with children. All residents are provided with meals.

Winter Initiative begins December 1 and ends March 31. Winter Initiative beds become available at 8:30 pm. Individuals may access these resources only through the protocols established by outreach teams and OSH intake centers. These protocols are described in a companion document.

Type	Provider/Site *2014-2015 only	# Beds	Start Date
Families	Gaudenzia/Washington Avenue	45	11/8/14
	Gaudenzia/High Street	45	12/1/14
Single Females	UAC/Green Street	32	12/22/14
Single Males	Trinity Center	22	11/10/14
	RHD – Fernwood East	66	11/26/14
	Philadelphia Nursing Home	40-50	12/22/14
Code Blue Only Single Males	SELF Inc./Lee Rec Center	20	1/2/15
	SELF Inc./Outley Annex	50	1/2/15
	ODAAAT	30	1/2/15
Winter Storms Only Single Males	VOA/2601 N. Broad Street	10	1/2/15
Single Males	Broad Street Ministries/Broad Street Café	--	1/2/15
<b>TOTAL</b>		<b>370</b>	

**Key Contact:** Leti Egea-Hinton, Deputy Director, Emergency Housing  
David Holloman, Director, Services to Chronically Homeless Persons



## Office of Supportive Housing

# Storm/Weather Emergency Contact Protocol 2015

The storm/weather emergency is determined by the Office of Emergency Management of the City of Philadelphia. The Office of Supportive Housing, designated a First Responder, is notified by OEM. Upon notification, the contact protocol is listed below. The contact may provide direction, schedules and notification to activate specific resources.

### Initial Primary Contact First Responders

	Email	Office	Mobile
Marie Nahikian, Director, Office of Supportive Housing	<a href="mailto:Marie.Nahikian@phila.gov">Marie.Nahikian@phila.gov</a>	215-686-7106	267-252-8630
Leti Egea-Hinton, Deputy Director, Emergency Housing**	<a href="mailto:Leti.Egea-Hinton@phila.gov">Leti.Egea-Hinton@phila.gov</a>	215-686-7190	215-760-6050
David Holloman, Director of Chronic Homelessness	<a href="mailto:David.holloman@phila.gov">David.holloman@phila.gov</a>	215-686-7831	215-906-0001
Katrina Pratt-Roebuck, Deputy Director, Clearinghouse	<a href="mailto:Katrina.Pratt@phila.gov">Katrina.Pratt@phila.gov</a>	215-686-7108	215-520-7800
Bruce K. Johnson, Director of Rapid Re-housing & Prevention	<a href="mailto:Bruce.K.Johnson@phila.gov">Bruce.K.Johnson@phila.gov</a>	215-686-7127	215-687-3267
Joshua Potts, Shelter Services Administrator**	<a href="mailto:Joshua.Potts@phila.gov">Joshua.Potts@phila.gov</a>	215-685-9071	267-402-8530
Susan Kretsge, Deputy Mayor, Health and Opportunity	<a href="mailto:Susan.Kretsge@phila.gov">Susan.Kretsge@phila.gov</a>		
Dr. Arthur C. Evans, Commissioner, Behavioral Health	<a href="mailto:Arthur.C.Evans@phila.gov">Arthur.C.Evans@phila.gov</a>		
David T. Jones, Deputy Commissioner, Behavioral Health	<a href="mailto:David.T.Jones@phila.gov">David.T.Jones@phila.gov</a>		
Marcella Maguire, Director, TIP Unit, Behavioral Health	<a href="mailto:Marcella.Maguire@phila.gov">Marcella.Maguire@phila.gov</a>		
Joan Erney, CEO, Community Behavioral Health	<a href="mailto:Joan.erney@phila.gov">Joan.erney@phila.gov</a>		
Sandy Vasko, Office of Mental Health, DBH	<a href="mailto:Sandy.vasko@phila.gov">Sandy.vasko@phila.gov</a>		
<b>Secondary Contact</b>			
Roberta Cancellor, Deputy Director, OSH Continuum of Care	<a href="mailto:Roberta.cancellor@phila.gov">Roberta.cancellor@phila.gov</a>	215-686-7105	215-964-0514
Margaret Brannan, Shelter Services Administrator (singles)	<a href="mailto:Margaret.brannan@phila.gov">Margaret.brannan@phila.gov</a>	215-686-7154	215-313-3307
Linda Ricci, Social Service Program Supervisor (families)	<a href="mailto:Linda.Ricci@phila.gov">Linda.Ricci@phila.gov</a>	215-686-6732	215-847-7792
Joye Presson, OSH, Chief of Staff	<a href="mailto:Joye.Presson@phila.gov">Joye.Presson@phila.gov</a>	215-686-7158	215-260-0337
Cheryl A. Kritz, Chief of Staff, Health & Opportunity	<a href="mailto:Cheryl.A.Kritz@phila.gov">Cheryl.A.Kritz@phila.gov</a>		
Ivelisse Torres, Assistant Deputy Director, Grant Compliance	<a href="mailto:Ivelisse.torres@phila.gov">Ivelisse.torres@phila.gov</a>	215-686-7148	267-239-3743
Asset Management			

\*\* Office of Emergency Management Shift Lead

Sample public information release



Office of Supportive Housing

**Storm Preparation: January 26, 2015**

For More Information: Marie Nahikian, Director, 215 686-7106  
Leti Egea-Hinton, 215 686-7190

- If there is a person on the street that appears homeless, please call the Homeless Outreach line at **215-232-1984**. This will activate a response team to the location.
- Shelter is available; additional storm-related emergency shelter beds were activated today at 8:00 a.m.
- All shelters have been contacted and additional emergency food supplies distributed.
- Outreach team capacity was increased this morning beginning at 6:00 am. Outreach teams operate 24 hours a day.
- Outreach teams respond to notification of persons on the street and can provide transportation to shelter, and have experienced behavioral health personnel to assist.
- Office of Supportive Housing personnel will be in City's Emergency Management location.

The following after-hours reception sites are available for any person without a home. Those needing assistance must arrive in person; assistance is available via telephone.

**Red Shield Family Residence**: after-hours reception for single women with families, 715 N. Broad Street after 4:00 pm

**Station House**: after-hours reception for single men, 2601 N. Broad Street (rear entrance) after 4:00 pm

**House of Passage**: after-hours, weekend and holiday reception for single females, 48<sup>th</sup> Street and Haverford Avenue (entrance on 48<sup>th</sup> Street) after 4:00 pm

**Winter Cafes:**      **Broad Street Ministry, 315 S. Broad Street**  
                                 **Horizon House, 3309 Mellon Street**



## Office of Supportive Housing

### Emergency Housing Resources: 2015

Access to emergency housing resources can be accomplished only by an in-person arrival at an intake site. No phone contact is available at any time.

#### **Monday-Friday: 7:00 am – 3:00 pm, Monday-Friday, Shelter Intake is available at:**

- **Appletree Family Center for Single Females and Families**  
1430 Cherry Street  
Philadelphia, PA
- **Roosevelt Darby Center for Single Males**  
802 N. Broad Street  
Philadelphia, PA

#### **All Days: 4:00 pm – 6:00 am**

- **The Red Shield for Families After Hours**  
715 N. Broad Street  
Philadelphia, PA
- After Hours for Single Females  
**House of Passage**  
48<sup>th</sup> Street and Haverford Avenue (entrance on 48<sup>th</sup> Street)  
Philadelphia, PA
- After Hours for Males  
**Station House** (rear entrance)  
2601 N. Broad Street  
Philadelphia, PA

#### **Overnight Café: Indoor Shelter, Every Night, Hours Vary, Winter Only some sites**

- **Navigation Center (formerly, “Hope Café”)**  
3309 Melon Street Café  
7:00 pm – 6:00 am, Monday & Wednesday until 10:00 am  
Contact information: 215-222-1502
- **315 South Café**  
315 South Broad Street  
Café operates from 9:30 pm – 6:00 am, Wednesday & Fridays until 11:00 am  
No guest should arrive or be dropped off prior to 9:30 pm  
Contact Information: 215-735-4847
- **Saint John’s Hospice**  
1221 Race Street  
Philadelphia, PA  
Contact: 215-563-7763
- **Sunday Breakfast Mission**  
302 N. 13<sup>th</sup> Street  
Philadelphia, PA  
Contact: 215-922-3316



## Office of Supportive Housing

### EMERGENCY RESPONSE OPERATIONS PLAN

The Mayor of the City of Philadelphia or the Managing Director in his/her stead will make a determination about what constitutes a City-wide emergency in consultation with the Deputy Managing Director for Emergency Management. The Deputy Managing Director for Emergency Management oversees the Office of Emergency Management (OEM).

OEM provides service when there is a significant or potential impact to the health, safety or overall well being of Philadelphia residents; when the impact or potential impact will be or has the potential to be longer than 12 hours; when the event affects or has the potential to affect a critical facility, sensitive location, or vulnerable populations(s); and/or when the nature of an event requires ongoing coordination with multiple agencies, especially if those agencies cross disciplines or jurisdictions. The Deputy Managing Director may also involve OEM in an incident upon request and subject to review.

Once a decision is made to activate a citywide response, the OEM staff notifies the appropriate agencies and organizations. The Office of Supportive Housing is one of those agencies.

### **Office of Supportive Housing: Emergency Response Operations Plan**

The purpose of the Emergency Response Operational Plan is to ensure that the Office of Supportive Housing (OSH) is adequately prepared for and able to respond to a variety of emergencies. The Shelter Services Administrator for the Emergency Assistance and Response Unit (EARU) has primary responsibility for the OSH Emergency Response Operations Plan.

#### **Preparing for the Emergencies**

##### Supplies:

- Ensure that the Warehouse or the Emergency Housing (EH) facilities have the appropriate amount of food to cover the emergency.
- Ensure that the Warehouse or the EH facilities have the appropriate amount of bedding (e.g. linens, blankets, pillows, cots, cribs) to cover the emergency.

##### Existing Emergency Housing Capacity:

- Determine number, type (family vs. single adults), and location of beds.

- Census numbers are sent daily to the Emergency Operations Center (explained later) email account so that the Command Center station has the latest census numbers.

**Additional Emergency Housing Capacity:**

- Determine which EH facilities have additional space, when it will be ready, and how many can be accommodated. Advise EH facilities that they may be requested to utilize available and vacant space for additional placements.

**Other Capacity:**

- Determine what other capacity may be available during the emergency (e.g. apartments, hotel rooms, etc).

**Vehicles:**

- Ensure that vehicles are in working order prior to emergency.
- Determine where the vehicles will be located during the emergency, especially at the start of the emergency.
- Create emergency contact list of who takes which vehicles home (if needed).
- Determine what types of vehicles are available (e.g., four-wheel, front-wheel)

**Staff/volunteers:**

- Create a list of emergency contact phone numbers for each staff member/volunteer working during the emergency.
- Determine the qualifications for and/or willingness to perform certain duties, including shelter operations, driving/delivery, street outreach, command center staffing.

**Implementation**

**Warehouse**

Under the direction of the Deputy Director, Emergency Housing, the Warehouse staff maintains the capacity to feed and provide beds for 150 people for approximately 3 days.

If an emergency is anticipated (such as hurricane, tornado, blizzard, flooding, or extreme heat conditions), the Warehouse staff must be prepared to deliver specific items that are more suited to the specific (e.g., providing extra bedding for winter conditions).

**Vehicles**

The on-call staff for emergency response can be contacted through City Hall Communications (311) for emergency response needs. Upon receiving a telephone call, the on-call emergency responder will pick up a vehicle from the Emergency Assistance and Response Unit (EARU) and report to the emergency location.

If an emergency is anticipated, a mix of OSH staff (mostly drivers) may be requested to take vehicles home and be available during the emergency for various transportation needs. These staff can be contacted through the emergency contact list provided by the OSH Human Resources Manager.

**Staff for Overtime**

EARU's Shelter Services Administrator will maintain a list of available OSH staff that can be contacted to work overtime during the emergency. The EARU Shelter Services Administrator will update the list every six (6) months.

The EARU Shelter Services Administrator will also create a document that includes the following information:

- Date and time the staff are needed
- Number of staff needed per shift
- Location where staff are needed
- Duties required of staff

**Emergency Operations Center (EOC)****Activation of EOC**

The Director of OSH will be notified about the declaration of an emergency by the Mayor, Managing Director, or OEM Director, and the need to activate and staff the EOC. S/he will contact the Shelter Services Administrator to initiate the OSH Emergency Response Plan. The EARU Shelter Services Administrator or designee will report to EOC upon activation. The EOC is located in the basement of the Fire Administration building at Third and Spring Garden Streets.

OSH senior staff will provide coverage at the EOC based on an EOC rotation list. The EARU Shelter Services Administrator will notify appropriate OSH senior staff on the rotation list. Each shift is 8 hours although this may be modified as needed.

The EARU Shelter Services Administrator, in conjunction with the OSH Director and/or Chief of Staff, will maintain the senior staff EOC rotation list. The list will be updated as necessary and distributed periodically to the Senior Staff.

The first person stationed at the EOC (generally the Shelter Services Administrator and/or the Deputy Director for Emergency Housing) will discuss the apparent emergency needs (transportation, EH, projected hotel placements, etc.).

Subsequent OSH staff will report to the EOC, identify themselves, report to the OEM-designated Incident Commander, sign in and station themselves at an assigned work station (usually identified by name of agency). The rotation will continue, as needed, with other designated senior staff and/or experienced Administrators. The rotation ends when the OEM declares that the emergency has ended.

Upon arrival at the OEC, the OSH staff person will log in to the computer (directions will be provided by OEM staff) and notify the Director of Emergency Services, via email, that he/she has arrived at the Command Center and give appropriate updates.

The OSH staff person will respond to all appropriate emergencies called into the EOC and handle all business related to the mission of OSH. S/he will consult with the EARU Shelter Services Administrator, when in doubt, and complete reports in a timely manner on the Logic Center software program that is on all EOC computers. OEM staff will walk OSH staff through the procedure.

The rotation list below (not necessarily in order) will be used for staffing the Command Center at the beginning of any emergency:

Katrina Pratt-Roebuck – Deputy Director

Bruce Johnson – Director of Homeless Prevention and Rapid Re-housing

Kevin Breazeale – Deputy Director, Riverview Boarding Home

Rodney Cherry - Fiscal Officer

Raymond Davis, Human Resources Manager

Leticia Egea-Hinton – Deputy Director, Emergency Housing

David Holloman – Director of Chronic Homelessness

Joshua Potts – Shelter Services Administrator

Diana Rivera – Contract Administrator

Ivelisse Torres – Assistant Deputy Director, Asset and Compliance Management

Marie S. Nahikian - Director