

# Calcasieu Parish Office of Homeland Security and Emergency Preparedness



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## OVERVIEW

Calcasieu Parish, Louisiana has a population of nearly 200,000 residents. The Calcasieu Parish Police Jury is the Governing Authority for Calcasieu Parish and is committed to providing the highest quality of services to the community.

### PROBLEM

The organization required an emergency alert system that was robust enough to allow customization to define attributes and location details for residents—including individuals with special needs and disabilities—who would require different types of notifications.

### SOLUTION

The Calcasieu Parish Office of Homeland Security and Emergency Preparedness deployed Everbridge to effectively reach residents during a wide range of critical events, including severe weather. Moreover, the Parish was able to expand the system to include all area home health and hospice citizens. The Everbridge tool allowed for easy data upload capabilities so that these individuals could be added to the system, along with their locations and disability information. These individuals now receive customized alerts that take into account their special needs. This helps to assist in their retrieval and evacuation during local disasters and emergencies such as the recent Hurricane Harvey.

# A Few Words from Robert Daughdril, Emergency Response Coordinator



When we established our Everbridge System for the Parish of Calcasieu (Southwest Louisiana) we set up an organization in our subscriber sign up program called SNAP or Special Needs Assistance Program. We invited our at-risk citizens to give us data about their disabilities. Some may have limited mobility, health needs like oxygen dependency or blindness/hearing impairment. We color coded each of the 10 different issues so we can quickly respond to them in the event of a disaster using Everbridge.

This process is of utmost importance right now given the importance of evacuating these individuals during a hurricane. With Everbridge, we ask them if they need assistance in evacuating, and it helps account for their ultimate safety.

Recently, we expanded this process to include all of our Home Health and Hospice citizens. In the event of a storm, the State of Louisiana has established an At-Risk Registry that all Home Health and Hospice agencies can leverage to upload information on individuals who need special assistance during an evacuation. We now download that data and upload into our SNAP organization and can contact them using Everbridge. We also have a group mapping of their location to assist in the retrieval and evacuation of each of these citizens. In the past we had to rely on phone calls and spread sheets for our data. It is much simpler, safer and more automated now that we have documented evacuation of all of our at-risk citizens.

## About Everbridge

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running faster. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Lansing, London and Stockholm.

*For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.*

