



Governor's Office of Homeland Security
and Emergency Preparedness

JOINT INFORMATION CENTER

FOR IMMEDIATE RELEASE

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Department of Health and Hospitals Update

DHH, DSS Ask Media to Carefully Distinguish Between Shelter Types when Distributing Information

Incorrect distribution resulting in confusion among residents

Baton Rouge - The Department of Health and Hospitals and the Department of Social Services are asking media outlets to be mindful of the differences between Medical Special Needs Shelters and general population shelters when distributing contact information to the public. There have been several reports of phone numbers for Medical Special Needs Shelters being distributed as general population shelters, which is resulting in delayed assistance in matching up citizens with the proper services and slowing down storm preparations.

Medical Special Needs Shelters are specifically for individuals who need medical attention which cannot be provided in a general population shelter and who cannot be evacuated with family members. The phone lines are for individuals to call BEFORE attempting to access these shelters, to ensure that individuals meet the admissions criteria, and also to ensure that the shelter has not reached capacity.

Evacuees with medical needs will be sent to shelters in Baton Rouge, Alexandria, Monroe, Bossier City and Hammond. However, they should first call one of the lines below to be certified by a nurse.

New Orleans 1-866-280-2068
Baton Rouge 1-800-349-1372
Houma-Thibodaux 1-800-228-9409
Lafayette 1-800-901-3210
Lake Charles 1-866-280-2711
Alexandria 1-800-841-5778
Shreveport 1-800-841-5776 Monroe 1-866-280-7287
Mandeville 1-866-280-7724

Individuals seeking general population shelter information should call 2-1-1. They can also stop at shelter information points along the evacuation routes where they can receive reservations at shelters before locations reach capacity. These information points are located in the following

areas:

Tourist Welcome Center, U.S. 65 & 84, 1404 Carter St., Vidalia

Tourist Welcome Center, 836 I-20 West, Tallulah

Sammy's Truck Stop, I-49, Exit 53, 3601 La. 115 West, Bunkie

Med Express Office, 7525 U.S. 71, Alexandria

LSU-Shreveport, P.E. Gym, One University Place, Shreveport

Pickering High School, 180 Lebleau Road, Leesville

Tourist Information Center, 8904 U.S. 165, Oberlin, La

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