

February 9, 2024

INSURANCE INFORMATION NOTICE 2024-1

CRISIS MANAGEMENT AND RESPONSE SERVICES

This notice replaces Insurance Information Notice 2019-2 dated September 24, 2018

ORM has facilitated a new coverage for all State Agencies which will provide for crisis response services.

The coverage is available for all agencies in the event **three (3) or more lives are affected** by an unforeseen natural or man-made catastrophic event, resulting in multiple fatalities or critical injuries requiring hospital emergency treatment, and the event occurs on State property or in direct relation to State operations.

Disaster Management International (DMI) is the service provider for this coverage. DMI will provide an emergency assessment team to respond immediately upon notification of an event. Upon arrival this team will assist the State entity with assessment of needs for appropriate and swift response.

Services include:

- On-site management of the incident including establishing a command center, medical services coordination, communication between the victims and their immediate families, and transportation
- Repatriation
- Assistance with locating victims
- Evacuation coordination
- Media management
- Behavioral health services as needed
- Liaison between the incident site (command center) and State Agency.
- Liaison between family members and entity

To report an incident under the Crisis Management and Response coverage:

Call this number for assistance:

855-497-0578

Or email to: SEClaims@ajg.com and martin.clarke@ajg.com

Identify yourself, your agency, and that you are part of the State of Louisiana - ORM

For additional information, please contact Mark Joseph at mark.joseph@LA.gov , (225) 342-8472.