

JUNE 2016

EMERGENCY OPERATIONS PLAN (EOP) - ALLENSTOWN, NH



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PREPARED BY: ALLENSTOWN, NH &
HUBBARD CONSULTING LLC

TABLE OF CONTENTS

NOTICE OF PROMULGATION iv

FOREWARD v

RECORD OF REVISION v

Chapter 1 INTRODUCTION 1

 Purpose 1

 Scope..... 1

 EOP Structure..... 1

 1. Base Plan 2

 2. Annex A: Emergency Support Functions (ESFs) 2

 3. Annexes B-D:..... 3

 4. Attachments/Appendices 3

 Phases of Emergency Management..... 3

 1. Prevention..... 3

 2. Mitigation..... 3

 3. Preparedness / Protection 3

 4. Response 3

 5. Recovery..... 4

 Incident Management Activities..... 4

 1. National Incident Management System (NIMS) / Incident Command System (ICS) 4

 2. Local Emergency Operations Center (EOC) Activation 4

 Emergency Support Functions (ESFs)..... 4

 ESF #1 – Transportation 4

 ESF #2 – Communications and Alerting 5

 ESF #3 – Public Works and Engineering 5

 ESF #4 – Firefighting..... 5

 ESF #5 – Emergency Management..... 5

 ESF #6 – Mass Care, Housing and Human Services..... 5

 ESF #7 – Resource Support 5

 ESF #8 – Health and Medical..... 5

 ESF #9 – Search and Rescue (SAR) 5

ESF #10 – Hazardous Materials (HAZMAT) Response..... 6

ESF #11 – Agriculture, Cultural and Natural Resources 6

ESF #12 – Energy 6

ESF #13 – Public Safety and Law Enforcement 6

ESF #14 – Volunteer and Donations Management..... 6

ESF #15 – Public Information 6

Chapter 2 SITUATION AND PLANNING ASSUMPTIONS..... 8

 Situation..... 8

 1. Geography, Climate and Population..... 8

 2. Government and Education Systems..... 8

 3. Transportation Systems 8

 Hazard Analysis 9

Chapter 3 ROLES AND RESPONSIBILITIES..... 11

 Town of Allenstown 11

 State of New Hampshire 11

 Federal Government..... 11

 Private Sector 11

 Non-Governmental & Volunteer Organizations 12

 Primary Responsibilities..... 12

 1. Emergency Management Director (EMD)..... 12

 2. Local Chief Executives 12

 3. Other Agencies and Departments 12

 4. Emergency Support Function (ESF) Agencies 12

 Facilities and Resources 12

 1. Incident Command Post (ICP) 12

 2. Local Emergency Operations Center (EOC)..... 13

 3. Alternate Local EOC 13

Chapter 4 CONCEPT OF OPERATIONS..... 13

 Operational Policies 13

 Coordination 13

 EOC Activation 14

 EOC Organization & Responsibilities 14

 Command and Control..... 14

Situational Awareness..... 16

Chapter 5 CONTINUITY OF GOVERNMENT 16

 Lines of Succession..... 16

 Protection of Government Resources 16

Chapter 6 TRAINING AND EXERCISES..... 16

 Training 16

 Exercises..... 17

Chapter 7 ADMINISTRATION..... 17

 Interface with State and Federal 17

 Agreements and Understandings 17

 Expenditures and Record-Keeping..... 17

 Consumer Protection 18

 Protection of the Environment 18

 Non-discrimination 18

 Emergency Responder Liability..... 18

Chapter 8 PLAN DEVELOPMENT AND MAINTENANCE 18

 Development..... 18

 Maintenance 18

 Critiques 19

ANNEXES

Annex A Emergency Support Functions

Annex B EOC Guidelines and Checklists

Annex C Shelter Operations Plan

Annex D Hazard Specific Incidents

Annex E Evacuation Annex

APPENDICES

Appendix A Acronyms

Appendix B Authorities

Appendix C Resource List

Appendix D NIMS Resolution –

NOTICE OF PROMULGATION

The publication of the *Town of Allenstown, NH Local Emergency Operations Plan* represents a concerted effort on part of the Local Government to provide a mechanism for effectively responding to and recovering from the impact of natural or human-caused disasters or emergencies.

The stated purpose of this Plan and associated supporting documents is to facilitate the delivery of Local government, community and mutual aid resources, and to provide needed assistance and relief to disaster victims and the community, at large. This Plan represents the Community's best intentions to manage emergencies/disasters within the framework of community-wide cooperation and coordination.

The Allenstown Emergency Operations Plan is adopted effectively this day, the _____ of _____, 2016.

Chairman, Board of Selectmen

Emergency Management Director

FOREWARD

The Local Emergency Operations Plan (EOP) establishes a framework for the local government and its partners to provide assistance in an expeditious manner in the event of a perceived, potential or actual disaster or emergency. The Allenstown Emergency Management director appreciates the continuing cooperation and support from all departments and agencies and from the volunteer and private organizations which have contributed to the local level of preparedness and to the development of this Plan. The Emergency Management Director continually works alongside these entities to address the responsibilities outlined in this EOP, provide a forum for discussion, and an opportunity to participate in planning and exercise activities to help ensure the local prevention, preparedness, response, recovery and mitigation capabilities are effective and efficient.

The purpose of the EOP is to provide strategic and operational guidance aimed at facilitating the delivery of all types of emergency management assistance to the residents and visitors of the jurisdiction and others with whom there are mutual aid agreements/compacts in place, and to help reduce the consequences of disasters and emergencies. This Plan outlines the planning assumptions, policies, concept of operations, organizational structures and the roles and responsibilities of all those involved in coordinating federal, regional, state and local activities.

RECORD OF REVISION

DATE	SUBJECT AREA	AUTHOR
2006	16 ESF Format	Town of Allenstown, Hubbard Consulting LLC
2011	16 ESF Format	Town of Allenstown, Hubbard Consulting LLC
JUNE 2016	15 ESF Format	Town of Allenstown, Hubbard Consulting LLC

Chapter 1 INTRODUCTION

Purpose

The Emergency Operations Plan (EOP) establishes policies and procedures, it describes strategies, assumptions, objectives, and how this plan supports the five phases of emergency management (Prevention, Mitigation, Preparedness/Protection, Response and Recovery), what Federal operations the EOP follows: National Incident Management System (NIMS), Incident Command System (ICS), Emergency Support Function (ESF), Department of Homeland Security's (DHS) National Response Framework (NRF).

The EOP establishes interagency and multi-jurisdictional mechanisms for Local Government involvement in coordination of incident support activities. This includes coordination structures and processes for disasters or other emergencies requiring:

- Emergency support to residents and visitors;
- Support of other local governments;
- The exercise of direct Local authorities and responsibilities, as appropriate under the law;
- Public and private-sector incident management integration; and
- Coordination, administration, and integration of emergency management plans and programs of Federal and State agencies.

Scope

- a) This is an operations-based Plan that follows NIMS, ICS, and NRF guidelines.
- b) It defines the responsibilities of local agencies, non-governmental organizations (NGOs) and partners from both the public and private sector. In addition, the EOP recognizes and incorporates the various jurisdictional and functional authorities of local departments and agencies, and private-sector organizations during an incident.
- c) The EOP also calls for regularly scheduled exercises and training to identify and enhance the capabilities of local relevant stakeholders when managing with emergency situations.
- d) This Plan does not contain department inventories, specific operating instructions, or personnel directories. Logistics, techniques, methodologies, and implementation strategies are components of organizational procedural manuals. Development of these "Standard Operating Procedures" (SOPs) are the responsibility of each individual agency identified within the EOP. (See Annex B – EOC Guidelines)

EOP Structure

This Plan is organized to align with the operational structure and makeup of the Emergency Operations Center (EOC). This Plan provides general information as well as specific operational roles and responsibilities for select EOC sections, groups, and ESFs.

The EOP includes the following:

1. Base Plan

The Base Plan describes the structure and processes designed to integrate the efforts and resources of the local government, State, Federal, regional and the private sector and non-governmental organizations (NGOs). The Base Plan includes planning assumptions, roles and responsibilities, concept of operations, incident management actions, and Plan administration and maintenance instructions.

2. Annex A: Emergency Support Functions (ESFs)

The Emergency Support Functions describe the responsibilities and general concepts for emergency management activities and obligations maintained by each individual function. These responsibilities include reduction of the immediate hazard, saving lives and property, incident stabilization, environmental and economic conservation and restoration of pre-incident conditions.

The Emergency Support Functions are comprised of 15 specific functional areas; they are:

- Transportation (ESF #1)
- Communications and Alerting (ESF #2)
- Public Works & Engineering (ESF #3)
- Firefighting (ESF #4)
- Emergency Management (ESF #5)
- Mass Care, Housing, and Human Services (ESF #6)
- Resource Support (ESF #7)
- Health and Medical (ESF #8)
- Search and Rescue (SAR) (EF #9)
- Hazardous Materials (HAZMAT) (ESF #10)
- Agriculture, Cultural, and Natural Resources (ESF #11)
- Energy (ESF #12)
- Public Safety and Law Enforcement (ESF #13)
- Volunteer and Donation Management (ESF #14)
- Public Information (ESF #15)

3. Annexes B-E:

The Emergency Operations Plan will include a Hazard Specific Annex, EOC Guidelines, Shelter Annex, Evacuation Annex. Additionally, Section Chief Manuals are provided digitally to all EOC Staff and there is one hard copy in the EOC. Some emergencies require unique approaches to prevention, preparedness, response, recovery and mitigation at some, or all levels. These annexes include specialized guidance, processes and administration to meet the needs based upon the individual characteristics of the incident.

4. Attachments/Appendices

Attachments and Appendices provide additional relevant and/or more detailed supporting information for each section of the EOP. This includes the ESF resource list, glossaries, acronyms, statutory authorities, and other documents.

Phases of Emergency Management

Emergency management operations are carried out within five distinct phases: prevention, mitigation, preparedness, response, and recovery. This EOP primarily considers the response phase, but does address other phases as appropriate.

1. Prevention

Prevention means identifying, deterring or stopping an incident from occurring to protect property and lives.

2. Mitigation

Mitigation includes actions that are taken before an emergency to eliminate or reduce the risk to human life and property from natural, technological and/or civil hazards. The goal of mitigation activities is to lessen the impact of a disaster or emergency and to reduce the costs of response and recovery operations. (See Allenstown Hazard Mitigation Plan.)

3. Preparedness / Protection

Preparedness/Protection actions are pre-emergency activities that attempt to prepare organizations to effectively respond to disasters or emergencies. This phase involves training, exercising, planning, and resource identification and acquisition. When these tactics are effectively created and implemented before an event there may be a reduction in the cascading events of a disaster or emergency.

4. Response

Response actions are taken immediately prior to, during, or directly after a disaster or emergency to save lives, minimize damage to property and enhance the effectiveness of recovery. Response begins when an emergency or disaster is imminent and/or immediately after it occurs.



Figure 1: Phases of Emergency Management

5. Recovery

Recovery includes both short-term and long-term activities. Short-term recovery aims at returning infrastructure systems back to operating standards. Long-term recovery works to return the site to “near normal” conditions after a disaster or emergency. Long-term recovery also includes restoring economic activity and rebuilding community facilities and housing. Long-term recovery can take months or years. In some cases, recovery begins during the response to a disaster or emergency concurrently with response efforts. (See Allenstown Recovery Plan.)

Incident Management Activities

1. National Incident Management System (NIMS) / Incident Command System (ICS)

NIMS is the national model for Preparedness, Communications and Information Management, Resource Management, and Command and Management. ICS, established by NIMS, is the model for command, control, and coordination for an emergency response. This system provides a means to coordinate the efforts of individual agencies as they work toward stabilizing the incident, protecting life, property, and the environment. ICS uses principles known to improve efficiency and effectiveness in an emergency response. Due to the possibility of complex events occurring in New Hampshire and the number of agencies and departments with a responsibility to act, the Town of Allenstown utilizes ICS as the operational system to manage disaster and emergency situations.

2. Local Emergency Operations Center (EOC) Activation

- a. Day to day operational response is activated through Police and Fire via their respective dispatching agencies.
- b. Local, county or state agencies and/or dispatch will notify the EMD that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. The EMD will gather information for on-going situational awareness and notify ESFs, as appropriate.
- c. The EMD, in coordination with local departments, will make the decision to activate the EOC and determine level of activation.
- d. If EOC activation is determined to be necessary, the EMD will notify appropriate ESF agencies of the activation and request designated personnel to report to the EOC or to remain on stand-by.
- e. WebEOC will be utilized to provide continuous situational awareness.

Emergency Support Functions (ESFs)

ESF #1 – Transportation addresses emergency-related transportation issues that include assessing damage to and restoring and maintaining land, air and water transportation routes during disasters or emergencies in coordination with governmental and private organizations, as required. In addition, ESF #1 supports evacuation and re-entry operations for impacted areas and the transportation of response personnel, materials, goods and services to emergency sites.

ESF #2 – [Communications and Alerting](#) addresses the provision of communication resources and coordination to support local collaboration and information sharing. ESF #2 is also responsible for the provision of emergency warning and notifications to the public and response personnel as well as the back-up, restoration and repair of some communication infrastructure.

ESF #3 – [Public Works and Engineering](#) addresses most engineering concerns that are not related to transportation systems and becomes involved in a wide array of mission types in response and recovery efforts. These missions include inspection and assessment; debris removal management; demolition and stabilization; reconnaissance; emergency repairs; and, temporary and permanent construction.

ESF #4 – [Firefighting](#) addresses fire suppression in rural, urban and wild-land settings that result from naturally-occurring, technological or man-made disasters or emergencies. Local jurisdictions have the responsibility of providing basic fire service protection.

ESF #5 – [Emergency Management](#) addresses the coordination of local incident management and response efforts to support local efforts. It encompasses the coordination of activities identified in the EOP; the operation of the EOC; incident action planning; situational awareness and information-sharing; and, provides direction and control over the use of local resources.

ESF #6 – [Mass Care, Housing and Human Services](#) addresses, coordinates and reports on the emergency mass care activities of local and partner NGOs responsible for sheltering, feeding, counseling, temporary housing and related social services and welfare activities required to assist disaster clients. In addition, this ESF is responsible for the safety and well-being of household pets in shelters.

ESF #7 – [Resource Support](#) addresses support to local entities involved in emergency response and recovery. This support includes locating, procuring and issuing resources including equipment, supplies, facilities, and services required by emergency responders and disaster survivors.

ESF #8 – [Health and Medical](#) addresses public health and medical services concerns during disaster or other emergencies. Public health concerns include, but are not limited to: assessment and surveillance of health needs of the affected communities; provision of health-related services and supplies; identification of areas where health problems could occur; testing of products for public consumption; and environmental testing. Medical services' concerns include, but are not limited to: logistical support for local health personnel in the field; supply and restocking of health-related equipment and supplies; testing and/or disposal of food, medicine and other related products affected by the disaster/emergency; assistance in assessing potable water and wastewater/solid waste disposal issues and coordination of equipment; assessment of medical needs; provision of medically related services and supplies that support the affected communities; and assistance and support for mass fatality and triage sites.

ESF #9 – [Search and Rescue \(SAR\)](#) addresses the provision of guidance and organization of Local agencies that may be employed during SAR operations, in both urban and rural scenarios. SAR operations include, but are not limited to: the location, recovery and extrication of victims who have become lost or entrapped as a result of a disaster or life-threatening emergency; and includes swift water rescue.

ESF #10 – Hazardous Materials (HAZMAT) Response addresses different types of hazardous materials. In a hazardous materials event, responsibilities include: providing a coordinated local response in accordance with ICS; assisting in the assessment of, response to and recovery from hazardous materials incidents; ensuring that prompt measures are taken to contain, remove and dispose of spilled hazardous materials; and advising the public, in concert with local agencies, of the situation, potential dangers and protective actions they should take.

ESF #11 – Agriculture, Cultural and Natural Resources addresses concerns regarding agricultural functions during a disaster as well as the effect of an incident upon the natural and cultural resources of the community. These concerns include: assessment and surveillance of agriculture needs within affected areas; provision of agriculture-related services and supplies; identification and application of appropriate agriculture assistance programs; and obtaining and delivering emergency food supplies. In addition, this ESF is responsible for the care and well-being of large animals and livestock during an incident.

ESF #12 – Energy addresses the coordination of utilities and related governmental and private organizations to provide information for local-level assessment, response and recovery operations related to fuel shortages, power outages and capacity shortages that may impact residents. This ESF also provides information on the transportation of fuel, sources for the provision of emergency power to support immediate response operations, and the restoration of normal energy supplies.

ESF #13 – Public Safety and Law Enforcement addresses response and recovery activities can include the following: maintaining law and order within legal authority; assisting with the dissemination of alerts, warnings and notifications; coordinating law enforcement activities from command centers and EOC as needed to manage resources and personnel; staffing for traffic control points and other sites; conducting law enforcement investigations; providing evacuation/relocation support; supporting the relocation and temporary detention of persons confined to correctional and/or high risk institutions; and, maintaining and protecting logs, records, digests and reports essential to government and emergency operations.

ESF #14 – Volunteer and Donations Management addresses the support of local jurisdictions in the restoration of communities damaged by a disaster or emergency by coordinating the efficient and effective delivery of donated goods and volunteer services to the impacted areas. This ESF will also be the liaison for those voluntary organizations that provide disaster services within the community, so that capabilities and resources will be effectively integrated with other local, State and federal agencies to meet the needs of the disaster or emergency.

ESF #15 – Public Information addresses support in providing residents with timely and potentially lifesaving information during major disasters or other emergencies. This ESF is also responsible for the development and dissemination of a variety of information, education, and instructions to the general public, government officials and the news media through direct contact, briefings, presentations, news releases and advisories, websites, social media postings, and oversight of public inquiry lines established in or for the support of emergency management activities.

ESF Lead and Support Responsibilities (Table 1-1)

Allenstown, NH Emergency Support Function (ESF) Matrix															
Agency / Organization	ESF 1 Transportation	ESF 2 Communications	ESF 3 Public Works	ESF 4 Fire Fighting	ESF 5 Emergency Mgmt.	ESF 6 Mass Care & Shelter	ESF 7 Resources	ESF 8 Health & Medical	ESF 9 Search & Rescue	ESF 10 HazMat	ESF 11 Agriculture	ESF 12 Energy	ESF 13 Law Enforcement	ESF 14 Volunteers & Donations	ESF 15 Public Info
Emergency Management Director	S	L			L	L	L	S			L	L			L
Fire Department/EMS		S	S	L		S		L	L	L		S			
Police Department		S		S		S			S	S			L		S
Highway Department	L		L	S						S		S			
Town Administrator					S		L							S	S
Board of Selectmen					S		S								
Building Inspector			S												
Health Officer			S			S		L							
Welfare Administrator						L								L	
School District	S					S		S							
Sewer Department			L					S		S					
Pembroke Water Works			L	S				S							
Tri-Town EMS				S				S						S	L
Capital Area PHN					L	L	S	L							
Boys & Girls Club of Central NH	S					S									
Belknap-Merrimack CAP	S					S									
Hoyle, Tanner & Associates			S												

(L) Lead Agency

(S) Support Agency

Chapter 2 SITUATION AND PLANNING ASSUMPTIONS

Situation

1. Geography, Climate and Population

The Town of Allenstown is located in Merrimack County in central New Hampshire. Allenstown is a community with a population of nearly 4,500 people. The town is predominantly a residential community with some commercial businesses, primarily established at the intersection of Routes 3 and Route 28, in close proximity to Interstate 93. Average January temperature is 21 degrees Fahrenheit and average July temperature of 71 degrees Fahrenheit. The average yearly rainfall amount is 37 inches and average yearly snowfall amount is 64 inches.

2. Government and Education Systems

The Town is governed by a 3-member Board of Selectmen. The Town is a member of SAU 53 which has 1 elementary school and 1 middle school in Allenstown and sends high school students to Pembroke Academy in the neighboring Town of Pembroke.

3. Transportation Systems

- a) Air Service: The nearest public use airports are Concord Municipal Airport, Manchester-Boston Regional Airport and Boston Logan Airport.
- b) Rail Service: There is no rail service or rail system in the Town.
- c) Road System: The Town is connected to many major roads including State Routes 3 and 28. The Town maintains 33 miles of roadway.
- d) Public Transportation: None

Hazard Analysis

The following hazard analysis is a summary of the hazard risks for the Town of Allenstown. The EOP committee rated the severity and probability of the hazards that are the prime consideration for the implementation of this EOP.

Allenstown, NH 2015	Probability	Human Impact	Property Impact	Business Impact	Magnitude	OVERALL RISK
Natural Hazard Events	Likelihood the hazard will occur in 25 years	Likelihood of injury or death in 25 years	Likelihood of physical losses or damages in 25 years	Likelihood of service interruption in 25 years	CALCULATED Average of Human + Property + Business Impact	CALCULATED Probability x Magnitude
	0= NA 1= Low 2= Moderate 3= High	0=NA 1=Low 2=Moderate 3=High	0=NA 1=Low 2=Moderate 3=High	0=NA 1=Low 2=Moderate 3=High	<1.6= Low 1.6-2.5= Moderate >2.5= High	
Flooding	3	2	3	3	2.67	8.00
Suncook River	3	2	3	3	2.67	8.00
Hurricanes and Severe Storms	3	2	2	2	2.00	6.00
Rapid Snow Pack Melt	2	1	1	1	1.00	2.00
River Ice Jams	2	1	1	1	1.00	2.00
Dam Breach and Failure	1	1	1	1	1.00	1.00
Fluvial Erosion	3	2	3	3	2.67	8.00
Debris Impacted Infrastructure	2	3	3	3	3.00	6.00
Tornadoes	1	3	3	3	3.00	3.00
Downbursts	3	2	2	2	2.00	6.00
Lightning	3	2	2	2	2.00	6.00
Wildfire	1	3	3	3	3.00	3.00
Severe Winter Weather	3	2	2	2	2.00	6.00
Earthquake	1	3	3	3	3.00	3.00
Landslide	1	1	1	1	1.00	1.00
Drought	1	2	2	2	2.00	2.00
Radon	3	3	3	3	3.00	9.00
Biological	2	3	3	3	3.00	6.00

EMERGENCY OPERATIONS PLAN (EOP) - ALLENSTOWN, NH

Allenstown, NH 2015	Probability	Human Impact	Property Impact	Business Impact	Magnitude	OVERALL RISK
Technological Hazard Events	Likelihood the hazard will occur in 25 years	Likelihood of injury or death in 25 years	Likelihood of physical losses or damages in 25 years	Likelihood of service interruption in 25 years	CALCULATED Average of Human + Property + Business Impact	CALCULATED Probability x Magnitude
	0= NA 1= Low 2= Moderate 3= High	0=NA 1=Low 2=Moderate 3=High	0=NA 1=Low 2=Moderate 3=High	0=NA 1=Low 2=Moderate 3=High	<1.6= Low 1.6-2.5= Moderate >2.5= High	
Hazardous Materials	1	3	3	3	3.00	3.00
Explosion/Fire	1	2	2	2	2.00	2.00
Transportation Accident	1	1	1	1	1.00	1.00
Building/Structure Collapse	1	2	2	2	2.00	2.00
Power/Utility Failure	3	2	2	2	2.00	6.00
Extreme Air Pollution	1	2	2	2	2.00	2.00
Radiological Accident	1	3	3	3	3.00	3.00
Fuel/Resource Shortage	1	2	2	2	2.00	2.00
Strike	1	1	1	1	1.00	1.00
Business Interruption	1	1	1	1	1.00	1.00
Financial Issues, Economic Depression, Inflation, Financial System Collapse	1	3	3	3	3.00	3.00
Communications Systems Interruptions	1	2	2	2	2.00	2.00

Allenstown, NH 2015	Probability	Human Impact	Property Impact	Business Impact	Magnitude	OVERALL RISK
Human Hazard Events	Likelihood the hazard will occur in 25 years	Likelihood of injury or death in 25 years	Likelihood of physical losses or damages in 25 years	Likelihood of service interruption in 25 years	CALCULATED Average of Human + Property + Business Impact	CALCULATED Probability x Magnitude
	0= NA 1= Low 2= Moderate 3= High	0=NA 1=Low 2=Moderate 3=High	0=NA 1=Low 2=Moderate 3=High	0=NA 1=Low 2=Moderate 3=High	<1.6= Low 1.6-2.5= Moderate >2.5= High	
Economic Threats	3	1	3	1	1.67	5.00
General Strike	1	1	1	1	1.00	1.00
Terrorism	2	3	3	2	2.67	5.33
Sabotage	1	2	3	3	2.67	2.67
Cyberterrorism	3	2	3	3	2.67	8.00
Hostage Situation	1	2	1	1	1.33	1.33
Civil Disturbance / Public Unrest	1	1	1	1	1.00	1.00
Enemy Attack	1	1	1	1	1.00	1.00
Arson	2	3	3	3	3.00	6.00
Mass Hysteria	1	1	1	1	1.00	1.00
Special Events	1	1	1	1	1.00	1.00

Chapter 3 ROLES AND RESPONSIBILITIES

Town of Allenstown

The Emergency Management Director (EMD) has the responsibility for the development and implementation of emergency management programs designed to provide for rapid and effective response to an emergency situation. The EMD plans for the protection of life and property within the community. Department heads and Non-Governmental Organizations (NGOs) work with the EMD during the development of local emergency plans and should be prepared to provide response resources.

State of New Hampshire

The NH Department of Safety and the State Emergency Operations Center (SEOC) is responsible for the following areas:

- The State will modify normal operations and redirect resources to assist and support local governments in saving lives, relieving human suffering, sustaining survivors, protecting property, and re-establishing essential services.
- Coordinate actions necessary to respond to an emergency and coordinate the links between local governments, neighboring States, Federal response, and the Province of Quebec, Canada.
- Unify the efforts of government, volunteers, and the private sector for a comprehensive approach to reducing the impacts of emergencies/disasters.
- If the situation warrants, the Governor of New Hampshire may declare a State of Emergency and request immediate Federal assistance to augment efforts in relieving major emergency or disaster related problems beyond the capabilities of State and local government.

Federal Government

The Department of Homeland Security (DHS)/FEMA is responsible for the following areas of planning and operations: (e.g., below).

- Supporting local governments in planning, preparedness, mitigation, response, and recovery operations;
- Coordinating Federal aid for a Presidentially Declared Disaster (PDD) and emergencies by implementing the NRF;
- Coordinating emergency preparedness for the possibility of nuclear power plant accidents, radiation accidents, and attack; and,
- Ensuring continuity of government and coordinating mobilization of resources during national security emergencies.

Private Sector

The roles, responsibilities and participation of the private sector vary based on the type and impact of disaster or emergency. Regardless, as a key element of local economies; private sector recovery and restoration is essential to aid the jurisdictions impacted.

Certain organizations are required by existing law and regulation to bear the cost of planning and response to disasters or other emergencies, regardless of cause. In the case of a catastrophic incident, these private-sector organizations are expected to mobilize and employ the resources necessary and

available, in accordance with their plans, to address the consequences of incidents at their own facilities or emergencies for which they are otherwise responsible.

Non-Governmental & Volunteer Organizations

NGOs collaborate with other agencies and organizations, first responders and all levels of government to provide relief services to sustain life, reduce physical and emotional distress and promote recovery of disaster victims when assistance is not available from other sources. Private relief organizations have a two-fold responsibility. The first responsibility is to cooperate and coordinate with government agencies to help ensure broad and thorough coverage of relief. The second, and more important responsibility, is to provide relief not provided by the government on a complementary and supplementary basis.

Primary Responsibilities

The primary responsibilities of the key elected and appointed officials are as follows:

- 1. Emergency Management Director (EMD)**
The EMD and Deputy EMD(s) oversee and coordinate the local-level planning, preparation, exercise, response and mitigation of terrorist threats, natural and human-caused disasters and other emergencies.
- 2. Local Chief Executives**
The Board of Selectmen is the Town's chief executive and is responsible for administration of the operations and management of prudential affairs of the Town. The Town Administrator reports to the Board of Selectmen and is responsible for day-to-day operations.
- 3. Other Agencies and Departments**
Local agency and department/division heads and their staffs should develop plans, trainings, internal policies and procedures to meet prevention, preparedness, mitigation, response and recovery needs as identified in the EOP. Training should be multi-level, interagency training accompanied by exercises to develop and maintain necessary capabilities.
- 4. Emergency Support Function (ESF) Agencies**
Each ESF has delineated Lead and Support Agencies. The designations denote key roles in the execution of the specified function. An agency for an ESF with specific capabilities and resources to support the ESF Lead Agency in executing the ESF mission. Specific responsibilities are articulated in the individual ESF Annexes.

Facilities and Resources

- 1. Incident Command Post (ICP)**
The command function is directed by the Incident Commander (IC) at the Incident Command Post (ICP). The IC is the person in charge at the incident and who must be fully qualified to manage the response. The Incident Command Structure and the EOC function together with the same goals, but function at different levels of responsibility. The Incident Commander is

responsible for on-scene response activities, and the EOC is responsible for the entire community-wide response to the event.

2. Local Emergency Operations Center (EOC)

The Town of Allenstown maintains an EOC at the Allenstown Fire Department as part of the town's emergency preparedness program. The EOC is where department heads, government officials, and volunteer agencies gather to coordinate their response to an emergency event. Officials responsible for responding to major emergencies and disasters assemble to direct and control the jurisdiction's response. The EOC goes into operation when the EMD decides that the situation is serious enough to require a coordinated and other-than-routine response.

3. Alternate Local EOC

In the event the primary EOC is inadequate, an alternate EOC may be established at the Allenstown Police Department. In addition, the possibility exists the alternate EOC could be conducted out of a mobile command vehicle or virtually (i.e. email, cell, skype, etc.).

Chapter 4 CONCEPT OF OPERATIONS

It is a premise of emergency management that all incidents begin locally and initial response is by local jurisdictions. It is only after local emergency response resources are depleted, or local resources do not exist to address a given disaster or emergency, that State emergency response resources and assistance are to be requested by local authorities. Police, fire, EMS, emergency management, public health, public works, environmental agencies and other personnel are often the first to arrive and the last to leave an incident site.

Operational Policies

Protection of life and property and relief of human distress are the primary objectives of the town government in emergency situations.

Police and Fire officials are expected to assume direct control of the emergency operations of all government and non-government resources that are by law, subject to their authority. The EMD is responsible for coordinating the emergency response in accordance with state law.

Coordination

Coordination is a broad function involving staff members engaged in both direction and control. Some situations might require an Incident Commander to execute coordinating functions. In times of disasters or other emergencies, there are several levels of coordination involved with the administration of this Plan. They work through three levels from local, to State, and finally to federal authorities, when required.

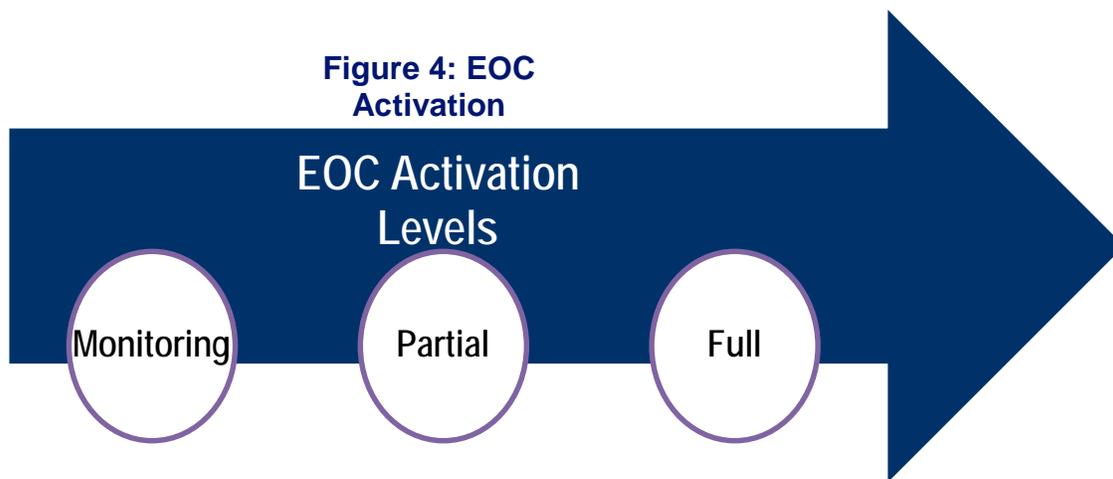
The EMD is responsible for maintaining a common operating picture and coordinating local response efforts. Primarily, this role encompasses two areas of coordination. First, the EMD works with local responders to ensure internal cooperation and functional teamwork in support of the Incident Commander. Secondly, the EMD arranges for outside assistance when the need arises and/or when requested by the Incident Commander, through mutual aid or through the Local EOC or Area Command structure.

EOC Activation

Monitoring: The Local EOC not activated. Local Emergency Management Function is at normal staffing and is monitoring situational awareness on a 24/7 basis.

Partial Activation: The Local EOC partially activated. All ESFs and/or Support Agencies are notified and requested as the situation warrants. Partial activation staffing will be determined to meet the needs of the situation.

Full Activation: The Local EOC is fully activated. All ESFs and/or Support Agencies are notified and requested as the situation warrants. Full activation requires 24-hour staffing in order to meet the needs of the situation.



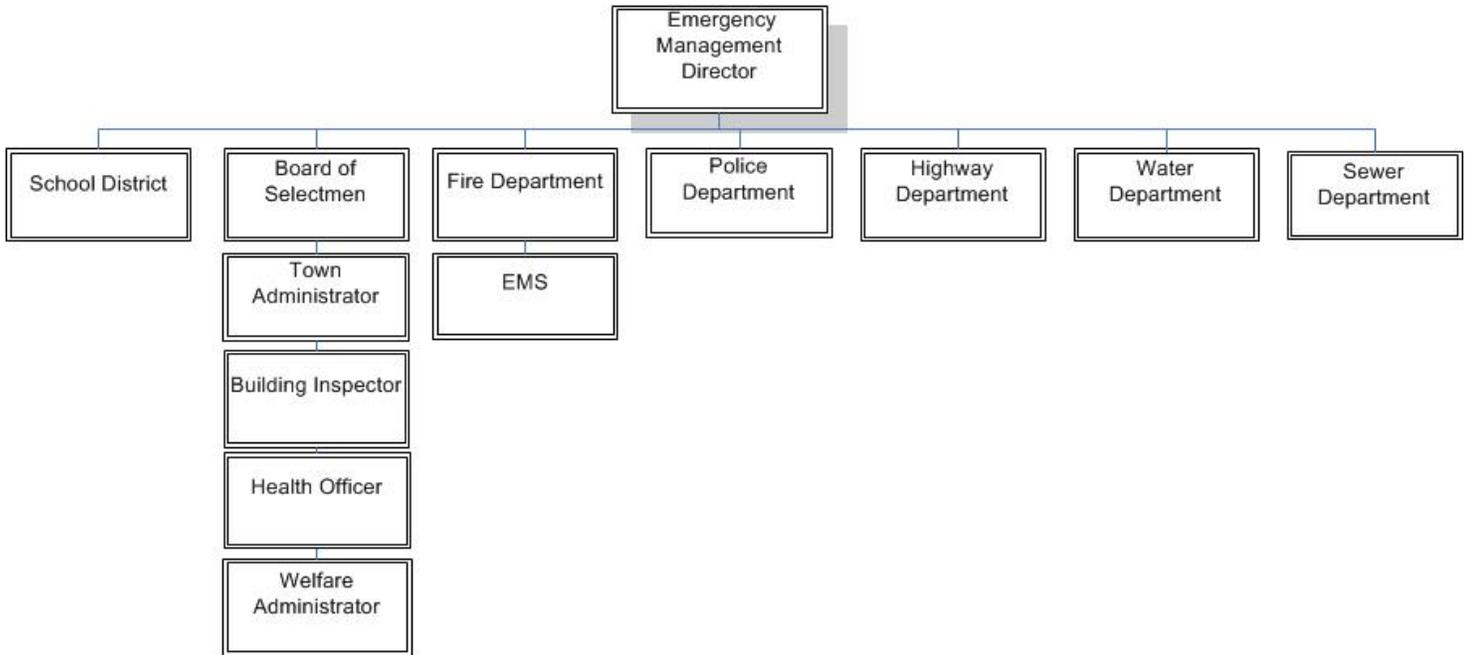
EOC Organization & Responsibilities

The Local EOC provides a central location from which Local government can provide interagency coordination and executive decision-making in support of incident response. The Town of Allenstown EOC is organized in an ICS format. The EOC positions include the EMD, Public Information Officer, Operations Chief, Planning Chief, Logistics Chief and Admin/Finance Chief.

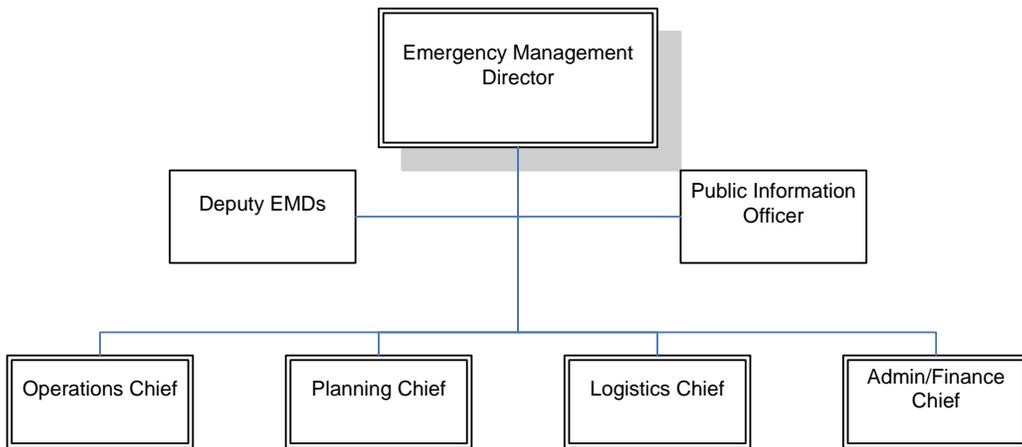
Command and Control

This section is comprised of elements that provide direction and control of the emergency situation; ensures the response follows established SOPs/SOGs; and provides for a centralized EOC facility. The EMD or Deputy EMD is the primary person assigned to the Command and Control Section of the EOC and will ensure the following:

1. Coordinate all emergency response functions in the EOC, per RSA 21P:39
2. Establish and maintain a facility to be used as the EOC for centralized direction, coordination, and control of emergency operation.
3. Develop EOC activation/deactivation SOPs/SOGs, personnel staffing requirements, and functional operating procedures/guides.



Emergency Management Structure under Normal Operations



EOC Structure under Partial or Full Activation

Situational Awareness

The EOC utilizes multiple sources for situational awareness, including WebEOC, local responders, social media, field reports, media outlets and short wave radios.

Chapter 5 CONTINUITY OF GOVERNMENT

The occurrence of a disaster or emergency could impede the ability of local government to function. This section includes a variety of activities designed to ensure the preservation of government, as it exists, and to continue the ability of local government to provide protection and essential services to the public.

Lines of Succession

Per RSA 669:63, vacancies in the Board of Selectmen shall be filled by appointment made by the remaining selectmen. Whenever the selectmen fail to make such appointment, the superior court or any justice thereof, on petition of any citizen of the town, and after such notice as the court shall deem reasonable, may appoint a suitable person to fill the vacancy.

Police and Fire maintain internal lines of succession, based upon rank. The town is currently developing a Continuity of Government Plan.

Protection of Government Resources

The major thrust of an emergency operations plan is to protect the lives and properties of those involved in a disaster and return the situation to normal. Disasters can interrupt, paralyze, and/or destroy the ability of State and local governments to carry out specific executive, legislative and judicial functions. Therefore, it is imperative that the Town of Allenstown establishes and maintains the capability to provide response and recovery functions during emergencies or disasters.

The Emergency Management Director is responsible for developing, maintaining, and exercising a Continuity of Operations (COOP) Plan for the Town. The EMD is also responsible for ensuring that all departments, agencies, and offices develop, maintain, and exercise a COOP Plan outlining how essential services/functions will be maintained during emergencies/disasters, respectively.

Chapter 6 TRAINING AND EXERCISES

Training is provided to prepare local emergency response personnel. It is designed to develop the knowledge, skills and abilities required in a disaster or emergency. Basic training that is recommended and provided includes ICS fundamentals and EOP orientation.

Exercises are conducted to evaluate plans and procedures used during actual emergencies and identify the need for Plan modifications and/or additional training. When properly integrated, training and exercising can improve the response and the delivery of emergency/disaster assistance to residents and visitors.

Training

Training is offered to local emergency management personnel in several categories. Each training opportunity is designed for specific disciplines and/or assignments and is delivered in the most convenient manner possible.

Exercises

The Town of Allenstown does not have a formal Exercise Program, but has and will continue to participate in Homeland Security Exercise and Evaluation Program (HSEEP) exercises. Exercises vary in activities and resources. Some require simple preparations and execution, while others may be more complex and require greater efforts and resources. These exercises not only focus on the actions of participating personnel, but they also may reveal gaps in the planning or preparedness aspects of emergency management.

After exercises are completed an After-Action Report (AAR) should be developed that captures observations of exercise evaluators, or the findings of involved agencies and personnel. An AAR makes recommendations for improvements and often includes an Improvement Plan (IP). IPs identify specific corrective actions to be taken, assigns these actions to responsible parties and establishes target dates for action completion. All AAR's for exercises conducted by the Town of Allenstown are kept on file with the Emergency Management Director.

Chapter 7 ADMINISTRATION

Interface with State and Federal

In most situations, requests for Federal assistance will be made through the Local EOC to NH Homeland Security and Emergency Management (HSEM) then to DHS/FEMA. When incident requests exceed the capability of the State, with the approval of the Governor, the Command Staff will coordinate activities with the lead federal agency(ies) under the provisions of the National Response Framework (NRF).

Once the local EOC is activated, the EMD will notify the NH State EOC immediately at (800) 852-3792, or via WebEOC. Whenever possible, the EOC should establish contact to the State EOC via WebEOC at <http://www.nh.gov/safety/divisions/hsem/>.

Agreements and Understandings

All agreements and understandings entered into for the purchase, lease or otherwise for the use of equipment and services will be in accordance with law and procedures. The declaration of a State of Emergency by the local EMD or other official may suspend selected rules and regulations that impede emergency response and/or recovery operations.

Local, State and International Mutual Aid agreements (EMAC/IEMAC, etc.) may also be activated as the situation warrants.

Expenditures and Record-Keeping

Each agency is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for federal reimbursement. This should be in accordance with the established federal program guidelines or standard cost accounting procedures, if the latter is acceptable by the reimbursing federal agency.

During an emergency/disaster local government shall determine, as necessary, which normal administrative procedures shall be suspended, relaxed or made optional in order to prevent unnecessary impediments to emergency operations and recovery activities. (See current Purchasing

Policy by the Board of Selectmen.) Departures from normal methods should be stated in the State of Emergency declarations, or as specified in the EOP and its supporting documents.

Emergency response agencies will include provisions for documenting all disaster related expenditures using accepted accounting procedures. Such accounting documentation will support the town's request for supplemental assistance.

Consumer Protection

The NH Department of Justice (DOJ), Office of the Attorney General (AG), Consumer Protection and Anti-Trust Bureau will monitor emergency activities to provide protection to consumers. Complaints may be initiated by calling the Bureau at (603) 271-3641 or by filing a complaint electronically.

Protection of the Environment

All actions taken pursuant to repair and restoration by a government agency, individual, or private entity will comply with New Hampshire and Federal laws, rules and regulations regarding the environment. Additional requirements may be obtained from the New Hampshire Department of Environmental Services (DES).

Non-discrimination

Discrimination against persons on the basis of age, color, economic status, nationality, race, religion, sex, sexual preference or handicap in the administration of emergency services or disaster relief is prohibited. Complaints of discrimination in emergency operations or disaster relief will be made to the local emergency management organization for investigation and further action.

Emergency Responder Liability

Information concerning emergency responder liability within the State of NH is found in RSA Section 508:17-a *Agents Assisting Certain State Departments: Liability Limited*.

Chapter 8 PLAN DEVELOPMENT AND MAINTENANCE

Development

Each department/agency with emergency management responsibility is responsible for the development and maintenance of appropriate planning documents that address responsibilities assigned in this Plan including, but not be limited to: SOPs, implementing procedures and/or operational guidelines. The EMD will ensure appropriate distribution of the EOP and any changes thereto. Public access to portions of this Plan may be posted on the Town's website.

Maintenance

This Plan is a living document and is the principal source of documentation concerning the jurisdictions emergency management activities. Overall coordination of this process will be performed by the Local Emergency Management Director (EMD) or designee.

1. The EMD will authorize and issue changes to this Plan, as necessary and until the Plan is superseded. The Plan will be reviewed annually and be subject to revision annually, unless disasters or other emergencies or other events dictate otherwise.

2. The EMD will be responsible for maintenance of this Plan, including revisions, as required. Authorized representatives may recommend changes and will provide information concerning capability changes that affect their emergency management responsibilities. Users, reviewers and other appropriate individuals may also recommend changes. AARs and similar feedback will be considered in the maintenance and update of the Plan.
3. Lead agencies are responsible for participating in the annual review of the Plan. The Emergency Management Director will coordinate review and revision efforts, and will ensure that the Plan is updated, as necessary, based on lessons learned during actual events, exercises, as well as changes in organization, technology and/or capabilities.
4. Agencies and organizations have the responsibility for maintaining annexes, appendices, SOPs, implementing procedures, job aids, notification lists and resource data to ensure prompt and effective response to emergencies. Agency resource data must be accessible to agency representatives at the Local EOC. These agencies/organizations are also expected to conduct and/or participate in training activities designed to enhance their ability to accomplish their responsibilities, as assigned by this Plan.

Critiques

Following each EOC activation, exercise, etc. in which this ESF has been activated, an After-Action Report (AAR) should be conducted by the Lead Agency with the appropriate Support Agencies. A Corrective Action/Improvement Plan should be developed and incorporated into the ESF response activities when updated. AARs should entail both written and verbal input from all appropriate participants, including field personnel. An evaluation of the IP or critique comments will provide additional opportunity for changes, additions or revisions of the EOP content.

ANNEX A

EMERGENCY SUPPORT FUNCTIONS

Table of Contents

ESF 1 TRANSPORTATION 1

ESF 2 COMMUNICATIONS 5

ESF 3 PUBLIC WORKS AND ENGINEERING 7

ESF 4 FIRE FIGHTING 10

ESF 5 EMERGENCY MANAGEMENT 12

ESF 6 MASS CARE, HOUSING, AND HUMAN SERVICES 15

ESF 7 RESOURCE SUPPORT 18

ESF 8 HEALTH AND MEDICAL 20

ESF 9 SEARCH AND RESCUE 24

ESF 10 HAZARDOUS MATERIALS 27

ESF 11 AGRICULTURE, CULTURAL AND NATURAL RESOURCES 30

ESF 12 ENERGY 33

ESF 13 PUBLIC SAFETY AND LAW ENFORCEMENT 35

ESF 14 VOLUNTEERS AND DONATIONS 38

ESF 15 PUBLIC INFORMATION 41

Emergency Support Function #1:**TRANSPORTATION****Lead Agency:**

- Highway Department

Support Agencies:

- Emergency Management Director
- School District
- Boys and Girls Club of Central NH
- Belknap-Merrimack Community Action Program

I. INTRODUCTION**A. PURPOSE**

The purpose of Emergency Support Function #1 – Transportation (ESF #1) is to provide the resources (i.e., human, technical, equipment, facility, materials, and supplies) to support emergency transportation needs during an emergency/disaster situation.

B. SCOPE

ESF #1 resources will be provided through requests directly to the local Emergency Operations Center (EOC). Resources may be obtained from local departments, contractors, vendors, suppliers, regional, State and Federal government, and public and private organizations. Resources obtainable by ESF #1 will be used to assist the following:

1. Monitoring, controlling and assessment of the transportation infrastructure.
2. Identify and repair and restoration of damaged transportation systems.
3. Coordinating vehicular traffic flow during an emergency situation.
4. Developing, maintaining and coordinating transportation routes for evacuation and surge including access to incident-specific critical sites, such as reception centers, shelter facilities, supply and medical distribution points.
5. Developing emergency refueling and maintenance facilities.
6. Evacuating persons from threatened areas or immediate danger, including those with access and functional needs, livestock, and household pets.
7. Logistical transporting of personnel, equipment, materials and supplies, including the management of transportation staging areas and assets.
8. Prioritizing and initiating emergency work tasking to clear debris and obstructions from, and make emergency repairs to, the transportation infrastructure.
9. Assisting in the design and implementation, as requested, of alternate transportation services (mass transit, etc.). This may occur through use of bus company contracts, emergency medical services ambulances, agreements with air and rail, or other vendor provided support.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

The Town of Allenstown is responsible for the management of transportation needs and will coordinate transportation requirements, excluding state and federal road systems that are not within their authority. The need for immediate restoration of the transportation system for response and recovery activities may exceed local capabilities and State and Federal governmental assistance may be required to supplement efforts.

An evacuation may be recommended when all or any part of the community is affected and may involve all or any portion of the population. A NH Supreme Court ruling on November 6, 2008 reaffirmed that Fire Officials have the right to require evacuations during an emergency. RSA 154:7, II(b) (2002) gives a fire department responding to a "fire, service call, or other emergency" authority to "order any persons to leave any building or place in the vicinity of such scene for the purpose of protecting such persons from injury or remove persons interfering with duties." (See the Evacuation Annex in this EOP.)

Major evacuation routes are:

- State Routes 3 and 28.

B. PLANNING ASSUMPTIONS

1. Most localized systems and activities will be hampered by damaged transportation infrastructure. There may be a shortage of fuel (NH DOT maintains fuel sites throughout the state).
2. Alternate routes may need to be established to bypass damaged infrastructure.
3. Large number of evacuees may need to be moved out of the impacted area. Specialized transportation/assistance may be needed to evacuate some of the individuals.
4. Evacuation of household pets may be required and will be coordinated with ESF #6 – Mass Care, Housing and Human Services. This effort may require specialized transportation assets.
5. Large numbers of evacuees from an impacted area may need to be accommodated.
6. Area transportation infrastructure/resources may be impacted. The damage may diminish the effectiveness and efficiency of the response and recovery efforts.
7. Temporary routes may need to be established for residents who are allowed to return to an evacuated area for a finite period of time.
8. Fixed or mobile maintenance may be needed for response vehicles.
9. Vehicles, equipment, etc. may need to be towed from evacuation routes.

III. CONCEPT OF OPERATIONS

A. GENERAL

1. The Highway Department is responsible for coordinating ESF #1 activities in the EOC.

2. Status of committed and uncommitted resources is tracked during activation of the EOC.
3. Unified Command is used to manage assets in the field due to the number and variety of government and private sector organizations that may be involved.
4. The EOC and emergency responders shall meet the needs of Functional Needs Populations. This group includes people who do not have access to or cannot operate a motor vehicle due, but not limited to: disabilities, age, addictions, and legal restrictions. This group also includes, but is not limited to; individuals with developmental, medical, physical, or sensory disabilities, durable medical equipment and service animals. Most non-drivers and people from zero vehicle households can function independently once evacuated to safety. In general, close collaboration and the development of unique strategies to meet the needs of these of transportation dependent people will occur.
5. The School District is responsible for assisting the EMD with coordination of buses.

IV. ORGANIZATION

1. Operational Facilities/Sites

ESF #1 may have to participate on several emergency teams and/or co-locate at several emergency facilities simultaneously (in-state or in another state through mutual aid). A listing of the teams and facilities through which ESF #1 may have to function follows:

- a. **Evacuation, Sheltering and Staging Areas** – In coordination with other ESFs, developing and maintaining transportation routes for evacuation and surge of populations. Identifying and maintaining routing from staging areas, reception areas, and shelters (human and animal). Identifying and maintaining special routing for special equipment or other special needs that may occur prior to, during or after an incident.

V. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Ensure ESF #1 Agencies are sufficiently trained and capable of fulfilling responsibilities of ESF #1.
2. Developing, testing, and maintaining manual or automated listings of transportation resources.

B. RESPONSE ACTIVITIES

1. Assigning and scheduling sufficient personnel to cover an activation of the EOC for an extended period of time.
2. Providing updates and briefings for any new personnel reporting for ESF #1 duty.
3. Maintaining and updating WebEOC as appropriate.

C. RECOVERY ACTIVITIES

1. Assigning and scheduling sufficient personnel to assist the EOC during the recovery period.

VI. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION:

ESF #1 Lead and Support Agencies activities include:

1. EOC staff maintains and updates WebEOC as needed.
2. Accessing available and obtainable transportation resources. The committed and uncommitted status of such resources is continuously tracked during an activation of the EOC.
3. Providing available resources including specialized transportation and personnel, vehicular traffic management and control devices and signage, motor vehicles of all types, repair/service, refueling, parking, storage and staging facilities, mapping and communication capabilities, equipment and personnel for fulfilling ESF missions.
4. Notifying organizations of any pertinent information that may impact the ability of the appropriate ESF to carry out their missions/tasks including traffic flow information, highway/road closure or obstruction information and availability of engineering and fuel availability.

B. EQUIPMENT AND FACILITIES

The following is the transportation equipment and facilities pool from which certain and specific resources from the ESF #1 associated agencies are referenced and assigned. In addition, Appendix C contains a resource listing that includes ESF 1 equipment and resources.

1. Buses of various types and sizes, with drivers.
2. Passenger and utility vans, with and without drivers.
3. Trucks and/or trailers with drivers/operators. Vehicles to transport both light and complicated/heavy equipment/cargo.

VII. REFERENCES

A. ANNEXES

Evacuation Annex to the EOP

B. MAPS

A general road map is included in Base Plan

Emergency Support Function #2:**COMMUNICATIONS****Lead Agencies:**

- Emergency Management Director

Support Agencies:

- Police Department
- Fire Department

I. INTRODUCTION**A. PURPOSE**

This ESF addresses the provision of communication resources and coordination to support local collaboration and information sharing.

B. SCOPE

The Town's emergency function under this ESF consists of personnel and equipment, including local, state, federal, and volunteer resources essential to coordinate and disseminate information before, during, and after an impending or actual emergency.

II. SITUATION AND PLANNING ASSUMPTIONS**A. SITUATION**

The fire, police and highway department currently maintain radio networks for conducting day-to-day operations. These departments have base stations and mobiles for dispatching field forces and interfacing with other systems, both regional mutual aid and state agencies. Fire dispatch is provided by Capital Area Fire Compact (Lakes Region Mutual Aid is backup); and Police dispatch is provided Merrimack County Dispatch (Bow Dispatch is backup). The town also has a local frequency for emergency communications and operations. The Allenstown Emergency Alert Notification System (AEANS) will be utilized to alert first responders and emergency management personnel.

B. PLANNING ASSUMPTIONS

Reliable communication capabilities are necessary at all levels of government for day-to-day communication, warning of impending disasters, disaster response and recovery operations, and coordination between the local and State government and response agencies.

III. CONCEPT OF OPERATIONS**A. GENERAL**

ESF-Communications and Alerting manages and coordinates communications and alerting activities during existing or potential emergency conditions, using established communication organizations, processes, and procedures. Primary responsibility for the assessment and determination of communication requirements will rest with the Emergency Management Director along with the support agencies.

B. NOTIFICATION & ACTIVATION

The Emergency Management Director will be notified as soon as possible upon receipt of information on any emergency situation that might affect the community. The EMD

will then decide on whether to alert the other emergency response organizations or not, based on the information received.

C. ORGANIZATION

The Fire and Police Departments utilize Capital Area Fire Compact and Merrimack County Dispatch respectively for dispatching. The Town also has one local frequency that can be utilized for EOC operations.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. The EMD will be responsible for maintaining the AENS information for the Town of Allenstown.

B. RESPONSE ACTIVITIES

1. Fire, EMS and Police will utilize their dispatching organizations for emergency response communications.
2. The EMD will prepare and activate AENS public information messages.
3. Gathering and generating information that will be needed for periodic briefings, situation reports or the development of incident action plans.

C. RECOVERY ACTIVITIES

1. Assigning and scheduling sufficient personnel to assist the EOC during the recovery period.

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION:

ESF #2 Lead and support activities will include:

1. All ESF #2 lead and support agencies will provide available, trained personnel to serve as ESF #2 representatives in the EOC, as capable.
2. Providing real-time assessment of communication capabilities and infrastructure including damages, outages, repairs, etc.
3. Ensuring accessible communication methods for Functional Needs populations.
4. Dispatching agencies will maintain notification procedures and lists for Fire, Police, EMS and other Town Departments.
5. EMD will activate the AENS as appropriate.
6. IT will support this ESF in disseminating information to emergency response personnel and the general public.

VI. REFERENCES

A. MUTUAL AID AGREEMENTS

Capital Area Fire Mutual Aid Compact
Police Mutual Aid Agreements

Emergency Support Function #3: PUBLIC WORKS AND ENGINEERING

Lead Agency:

- Highway Department
- Sewer Department
- Pembroke Water Works

Support Agencies:

- Fire Department
- Building Inspector
- Health Officer
- Hoyle, Tanner & Assoc., Engineering Firm

I. INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #3 – Public Works & Engineering (ESF #3) is to utilize the resources (i.e., human, technical, equipment, facility, materials, supplies) of local and state agencies and contractors to provide technical advice, evaluation, engineering services, contracting for emergency repair of dams, water and wastewater treatment facilities, potable water, emergency power, public land, and debris management in order to meet goals related to lifesaving and life-sustaining actions, damage mitigation, and recovery activities during an emergency/ disaster situation.

B. SCOPE

ESF #3 resources will be provided through requests directly to the local Emergency Operations Center. Resources may be obtained from local and state agencies, contractors, vendors, suppliers, and public and private associations or groups. Resources obtained by ESF #3 will be used to assist with:

1. Identifying obstructions and damage to critical infrastructure and facilities (i.e., roads, bridges, water, electrical, natural gas, sewage, dams, hazardous materials and hazardous waste sites);
2. Repairing and restoring damaged critical infrastructure, facilities and public systems;
3. Facilitating demolition or stabilization of damaged public and private structures to support search and rescue and/or protect the public's health and safety; and
4. Developing and initiating emergency collection, sorting, disposal routes, and disposal sites for debris clearance from public and private property.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

The Town of Allenstown is responsible for the management of public works and engineering needs within Town boundaries, excluding state and federal government facilities that are not within their authority. Public Works services are coordinated by the full-time Highway Department and contracted personnel. The Highway Department is responsible for many of the day-to-day services residents depend on including streets and roads. The Sewer Department is responsible for sewer collection system and the wastewater treatment facility. The Pembroke Water Works is responsible for public water distribution system and fire hydrants. NH DOT maintains a district shed at 249 Pinewood Road in Allenstown. The Private sector entities incorporate their own emergency operations planning and facilities for damage restoration activities.

B. PLANNING ASSUMPTIONS

1. Most localized systems and activities will be hampered by damaged infrastructure and disrupted distribution and communications systems. There may be a shortage of fuel.
2. There may be a need for a significant number of personnel with engineering and construction skills and equipment.

III. CONCEPT OF OPERATIONS

A. GENERAL

This ESF will provide support to the local emergency response efforts following a disaster. Coordination will be maintained between local, state and federal officials as appropriate, in order to maximize efforts. This ESF will work closely with ESF #5, Emergency Management, in order to provide damage assessment information.

B. NOTIFICATION AND REPORTING

1. Notification

- a. Upon determination of an impending or actual incident requiring transportation capabilities, the EMD will request agency representatives to implement ESF activities from the EOC.
- b. WebEOC will be utilized to notify the State EOC and provide continuous situational awareness.

2. Event Reporting

- a. Lead and support agencies shall compile damage assessments and report to EMD.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Establishing operational needs for restoration of public works services during an emergency.
2. Consulting with developed plans (or begin development of plans), for the distribution/assignment of specialized equipment and personnel.

B. RESPONSE ACTIVITIES

1. Coordinating debris removal, reduction, and disposal operation (includes infectious waste).
2. Providing for temporary construction of emergency routes necessary for passage of emergency response personnel, construction of firebreaks, etc. as requested.

C. RECOVERY ACTIVITIES:

1. Collect data for reimbursement, such as personnel hours, equipment and material used.
2. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION:

1. Local damage assessment team to conduct damage and safety assessment.
2. Coordinate restoration of public infrastructure and utilities.
3. Public Works will coordinate transportation activities with the EMD.
4. Provide equipment and personnel to implement public works function.
5. Provide emergency debris clearance to allow access for emergency personnel and equipment.
6. Collect status information and share with the Emergency Management Director such as:
 - a. Status of debris removal
 - b. Status of critical facilities
 - c. Status of emergency access routes
 - d. Unmet needs
 - e. Status of public utility restoration

VI. REFERENCES

A. MUTUAL AID AGREEMENTS

NH Public Works Mutual Aid
Hoyle, Tanner & Assoc. Contract

Emergency Support Function #4:**FIRE FIGHTING****Lead Agency:**

- Fire Department

Support Agencies:

- Police Department
- Highway Department
- Pembroke Water Works
- Tri-Town EMS

I. INTRODUCTION**A. PURPOSE**

To provide a coordinated response of local resources for the mitigation of wildland fires, urban/rural fires, structural fires, and incidents of a magnitude that require the expertise of the firefighting community resulting from a natural, man-made or technological disaster.

II. SITUATION AND PLANNING ASSUMPTIONS**A. SITUATION**

The Allenstown Fire Department is composed of full-time and call firefighters of up to 30 members headed by full-time fire chief and is as well-equipped to perform its assigned functions as any community of a comparable size. It is a member of the Capital Area Fire Mutual Aid Compact. EMS and Ambulance service is provided by Tri-Town EMS. The Fire Station has emergency back-up power. The Fire Department maintains Standard Operating Procedures (SOPs) and Standard Operating Guidelines (SOGs) for fire suppression and regularly trains its personnel in those procedures and coordination with other emergency services is standard procedure.

III. CONCEPT OF OPERATIONS**A. GENERAL**

1. The Allenstown Fire Department/EMS is the primary agency responsible for local operations to mitigate the effects of urban and wildland incidents in the Town.
2. The ICS will be utilized when possible to manage ESF #4 assets.

B. NOTIFICATION

Upon notification of the Fire Department of an emergency requiring implementation of this EOP, the senior fire officer will request the EMD to activate and coordinate ESF activities from the EOC.

IV. PHASED ACTIVITIES**A. PREVENTION/PREPAREDNESS ACTIVITIES**

1. Maintain personnel and equipment in a state of readiness.
2. Monitor weather conditions that contribute to increased fire danger.

3. Develop procedures to protect public from fires, including evacuation strategies.
4. Develop preplans and fire prevention activities.

B. RESPONSE ACTIVITIES

1. Assign and schedule sufficient personnel during activation of this ESF.
2. Assess the situation and report to EOC, to include:
 - a. Impact and type of exposure to the affected population, including probable direction and time of travel of the fire (if wildland or rural);
 - b. Potential impact on human health, welfare, cultural resources, safety and the environment;
 - c. Types, availability, and location of response resources, technical support, and firefighting and cleanup services needed; and,
 - d. Priorities for protecting human health, safety, welfare, resources and environment.
3. Supporting fire investigation and inspections.
4. Assist in evacuation of individuals and animals in impacted areas.
5. Providing support for any Protective Action Requirements (PAR) the incident requires.
6. Providing monitoring of any contaminated areas and consult with appropriate support agencies to provide access and egress control to contaminated areas.

C. RECOVERY ACTIVITIES:

1. Collect data for reimbursement, such as personnel hours, equipment and material used.
2. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION

1. Contain wildland and urban fires.
2. Disburse personnel and equipment.
3. Implement existing SOPs & SOGs and mutual aid agreements.
4. Require evacuations per RSA 154:7 II(b).
5. Disseminate emergency warning to the general public.
6. Coordinate emergency transportation routes.
7. Monitor water supply for fire suppression.
8. Inspection of buildings.
9. Provide EMS for emergency responders.
10. Tri-Town EMS will provide EMS and transport services.
11. Pembroke Water Works will ensure adequate supplies of water are available within the area serviced by hydrants.
12. The Highway Department will assist with construction equipment and personnel.
13. The Police Department will assist with incident command staff, traffic control and investigatory support

VI. REFERENCES

A. MUTUAL AID AGREEMENTS

- Capital Area Fire Mutual Aid Compact
- Tri-Town EMS Inter-Municipal Agreement

Emergency Support Function #5: EMERGENCY MANAGEMENT

Lead Agency:

- Emergency Management Director
- Capital Area Public Health Network

Support Agencies:

- Administration
- Board of Selectmen

I. INTRODUCTION

A. PURPOSE

The purpose of this ESF is to compile, analyze, and coordinate the collection of data relevant to injury, death and damage assessment in disaster areas.

B. SCOPE

The scope is the overall coordination and collection of data activities at the local EOC in order to formulate response and recovery actions. However, decision and assignment of resources are not executed in this ESF. The primary role of this ESF is to serve as a clearinghouse of information for all interested parties. It is also responsible for establishing and maintaining the message center and coordinating initial needs and damage assessment activities.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

Allenstown Town officials are responsible for developing, coordinating, and implementing emergency response plans, including the activation of local mutual aid compacts. They are also responsible for the management of resource needs, excluding the instances when the State and/or Federal governments may exercise their respective authorities over issues related to State and/or Federal assets. The Capital Area Public Health Network (CAPHN) maintains the Multi Agency Coordination Entity (MACE) during public health incidents impacting the Region. The impact of an emergency may exceed the capabilities of local jurisdictions and the State, thus requiring assistance from the Emergency Management Assistance Compact (EMAC), International Emergency Management Assistance Compact (IEMAC), and the federal government to supplement efforts.

B. PLANNING ASSUMPTIONS

1. A significant disaster could severely damage the local area infrastructure.
2. A significant disaster could quickly overwhelm the ability and capabilities of the Town to respond effectively, requiring state or federal support.
3. The local EOC is organized in accordance with the Incident Command System (ICS) and National Incident Management System (NIMS).

III. CONCEPT OF OPERATIONS

A. GENERAL

Typically, the activities of ESF- Emergency Management will commence once the local EOC is activated due to an emergency situation. In response to an incident, the following may occur:

1. Emergency responders at all levels of government will initially assess the situation to identify the response actions needed. The assessment will provide:
 - a. Gross assessment of disaster impacts including the identification of the boundaries of the damage areas, type and severity of the damages, including status of vital facilities.
 - b. Provide general assessment of the status of government operations.
 - c. Select or validate, as necessary, the operational status of critical facilities such as staging areas, mobilization centers, etc.
2. The assessment of the incident, if warranted, will be communicated to the EMD and/or EOC where it will be directed to the appropriate operational element needing the information.
3. The various support agencies will gather, disseminate, and transmit data to the EMD/EOC. ESF-Emergency Management will collect, summarize, analyze, display, and disseminate critical elements to the operational support of the local EOC. Such elements include but are not limited to:
 - a. Boundaries of the disaster area
 - b. Social/economic/political impacts
 - c. Jurisdictional boundaries
 - d. Status of transportation system
 - e. Status of communications system
4. ESF-Emergency Management will develop situation reports using statistical, narrative, and graphic information from response and recovery operations, which provide an overall description of the situation.

B. NOTIFICATION AND REPORTING

In response to an event that would cause the activation of the local EOC, the EMD would normally initiate notification procedures.

C. ORGANIZATION

The EMS or Deputy EMD(s) is the primary person assigned to the Command and Control Section of the EOC and coordinates Town wide emergency response. The EMD will notify the appropriate ESF departments and request designate personnel to report the EOC. Annex B contains EOC guidelines that further define the function of the EOC.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Maintaining, reviewing and updating on a periodic basis, the staff's contact information for all agencies involved in emergency response and EOC activities.
2. Reviewing the After-Action Reports (AAR) and comments from previous incidents to develop and implement remedial strategies, as necessary.

3. Planning the location and use of any potential mobilization sites, staging areas and distribution points.
 4. Maintain situational awareness and evaluate staffing needs as appropriate.
- B. RESPONSE ACTIVITIES**
1. Activating the appropriate ESFs and agencies that may be required for incident response.
 2. Maintaining operational status of the EOC.
 3. Assigning personnel to staff the EOC.
 4. Establish a briefing schedule (i.e. every 12 hours) and media briefing schedule.
 5. Coordinating and documenting initial damage assessment including key resources and critical infrastructure, businesses and individual homes.
 6. Working with ESF #15 for public notification activities including activation of the Emergency Notification System (ENS), as appropriate.
- C. RECOVERY ACTIVITIES:**
1. Coordinating local recovery strategies and activities.
 2. Collect data for reimbursement, such as personnel hours, equipment and material used.
 3. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.
 4. Maintain Situation Awareness and evaluate staffing needs as appropriate.

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION

1. Provide overall coordination of information and planning activities at the EOC.
2. Utilize EOC and ICS forms and checklists.
3. Conduct EOC briefings according to a predetermined schedule.
4. Provide support for all administration, management, prevention, planning, training, preparedness, recovery and mitigation/redevelopment activities associated with the local response.
5. Develop operating procedures, situational awareness reports, Incident Action Plans and Operating Goals to implement Preparedness/Response/Recovery/Mitigation functions.
6. Maintain and update WebEOC as needed.
7. Coordinate with MACE on Public Health Incidents.

VI. REFERENCES

A. PLANS

Annex B - EOC Operating Guidelines and Checklist
 CAPHN Operations Plan

B. RESOURCES

EOC Section Chief Manuals (digital attachment to EOP and hard copy in EOC)
 Seacoast Incident Management Team

Emergency Support Function #6: MASS CARE, HOUSING, AND HUMAN SERVICES

Lead Agency:

- Emergency Management Director
- Welfare Administrator
- Capital Area Public Health Network

Support Agencies:

- Fire Department
- Police Department
- Health Officer
- School District
- Boys and Girls Club of Central NH
- Belknap-Merrimack Community Action Program

I. INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #6 – Mass Care, Housing, and Human Services (ESF #6) is to provide coordinate Mass Care (human and household pet sheltering, feeding, and essential personal needs) during disasters or emergencies. Coordination of local, regional and State resources to meet the basic human needs of mass care, emergency assistance, and human services to populations impacted before, during, and after an emergency situation. ESF #6 includes the provision of sheltering household pets. Mass Care services are provided on a short-term basis and when a more long-term approach is required, activities will move into the Long Term Community Recovery plan.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

1. The Town of Allenstown has established the Allenstown Community Center as the primary local shelter and the Allenstown Elementary School as a secondary local shelter. Both shelters are staffed by Allenstown officials. Pets are accommodated at the Police Department.
2. Allenstown is also part of a Regional Shelter Plan with the Capital Area Public Health Network. Allenstown can be host to communities in the region, or direct residents to another shelter in the region.

B. PLANNING ASSUMPTIONS

1. The number in need of shelter and mass care services is scalable depending upon the emergency.
2. Emergency situations may require the provision of short-term warming, cooling shelters, mobile feeding, etc.

3. Through public education, animal owners will know how to prepare themselves and their household pets for an emergency/disaster situation.
4. DHHS will coordinate with Volunteer NH to access support of other NGOs.

III. CONCEPT OF OPERATIONS

A. GENERAL

1. The Town of Allenstown will direct residents and transients to a local shelter, or if necessary to a nearby regional shelter.

B. NOTIFICATION AND ACTIVATION

1. Activation of this ESF #6 will be made by the Emergency Management Director.
2. The EMD will notify the State EOC, and/or CAPHN of shelter needs through WebEOC.

C. ORGANIZATION

1. Operational Facilities/Sites

- a. **Reception and Sheltering Areas** – In coordination with other ESFs, identify and maintain routing information to/from reception areas, and shelters. Identify routing for special equipment, or other special needs that may occur prior to, during or after an incident.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Plan and prepare notification systems to support this ESF #6.
2. Coordinate with public and private partners on preparedness activities.

B. RESPONSE ACTIVITIES

1. Coordinate with the State EOC and CAPHN.
2. Coordinate with ESF 1 to provide transportation to regional shelters, as necessary.
3. Track the status of committed, and uncommitted resources at the local EOC.

C. RECOVERY ACTIVITIES:

1. Coordinate with State and Federal agencies for assistance related to housing, loans and grants for individuals, etc.
2. Collect data for reimbursement, such as personnel hours, equipment and material used.
3. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION:

ESF #6 Lead and Support Agencies activities include:

1. Coordinating mass shelter and feeding for impacted populations.
2. Providing resource support for the ESF #6 mission to include, but not limited to: housing and human service activities associated with quarantine and isolation procedures, as required.
3. Assisting in identifying and assessing the requirements for food, feeding, and critical emergency needs of the impacted population.
4. Providing mass feeding.

5. Assistance for clothing and basic essential items.
6. Coordinate the replacement of prescriptions lost in the disaster.
7. Assisting in providing information about federal and other resources available for additional assistance to the impacted population.
8. Provide Functional Needs services and support.

VI. REFERENCES

Shelter Annex in this EOP
Boys and Girls Club of Central NH
Belknap-Merrimack Community Action Program
Allentown Elementary School
Capital Area public Health Network - Regional Shelter Plan

Emergency Support Function #7: RESOURCE SUPPORT

Lead Agency:

- Emergency Management Director
- Administration

Support Agencies:

- Board of Selectmen
- Capital Area Public Health Network

I. INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #7 – Resource Support (ESF #7) is to provide logistical and resource support to local officials involved in local emergency response and recovery efforts that impacts the Town. ESF #7 is responsible for providing direct and active support to emergency response and recovery efforts during the initial response phase following a disaster.

B. SCOPE

ESF #7 provides or coordinates provision of services, equipment, and supplies to support the effective and expedient operations associated with a disaster or an emergency; and for the approval and acquisition of equipment and supplies not available through normal purchasing channels and ordering time frames.

When activated, resources will be provided through requests made directly to ESF #7 at the local EOC. As a primary course of action, ESF #7 will obtain resources through coordination with other ESFs, agency/state contractors, vendors, and suppliers. Resources may also be obtained from agency-related local, State, regional, national, public and private associations or groups.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

The Town of Allenstown will require such resources as are necessary to maintain essential industries and services, to support key personnel working within these facilities and to provide the citizens, both affected and unaffected by the emergency, with essential survival resources such as food, water, housing, medical care, fire and police protection, etc.

B. PLANNING ASSUMPTIONS

1. The Town of Allenstown will expend resources at the local and regional (mutual aid) level prior to making a request to the State.
2. The EMD will maintain inventories and have a working knowledge of the resources readily available within their jurisdictions.
3. Documenting the time equipment was transferred, rented, leased or otherwise used, will be done by both the donating and receiving agency.

III. CONCEPT OF OPERATIONS

A. GENERAL

1. All equipment requests and inventories will be made by utilizing NIMS Resource Typing to the greatest extent possible.
2. Mutual aid agreements will be activated and utilized prior to requesting ESF #7 activities from the State.

B. NOTIFICATION AND ACTIVATION

1. In response to an event that would cause for the activation of the local EOC and resource support, the EMD would initiate notification.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Maintaining personnel, listings and resource contacts in a state of readiness appropriate to existing and anticipated emergency conditions.

B. RESPONSE ACTIVITIES

1. Assessing impact and initial reports to identify potential resource needs.
2. Planning for and establishing relief resources to replace or rotate with committed resources for extended operations.
3. Establishing and maintaining a tracking and accounting system for all acquired resources, including management reports.

C. RECOVERY ACTIVITIES:

1. Collect data for reimbursement, such as personnel hours, equipment and material used.
2. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION

ESF #7 Lead and Support Agencies activities include:

1. Coordinating requests for additional personnel, equipment and services.
2. Reporting Department resource shortfalls to the EOC.
3. Acquiring private resources as needed and authorizing the expenditures necessary for acquisition.
4. Implement mutual aid resources.

VI. REFERENCES

A. LISTINGS

Appendix C Resource List

B. MOUs/LOAs

Capital Area Fire Mutual Aid Compact
Police Mutual Aid
NH DPW Mutual Aid

Emergency Support Function #8: HEALTH AND MEDICAL

Lead Agencies:

- Fire Department
- Health Officer
- Capital Area Public Health Network
- Tri-Town EMS

Support Agencies:

- Emergency Management Director
- Pembroke Water Works
- Sewer Department
- School District

I. INTRODUCTION

A. PURPOSE

The purpose of ESF-Health and Medical Services is to ensure the provision of comprehensive health, medical and/or human services to disaster victims, their families and response personnel and to coordinate the supplementation and support to disrupted or overburdened local health and medical personnel and facilities.

B. SCOPE

ESF #8's responsibilities include, but are not limited to: ensuring and coordinating state medical resources to supplement and support disrupted or overburdened local medical service personnel and facilities; to ensure continued provision of safe food and water supplies; to perform deceased identification and mortuary services operations (fatality management); to provide on-going behavioral health needs to victims, clients, and response workers; and relieving personal suffering and trauma, with a recognition of functional needs populations and the unique services they may require.

Activities associated with ESF #8 include (but are not limited to) the following:

1. HEALTH AND MEDICAL CARE refers to emergency medical services (including field operations and first responders), resident medical and dental care, doctors, nurses, technicians, pharmaceuticals, supplies, equipment, hospitals, clinics, planning, and operation of facilities and services.
2. PUBLIC HEALTH AND SANITATION refers to the services, equipment, and staffing essential to protect the public from communicable diseases and contamination of food and water supplies; development and monitoring of health information; inspection and control of sanitation measures; inspection of individual water supplies; disease vector and epidemic control; immunization; and laboratory testing.
3. BEHAVIORAL HEALTH, to include crisis counseling and psychological first aid, refers to the professional personnel, services, and facilities to relieve mental health and/or substance abuse problems caused or aggravated by a disaster or its aftermath.
4. DECEASED IDENTIFICATION AND MORTUARY SERVICES refers to the identification, registration, certification, and disposition of human remains.

5. Chemical, Biological, Radiological, and Nuclear (CBRN) MONITORING/ACCIDENT ASSESSMENT/PROTECTIVE ACTIONS refers to the monitoring of chemical, biological, radiation and nuclear contamination, assessing the impact upon the population, food, water, and based on findings, making recommendations for protective actions to ensure the public's safety.
6. MASS CASUALTY INCIDENT refers to any incident in which emergency medical service resources, such as personnel and equipment are overwhelmed by the number and severity of casualties.
7. MASS FATALITY refers to an incident where the number of deaths overwhelms the capabilities of the Chief Medical Examiner's Office and local mortuary providers.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

In most emergency or disaster situations, there may be a sudden and prolonged need of the public for health and medical care. Demand for skilled health professionals is often high in the aftermath of a disaster or emergency, stressing the entire healthcare system from patient transport to hospital-based medical care, and from pharmaceutical services to laboratory testing. Some incidents may also necessitate the need for fatality management. Additionally, disasters impact populations of all types and with different functional needs. This necessitates a careful approach to ensuring access to health, emotional, and medical care for the "at risk" populations.

B. PLANNING ASSUMPTIONS

1. All emergencies/disasters have a public health related component, and problems related to health and medical can take multiple forms within an incident or be singular in nature.
2. Coordinate with State Agencies once local resources are exhausted.
3. The Chief Medical Examiner (OCME) is the State's Lead agency in a mass fatality incident.
4. The OCME must be contacted prior to the removal of any human remains from an incident scene.
5. During a mass fatality incident, the OCME may have insufficient personnel, equipment and storage capacity to handle significant numbers of deceased individuals.
6. Depending upon the type and magnitude of the disaster, the safety of the food and water supply may be jeopardized. Likewise, the lack of sanitation services may pose a threat to the public from a communicable disease perspective.
7. CBRN incidents may require specialized response.
8. In radiological and other CBRN events, the extent of contamination must be defined and monitored, and assessments must be made on the impact to the public, food, water, and agriculture. Furthermore, protective actions (e.g. sheltering in place, evacuation) and decontamination strategies must be identified to ensure the public's safety and well-being. Refer to the Town's Radiological Emergency Response Plan.
9. The population of persons with Functional Needs include, but is not limited to, those who are not self-sufficient or do not have or have lost adequate support from caregivers, family, or friends and need assistance with, but not limited to:

- a. Activities of daily living such as bathing, feeding, going to the toilet, dressing and grooming;
- b. Managing unstable, chronic, terminal, or contagious health conditions that require special observation and ongoing treatment;
- c. Managing medications, intravenous (IV) therapy, tube feeding, and/or regular vital signs;
- d. Medical readings;
- e. Dialysis, oxygen, and suction administration;
- f. Managing wounds, catheters, or ostomies; and,
- g. Operating power-dependent equipment to sustain life.

III. CONCEPT OF OPERATIONS

A. GENERAL

The Town of Allenstown has a responsibility to provide health and medical treatment for casualties caused by a disaster situation and to provide procedures for the handling of fatalities. The Town of Allenstown is a member of the Capital Area Public Health Network (CAPHN) which is a collaborative of municipal and health and human service agencies in the region. Through the CAPHN, these municipalities developed a regional plan to address public health emergencies, the Capital Area Public Health Emergency Response Annex. This Plan is on file with the Allenstown Emergency Management Director. A public health emergency can be caused by natural disasters, biological terrorism, chemical terrorism/accidents, radiological terrorism/accidents, or naturally occurring communicable disease outbreaks. During these events, the Multi-Agency Coordinating Entity (MACE) will ensure each agency within the region provides resource and status information, and will coordinate the efforts of the local EOCs within the region. The local EOCs will be responsible for supporting the MACE in coordination, communications, resource dispatching and tracking, information collection, analysis and dissemination. In a public health emergency, the local EOC and the MACE will maintain communication links and the MACE will maintain communications with the State EOC. The primary MACE location is the Concord Fire Department Training Facility. The MACE Activation number Merrimack County Sheriff's Department at 225-5584 or 225-5453.

B. NOTIFICATION AND ACTIVATION

1. This ESF is activated by the Emergency Management Director and/or the Fire Department. The EMD will notify appropriate departments and agencies.
2. As identified the MACE Annex of the Capital Area Public Health Emergency Response Annex, activation of the MACE is triggered when:
 - a. More than one town is involved in a public health incident
 - b. Town has incident and calls for assistance
 - c. State contacts region to open POD, ACS, NEHC
 - d. Threat outside region likely to affect our region
 - e. A regional shelter has been requested
3. The MACE is activated by calling the Merrimack County Sheriff at 225-5584 or 225-5453.

C. ORGANIZATION

The CAPHN serves as the Multi-Agency Coordination Entity (MACE) and coordinates local and regional resources during large-scale public health emergencies within the Region.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Participate in preparedness activities with CAPHN.

B. RESPONSE ACTIVITIES

1. Staff the Emergency Operations Center as appropriate to the needs of the emergency.
2. Enlist the support of local health officer, public health network, human service agencies and where appropriate state and federal agencies.
3. Where mutual aid or compacts exist, notify counterparts in neighboring towns and initiate any request for assistance that may be necessary.
4. Initiate the States Disaster Behavioral Health Response Team if appropriate.
5. If there is a public health emergency, the Allenstown EOC will communicate with and submit resources requests to the regional Multi Agency Coordination Entity.

C. RECOVERY ACTIVITIES:

1. Collect data for reimbursement, such as personnel hours, equipment and material used.
2. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

1. Coordinate public health emergencies with the MACE.
2. Provide emergency medical treatment functions.
3. Coordinate emergency public health and medical functions.
4. Assess the medical capabilities on hand.
5. Establish medical procedures for evacuees at the shelter(s).
6. Provide situational reports containing the number, type and severity of casualties to the EMD.
7. Perform all administrative and operational functions of the EMS.
8. Coordinate medical assistance with area Hospitals, if necessary.
9. Coordinate special population support.
10. Make requests for medical assistance, equipment, supplies and health manpower, as appropriate through the MACE.
11. Liaison with the state Health & Human Services department.
12. Coordinate with schools for counseling services.

VI. REFERENCES

A. PLANS

Capital Area Public Health Emergency Response Annex is on file with the EMD.
Tri-Town EMS Inter-Municipal Agreement

Emergency Support Function #9: SEARCH AND RESCUE

Lead Agencies:

- Fire Department

Support Agencies:

- Police Department

I. INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #9 – Search and Rescue (ESF #9) is to provide assistance in the coordination and effective utilization of all available resources in the conduct of Search and Rescue (SAR), to include swift water and flood operations during an emergency/disaster situation.

B. SCOPE

Search and Rescue consists of two components:

- Rural and/or Wildland Search and Rescue activities include, but are not limited to emergency incidents involving missing persons, the recovery of victims, locating boats lost in or around inland and coastal waters, water rescue, swift water, flood recovery, locating individuals lost in forest or wildlands, locating downed aircraft, extrication, if necessary, and providing first-aid treatment to victims.
- Urban/Structure Search and Rescue is the process of locating, extricating, recovery, and providing initial medical treatment to victims trapped in collapsed structures or rescuing or removing persons threatened or stranded in harm's way by an emergency or hazardous event when they cannot remove themselves. Additionally, this may include swift water and flood recovery.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

Search and Rescue (SAR) accounts for lost or trapped humans and household pets. The wide range of and easy access to outdoor recreational activities in the State and the large number of people who participate in those activities results in a significant number of people becoming lost and/or injured or killed every year. In addition, use of civil aircraft within the State continues to increase. The wildland – urban interface situation, which has greatly affected the fire services, has also impacted SAR. People become lost in wildland and suburban areas only a few minutes travel from their home. Additionally, weather related incidents often result in SAR as individuals are stranded, stuck or displaced by the effects of ice, snow, and other types of scenarios.

In addition, most structures in New Hampshire are not built to withstand the effects of major disasters including large, urban fires, seismic activities, building collapses due to heavy snowfall and flooding. Collapsing structures endanger individuals who are unable to escape, trapping them within the confines of the debris.

SAR operations are primarily initiated by local jurisdictions in accordance with local plans. NH Fish and Game has authority to "conduct search and rescue operations in woodlands and inland waters and to provide security at the sites thereof, and to enforce recovery of expenses under RSA 206:26-bb" according to NH RSA 206:26. Requests for additional resources, including special skills, expertise, or equipment are coordinated through requests to the State.

B. PLANNING ASSUMPTIONS

1. SAR missions will continue to increase as the population, recreational opportunities, and the wildland/urban interface continues to grow.
2. Missing persons are at risk from the elements or trapped in dangerous situations/structures and need to be located as soon as possible.
3. Some SAR activities will result as a request from and coordination with ESF #4 – Firefighting.
4. The various types and venues of search and rescue operations require the expertise, personnel and equipment of a variety of different agencies.
5. SAR missions may be required in incidents that occur quickly or develop over a period of time.

III. CONCEPT OF OPERATIONS

A. GENERAL

ESF-Search and Rescue, manages and coordinates the response of local search and rescue resources in response to any incident involving search and rescue operations. These include, but are not limited to, aircraft, collapsed buildings, urban, water and woodlands incidents. NH Fish and Game has authority to "conduct search and rescue operations in woodlands and inland waters and to provide security at the sites thereof, and to enforce recovery of expenses under RSA 206:26-bb" according to NH RSA 206:26.

B. NOTIFICATION AND ACTIVATION

In response to an event that would cause the activation of the local EOC, the EMD request would normally initiate notification procedures.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Maintain SAR resource contact information.
2. Purchase SAR equipment as our mission evolves.

B. RESPONSE ACTIVITIES

1. Coordinate search and rescue operations.
2. Request activation of specialized mutual aid teams (i.e. Swiftwater, Urban SAR, etc.).
3. Collect and maintain situational information (i.e. Number of victims, unmet needs, allocated and requested SAR resources, etc.).

C. RECOVERY ACTIVITIES:

1. Collect data for reimbursement, such as personnel hours, equipment and material used.
2. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

3. When it is determined that the emergency conditions have stabilized or are improving, the EMD shall determine the requirements to sustain the recovery efforts. Factors to be considered, but not limited to, are:
 - Identify specific areas that would sustain recovery efforts
 - Mobilization needs for resources, personnel and equipment.
 - Determine the coordination capabilities between local, state and federal officials to initiate recovery efforts.

V. ROLES & RESPONSIBILITIES

1. Advise dispatch to notify NH Fish and Game of SAR events.
2. Coordinate and provide collapsed building rescue.
3. Provide investigative services in missing persons cases.
4. Provide direction and control at the EOC.
5. Coordinate with ESF Fire Fighting to provide personnel, equipment and technical assistance.
6. Provide medical assistance in search missions.

VI. REFERENCES

A. MOUs/LOAs

Capital Area Fire Mutual Aid Compact
Police Mutual Aid

Emergency Support Function #10: HAZARDOUS MATERIALS

Lead Agency:

- Fire Department

Support Agencies:

- Police Department
- Highway Department
- Sewer Department
- Capital Area Fire Mutual Aid – Central NH Hazardous Materials Team

I. INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #10 – Hazardous Materials (ESF #10) is to provide local support in response to, and management of, an actual or potential release of hazardous materials, and oil spills from a natural, manmade, technological disaster, or a terrorist event. ESF #10 also promotes coordination between federal, state and local governments and the private sector during a hazardous material incident.

B. SCOPE

The local scope under this function shall include actions taken through the application of equipment, and technical expertise to control and contain HazMat incidents during response and recovery. The regional scope includes the Central NH Hazmat Team in containment of HazMat incidents. The N.H. Dept. of Safety, Division of Fire Safety (DFS), NH State Police, Fire Marshal is the State Lead Agency for ESF #10, but it is recognized that, the Department of Environmental Services (DES) has significant responsibilities, expertise and resources and upon concurrence with DFS may assume the responsibilities of the Lead Agency. Pursuant to its authority under RSA 146-A:4, for incidents involving oil spills that threaten surface water or groundwater, DES will serve as the Lead Agency with respect to cleanup operations.

ESF #10 also has significant responsibility in incidents involving radiological materials. Certain strategies, activities and responsibilities for these types of events are outlined in the local Radiological Emergency Response Plan (RERP).

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

The Town of Allenstown is host to major State and Federal roadways which pose a major threat because of the volume and variety of hazardous materials being transported over them.

For purposes of this appendix, the following definitions apply:

- “Hazardous Materials” is a general term intended to mean hazardous substances, pollutants, and contaminants as defined in the NCP. Hazardous materials include

chemical, biological, radiological, nuclear or explosive substances, whether accidentally or intentionally released

- "Oil" means petroleum products and their by-products of any kind, and in any form including, but not limited to, petroleum, fuel, sludge, crude, oil refuse or oil mixed with wastes and all other liquid hydrocarbons regardless of specific gravity and which are used as motor fuel, lubricating oil, or any oil used for heating or processing. The term "oil" shall not include natural gas, liquefied petroleum gas or synthetic natural gas regardless of derivation or source; (RSA 146-A:2).

B. PLANNING ASSUMPTIONS

1. Local government has the responsibility for the protection and well-being of its residents and visitors. However, owners and operators are responsible for response, containment and cleanup. Consequently, local governments, through the designated response agencies, will respond to hazardous material incidents of all types and sizes; make initial assessments as to the severity/magnitude of the situation; and take appropriate first responder protection measures to prevent loss of life, minimize injuries, and property damage.
2. ESF #10 will utilize established HAZMAT organizations, processes, and procedures.

III. CONCEPT OF OPERATIONS

A. GENERAL

Unified Command will be used to manage ESF #10 assets in the field due to the number and variety of government and private sector organizations that may be involved.

B. NOTIFICATION AND ACTIVATION

The Fire Department or Police Department will initiate activation of this ESF.

1. Upon notification of an incident, the Allenstown Fire Department will be requested to activate and coordinate ESF Hazardous Materials.
2. The Fire Department and Police Department will implement existing operating guidelines and operating procedurea, mutual aid agreements, vendor contracts, and notifications as outlined within existing protocols.
3. Deployment of personnel and resources will take place in accordance with established mobilization guidelines.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Preparing an inventory of existing threats using Superfund Amendments and Re-Authorization Act (SARA) Title III, Tier II information.
2. Maintaining personnel and equipment in a state of readiness.
3. Assuring response personnel obtain appropriate training and equipment.
4. Based upon hazardous conditions, conducting hazardous materials incident prevention and safety education activities for the public.

B. RESPONSE ACTIVITIES

1. Assisting in evacuation of individuals and animals in impacted area
2. Providing personal protective equipment recommendations, as the incident requires.

3. Determine initial and ongoing activities through established intelligence gathering procedures.
 4. Ensure that communications interoperability is established and maintained with local command and control, primary agencies, support agencies, regional HazMat teams, state and federal counterparts, and others as deemed necessary according to existing procedures.
- C. RECOVERY ACTIVITIES:
1. Initiation of recovery operations will occur when feasibly possible and will follow prescribed HazMat response operation protocols.
 2. Collect data for reimbursement, such as personnel hours, equipment and material used.
 3. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

1. Ensure the use of National Incident Management System (NIMS) and Incident Command System (ICS) during all HazMat incidents.
2. Coordinate with ESF-Transportation and ESF-Public Works and Engineering, during HazMat scenarios involving transportation incidents.
3. Monitor contamination of water and sewer systems.
4. Coordinate the provision of site security and access control during HazMat operations.
5. Provide and assist in the evacuation of areas impacted by HazMat incidents.
6. Ensure the health and safety of emergency responders and volunteers.
7. Disseminate recommendations for personal protective actions.
8. Collect and maintain the following ESF status information and coordinate with ESF-Emergency Management to ensure inclusion into the Situation Report (SITREP):
 - a. Status of local and regional HazMat response activities (i.e., containment, cleanup and disposal).
 - b. Status of evacuation or Shelter-in-Place orders and personal protective actions.
 - c. Staffing and resource capabilities and shortfalls.
 - d. Unmet needs (staff, equipment, etc.)
 - e. Allocation of HazMat resources.
 - f. Status of operation facilities (i.e. staging areas, fixed/mobile command posts)
 - g. Plume modeling information.
 - h. Coordinate with ESF-Health and Medical Services the health and safety of response personnel.

VI. REFERENCES

A. MOUs/LOAs

Capital Area Fire Mutual Aid Compact
Central NH Hazmat Team

Emergency Support Function #11: AGRICULTURE, CULTURAL AND NATURAL RESOURCES

Lead Agency:

- Emergency Management Director

Support Agencies:

- None

I. INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #11 – Agriculture, Natural and Cultural Resources (ESF #11) is to support State and local authorities' efforts to respond to incidents caused by all-hazards, including: providing evacuation of livestock, controlling and eradicating outbreaks of highly contagious or economically devastating animal or zoonotic diseases (i.e. transmitted between animals and people); coordinating with ESF #6 – Mass Care, Housing and Human Services and ESF #8 – Health and Medical to ensure the safety and security of the commercial food supply; protecting natural and cultural resources; and providing for the safety, of livestock during an emergency.

B. SCOPE

ESF #11 provides the mechanism for coordination of state, local and private resources to control and to eradicate an outbreak of a highly contagious or economically devastating animal/zoonotic disease, a highly infective exotic plant disease, or an economically devastating plant pest infestation when such occurrences become a significant emergency in New Hampshire. This includes occurrences in both domestic and wild flora and fauna, and further includes the welfare of animals, mainly livestock, during a disaster or emergency situation. ESF #11 also provides for protection of natural and cultural resources prior to, during, and/or after an incident in New Hampshire.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

Agricultural, cultural and natural resource emergencies could involve crops, agricultural wastes/discharge, nurseries, pesticides, orchards, maple groves, animal feeds, animal welfare, injured/displaced animals, dead animals, zoonotic disease, public health, wild animal, natural resource and other related issues. These emergencies could also place the state's economy and access to food at risk.

B. PLANNING ASSUMPTIONS

1. An emergency or disaster may adversely affect agricultural livestock or poultry; domestic plants or crops; and / or the wild flora or fauna of New Hampshire.
2. Lives of animals may be threatened. As well, the disruption of evacuation or the interruption/destruction of the various businesses involving animals may occur.
3. Substantial damage to domestic or wild plants/crops would have significant and long lasting negative impacts on the state's economy through disruption of food supply, trade, and tourism.

4. A natural, accidental, or intentional (agro terrorism) introduction of a disease may threaten domestic and/or wild animals or plants.
5. Any zoonotic disease, naturally occurring or intentionally introduced, may threaten public health as well as animal health.

III. CONCEPT OF OPERATIONS

GENERAL

1. The EMD will oversee operations for this ESF and coordinate with the appropriate State agencies.
2. ESF #11 ensures that animal/veterinary issues in natural disasters are supported. These efforts are coordinated by N.H. Dept. of Agriculture, Markets, and Food (DAMF).
3. Ensuring the safety and security of the commercial food supply: Includes the execution of routine food safety inspections and other services to ensure the safety of food products that enter commerce. These efforts are coordinated by DHHS and DAMF subject to their respective statutory authorities.
4. Providing for the safety and well-being of livestock.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Developing plans for the protection of animal and plant health and security, including the response to an outbreak of a highly contagious animal/zoonotic disease, and outbreak of a highly infective exotic plant disease or an economically devastating plant pest infestation whether accidentally or intentionally introduced.

B. RESPONSE ACTIVITIES

1. Assessing the situation, as requested, to include: the nature, type, amount and location of agricultural, animal or cultural or natural resources in jeopardy or affected, potential and type of exposure; probable direction and time of travel of the contaminants; and the potential impact on human health, welfare, cultural resources, safety and the environment.
2. Providing animal and livestock safety through coordination, as needed, of emergency animal control, sheltering, rescue and stabling for livestock, poultry, rescue and transportation to shelter.
3. Coordinating integration of veterinary medical assistance teams.
4. Coordinating with the appropriate local, state and federal agencies to ensure the proper disposal of wastes associated with incidents, including ESF #10- HAZMAT.
5. Providing Protective Action Requirements (PAR), as the incident requires.
6. Support monitoring to determine the extent of the contaminated area and consult with appropriate support agencies to provide access and egress control to contaminated areas.

C. RECOVERY ACTIVITIES:

1. Collect data for reimbursement, such as personnel hours, equipment and material used.
2. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

1. Coordinate with NH Department of Agriculture, Markets and Foods.
2. Developing and maintaining a database of veterinary medical and non-veterinary medical volunteers and agencies that will provide care assistance.
3. Coordinating communication with ESF #14 concerning the storage of animal and plant-related donated goods preceding a potential disaster and preparation for hay, food, and non-medical large animal supplies.
4. Assisting in the preparation for storing of donated animal-related relief supplies including hay, food, non-medical supplies. Coordinate with NH Fish and Game for consultation, technical assistance and response to animal health issues involving wildlife and wildlife diseases (disease outbreak, bio-terrorist attack, waste, and carcass disposal, technological accident).

VI. REFERENCES

None

Emergency Support Function #12:**ENERGY****Lead Agency:**

- Emergency Management Director

Support Agencies:

- Fire Department
- Highway Department

I. INTRODUCTION**A. PURPOSE**

The purpose of Emergency Support Function #12 – Energy (ESF #12) is to provide a coordinated response in the restoration of energy services, support emergency response and recovery efforts, and normalize community functions in a disaster area. Support includes, but is not limited to, assessing energy and non-energy utility system damages as well as supplies and requirements to restore such systems and obtaining information on deliverable fuels, supplies and infrastructure.

B. SCOPE

ESF #12's primary responsibility is to closely coordinate with regulated fuel (electric, natural gas) utilities and non-regulated, deliverable fuels such as fuel oil, propane gas, kerosene, and transportation fuel utilities operating in the state to ensure the integrity of energy supply systems are maintained during emergency situations; that any damages incurred are repaired; and that services are restored in an efficient and expedient manner.

II. SITUATION AND PLANNING ASSUMPTIONS**A. SITUATION**

Damage to an energy system may have a rippling effect on supplies, distribution, or other transmission systems. ESF #12 oversight includes the transporting, generating, transmitting, conserving, building, and maintenance of energy system components.

B. PLANNING ASSUMPTIONS

1. The occurrence of a major disaster could destroy or damage portions of the state's energy and non-energy systems as well as interfere with energy supplies.
2. Widespread and prolonged electric power failures have occurred in past major disasters and may lead to public and private infrastructure impacts that could severely compromise public safety and jeopardize lives.
3. The transportation, media and telecommunications infrastructure may be impacted.
4. The private sector normally takes the lead in the rapid restoration of infrastructure related services after an event. Appropriate entities of the private sector are integrated into ESF #12 planning and decision-making processes.
5. Owners and operators of private, and public utilities systems shall be responsible for the maintenance and activation of emergency response plans for appropriate allocation of resources (personnel, equipment and services) to maintain or restore utility service under their control.

III. CONCEPT OF OPERATIONS

A. GENERAL

This ESF, following a disaster and once activated, will assess fuel and electrical power damage, energy supply and demand, and assist in identifying requirements for restoration.

B. NOTIFICATION AND ACTIVATION

Upon determination by the EMD of an impending or actual Energy incident requiring evacuation capabilities or posing a significant threat to the Town of Allenstown, the EMD will request agency representatives to activate from the EOC.

C. ORGANIZATION

This ESF will coordinate closely with local, state, federal and private utility and fuel industry officials to establish priorities to repair damaged facilities, and to coordinate the provision of temporary, alternate or interim sources of emergency fuel and power.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Monitoring weather and hazardous conditions that contribute to increased danger to the public health and safety.
2. Developing and maintaining a database of contact information for ESF #12 resources.

B. RESPONSE ACTIVITIES

1. Assessing the situation, as requested, to include:
 - a. Impact of incident upon energy system damages and requirements for restoration;
 - b. Energy supply and demand;
 - c. Response and recovery needs of impacted systems;
 - d. Plans to assist federal, state, local and private sector officials in establishment of priorities to repair damage to infrastructure; and,
 - e. Restoration priorities and schedules established.
2. Providing safety information for the public in coordination with PIO.

C. RECOVERY ACTIVITIES:

1. Collect data for reimbursement, such as personnel hours, equipment and material used.
2. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

1. Determine the energy status of affected areas.
2. Coordinate with utility companies.
3. Determine possible energy needs for response.
4. EMD to coordinate the energy needs and status for the Town.
5. Prioritize resource requests and allocations.
6. Determine priority restoration for critical facilities
7. Provide for the safety of personnel.
8. Provide back-up power and communications.

VI. REFERENCES

None

Emergency Support Function #13: PUBLIC SAFETY AND LAW ENFORCEMENT

Lead Agency:

- Police Department

Support Agencies:

- Central NH Special Operations Unit (CNHSOU)

I. INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #13 – Public Safety and Law Enforcement (ESF #13) is to establish procedures for the command, control and coordination of all State law enforcement personnel and equipment to support local law enforcement agencies and state activities during emergencies.

B. SCOPE

Local law enforcement officials are responsible for enforcement of laws, traffic control, investigation of crimes, and other public safety activities within their jurisdictions. State assets which may be committed are primarily those of the Department of Public Safety, Division of State Police, Office of the Fire Marshal, Marine Patrol, Department of Resources and Economic Development (DRED), Department of Fish & Game, Office and the Department of Corrections, NH State Liquor Commission with support from several other state departments/agencies. Upon request, the N.H. National Guard may also accept some security activities.

II. SITUATION AND PLANNING ASSUMPTIONS

SITUATION

The Police Department has 14 personnel, consisting of 10 full-time police officers, 1 prosecutor, 2 administrative assistants and 1 custodian. The Police Chief serves full time and is the operational and administrative head of the department. It is as well-equipped as any community of comparable size and has officers on duty 24 hours a day. The Police Department has Standard Operating Procedures (SOPS) for normal operations in all areas of law enforcement and it may give mutual aid assistance to neighboring communities or receive assistance from those communities, the Merrimack County Sheriff's Department and/or New Hampshire State Police. Central NH Special Operations Unit provides specialized law enforcement services (i.e. tactical response). Bow police is the back-up dispatching agency. The Police Station has emergency back-up power.

When an emergency situation is anticipated or occurs, the Police Dispatch will dispatch sworn personnel from the Allenstown Police Department to the affected area to establish mutual aid liaisons and respond to the incident. Those personnel will coordinate any requests for additional law enforcement resources (local, county or State) from within the affected area).

PLANNING ASSUMPTIONS

The Allenstown Police Department and support agencies will coordinate with all supporting departments/agencies, municipalities, districts, mutual aid compacts and state and federal organizations who may support ESF #13 to ensure operational readiness prior to, during or after an incident, emergency, or disaster. The emergency may require HAZMAT, Search & Rescue, investigations and other specialized responses that may rely upon assistance from ESF #13.

III. CONCEPT OF OPERATIONS

A. GENERAL

The Chief of Police is responsible for law enforcement activities within the Town of Allenstown and will retain incident command and control. Some incidents may require Unified Command with the Allenstown Fire Department. When State law enforcement personnel and equipment are committed, a member of the NH State Police (NHSP) will be assigned to coordinate state activities with the local law enforcement officer in charge.

B. NOTIFICATION AND ACTIVATION

Upon notification of an impending emergency, the Police Chief or his designee may authorize the following functions:

- Begin call-up of off-duty police personnel
- Notify the Town Administrator and the Emergency Management Director of the state of readiness and request outside assistance, if necessary
- Report to the EOC when requested by the Emergency Management Director
- Disburse personnel and equipment to strategic locations or in concert with EOC decisions.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Provide trained personnel.
2. Establish operational protocols and procedures for law enforcement and security services.

B. RESPONSE ACTIVITIES

1. Assessing the situation, as requested, to include:
 - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
 - b. Types, availability, and location of response resources, technical support, and firefighting and cleanup services needed; and,
 - c. Priorities for protecting human health, safety, welfare, resources, environment.
2. Supporting requests for investigations and inspections as needed.
3. Assisting in evacuation of individuals and animals in impacted areas.
4. Providing public safety and law enforcement information for the public in coordination with PIO/JIC.
5. Assisting, as requested, to help provide temporary access/egress and security of critical facilities/key resources (as requested) and emergency routes as necessary for passage of emergency response personnel and evacuees or surge populations.
6. Assisting with security for response personnel, as requested.

C. RECOVERY ACTIVITIES:

1. Collect data for reimbursement, such as personnel hours, equipment and material used.
2. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

1. Provide necessary law enforcement services.
2. Provide emergency crowd and traffic control.
3. Activate law enforcement mutual aid.

VI. REFERENCES

A. MOUs/LOAs

The Police Department maintains mutual aid agreements with all contiguous towns and CNHSOU. The Merrimack County Sheriff's Department exercises concurrent jurisdiction and NH State Police has limited authority within the provisions of state RSAs. Federal law enforcement agencies exercise their authority as detailed in the USC.

Emergency Support Function #14: VOLUNTEERS AND DONATIONS

Lead Agency:

- Welfare Administrator

Support Agencies:

- Administration
- Capital Area Public Health Network

I. INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #14 – Volunteer and Donations Management (ESF #14) is to facilitate and coordinate communication and activities of volunteers and voluntary agencies responding to a declared state emergency, and to describe the processes used to ensure the most efficient and effective recruitment and use of unaffiliated volunteers, unaffiliated organizations and unsolicited donated goods, services and monies to support organizations prior to, during and after incidents/emergencies requiring a state response. The primary function of the agencies associated with ESF #14 is to coordinate the provision of donated resources to meet the needs of the impacted area during a state response.

B. SCOPE

ESF #14 provides the coordination and delivery of volunteer efforts, organizations and donations by facilitating the expeditious delivery of donated goods, services and funding available within the network of New Hampshire Voluntary Organizations Active in Disaster (NHVOAD) agencies.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

A significant natural or man-made event beyond the capability of local jurisdictions to respond may result in an impact on local manpower and resources necessitating an organized recruitment effort, and/or an overwhelming public response that may require an organized utilization and coordination of volunteers and donations. Preplanned volunteer and donations management strategies will reduce problems associated with spontaneous, unaffiliated volunteer response, identifying sources for specialized volunteer needs and assist in the coordination of offers of unsolicited goods and services.

The Town of Allenstown should coordinate with voluntary agencies, community and faith-based organizations, volunteer centers, and private-sector entities through local Citizen Corps Councils and local or Community Voluntary Organizations Active in Disasters (VOADs) to participate in preparedness activities, including planning, establishing appropriate roles and responsibilities, training, and exercising. A primary responsibility is coordinating local resources and establishing a structure responsible for receiving, recruiting, tasking, training and employing the full range of goods and services that may be donated and/or required during an emergency.

B. PLANNING ASSUMPTIONS

1. Once emergency conditions are known, individuals and relief organizations from inside and outside the impacted area will begin to collect materials, funds and supplies to assist the devastated area.
2. Individuals and organizations will feel compelled to go to or donate to the area with offers of assistance. Similarly, the impact of the emergency will be such that current resources are overwhelmed and services will be sought from outside sources. When these situations occur, a need for an organized response is imperative. Multiple collection and distribution/staging areas may be required.
3. Non-useful and unwanted donations should be expected. These items would include but are not limited to; unsorted or dirty clothing, used mattresses, highly perishable or outdated food products and worn out or cast-off items. To prevent an overabundance of these items, coordination through Volunteer NH is essential. In the event that these items need to be disposed of, the State of NH will assist in the provision for proper disposal.
4. Local volunteer resources will experience a deficit in some, if not all areas. This will necessitate state and possibly federal assistance.

III. CONCEPT OF OPERATIONS

A. GENERAL

A coordinating group comprised of the Emergency Management Director, voluntary organizations and State agencies will be activated to facilitate the provision of volunteers and donations based on assessed needs.

B. NOTIFICATION AND ACTIVATION

Upon determination by the EMD of an impending or actual incident requiring the use of volunteers or donations, the EMD will request agency representatives to report to the EOC.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Identify processes for volunteer recruitment, donation receipt, tracking and acknowledgement.
2. Identify prospective staging areas for volunteers and donations.

B. RESPONSE ACTIVITIES

1. Determine volunteers and donation needs and available resources
2. Maintaining accurate records of all volunteers utilized.
3. Maintain log of volunteer and donation actions.

C. RECOVERY ACTIVITIES:

1. Once recovery efforts have been initiated, this ESF will assist, coordinate, and facilitate volunteer and donation needs. Those requirements would include but are not limited to personnel and donated items.

V. ROLES & RESPONSIBILITIES

1. Conduct just-in-time training for volunteers.
2. Manage a system to log, track and assign volunteers.
3. Coordinate with the EMD to request/delegate volunteer resources.
4. Ensure the sanitation of donated items.
5. Credential volunteers, as required.

VI. REFERENCES

None

Emergency Support Function #15: PUBLIC INFORMATION

Lead Agency:

- Emergency Management Director
- Capital Area Public Health Network

Support Agencies:

- Police Department
- Administration

I. INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #15 - Public Information (ESF #15) is to disseminate information on emergencies to the general public through the media. It is concerned with information in which local governments have requested State assistance, to coordinate, prepare and disseminate all emergency-related information through the media and other communication vehicles, including through public information lines established in support of the emergency. ESF #15 must develop and implement strategies:

1. Instilling confidence in the community that all levels of government are working in partnership to restore essential services and help individuals begin to put their lives back together;
2. Working with the media to promote a positive understanding of federal, state and local response, recovery and mitigation programs;
3. Providing all target markets with equal access to timely and accurate information about disaster response, recovery and mitigation programs;
4. Managing expectations so that disaster victims have a clear understanding of all disaster response, recovery and mitigation services available to them; and
5. Supporting local efforts to reach disaster victims with specific program information.

B. SCOPE

ESF #15 is responsible for the development and dissemination of a variety of information, education, and instructions to the general public, government officials and the news media through direct contact, briefings, presentations, news releases and advisories, websites, social media postings, establishment of a Joint Information System and Center and oversight of public inquiry lines established in or for the support of emergency management activities.

Support includes, but is not limited to: serving as the official spokesperson (when designated) concerning emergency management activities and involvement in emergency response and recovery operations; serving as the primary point of contact for the media and public; overseeing the Joint Information System (JIS), including the Joint Information Center (JIC); and coordinating community relations/outreach efforts as part of the Town's emergency preparedness, response and recovery operations.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

During a disaster or emergency, the means of dispersing public information to affected populations may be severely affected by overwhelming demand and/or damage to local media or infrastructure caused by a disaster. State assistance may be required to supply critical information. In addition, information circulated by others may often be vague, erroneous, or contradictory. The public will demand information in order to evaluate their situation, make appropriate plans for response and to lessen the anxiety that may occur. The development and dissemination of appropriate information is not only important for affected populations but also those outside the impacted area seeking information on loved ones possibly involved in the incident or to determine ways in which they may help.

B. PLANNING ASSUMPTIONS

1. The public needs timely and accurate information for protection of life and property during preparedness for, response to and recovery from a disaster or emergency situation.
2. The level of preparedness will affect the public's perception of the emergency or disaster. Tourists will feel particularly vulnerable if they are unaware of the hazards or planned responses of the area.
3. The event may require the Capital Area Public Health Network to provide instructions and information. A comprehensive and collaborative approach to information sharing is vital.
4. The State may start or engage a current public information system to augment or enhance local capabilities or when requested by a local agency. A joint information system (JIS) may be initiated by the state to report on the State's preparedness, response, recovery and/or mitigation activities.
5. Preservation of life and property may hinge upon instructions and directions given by authorized State officials.
6. Establishing and maintaining an effective rumor control mechanism will help clarify emergency information to the public.
7. Some events can bring many reporters, photographers, and camera crews into the area which will create a heavy demand upon the emergency public information organization. All emergency workers should be instructed to refer inquiries to public information staff.
8. The public will utilize various venues to gather information including internet and social media outlets.
9. Some incidents will attract interest from government officials and other VIPs. A coordinated approach to meeting the needs of the VIPs and the responding agencies can best be accomplished by scheduling visits through the Joint Information Center. Detail any planning assumptions specific to this ESF.

III. CONCEPT OF OPERATIONS

A. GENERAL

1. Public Information will be coordinated through the Emergency Management Director, in coordination with the EOC and CAPHN MACE, if applicable. If a Joint Information Center is established, public information will be provided through that facility.

2. Agencies involved in the response should assign one lead representative to coordinate information from their agency with other PIO members.
3. Public information and messaging should be made available to all populations, including those with functional or specialized needs. Alternate strategies will need to be developed to ensure these populations receive the most current and critical information in a timely manner.

B. NOTIFICATION AND ACTIVATION

The target audience for emergency public information messages consists of people directly affected by the emergency. First priority should be given to providing information needed immediately for the protection of life and property, such as evacuation routes and sources of emergency assistance. But more general information regarding what is going on and what is being done to remedy the situation also needs to be provided to the public via the news media.

Methods of notifying the public include:

- NH 911 Emergency Notification System
- NH 2-1-1
- School notification system for family members
- Cable/TV
- Local Media Outlets
- Town Website / Social Media
- Door to Door Notification

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Provide Public Information Officer training and materials for PIO candidates.
2. Identify available methods of communication to all populations.
3. Explore information strategies including internet and social media.
4. Maintain a list of media contacts.
5. Prepare pre-scripted materials

B. RESPONSE ACTIVITIES

1. EMD activate public warning systems through the State Emergency Notification System (ENS) and other methods.
2. During public health emergencies, coordinate with the MACE to establish a Joint Information Center.

C. RECOVERY ACTIVITIES:

1. Continue to coordinate PIO activities with support and partner agencies as necessary.

V. ROLES & RESPONSIBILITIES

1. Provide trained personnel to serve as representatives at the EOC and for the PIO role.
2. Prepare news releases, to be approved by EMD and other involved agencies.
3. Implement public information messaging for all populations utilizing available Town, regional and state resources.

4. Support in the development of situation reports.
5. Coordinate with the School and other support agencies.
6. Provide subject matter experts as needed.
7. Schedule media briefings, and identify an appropriate location for media briefings.

VI. REFERENCES

A. LISTINGS

Media Contact in Appendix C Resource List

**ANNEX B
EMERGENCY OPERATIONS CENTER (EOC)
GUIDELINES**

INTRODUCTION 1
EOC OPERATIONAL LEVEL 1
EOC ACTIVATION PROCEDURES 2
EOC BRIEFING GUIDELINES 5
CHRONOLOGICAL EVENT LOG 6
EMERGENCY OPERATIONS PLAN ACTIVATION FORM 7
INCIDENT MANAGEMENT TEAM AUTHORIZATION FORM 8

INTRODUCTION

This Annex outlines the sequence of steps for activating the EOC, depending on the threat. Note that many steps will apply whenever you decide to activate the EOC, regardless of the nature of the threat. What will vary from situation to situation will be the number of persons involved and the functions activated.

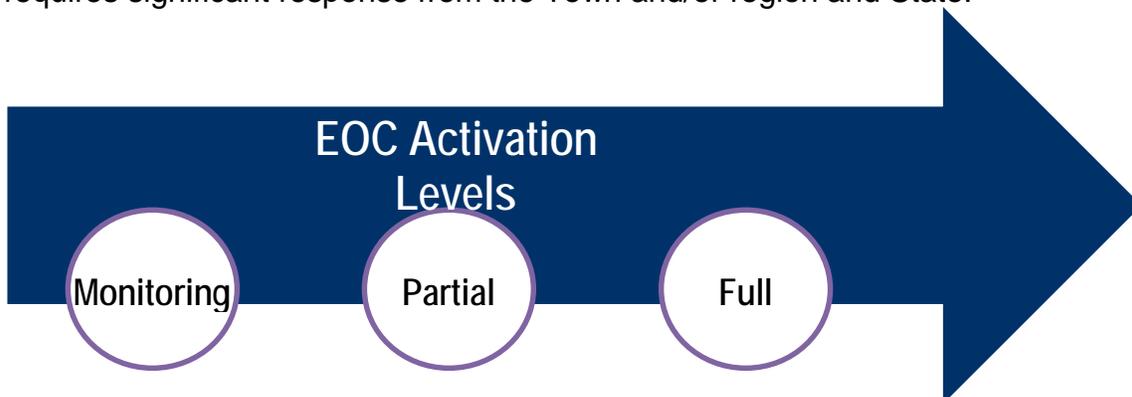
One of the first tasks in any emergency is to quickly assess the situation to determine if its size or severity warrants activating the EOC. The EOC goes into operation when the appropriate officials decide that the situation is serious enough to require a coordinated and other-than-routine response. Obviously, the EOC does not become operational for all emergencies.

EOC OPERATIONAL LEVEL

MONITORING: The Local EOC not activated. Local Emergency Management Agency is at normal staffing and is monitoring situational awareness on a 24/7 basis.

PARTIAL: The Local EOC is partially activated. All ESFs and/or Support Agencies are notified and requested as the situation warrants. Partial activation staffing will be determined to meet the needs of the situation. Triggered by highly probable hazardous conditions and a strong potential for property damage or loss of life. This situation requires, or is likely to require response from the Town or has the potential to result in a significant loss of life, property damage or the disruption of critical infrastructure.

FULL: The Local EOC is fully activated. All ESFs and/or Support Agencies are notified and requested as the situation warrants. Full activation requires 24-hour staffing in order to meet the needs of the situation. Triggered by highly hazardous conditions and a strong potential for property damage or loss of life. This situation requires significant response from the Town and/or region and State.



EOC ACTIVATION PROCEDURES

a. **Alert EOC personnel via Allenstown Emergency Alert Notification System:**

See Appendix C (Resource List) for Contact Information of EOC Personnel.

b. **Activate communications equipment**

Test communications equipment:

- Local Dispatch
- Capital Area Fire Dispatch
- Bow Dispatch
- Merrimack County Dispatch
- Telephones (Drop down from EOC ceiling)
- Computer / Internet (Drop down from EOC ceiling)
- Back-up generator

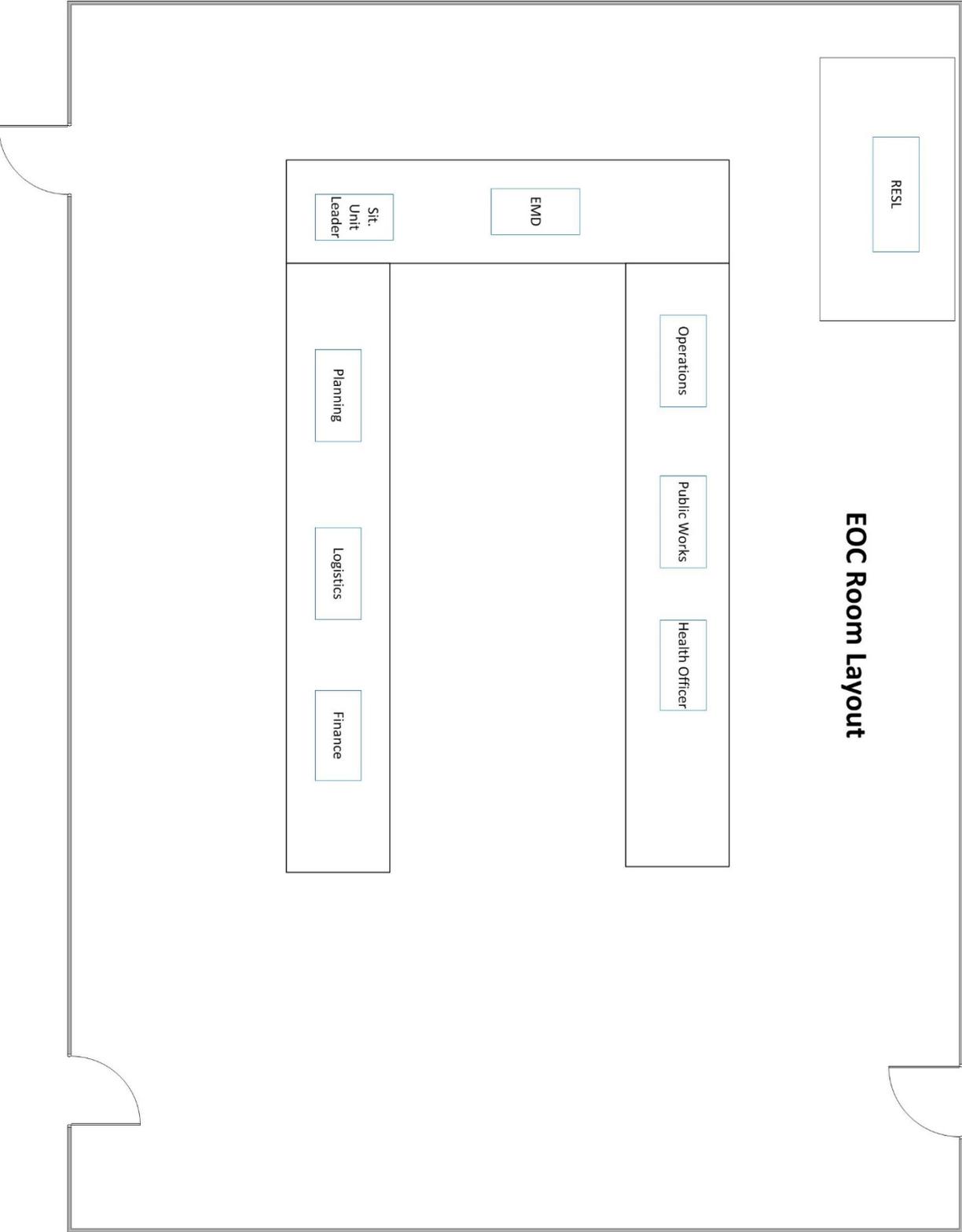
c. **Enact the message flow system (recording messages)**

It is important to have an effective message system that allows for a disciplined flow of incoming and outgoing messages. This system is a method that ensures the following, at a minimum:

- Exact and detailed recording of an incoming message
- Directing this message to the EOC staff person best suited to respond
- Coordinating the decision to allocate resources
- Allocating the resources or requesting additional ones
- Recording the action(s) taken
- Notifying the sender of the message of the action taken
- Ideally, an operations officer routes the completed incoming messages to the appropriate staff person and makes sure each incoming message gets the attention it needs.
- Identify a "runner" if needed.

d. **EOC Setup**

When possible, maps should be available and already posted at the Emergency Operations Center. The following diagram shows the typical set up of the EOC.



e. **Logs & status boards**

Maintain the following:

- Chronological Event Logs (on WebEOC)
- WebEOC
- Status Boards (shelter locations, # occupants, roads impassable, locations without power, etc)

f. **Prepare a shift schedule**

If the EOC is to operate for any length of time, make sure the personnel in the EOC have the needed breaks and their active time does not exceed a reasonable span of time. While it is impossible to set a schedule of breaks, it is critical that staff working under intense pressure take regular breaks to maintain their sharpness. You may have to encourage some over-zealous staff that are caught up in the excitement to take a break. Do not hesitate to do so if it looks like fatigue is setting in.

If it seems that the operation will extend beyond one day, you will need a second shift to relieve the first shift. Specify the length of the shift and the names of everyone who is to serve and on which shift.

g. **Announce the briefing schedule**

It is important to announce and post the briefing schedule as soon as the EOC activates. Briefings should occur on a regular basis such as when shifts change, when there is a sudden change in events, or before making a major decision or releasing potentially disturbing information to the public or the media. A suggested EOC briefing outline is included in this Annex.

The local news media also needs a briefing schedule so that they know when to expect a report from the EOC. A media schedule will provide them with important information and help keep the media from interfering with EOC operations.

h. **Provide staff necessities**

If you know the EOC will be in operation for some time, make sure you have appropriate food, beverages, housekeeping provisions, and basic medical supplies.

Depending on your situation, you should make arrangements with caterers or other community food sources used to preparing meals for large groups. While you can stockpile drinks and housekeeping and medical supplies, fresh food poses a different challenge.

i. **EOC Security**

In order to carry out an effective response to an emergency or disaster, the EOC must function without interference from those who are not part of the emergency management team.

As soon as the EOC goes into emergency status, implement a check-in procedure. Ensure everyone entering the EOC signs in an Attendance Log Sheet. Proxy cards and video cameras provide additional security.

The EOC should have a security person on duty. Each member of the EOC staff should have identification so that security knows whom to admit.

EOC BRIEFING GUIDELINES

1. Situation Assessment:
 - Present and future situation
 - Current operations (Local and State EOC)
2. Objectives:
 - Short Term
 - Operational Period
 - Execution of Objectives with timelines
3. Logistics:
 - Determine needs
4. Communications
 - Radio, Phones, ICS 205 and 205a
5. Safety
 - Responders
 - Public
6. Chain of Command
7. Briefing from each Section Chief / Department Head
8. Time/Date/Location of next briefing

EMERGENCY OPERATIONS PLAN ACTIVATION FORM
Allenstown, NH

WHEREAS, the Emergency Management Director does find that the (Blizzard, Flood, Hurricane, Storm, etc.) emergency currently affecting the Town of Allenstown requires the activation of the Emergency Operations Plan, and subsequently the Emergency Operations Center;

NOW, THEREFORE, it is hereby declared and ordered that the Emergency Operations Plan of the Town of Allenstown is now activated, and all personnel ordered to perform in accordance with the appropriate Emergency Support Functions.

IT IS FURTHER DECLARED AND ORDERED that a copy of this action be forwarded to the NH Homeland Security Emergency Management.

Dated

Time

Signature of EMD

INCIDENT MANAGEMENT TEAM AUTHORIZATION FORM

DELEGATION OF AUTHORITY
for

_____ Incident

To:

From:

Effective _____ hours on _____ through _____ or until directed otherwise you are hereby delegated authority for management of the resources, costs, and the rehabilitation directly associated with this incident. This includes all of the resources of the Town of Allenstown and those assigned to the disaster from other jurisdictions.

Your Incident Management Team will work within all legal statutes and current policy of the responsible agencies, the broad direction provided at your in-briefing, and in the attached Leaders Letter of Intent.

Name/Title

Name/Title

Date

Date

ANNEX C

SHELTER OPERATIONS

Contents

Shelter Operations Documents.....	2
Shelter Maps.....	3
Shelter Equipment List.....	8
ARC Safe and Well.....	10
CAPHN Regional Shelter Plan.....	11
Shelter Agreement/MOU.....	27

Shelter Operations Documents

THE FOLLOWING FORMS ARE SEPARATE DIGITAL FILES AND ARE PRINTED INDIVIDUALLY.

Shelter Volunteer Rules

General Shelter Rules

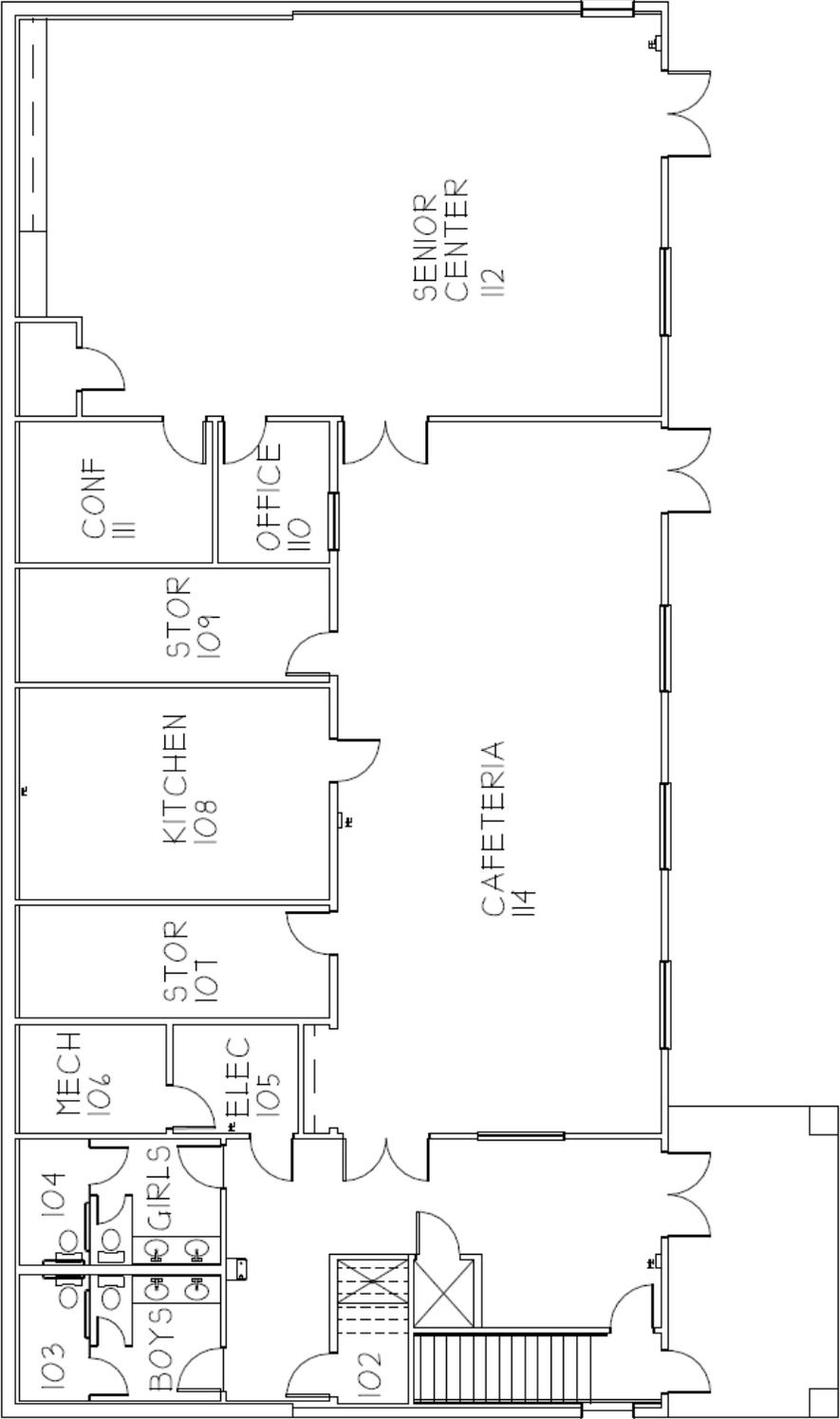
Resident Sign In/Out

Shelter Registration Form

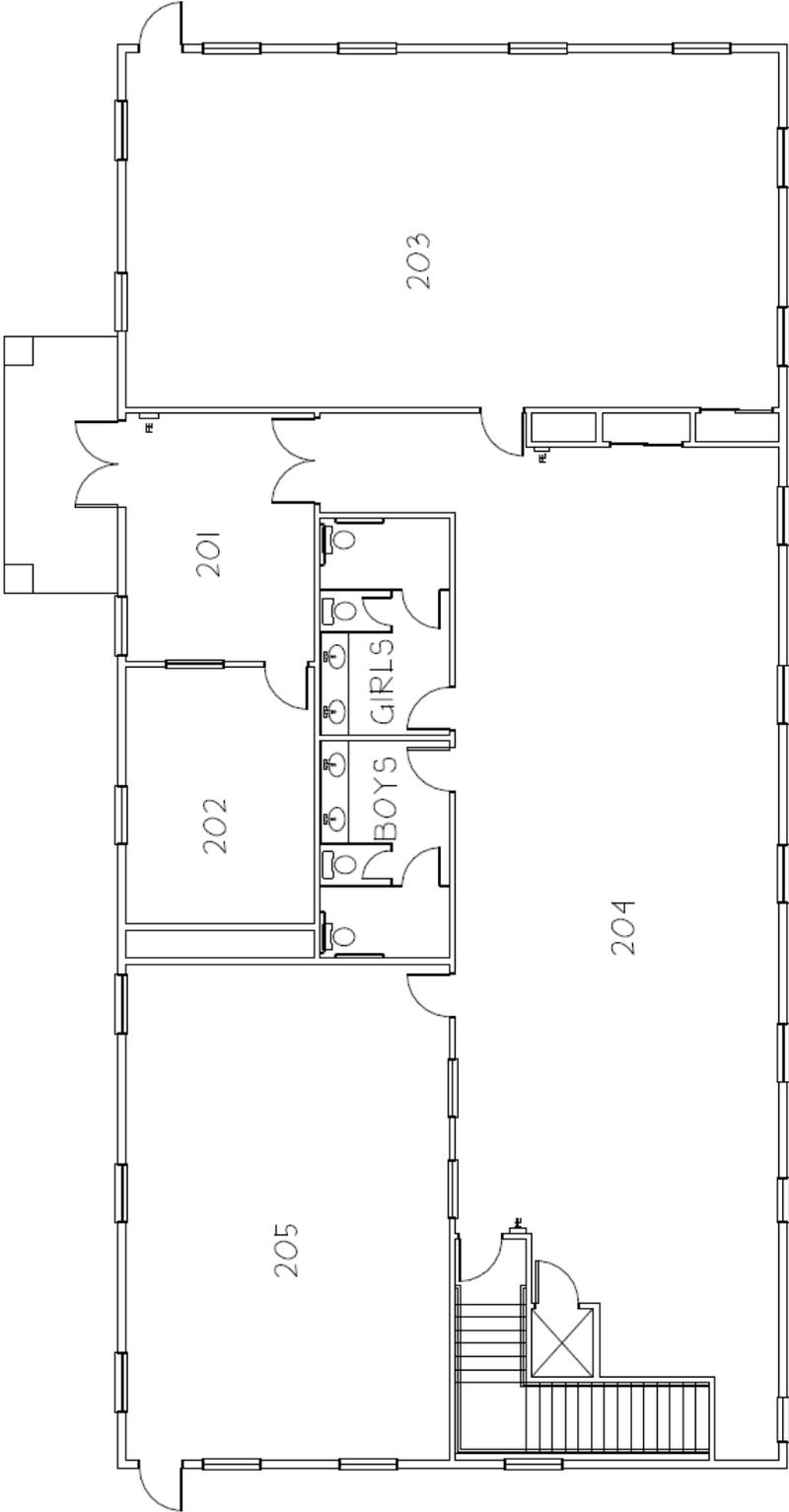
Shelter Opening Checklist

Shelter Closing Form

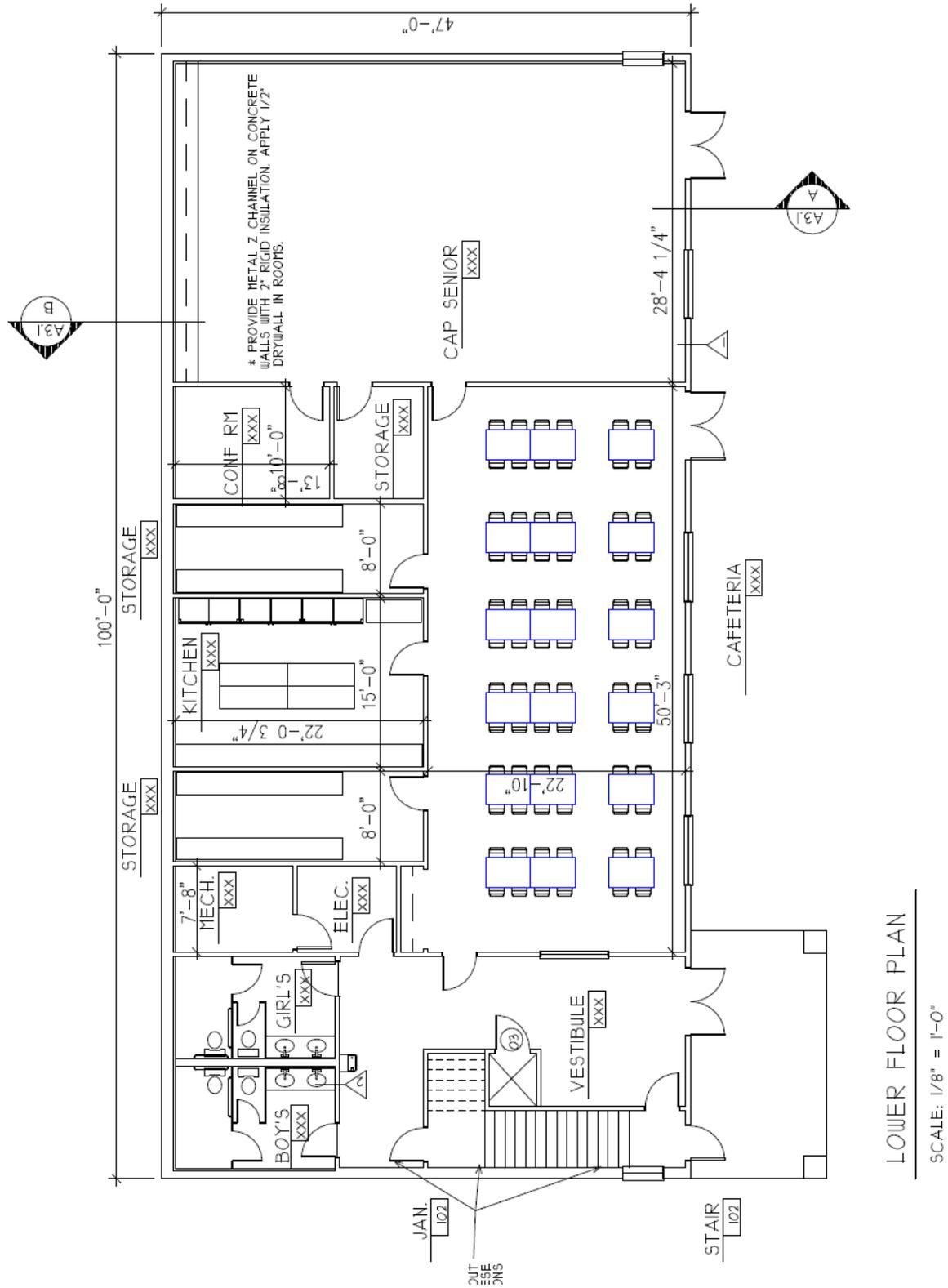
Shelter Maps



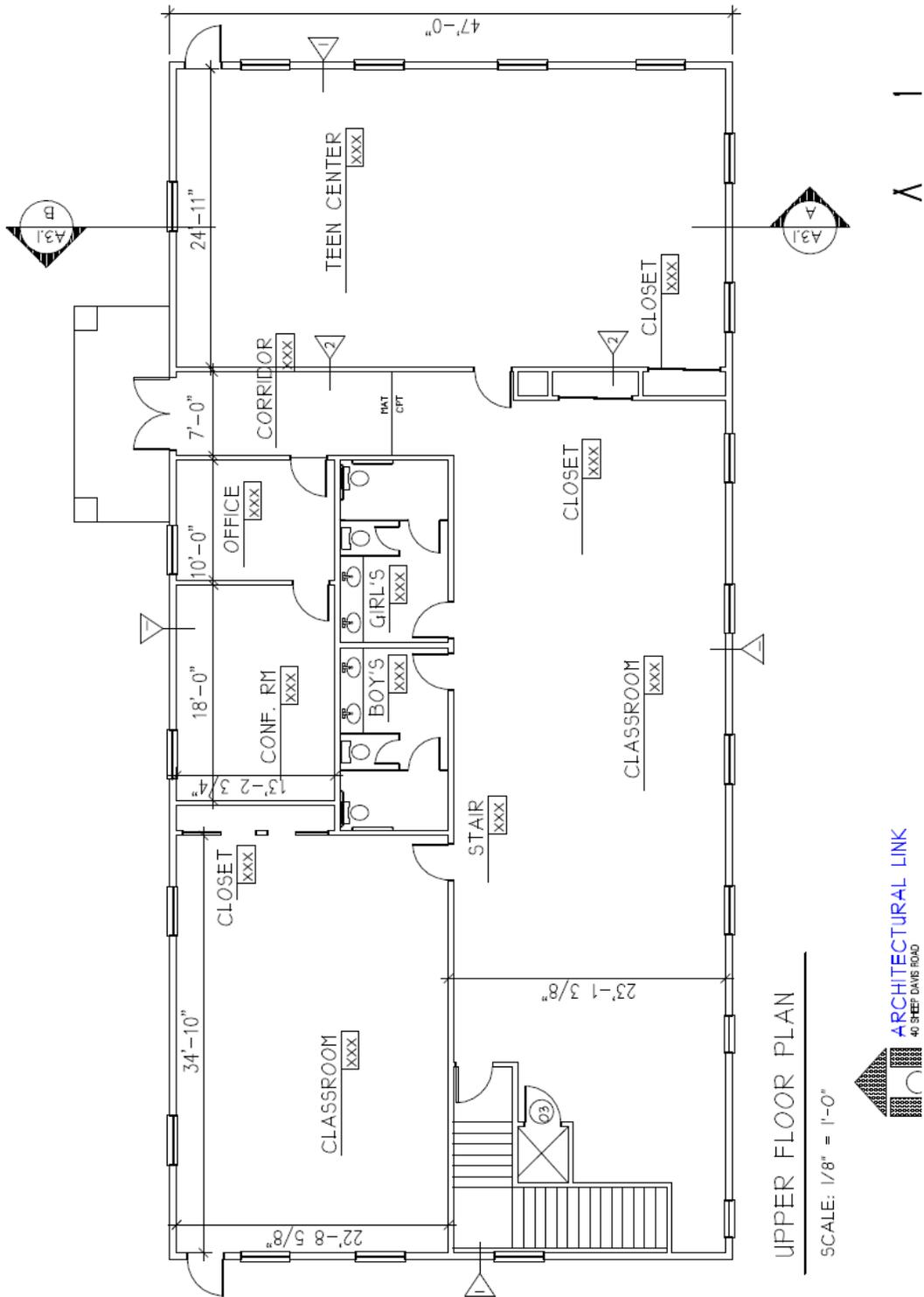
Community Center Lower Level



Community Center Upper Level



Lower Whitten



UPPER FLOOR PLAN

SCALE: 1/8" = 1'-0"



Upper Whitten

Shelter Equipment List

The Shelter trailer is housed at the Allenstown Town Hall.

Shelter Resource Trailer Inventory (12/16/14)	
Amount	Equipment
6	Safety Orange Cones
2	2 5/16 Trailer Hitches
4	Cargo Netting
3	Halogen Worklights
1	2.5 Gallon Gas Can
1	Blue (20 Gallon) tote
3	Clear (12 Gallon) Tote
4	Set of Tie Down Straps
1	2.5 lbs Fire Ext
2	Spare Trailer Tire with Rims
3	100' indoor /outdoor Extension Cords
2	2' Multi - Outlet Extension Cords
2	50' Indoor / Outdoor Extension Cords
2	8' Belkin Surge Protector
2	20 " High Velocity Floor Fans
1	NOAA Weather Radio
2	6' Plastic Folding Tables
4	Folding Chairs
10	14 Gal. (grey) Bi- Fold Bins
1	Box of Emergency Shelter Vests
2	48 inches signs with stands and flags
1	4 1/2 foot blue wheeled carry- all carrier
1	10x10 EZ up Tent
1	10X10 EZ up Tent with sides
40	Blue Cots
20	Green (Military Cots)
11	Specialty Cots
20	Green Cots
1	Medical Jump Kit
1	2000 watt Generator
3	250 Watt Flood Lights
14	Hanging Folders (Office supply Box)
9	9x12 Manilla folders (Office Supply Box)
2	Clipboards
19	8x11 Manilla folders (Office Supply Box)
1	Box of 8x11 Binders
1	Box of Binder Clips
128	Blankets (vacuum package)
1	Gallon bleach (In the Cleaning Supplies Container)

Shelter Resource Trailer Inventory (12/16/14)	
Amount	Equipment
1	Roll of Trash Bags (In the Cleaning Supplies Container)
1	Small trash bags
1	Decon Brush
1	Box of Latex Free Gloves (In the Cleaning Supplies Container)
1	Spray Bottle (In the Cleaning Supplies Container)
1	Set of Crutches
2	Item Grippers
1	Walker
2	Plastic Seated Chairs
1	Wheelchair Collapsible
1	Cane
1	Large Coffee Pot
24	Pillows
24	Flat Sheets
2	Beverage 4.7 gallon containers
1	Food Carrier (24 Qt)

ARC Safe and Well

The American Red Cross maintains the following website to help family and friends connect after a disaster: www.safeandwell.communityos.org

The screenshot shows the American Red Cross website's 'Safe and Well' section. At the top left is the American Red Cross logo. To the right is a navigation menu with links for 'About Us', 'Contact Us', 'Governance', 'Media Resources', 'Connect', and 'Español'. A prominent red 'DONATE NOW' button is located in the top right. Below the navigation is a blue bar with links for 'Back to Redcross.org', 'Give Blood', 'Volunteer', and 'Shop Our Store'. The main content area is titled 'Safe and Well' and includes a sidebar with links like 'Safe and Well Home', 'List Myself As Safe and Well', 'Enter Confirmation Code', 'Search', 'FAQ', 'Help', and 'Administrative Login'. The main text explains the purpose of the site: 'After a disaster, letting your family and friends know that you are safe and well can bring your loved ones great peace of mind. This website is designed to help make that communication easier.' It features three sections: 'Register Yourself as "Safe and Well"', 'Search for Loved Ones', and a photo of a woman hugging a child. At the bottom of the main content area are two blue buttons: 'List Myself as Safe and Well' and 'Search Registrants'. A language dropdown menu is set to 'English'.

NOTE: This is activated when a town representative requests an event to be started by ARC.

CAPHN Regional Shelter Plan

Regional General Shelter Operations Plan

Foreword

This document was developed by the Capital Area Public Health Network, facilitated by the Capital Area Regional Sheltering Work Group. Appendices and forms accompanying this plan were developed by the NH DHHS Office of the Commissioner Emergency Services Unit. This Operations Plan was designed to serve as an attachment to the Local Municipal Emergency Operations Plans, ESF-6 Annex.

Special acknowledgement to NH DHHS, Division of Public Health Services for permission to modify *Alternate Care Site Operations Plan*. circa July 2011.

Guidance was obtained from NH DHHS, Office of the Commissioner Emergency Services Unit, *"New Hampshire General Sheltering – A Guide for Local Jurisdiction*, circa December 2011.

This document will be reviewed annually by a committee organized through the Capital Area Public Health Network (CAPHN) Regional Coordinating Council (RCC).

1.0 Purpose & Authority

This document serves as an operational guide for emergency management and response personnel during activation of a Regional General Population Shelter.

This document does include guidance on pre-event planning, public information and messaging.

New Hampshire law sets the responsibility for mass care and sheltering at the local level. As per Section 21-P:39, local government may enter into contracts and incur obligations necessary to combat disaster, protecting the health and safety of persons and property, and providing emergency assistance to the victims of disaster.¹ As such, local government can contract with recognized community organizations or the private sector to make emergency or temporary shelter available for people made homeless by a natural disaster or other emergency. New Hampshire's State Emergency Operations Plan (SEOP) and the Department of Safety (DOS), Division of Homeland Security and Emergency Management (HSEM) places local government as the first level of response for meeting the disaster needs of people in its jurisdiction. People seeking care and shelter immediately after a disaster will look first to local government for assistance.

In the event of a statewide emergency, a State of Emergency Declaration may be issued. According to NH RSA 4:45, III, "during the existence of a state of emergency, and only for so long as such state of emergency shall exist, the governor shall have and may exercise the emergency powers to enforce all laws, rules, and regulations relating to emergency management and to assume control of any or all emergency management forces and helpers in the state."

¹ NH Department of Safety, RSA 21-P:39

Historically, resource gaps have existed in mass care planning for meeting access and functional needs of individuals in general population shelters. Nationally, this has resulted in disparate treatment and the denial of full and equitable services. State and local governments must comply with Title II of the Americans with Disabilities Act (ADA) in emergency- and disaster-related programs, services, and activities they provide.² This would include equal access by all for the benefits that shelters provide, including but not limited to safety, food, services, comfort, and information, as well as a place to sleep until it is safe to return home. Shelters are required to provide Functional Needs Support Services (FNSS) such as personal assistance services (PAS), durable medical equipment (DME), consumable medical supplies (CMS), other goods and services as needed, and reasonable modification to common practices, policies, and procedures. These are services that enable children and adults with or without disabilities who have access and functional needs to maintain their health, safety, and independence in a general population shelter. In addition, the Pets Evacuation and Transportation Standards Act (2006) state that emergency operational plans must address the rescue, care, shelter, and essential needs of household pets and service animals.

When large populations seek shelter, often a community's resources to house them in traditional community shelters are insufficient or become strained and there is a need for regional sheltering.

Due to the above requirements to provide such comprehensive services at a general shelter, and several other factors such as population size, emergency response capacity, and functional needs support capacity, local emergency planners have agreed to operate regional rather than municipal shelters to fulfill their obligations to disaster affected populations and maximize efficiencies.

2.0 Definitions

General Population Shelter/General Shelter: A facility identified by the local Emergency Management Director (EMD) and provided, in agreement, by the public or private owner of the facility within local jurisdictions. The facility is selected based upon guidelines outlined on the ARC Form 4496 and comply with the requirements from the ADA Standards for Accessible Design (the Standards). The shelter provides residential services such as, meals, areas to sleep, case management, FNSS, disaster relief services, etc. Individuals residing in the shelter will be self-sustaining or able to sustain themselves with the assistance of caregivers, family, friends, guardians, or personal assistant service providers. The shelter usually operates for 24 or more hours. There are three operational phases of general shelters.

- a. **Stand-by:** Depending upon the scope of the event, a general shelter that has been pre-identified by the local EMD, American Red Cross, and the facility manager, staged for operations, and operable within four hours.
- b. **Open:** A facility that operates for 24-hours or longer and requires 24-hour notice prior to closing.
- c. **Closed:** In agreement by the local EMD and facility manager, a facility that has ceased operations. All residents have either been returned to their homes or transferred to other specified facilities.

² 42 U.S.C. § 12132; see generally, 28 C.F.R. §§ 35. 130, 35. 149.

Functional Needs Support Services (FNSS) are defined as services that enable individuals (adults and children) to maintain their independence in a general population shelter. FNSS includes³:

- Reasonable modifications to policies, practices, and procedures
- Durable medical equipment (DME)
- Consumable medical supplies (CMS)
- Personal assistance services (PAS)
- Other goods and services as needed

Cooling/Warming Centers are usually public or private buildings that owners offer for cooling or warming individuals. There are no sheltering activities. However, the facility may provide situational awareness and/or public information. Hours-of-operation are less than 24 hours but may function as such over a period of days. The facility may or may not meet shelter selection guidelines as outlined on the ARC Form 4496. Cooling and Warming Centers can be utilized to determine a community's need for sheltering.

3.0 Scope of Service

The function of a shelter is to provide temporary relief to disaster victims. Providing temporary relief involves a range of emergency services (e.g., food, water, housing, first aid, behavioral health support, etc.). Regardless of who operates a shelter or other type of facility, the ADA generally requires shelters to provide equal access to the many benefits that shelters provide, including safety, food, services, comfort, information, a place to sleep until it is safe to return home, and the support and assistance of family, friends and neighbors.⁴ Medical sheltering is not conducted at the local level; however, functional needs support services will be provided as mandated by federal law.

Shelters may be open concurrently with other emergency response facilities such as Alternate Care Sites, Cooling/Warming Centers, Points of Dispensing, Reception Centers, and Neighborhood Emergency Help Centers to meet additional emergency response needs outside the scope of the general shelter. If shelters are open in response to a radiological, nuclear or chemical exposure, the local Emergency Management Director is responsible for ensuring screening and decontamination services are available prior to individuals entering the shelter.

4.0 Command Structure

The CAPHN Multi-Agency Coordinating Entity (MACE) will coordinate the Capital Area Regional Sheltering Plan. Local EOCs will in coordination with the MACE determine sheltering needs pre-disaster, during the disaster and post disaster. The MACE will coordinate resources and personnel to assist local communities in operating the regional shelters in accordance with the plan. The MACE will make resource requests to the SEOC as well as report on the status of shelter facilities in the Capital Area.

The General Shelter will operate under the Incident Command System (ICS) that is compliant with the National Incident Management System (NIMS), in accordance with existing state and

³ Federal Emergency Management Agency. (November 2010). Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters. Retrieved from http://www.fema.gov/pdf/about/odis/fnss_guidance.pdf

⁴ 28 C.F.R. §§ 35. 130, 35. 149.

local emergency operation plans. The NH American Red Cross recommends a minimum of 24 staff per 100 shelter residents (over an eight-hour shift). Depending on the size of the disaster and the number of staff available, some positions may do double-duty, or shelter residents and community volunteers will fill selected roles. The following staffing chart illustrates the general shelter positions and chain of command that will be in place. Org Chart Option 1:

Operations	Planning	Logistics	Finance & Administration
<ul style="list-style-type: none"> •Registration Group •Communication Assistance Group •Dietary Services Group •Dormitory Group •Medical Screening Group •Mental Health Group 	<ul style="list-style-type: none"> •Situational Awareness •Documentation •Resources <ul style="list-style-type: none"> •Equipment & Supplies •Shelter Staffing •Shelter Services •Shelter Location & Layout •Shelter Demobilization 	<ul style="list-style-type: none"> •Facility Services •Food Services •Security & Safety •Transportation Services •Supplies & Equipment Inventory •Information Technology & Communication 	<ul style="list-style-type: none"> •Timekeeping Unit •Compensation Unit •Claims Unit

Developed by DHHS/Included in Shelter Guidance Document)

4.1 Shelter Manager

The Shelter Manager is responsible for the command and control functions of the entire shelter. The *Shelter Manager's* role is to ensure that the shelter functions at the highest level of efficiency possible with given staff and equipment and to facilitate and manage the flow of information into and out of the shelter. The *Shelter Manager* is responsible for any function not assigned to an individual or agency (ex. Public Information if not being done at the Local EOC/MACE). Lets look at the CAPHN Public Information and Warning plan (appendix 2). It has been updated and I think it is more than adequate and will fit well with this plan.

4.2 General Services

The *General Services Supervisor* is responsible for general functions provided to all evacuees at the shelter. The *General Services Supervisor* directly oversees four functional units:

1. Registration Unit – Responsible for registering all shelter occupants upon arrival at the shelter and completing initial intake form. Registration unit is also responsible for ensuring evacuees sign-out when leaving the shelter.
2. Food Services Unit – Responsible for food and beverage needs of all evacuees and staff. The food services unit will make sure there is adequate refrigeration for food and beverages.
3. Dormitory Unit – Responsible for ensuring all evacuees have appropriate sleeping arrangements. This includes providing cots and bedding appropriate to the evacuee's size and functional needs, ensuring adequate spacing between cots, and arranging for private or semi-private sleeping arrangements when appropriate.

4. Animal Shelter Unit – responsible for the care of pets and needs of service animals evacuating with their owners.

4.3 Functional Needs Support Services

The *Functional Needs Support Services Supervisor* is responsible for all of functional needs support services provided in the shelter. The *Functional Needs Support Services Supervisor* directly oversees four functional units:

1. Medical Unit – Responsible for ensuring medical needs of evacuees and
 - a. Medical Screening – Responsible for conducting *NH Shelter Initial Intake Form* for all evacuees with staff-reported or self-reported functional needs. Medical screening unit staff should have the minimum training and qualifications of an EMT-B.
 - b. First Aid – Responsible for providing basic first aid to evacuees who come to the shelter with minor injuries and for staff and evacuees who incur minor injuries while at the shelter. A *NH Shelter Incident Report Form* should be completed for all injuries incurred at the shelter. Staff should call 9-1-1 for anyone with a serious injury or medical emergency.
 - c. Personal Assistance – Primary responsibility is to provide assistance with activities of daily living to evacuees who need assistance to maintain independence in a general population shelter. Personal assistance services may include assistance with:
 - Eating
 - Grooming
 - Bathing
 - Toileting
 - Dressing and Undressing
 - Walking
 - Transferring
 - Maintaining health and safety
 - Taking medications
 - Accessing services provided in the shelterDocumentation used by this unit may include: *Medical Care Record* and *Medication Administration Record*. Personal Assistance Unit staff may be EMT-B, EMT-I, Paramedic, RN, LPN, LNA, MA, or trained in personal assistance services/personal care attendant.
2. Behavioral Health Unit – Responsible for monitoring and addressing the behavioral health needs of staff and evacuees. This unit is responsible for organizing community group debriefings sessions for shelter residents and volunteers.
3. Communication Assistance Unit – Responsible for providing communication assistance to evacuees who are deaf, hard of hearing, blind, visually impaired, non-English speaking, and/or low English literacy.
4. Transportation Unit – Responsible for coordinating transportation of evacuees without transportation to and from the shelter.

4.4 Workforce Support Services

The *Workforce Support Division Supervisor* is responsible for all of the support services needs of the shelter, including obtaining and maintaining the facility, equipment, and supplies. The *Workforce Support Division Supervisor* directly oversees six functional units:

1. Staff Support Unit – Responsible for tracking the labor pool by identifying available staff; conducting staff registration and post-shift debrief, providing support such as space for breaks, and phones for staff, as well as providing just in time training. Also maintains time keeping, compensation and claims documentation.
2. Inventory Management Unit – Responsible for ensuring adequate equipment and supplies.
3. Health & Infection prevention Unit – Responsible for ensuring the safety of staff, evacuees, and visitors including implementing strict infection prevention procedures and ensuring sanitary conditions are maintained throughout the facility. Conducts periodic environmental health assessments & food safety inspections.
4. Communications/IT Unit – Responsible for maintaining internal and external communications systems.
5. Facility Management/Housekeeping Unit – Responsible for setting up facility, housekeeping, waste management, maintenance and facility controls (HVAC, generator, etc.).
6. Safety & Security Unit - responsible for maintaining area security, traffic, and access control; work with the local police department to maintain a safe environment for evacuees and staff.

5.0 Operations

5.1 Activation

A regional shelter will be activated when impact assessment data has been captured and evaluated by stakeholders through MACE communications.

Activation Trigger Considerations:

- Extent of damage/impact, significant damage to infrastructure impacting transportation & communications (either anticipated or occurred)
- Extensive and long-term damage to utility services
- Size of population impacted (Planning assumptions of 5% of the population)
- Duration of event determines long-term sheltering needs
 - When it is necessary to support a large population in centralized locations. Regional shelters promote the consolidation of shelter populations and the provision of support services.
- Status of facilities

Decision Making Process:

- EMDs will assess the need for sheltering in their communities. EMDs will contact the CAPHN Coordinator to relay needs and request regional shelter activation. The MACE activation policy will be utilized for after hours activation.
- Once two or more communities request shelter activation the regional shelter plan will be activated.

- The requesting EMD(s) in coordination with the CAPHN will determine shelter locations based upon the plan and prepare or activate the regional shelters as needed.
- The CAPHN MACE will notify all Capital Area mutual aid parties and advise of the activation. CAPHN MACE will advise the SEOC of the shelter activation(s).

5.2 Set Up

Upon notification from the Capital Area Coordinator, the *Shelter Manager* will coordinate the opening of the shelter. The *Shelter Manager* will contact the appropriate personnel to begin set up. Supplies and equipment not available onsite will be requested through MACE from approved vendors unless the CAPHN trailers or state trailers are requested and approved. The MACE will make the formal request for supplies not available in the Region.

When essential staff and supplies are on-site and set-up, the shelter can begin to accept evacuees.

5.3 Client Flow

Public information messaging should clearly indicate where evacuees need to go for shelter and include materials to bring to the shelter (this is where the public information appendix 2 will come in handy as we have templates for this already to go). Evacuees may enter the shelter on their own accord, they may be brought to the shelter by neighbors or local officials assisting with evacuations, or they may be sent to the shelter from a hospital if they have been found to have no acute medical needs. Prior to evacuee arrival, ensure that there are sufficient pictograms posted at eye level that designate information and services within the shelter.

Registration

As evacuees arrive, they will be directed to the shelter's Registration area. The evacuee will complete intake paperwork and be assigned to a cot. Evacuees who have staff-reported or self-reported functional needs will be sent to the medical unit for screening. The registration unit will also ensure a sign-in/sign-out log is maintained during all shifts. Evacuees will sign-in/sign-out of the shelter at any time through the Registration area only. Evacuees may be sent home by local officials when their place of residence has been deemed safe to return to. Additionally, they may be transferred to another facility if their place of residence is not safe to return to but they can no longer receive shelter at the current facility. The Transportation Unit will assist with transportation needs. Unit Documentation: Shelter Registration Form, Initial Intake Form, Shelter Discharge Form, Shelter Transfer Form, Resident Log, Visitor Log, Shelter Resident Rules and Regulations.

Local jurisdictions should develop Memorandums Of Understanding (MOU) with local food vendors. It is strongly recommended this be done in advance of an event and that these agreements be updated annually.

General shelter personnel must ensure that meal and water provision and ordering system is in place utilizing approved licensed sources whenever possible. Three options are available:

- Catering: fast food outlets, restaurant caterers, grocery stores or institutional suppliers
- Designating a Central Kitchen to prepare and provide meals for multiple shelters within the planning jurisdiction

- On-Site Meal Preparation utilizing facility kitchen staff or food preparation and cleanup volunteers

The shelter will ensure meals and snacks provided to all shelter residents, including children, meet legitimate dietary needs and restrictions. These needs should be identified at the shelter registration process and communicated to the food services staff. Some special dietary needs and restrictions include: low salt/sugar, infant nutrition, vegetarian, gluten free, kosher, peanut allergies. Local school districts and hospitals may be a source of information if assistance is needed in meeting these needs. The preferred method of providing meals and water at the shelter should be determined by officials at the local level operating the shelter.

Snacks and beverages should be available at shelters as soon as they are open or as practical and safe. A meal should be served within 4 hours or within the next traditional meal time (e.g., 6–8 am; 11 am–1 pm; 5–7 pm). A hot meal should be provided within 24 hours of opening.

- Snacks are made available to shelter residents 24 hours per day.
- A designated dining area is established. Food is not permitted outside this area.
- All persons in want of food provisions are served without distinction of any kind.
- Forecast the projected demand following the initial 24–48 hours.
- Food distribution is responsive, transparent, and equitable.
- Meal times are posted in advance with consistent, daily meal schedules.
- Food donated by individuals is not accepted. All in-kind donations of prepared (cooked) food must be from commercial vendors or recognized partner agencies, in appropriate sizes and quantities.

The Health & Infection prevention unit is responsible for conducting food safety inspections and ensuring food safety practices are adhered to. If the Health & Infection prevention Unit Staff are not qualified to do this, they will coordinate with the NH DHHS Food Protection Section to conduct inspections.

Unit Documentation: Procedures for Ensuring Food Safety in Mass Care

Dormitory/Sleeping Arrangements

Dormitory areas will be set-up according to the anticipated number of evacuees. Private or semi-private areas will be designated. These areas may be in separate rooms within the shelter or created using privacy curtains. It is recommended that there be at least three feet of space around cots in all directions with head to toe placement to reduce the spread of infection⁵. Persons with confirmed or suspected communicable diseases (such as common cold, influenza, gastrointestinal infections) will be located in a pre-designated area of the shelter or assigned privacy screens to limit disease transmission to the healthy population. Infectious Disease Control and Surveillance at the state will be contacted to evaluate/monitor the health status of the shelter population.

Unit Documentation: Cot of Sleeping Configuration to Reduce Risk of Disease Spread

⁵ *Infection Prevention and Control for Shelters During Disasters. Association for Professionals in Infection prevention and Epidemiology, 2007/2008 Emergency Preparedness Committee*

Animal Shelter

Service dogs will accompany their owners in emergency evacuation transportation, shelters, and other response facilities. An area of the shelter will be designated to accommodate evacuees with service dogs.

Evacuees may evacuate with their pets. Animal sheltering will occur on site or off site depending upon the specific facility plan. Pet policies will be communicated in public information messaging and at registration. Owners will have their pet's picture taken and provided with a copy of their pet's ID tag for ease of reunification.

Quiet Area

Some persons with cognitive disabilities (dementia, autism, developmental delay), parents with very young children, and women breast-feeding infants may benefit from a quieter space periodically while at the shelter. A space will be designated for this purpose. This space is not for conducting medical procedures.

5.4 Functional Needs Support Services

Medical Services

Medical and human services staff will be available to provide screening for any evacuees with functional needs identified on the Initial Intake Form. Medical services will triage these individuals and determine if they should be transferred to another facility or if they can be accommodated with functional needs support services on site. No evacuee shall be turned away from the shelter because of a functional need. Medical services will assist in setting up private areas or privacy screens for persons who may have catheter bags or other personal hygiene or medical needs requiring privacy. Medical services will also provide basic first aid and personal assistance services. Unit Documentation: Shelter Placement Schematic (Triage Algorithm), Medical Screening Form, Medical Care Record, Medication Administration Record, Shelter Release of Information and Consent for Treatment, Waiver of Responsibility

Behavioral Health Services

Behavioral health providers will be available for counseling evacuees and staff identified as needing behavioral health assistance.

Communication Assistance Services

Responsible for providing communication assistance to evacuees who are deaf, hard of hearing, blind, visually impaired, non-English speaking, and/or low English literacy.

Language interpretation can be provided through the E-911 system. Translated, low literacy, or Braille materials may also be available through the NH DHHS by contacting the SEOC ESF-8 desk or available online at CDC or FEMA websites.

Transportation Services

Some evacuees may need assistance with transportation. Initial efforts should include contacting family members or caregivers to provide transportation to/from the shelter. Transportation should be appropriate for the individual and must maintain all levels of dignity and respect. For example, it is not necessary to transport a dialysis patient via ambulance for treatment. Transportation shall be the responsibility of the town where the evacuee came from.

It may be more cost effective to purchase a taxi fare. The authority to purchase taxi services should be coordinated with the local EOC from the community where the evacuee came from. If an evacuee is transported to a hospital, skilled nursing facility, or an Alternate Care Site (ACS), copies of the evacuee's records and all personal belongings, including durable medical equipment and/or service animal, should accompany the evacuee.

Unit Documentation: Shelter Transfer Form, Shelter Transfer Roster, Transport Request Form

5.5 Site Layout

See attached diagrams of the regional shelter facilities

Restricted areas

Evacuee Information area

Dormitory/Sleeping area

Quiet area

Food Prep/Service area

Command/Security Post

Staff Break area

First Aid/Medical area

Recreational area

Inventory/Storage area

5.6 Status Reports

The shelter manager will complete a shift report at the end of each shift. At a minimum, information reported should include number of staff, number of evacuees, number of pets, number of meals served, and supply/resource status. Shift reports should also include a brief description of any major events occurring during the shift and a brief overview of the functional needs of the shelter population. Status reports will be provided to the MACE. The MACE will disseminate this information to the EMDs at their local EOCs.

5.7 Staffing

Shift length will be determined during the shelter activation process. Staff will come from the following sources

- **Shelter Residents** – Consider volunteers from within the shelter population.
- **Local Volunteer List** – Trained municipal employees or community residents willing to assist during emergencies. This list can be found attached as an annex to this plan. This list shall comprise the regional volunteer list.
- **Voluntary Organizations** – Several voluntary organizations exist within the region. These include active faith based organizations, active community organizations, American Red Cross (ARC), Medical Reserve Corps (MRC) local CERTs, NH Disaster Animal Response Team, etc...
- **Community Organizations Active in Disasters** – Several non-voluntary agencies exist within the region and may provide volunteer or paid personnel to support shelter operations in a variety of areas such as medical support, transportation, and behavioral health. Some of these entities are a party to the Capital Area Emergency Management Mutual Aid Agreement. The list is included in the annex containing the agreement.

Sources of Shelter Staff

Position	Qualifications	Lead Staff	Support Staff
Shelter Manager	Supervisory		
General Services Supervisor	Supervisory		
Registration Unit	Clerical/Customer Service Training		
Food Services Unit	Food Handling Training	School Cafeteria Staff, Red Cross	
Dormitory Unit	n/a		
Animal Shelter Unit	Animal Care Training	NH DART	
FNSS Supervisor	RN, EMT, Supervisory		
Medical Unit	RN, EMT, LNA, PCA	MRC	
Behavioral Health Unit	Social Work or Mental Health Certification/Licensure	NH DBHRT	Clergy, Behavioral Health
Comm. Assistance Unit			
Transportation Unit	Licensed to Drive/Chauffer License		
Workforce Support Supervisor	Supervisory		
Staff Support Unit			
Inventory Management Unit			
Health & Infection prevention Unit	(RN, PA)?	Health Officer, Infection prevention	DPHS Infection prevention & Surveillance
Communications/IT Unit	This may be coordinated out of the		

Position	Qualifications	Lead Staff	Support Staff
	MACE as they have a designated position for this.		
Facilities/Housekeeping Unit		Facility Staff	
Safety & Security Unit		Police Department	

5.8 Safety & Security

The shelter will have 24 hours security provided by local law enforcement. Security personnel will control access points into the facility, and will check identification of staff entering the facility when needed. Traffic control points will maintain optimal traffic for by establishing separate routes for incoming and outgoing traffic, where possible. All external doors without a security post will be locked. Building (school) staff may have keys to access facility – signs should be posted on external doors directing building staff to use main entrance while shelter is operational. Shelter rules will be provided at registration and prominently posted. Security may be called upon to remove shelter residents or volunteers from the shelter for the safety and security of others.

5.9 Staff Support Services

Staff will have a designated area away from shelter operations for breaks and/or lodging. They will also have access to behavioral health and first aid services. The Workforce Services Division will be in charge of staff breaks, monitoring for staff fatigue and poor morale and just-in-time training. Prior to the start of, and at the end of a shift, staff will be debriefed.

Unit Documentation: Shelter Worker Position List, Shelter Worker Log

5.10 Just-In-Time Training

Just-In-Time Training provides all the orientation and background information necessary for staff members to effectively operate within the shelter organization. Prior to performing assigned duties, all staff members will receive JIT training to include:

- Instructions on the current status of the emergency; local weather
- Potential nature of the work site
- Volunteers’ role (including how the volunteer is to operate within incident management)
- Issuing Job Action Sheets, see [Appendix E](#) and providing just-in-time training, if applicable
- Personal safety and security issues; living/working conditions
- Required immunizations or prophylaxis, and the type of identification to bring with them when they report
- Any applicable liability issues related to the incident and the volunteers’ responsibilities, psychological first aid, and/or volunteer stress management

Job action sheets are straightforward job description checklists outlining critical activities for a specific job position and will be provided to staff. Job action sheets are in development.

5.11 Workforce Protection at the Shelter

Standard precautions will be followed at the shelter. Depending on the type of event and potential disease threat, the level of protection could be elevated. The Health and Infection prevention Unit will assess risks within the shelter. NH DHHS will issue guidance on the proper level of transmission-based precautions. All staff will be provided with appropriate personal protective equipment (PPE).

Unit Documentation: Environmental Health Assessment Form for Shelters

5.12 Information & Communication

Staff Communication

Internal Communication – Staff will communicate formal questions, reports, or requests through their supervisor. A limited number of portable radios may be available at the shelter for station leaders and command staff. Facility size also allows for person to person communication or written messages transmitted via runners.

External Communication–The shelter should have at least 4 of the following for communication with the EOC in the community where the shelter is located and the MACE or other external agencies: phone (landline), phone (cellular/satellite), internet, fax, 2-way radio, HAM radio. The shelter is dependent upon the local public safety agencies (police, fire, EMS) for 2-way radios. As a last resort, runners may be used to communicate with external agencies. The MACE has access to alternative communications.

Media Communication- A Public Information Officer (PIO) will be provided by MACE and is the designated person to work with the media. The PIO will not be at the shelter 24/7 but will be on-call. If media arrives at the shelter, the Shelter Manager and MACE PIO will be contacted. Media should be kept in a waiting area, out of site of evacuee care areas, until the Shelter Manager or PIO arrives. The PIO for the Capital Area Regional Sheltering Network shall work and coordinate public information with the local PIO as well as State and Federal PIOs as applicable.

Resident Communication

An area near the registration area will serve as the designated Evacuee Information area. Information will displayed such as updated response activities, daily shelter activities, and information on disaster assistance/recovery services.

Daily Shelter meetings are another way to share information and dispel false rumors. These may be held in conjunction with briefing sessions.

The shelter may receive inquiries about shelter residents or others who are presently unaccounted for. If multiple shelters are open, a central shelter registration log may be utilized to combine registrations from all shelter locations. Additionally, websites such as www.safeandwell.org allow individuals to self- report their status. Names of shelter residents should not be given out. If an inquiry is made, the inquirer's name and contact information will be taken and given to the shelter resident, if present. The shelter resident will decide if they want to contact the person inquiring and/or confirm their status.

5.13 Supplies

Equipment and Supplies

Communities that have designated regional shelter facilities should maintain a cache of basic shelter supplies such as cots, blankets, pillows, first aid supplies, and cleaning supplies that can be accessed by contacting the EMD of the community where a regional shelter is located. Agreements have been made with local vendors to provide supplies and equipment as needed. EMDs have the authority to act upon these agreements in accordance with the internal policies and procedures in their respective communities.

Additional supplies can be requested through the CAPHN. A list of the regional supply cache is contained in Attachment 3 of the CAPHN Regional Public Health Emergency Annex.

If resources are not available within the region, the MACE will request additional supplies and equipment through the State EOC, Mission Task board of WebEOC.

NH HSEM Logistics Trailers

NH HSEM has strategically deployed twelve logistics trailers around the State to provide basic medical and other supplies to support public health emergencies and other types of large-scale or long-term incidents. Police, fire, emergency medical services or other first responders, municipalities, hospitals or clinics may request the trailers when needed. When necessary, the MACE will follow established procedures to request a state logistics trailer.

Medication and Durable Medical Equipment

I am not sure this is something we want to document! I don't think we can promise this. Evacuees will be instructed to bring their medications (insulin, pain medications, etc.) and durable medical equipment (canes, walkers, etc) with them to the shelter.

Obtaining Prescription Refills: To obtain prescription refills, the shelter occupant will first contact their pharmacy or physician. If this is not an option, MOUs have been established with local pharmacies to provide prescription refills provided that any of the below have been met:

- A current prescription is available.
- The prescription is phoned in by a licensed physician or advanced registered nurse practitioner.
- The prescription is validated by another pharmacy.
- A prescription bottle with additional refills is provided.

Storing Medications: Most persons will manage and self-administer their medication. If needed, medication will be locked in a pre-designated, secure storage area. The Clinical Division Supervisor will have the key to the medication storage area. At shift change, incoming/outgoing Clinical Division Supervisor will obtain the key, conduct an inventory of any narcotics on site. Pharmaceuticals requiring refrigeration will be stored in the Public Health Region's Mini-Fridge or in the school nurse's refrigerator. The Clinical Division Supervisor will control access. Medication must be stored in separate refrigerators in accordance with public health standards for the storage of medication.

Provision of Oxygen Home oxygen suppliers are required to provide oxygen to their patients, even if they have evacuated to a shelter. If an evacuee requires oxygen, their oxygen vendor will be contacted upon registration and notified of how much oxygen the patient has and that subsequent deliveries will be made to the shelter. In the event that this option is not possible, the shelter will contact the CAPHN MACE to coordinate those resource requests.

5.14 Facilities

Parking and Access

Parking for individuals with access and functional needs should be as close to the entrance as possible. All parking areas will be well lit and clearly delineated for evacuees and staff. The following areas should be designated in the facility plan.

- Staff Parking
- Evacuee Parking
- Ambulance/Emergency Vehicles Staging
- Response Trailer Staging

Housekeeping

The CAPHN will establish Occupational Safety and Health Administration (OSHA) -compliant policies for the routine care, cleaning and disinfection of environmental surfaces, cots, and other frequently touched surfaces and equipment. Standard precautions will be followed unless transmission based precautions are indicated. Biohazard bags and sharps containers will be made available in the shelter. Medical waste will be stored in a secured area until it can be properly removed from the site.

Maintenance

A representative from the facility with working knowledge of the facility will be available during set-up and throughout each shift. Maintenance will be familiar with all physical operations of the facility, specifically the emergency generator, security, temperature control, ventilation and refrigeration systems.

5.15 Finance and Administration

Expenditure records and staff and volunteer time must be accurately recorded in order to receive state and federal reimbursement. The Staff Support Unit will keep a log of all staff hours and shelter expenses. Information collected will be sent to the Finance/Administration Section of the local EOC in the community where the shelter(s) are located .

6.0 Deactivation of Shelter

The CAPHN MACE in coordination with the local participating EMDs will recommend that the shelter be closed. The MACE will notify the designated point of contact for all entities involved. Closing information will be provided to residents and made public 12-24 hours prior to official closure.

Any shelter residents that require long-term accommodations following the closing of the shelter will be the responsibility of the community in which they reside or came from. Organizations providing direct services to people with disabilities and others with access or functional needs should be included in demobilization efforts to assist with repatriation of shelter residents requiring additional services. Possible options for short-term (less than 1 week) housing may include hotels or, for individuals needing skilled nursing care, local nursing homes and assisted living facilities. Individuals and families whose housing needs are expected to be longer than 1 week, should coordinate with the municipal welfare department, Red Cross, or other direct service providers. Depending on the scope of the incident, Federal Emergency Management Agency (FEMA) may be involved through the personal Disaster Individual Assistance program to provide temporary housing.

The local EMD will notify the *Shelter Manager* to begin closing the shelter. The *Shelter Manager* will work with Shelter Division Leaders to restore the shelter facility to pre-activation levels and normal operation. Equipment used during shelter operations will be reconditioned and returned by shelter staff. All documents related to the shelter operations will be kept with the EMD of the host town.

An After Action Review will be conducted with all participating shelter staff and support agencies. The Shelter Manager will generate a final After Action Report, which will be provided to the local EMD and the CAPHN Coordinator. The After Action Report will be the basis by which corrective action plans are developed so that the Capital Area Sheltering Plan may be modified.

Shelter Agreement/MOU

Capital Area Emergency Management Mutual Aid Agreement

EMERGENCY MANAGEMENT MUTUAL AID AND ASSISTANCE AGREEMENT FOR DISASTERS AND OTHER RELATED EMERGENCIES

WHEREAS, the safety of the citizens of the State of New Hampshire is of the utmost importance to all levels of state and local government;

WHEREAS, the participating Capital Area jurisdictions and participating non-profit and private entities seek to enter into a Mutual Aid and Assistance Agreement in order to provide for the sharing of resources, personnel, and equipment in the event of a local disaster or other emergency;

WHEREAS, the State of New Hampshire and the Federal Emergency Management Agency (FEMA) have recognized the importance of the concept of written mutual aid agreements between all levels of government to facilitate reimbursement; and

WHEREAS, pursuant to New Hampshire RSA 21-P:40 [Mutual Aid Agreements], the local director for emergency management enter into mutual aid agreements with other public and private agencies within this state, which may include provisions for the furnishing and exchanging of supplies, equipment, facilities, personnel, and services during a natural or human-made disaster and/or other emergency; now

THEREFORE, the parties agree as follows:

SECTION I.

DEFINITIONS

- A. "Agreement" shall mean this document, the "Capital Area Emergency Management Mutual Aid Agreement" for Disasters and Other Emergencies.
- B. "Aid and Assistance" shall include, but not be limited to, personnel, equipment, facilities, services, supplies, and other resources.
- C. "Authorized Representative" shall mean an official of a party to this Agreement who has been authorized in writing by that party pursuant to the terms of this Agreement, to request, offer, or provide assistance under the terms of this Agreement.
- D. "Disaster or other emergency" shall mean the occurrence or imminent threat of widespread or severe damage, injury, loss of life or property resulting from an intentional, accidental, or unintended release of any substance in or material in any form or quantity which poses an unreasonable risk to the safety and health and to the property when released, natural incidents, explosions, fires, collapses, or any other incident which directly affects public safety.
- E. "Provider" means a party to this Agreement that has received a request to furnish aid and assistance to the party in need ("Recipient"). Provider entities can be public, non-profit or private entities.
- F. "Recipient" means a party to this Agreement receiving aid and assistance from another party. Recipient entities are public entities.
- G. "Parties" means the public entities (towns, cities, counties and state agencies), non-profit and private sector entities that are signatories to this Agreement.

SECTION II.

OBLIGATIONS OF THE PARTIES

- A. Provision of Aid and Assistance – Pursuant to the terms and conditions set forth in this Agreement, the parties hereto shall provide each other with aid and assistance in the event of a local disaster or emergency. It is mutually understood that each party's foremost responsibility is to its own citizens. This Agreement shall not be construed to impose an absolute obligation on any party to this Agreement to provide aid and assistance pursuant to a request from another party. Accordingly, when aid and assistance have been requested, a party may deem itself unavailable to respond and shall so inform the party setting forth the request.
- B. Procedures for Requesting Assistance – Requests for assistance shall be made by the Authorized Representative of a party to the Authorized Representative of the other party. Such request must indicate that it is made pursuant to this Agreement. Such request may be made by telephone, to be followed as soon as practicable by a written confirmation of that request. Requests for regional sheltering needs shall be made through the Capital Area Public Health Network.
- C. Designation of Authorized Representative – Each party to this Agreement shall designate an Authorized Representative. Such designation shall be communicated, in writing, to the Chief Executive Officer of the other party upon the execution of this Agreement. Such designation may be amended at any time by the Chief Executive Officer of a party upon timely notice. In regards to participating towns and cities the appointed Emergency Management Director for that town or city shall be the Authorized Representative.
- D. Traveling Employees – Unless otherwise specified by Recipient or agreed by the parties in writing, it is mutually understood that Recipient will provide for the needs of the Provider's traveling employees. Recipient shall pay for all reasonable out-of-pocket costs and expenses of Provider's personnel, including, without limitation, transportation expenses for travel to and from the disaster area in excess of 50 miles roundtrip, food, and, if necessary, lodging. If Recipient cannot provide such food and/or lodging at or near the disaster area, the Recipient shall so advise the Provider, and shall specify in its request for assistance that only personnel who can provide for their own needs are requested.
- E. Supervision and Control – Emergency Management operations shall be conducted in conformance with the Incident Command System, the National Incident Management System and the National Response Framework. The Provider shall designate supervisory personnel amongst its employees sent to render aid and assistance to the Recipient. Recipient shall provide necessary credentials to the Provider's personnel authorizing them to operate on behalf of the Recipient. Recipient shall assign work tasks to Provider's supervisory personnel, and unless specifically instructed otherwise, Recipient shall have the responsibility for coordination between Provider's supervisory personnel and Recipient. Based upon such assignments set forth by Recipient, Provider's supervisory personnel shall have the authority to:
 - 1. Assign work and establish work schedules for Provider's personnel;
 - 2. Maintain daily personnel time records, material records, and a log of equipment hours;
 - 3. Report work progress to Recipient at regular intervals as specified by Recipient.
- F. Period of Service; Renewability; Recall – Unless agreed otherwise, the duration of the Provider's assistance shall be for an initial period of twenty-four (24) hours, starting from the time of arrival. Thereafter, assistance may be extended in increments agreed upon by the Authorized Representatives of Provider and Recipient. Provider's personnel, equipment, and other resources shall remain subject to recall by Provider to provide for its own citizens if circumstances so warrant. Provider shall make a good faith effort to provide at least eight (8) hours advance notification to Recipient of Provider's intent to terminate such assistance, unless such notice is not practicable, in which case as much notice as is reasonable under the circumstances shall be provided.

- G. Participating jurisdictions shall designate a shelter manager for their community. The shelter manager shall obtain the minimum training requirements outlined in the training/credentialing annex of the Capital Area Public Health Network Regional Shelter Operations Plan. Additionally each jurisdiction will have at least five personnel who are able to work at a regional shelter. Personnel can be volunteers or paid staff. Personnel must obtain the minimum training requirements outlined in the training/credentialing annex of the CAPHN Regional Shelter Operations Plan.

SECTION III.

REIMBURSEMENT

- A. Except as otherwise provided below, it is understood that Recipient shall reimburse Provider for the following documented costs and expenses incurred by Provider as a result of extending aid and assistance to Recipient.
1. Personnel – During the period of assistance, Provider shall continue to pay its employees according to its then prevailing, rules, regulations, and agreements.
 2. Equipment – Provider shall be reimbursed by Recipient for the use of its equipment during the period of assistance according to established FEMA equipment rates.
 3. Material and Supplies – Provider shall be reimbursed for all materials and supplies furnished by it, used, or damaged during the period of assistance. The Recipient shall not be responsible for reimbursing Provider for the costs of any damage caused by gross negligence, willful and wanton misconduct, intentional misuse, or recklessness of Provider’s personnel. Provider’s personnel shall use reasonable care at all times in the use and control of all materials and supplies used by them during the period of assistance. The measure for reimbursement for materials and supplies shall be determined in accordance with FEMA and State reimbursement policies. In the alternative, the parties may agree in writing that Recipient will replace the materials and supplies used or damaged, with materials and supplies of like kind and quality.
- B. Costs will be allocated equally among the jurisdictions requesting regional shelter activation through CAPHN. Once a jurisdiction requests regional sheltering assistance the provisions applying to reimbursement begin. The jurisdiction operating the regional shelter facility agrees not to recover cost until the minimum threshold of \$250 is reached.
- C. Record Keeping – Recipient shall provide information, directions, and assistance for record keeping to Provider’s personnel; Provider shall maintain records and invoices for reimbursement.
- D. Billing and Payment – Provider shall send an invoice for reimbursable costs and expenses, together with appropriate documentation as required by Recipient, as soon as practicable after said costs and expenses are incurred, but not later than forty-five (45) days following the period of assistance. Recipient shall pay the bill, or advise of any disputed items, not later than forty-five (45) days following the billing date.
- E. Inspection of Records – Provider agrees that it shall make its records regarding costs and expenses for assistance provided under this Agreement available for audit and inspection upon request by the Recipient, State, and the federal government, and shall maintain such records for at least seven (7) years after the date of final payment under this Agreement.
- F. Cost recovery from participating jurisdictions shall occur whether or not a federal disaster declaration is made.

SECTION IV.

PROVIDER’S EMPLOYEES

- A. Rights and Privileges - Whenever Provider’s employees are rendering aid and assistance pursuant to this Agreement, such employees shall remain the responsibility of the Provider

and retain the same powers, duties, immunities, and privileges they would ordinarily possess if performing their duties within the geographic limits of the Provider.

- B. Workers' Compensation - Recipient shall not be responsible for reimbursing any amounts paid or due as benefits to Provider's employees due to personal injury or death occurring during the periods of time such employees are engaged in the rendering of aid and assistance under this Agreement. It is mutually understood that Recipient and Provider shall be responsible for payment of such workers' compensation benefits only to their own respective employees.

SECTION V.

NONDISCRIMINATION

In accordance with RSA 354-A and 354-B Civil Rights Act and all other applicable local, State, and Federal constitutional, statutory, and administrative nondiscrimination provisions, the parties to this Agreement shall not discriminate against any employee or the region for employment on account of race, creed, color, sex, sexual preference, national origin, disability, Vietnam Era Veteran status, or marital status.

SECTION VI.

HOLD HARMLESS

To the extent permitted by law, each party (as Indemnitor) agrees to protect, defend, indemnify, and hold the other party (as Indemnitee), and its offices, employees, and agents, free and harmless from and against any and all losses, penalties, damages, assessments, costs, charges, professional fees, and other expenses or liabilities of every kind and nature arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings, or causes of action of every kind in connection with or arising out of Indemnitor's negligence, acts, errors and/or omissions. To the extent that immunity does not apply, each party shall bear the risk of its own actions, as it does with its day-to-day operations, and determine for itself what kinds of insurance, and in what amounts, it should carry. Each party understands and agrees that any insurance protection obtained shall in no way limit the responsibility to indemnify, keep, and save harmless the other parties to this Agreement.

SECTION VII.

AMENDMENTS

This Agreement may be modified at any time upon the mutual written consent of the parties. Additional public, non-profit or private entities may become parties to this Agreement upon the acceptance and execution of this Agreement.

SECTION VIII.

DURATION OF AGREEMENT

- A. Term – This Agreement shall remain in effect until the Agreement is amended or terminated as set forth in this section.

- B. Termination – Any party may terminate this Agreement upon thirty (30) days written notice. A termination shall not affect the obligation of any party to reimburse the other for the costs and expenses of rendering aid and assistance incurred prior to the effective date of termination.

SECTION IX.

HEADINGS

The headings of various sections and subsections of this Agreement have been inserted for convenient reference only and shall not be construed as modifying, amending, or affecting in any way the express terms and provisions of this Agreement.

SECTION X.

SEVERABILITY

Should any clause, sentence, provision, paragraph, or other part of this Agreement be adjudged by any court of competent jurisdiction to be invalid, such judgment shall not affect, impair, or invalidate the remainder of this Agreement. In the event that parties to this Agreement have entered into other aid and assistance agreements, those parties agree that, to the extent a request for aid and assistance is made pursuant to this Agreement, those other aid and assistance agreements are superceded by this Agreement.

SECTION XI.

EFFECTIVE DATE

This Agreement shall take effect upon its execution by the participating parties.

SECTION XII.

REGIONAL SHELTER OPERATIONS

The parties agree to conduct regional shelter care operations to take advantage of the economies of scale to provide for shelter care needs that all of the party towns and cities are responsible for. The parties agree to assess shelter care needs prior to, during and immediately after a disaster to determine the needs for their respective jurisdictions. The parties agree to work in common to operate regional shelters as needed to meet the needs of all of the participating jurisdictions. The parties agree to:

- A. Develop a regional shelter plan to serve the Capital Area.
- B. Agree to designate the regional shelter wherever it may be located as the designated shelter facility for the party's respective jurisdiction. Realizing that the regional shelter may be in another jurisdiction.
- C. Agree to provide personnel, equipment and facilities to conduct regional shelter operations. This may require sending personnel as a

Providing party to a Recipient party that is outside the geographical jurisdiction of the Providing entity.

- D. Agree to reimburse the Providing party operating the regional shelter for those costs not covered by FEMA or the State. Costs shall equally amongst the jurisdictions that have requested regional shelter activation .
- E. Coordination of the regional shelter plan shall be through the Capital Area Public Health Network.
- F. The parties agree to comply with provisions of the Americans with Disabilities Act as they apply to the operations of shelter care facilities as well as applicable State statutes in regards to persons with disabilities.

I, _____ the authorized agent for _____
(print name and title) (entity)

enter in to this agreement under the terms and conditions specified

Date: _____

Signature: _____

Animal Shelter Forms

The following forms and additional information can be found at:

www.dem.ri.gov/topics/erp/6_8_som.pdf

ANIMAL RECORD

Animal ID# _____ Shelter: _____
<i>Take and save photo of animal with ID number</i>

Entry – Intake Circumstances

Drop Off <input type="checkbox"/> Rescue <input type="checkbox"/> Seizure <input type="checkbox"/> DOA <input type="checkbox"/> Intake Date: _____
Location of Found/Rescued/Seized Animal:
Comments:

Exit – Disposition of Animal at Departure

Reclaimed <input type="checkbox"/> Placed <input type="checkbox"/> to _____ Exit Date: _____
Euthanized <input type="checkbox"/> Date: _____ Reason:
Comments:

Animal Description

Kind of Animal: Dog <input type="checkbox"/> Cat <input type="checkbox"/> Other <input type="checkbox"/> (Specify):		
Breed:	Color:	Distinctive Markings:
Animal Name:	Tag or Microchip#:	Health or Behavior Issues:
Birth Date:	Weight: Actual <input type="checkbox"/> Est <input type="checkbox"/>	Sex: Male Neutered <input type="checkbox"/> Female Neutered <input type="checkbox"/> Male Intact <input type="checkbox"/> Female Intact <input type="checkbox"/>

Owner/Agent Information

Name of Animal's Owner/Agent:	
Street Address:	
City, State, Zip:	
Phone:	Work Phone:
Other contact info:	Type of ID and #:
Alternate Contact:	Phone:

PET OWNER SHELTERING AGREEMENT

Signature indicating agreement of the Pet Owner or Agent to the following is required on the *Animal Record*

I, the pet owner (or agent for the owner), understand that an emergency exists and that limited arrangements have been made to allow my pet(s) to remain in a shelter. I understand and agree to abide by the rules contained in this agreement and will explain them to the other members of my household.

- I will maintain proper identification on my pet and its carrier at all times. I understand that the shelter will require proper identification (normally a picture ID) for me to be allowed into the shelter to care for my pet.
- I certify that my pet is current on rabies vaccinations. Rabies vaccination is required.
- I grant permission for shelter staff to examine my pet and to administer medications that I provide. Directions for the route, dosage and frequency of medication are written on the container or I will provide them. I also understand that a licensed veterinarian may prescribe treatment for my pet to alleviate pain or suffering.
- I certify that my pet has no history of aggressive behavior and has not been diagnosed with any contagious diseases for which it has not received successful treatment. I further understand that my pet may be removed to an isolated location if it becomes unruly or aggressive, shows signs of contagious disease, is infested with parasites, or begins to show signs of stress-related conditions.
- I agree to keep my pet inside an approved carrier with its door latched and secured at all times except when permitted by shelter staff. During those times – whenever the carrier door is open or my pet is out of its carrier – I will properly control my pet with a leash, harness, and muzzle (if necessary). Visiting hours will be strictly limited.
- I understand that I am expected to properly feed, water, clean, and exercise my pet and sign the pet care sheet twice per day. I am also expected to clean and sanitize – properly dispose of waste and disinfect – the area used by my pet.
- I agree that only one person per household will be allowed to enter the cat or dog living quarters in the shelter. That visitor must be at least 18 years of age. I will not permit other shelter visitors to handle or approach my pet, either while it is in its carrier or during exercise time. I agree not to handle or approach other people's pets.
- I understand that any decision concerning the care and welfare of my pet and the shelter population as a whole are within the sole discretion of the Shelter Manager whose decisions are final.
- I understand that an animal that is abandoned or unclaimed by an owner may be moved to the nearest available animal control facility. Shelter staff will post information about such abandoned or unclaimed animals on-line at www.petfinder.com. Final disposition of these animals will be left to the discretion of the animal control facility.
- I acknowledge that my failure to follow these rules may result in the removal of my pet from the shelter.

I hereby agree to hold harmless all persons, organizations, corporations or government agencies involved in the care and sheltering of my animal(s). I further agree to indemnify any persons or entities which may have suffered loss or damage as a result of the care and sheltering of my animal.

ANNEX D HAZARD SPECIFIC INCIDENTS

Table of Contents

Multiple Vehicle Accident	1
Hazardous Materials	2
Earthquake.....	3
Tornado/Severe Wind	4
Downed Aircraft.....	5
Downed Aircraft.....	7
Flooding	6-10
Explosions	11
Snow / Ice Storm.....	12
Prolonged Service Outage	15
Conflagration.....	16
Terrorist Activity	17-18
Dam Failure.....	19

MULTIPLE VEHICLE ACCIDENT

SITUATION

As there are main east-west and north-south thoroughfares, substantial volumes of traffic utilize roadways within the town that could significantly impede town traffic should they become impassable.

RESPONSIBILITIES (may consist of but not limited to)

Police Department

- Initial response and assessment
- Interior and outer perimeter control
- Traffic rerouting
- Assist Fire Department
- Notify and coordinate state law enforcement agencies
- Investigation of collision and/or fatalities
- Notify Emergency Management Director
- Notify State Police
- Notify School District of road closures

Fire Department/EMS

- Initial response and assessment
- Command and control of scene
- Extrication, rescue and transportation
- Implement Mass Casualty Plan
- Provide emergency medical treatment and transportation
- Fire Control
- Hazardous Materials Response
- Notify and coordinate regional and state agencies regarding hazardous materials

Highway Department

- Assist with equipment and personnel
- Assist police with road closures and road signage
- Coordinate with NH Department of Transportation (DOT)
- Provide containment materials for spills if requested
- Provide sand/salt of roadway if requested
- Assist with post clean-up and opening of roadway if requested

HAZARDOUS MATERIALS

SITUATION

Hazardous materials may be released in an uncontrolled fashion endangering either personnel or the environment. A hazard can be in the form of solid, liquid, or gaseous contaminants.

RESPONSIBILITIES *(may consist of but not limited to)*

Fire Department/EMS

- Initial response and assessment
- Command and control of the scene
- Implementation of department standard operating procedures
- Recommend protective actions to be taken
- Notify Emergency Management Director
- Notify School District
- Coordination of mutual aid response and Hazardous Materials Teams
- Coordination of state and federal agencies in mitigating the release
- Initiate investigation of the release, in coordination with state agencies.
- Emergency medical service and monitoring health & safety of emergency responders
- Provide decontamination to emergency response personnel.
- Coordinate with area Hospitals on decontamination

Police Department

- Initial response and assessment with Fire Department
- Establish perimeter and scene security
- Coordinate mutual aid response of law enforcement agencies
- Coordinate state police response when applicable
- Conduct criminal investigation if appropriate
- Assist in providing emergency information to residents

Highway Department

- Assist with personnel and equipment
- Provide containment materials for spills if requested
- Assist police with road closure if necessary
- Assist with opening of roadway if requested

Emergency Management Director

- Assist with state and federal agencies as required
- Consider activating and staffing the EOC
- Assist fire and police as requested
- Assist in long term planning strategies
- Initiates Emergency Notification System

EARTHQUAKE

SITUATION

The town is within an area prone to seismic activity. Most activity is of a minor nature yet the potential exists for a significant event.

RESPONSIBILITIES *(may consist of but not limited to)*

Fire Department/EMS

- Initial response and assessment
- Command and control of the scene
- Search and rescue of affected property
- Implementation of Mass Casualty Plan
- Initiate collapsed building rescue
- Provide emergency medical treatment and transportation
- Assist with evacuation

Police Department

- Initial response and assessment
- Assist in providing emergency information to residents
- Establish perimeter control
- Establish security of affected areas

Highway Department

- Inspect and assess the municipal infrastructure
- Assist the fire department with equipment and personnel
- Inspect and assess structural stability of buildings, and bridges in conjunction with the Building Inspector and State Agencies.

Board of Selectmen

- Request and assist with state and federal agencies as required

Emergency Management Director

- Staff EOC as necessary
- Determine the stability of temporary shelters with the Building Inspector and Fire Department.
- Coordinate American Red Cross Services
- Coordinate with opening shelters if needed
- Coordinate state and federal agencies and resources
- Initiates Emergency Notification System

TORNADO/SEVERE WIND

SITUATION

Shifting weather patterns could result in severe weather affecting the town through a “watch” issued by the National Weather Service or a “warning” involving an actual sighting in the area. Destruction from a tornado or downburst could be severe as several higher populated areas are dominated by wooden structures.

RESPONSIBILITIES *(may consist of but not limited too)*

Fire Department/EMS

- Initial response and assessment
- Search and rescue
- Implement Mass Casualty Plan
- Monitor weather alerts and notify EMD of severe weather
- Provide emergency medical treatment and transportation

Police Department

- Provide security to severely damaged areas
- Provide traffic control
- Assist Fire Department & Highway Department
- Monitor weather alerts and notify EMD of severe weather
- Notify the School District

Highway Department

- Prepare personnel and equipment upon notification of a tornado “warning”
- Maintain roadway passage
- Inspect and assess structural stability of buildings, bridges and dams in conjunction with state agencies (DOT & DES).
- Assist police department in traffic control
- Monitor weather alerts and advise EMD of severe weather
- Maintain evacuation routes

Emergency Management Director

- Activate the EOC upon notification of a tornado warning
- Monitor tornado movement and storm status
- Coordinate opening of shelters if needed
- Monitor utility services and coordinates activities
- Initiates Emergency Notification System

DOWNED AIRCRAFT

SITUATION

The town has experienced very few aircraft accidents over the years. With local and surrounding airports, the potential exists for general aviation aircraft to affect the town in an accident as a result of an in-flight emergency.

RESPONSIBILITIES *(may consist of but not limited to)*

Fire Department/EMS

- Initial response and assessment
- Command and control of the scene
- Fire control
- Rescue operations
- Hazardous materials response
- Implement Mass Casualty Plan
- Coordinate outside agencies (i.e. FAA)
- Provide emergency medical services and transportation

Police Department

- Initial response and assessment
- Perimeter control
- Assist fire department
- Provide scene security
- Assist in any evacuations
- Notify the School District
- Coordinate investigation with state and federal agencies

Highway Department

- Assist with equipment and personnel
- Provide temporary facilities for debris storage
- Maintain evacuation routes

Emergency Management Director

- Open and Staff EOC if required
- Coordinate fatalities with Capital Area Public Health Network and State Medical Examiner
- Coordinate American Red Cross activities if required
- Coordinate the needs of the families

FLOODING

SITUATION

With pre-identified flood plain areas and upstream dams, the town is vulnerable to flooding resulting in restricted travel ways and possible evacuation.

RESPONSIBILITIES *(may consist of but not limited to)*

Fire Department/EMS

- Initial response and assessment
- Command and control of the scene
- Evacuation of flooded areas
- Assist with damaged buildings
- Evaluate hazardous materials storage for impact
- Assist with notification and evacuation of residents
- Provide emergency medical treatment and transportation
- Ambulance standby for emergency responders and victims
- Prepare for/initiate water rescue

Police Department

- Initial response and assessment
- Assist with notification of residents
- Establish perimeter security of evacuated or flooded areas
- Evacuation of flooded areas
- Establish traffic rerouting
- Provide scene security
- Blockade roadways
- Notify the School District

Highway Department

- Assess road and bridge conditions
- Monitor river elevations and dams
- Monitor erosion and roadway stability
- Maintain storm drain system
- Assist with heavy equipment
- Assist Police Department in traffic rerouting and traffic control devices
- Maintain evacuation routes

Emergency Management Director

- Consider activating EOC
- Monitor Flood conditions
- Coordinate the need for emergency transportation
- Coordinate opening of shelters if needed
- Coordinate emergency transportation with SAU Transportation (buses)
- Initiates Emergency Notification System

FLOOD CHECKLIST

Situation		Responsibility (Ops/Pln/Log/Fin)	
Warning Phase: Threat of flooding exists	<input type="checkbox"/> Receive and evaluate forecasts and levels at gages. http://waterdata.usgs.gov/usa/nwis/uv?01089925 http://pubs.usgs.gov/sim/3196/ (See also list of flood related websites in Appendix A of this EOP)		
	<input type="checkbox"/> Alert first responders of current EOC Operational Level with the Allenstown Emergency Alert Notification System		
	<input type="checkbox"/> Identify areas, facilities, and infrastructure at risk		
	<input type="checkbox"/> Develop the following estimates:		
	<input type="checkbox"/> Anticipated flood levels in timeline		
	<input type="checkbox"/> Areas at risk		
	<input type="checkbox"/> How much warning time will elapse		
	<input type="checkbox"/> What measures can be taken to eliminate obstructions or otherwise aid the runoff of water in stream channels		
	<input type="checkbox"/> Pre-position response resources to support the response:		
	<input type="checkbox"/> Inventory heavy equipment, vehicles, and rescue boats to support response alert		
	<input type="checkbox"/> Move emergency equipment, fuel, and medical supplies from threatened areas to higher ground		
	<input type="checkbox"/> Evaluate status of existing flood control devices and barriers		
	<input type="checkbox"/> Develop Emergency staffing plan		
	<input type="checkbox"/> Evaluate the need for evacuation, relocation, and sheltering		
	<input type="checkbox"/> Issue public alert and warning if needed		
	<input type="checkbox"/> Disseminate public information about areas at risk, evacuation routes, and shelters		
	Response Phase: Flood is occurring	<input type="checkbox"/> Review Warning checklist	
		<input type="checkbox"/> Notify the NH Homeland Security and Emergency Management	
<input type="checkbox"/> Establish a watch/observation system for flood progression/receding			
<input type="checkbox"/> Conduct reconnaissance and search/rescue in flooded areas			
<input type="checkbox"/> Continue to disseminate public information			

FLOOD CHECKLIST

Situation	Response Actions	Responsibility (Ops/Pln/Log/Fin)
	<input type="checkbox"/> Limit travel/recreation in affected areas	
	<input type="checkbox"/> Account for all persons in affected area	
	<input type="checkbox"/> Facilitate relocation of displaced residents	
	<input type="checkbox"/> Inform EMS, hospitals of injuries	
	<input type="checkbox"/> Establish shelters, if necessary	
	<input type="checkbox"/> Secure evacuated areas	
	<input type="checkbox"/> Estimate the extent of damage i.e. photos, written description, etc.	
	<input type="checkbox"/> Begin to perform a structured preliminary damage assessment	
	<input type="checkbox"/> Prepare a debris removal plan.	
	<input type="checkbox"/> If conditions warrant, declare a local emergency and request State declaration of disaster emergency	
Recovery Phase: Flood has occurred	<input type="checkbox"/> Review Warning and Response checklists	
	<input type="checkbox"/> Coordinate recovery activities with state and federal relief agencies	
	<input type="checkbox"/> Identify safety hazards and undertake corrective action, including health and sanitation surveys and initiation of disease prevention measures	
	<input type="checkbox"/> Assess status of septic systems and conduct water quality testing	
	<input type="checkbox"/> Arrange for debris removal, especially in culvert/drainage areas	
	<input type="checkbox"/> Work to restore damaged utilities and roadways	
	<input type="checkbox"/> Provide short term porta potties and potable water	
	<input type="checkbox"/> Arrange for emergency housing as necessary	
	<input type="checkbox"/> Establish disaster aid centers to help process applications for the rehabilitation of individuals and families	
	<input type="checkbox"/> Implement debris removal plan	
	<input type="checkbox"/> Coordinate reunification efforts	
	<input type="checkbox"/> Work on monetary damage estimates for disaster declaration	
	<input type="checkbox"/> Continue Public Information efforts	
	<input type="checkbox"/> Complete and submit necessary reports and paperwork to appropriate agencies	
	<input type="checkbox"/> Perform an incident critique, after action report, corrective action plan and hazard mitigation projects	
	<input type="checkbox"/> Perform a structured preliminary damage assessment (Private & Public)	

EMERGENCY OPERATIONS PLAN (EOP) - ALLENSTOWN NH

Below is a table of reference values published by the NWS and in USGS flood study SIR 2010-5127 for the three gages on the Suncook River. Hopefully this may be of use relating the 3 gages during high water events. One thing to point out is USGS operates in the world of recurrence intervals which is a measure of the likelihood of a storm to happen in a particular year. A 2-yr recurrence interval has a 50% chance of occurring in a particular year, a 5-yr has a 20% chance of occurring in a particular year, a 100-yr has a 1% chance of occurring in any particular year, etc. NWS flood stages are based on local conditions, when a river jumps its banks.

Please note that NWS models predict flooding at the Lazy River campground and Epsom Valley campgrounds at a stage around 9 ft at the Chichester gage which is just under a 2-yr recurrence interval. For visual aides I've added the elevations of different recurrence intervals to the USGS website which will be displayed when the river stage reaches that range.

It may be possible to infer from this table reference values for station 01089925 that could be used with the USGS WaterAlert system.

Please give me a call if you have any questions. I've cc'ed Sandy Ward who installed the stream gage and will be maintaining it for the foreseeable future.

Rick

[\(603\) 226-7819](tel:6032267819)

cell [\(603\) 496-7921](tel:6034967921)

Suncook River									
Action	NWS	Recurrence Interval							
Station	Stage	Flood Stage	2-yr	5-yr	10-yr	25-yr	50-yr	100-yr	Apr-07
1089500	6	7	9.37	11.16	12.05				15.97
1089925			*293.5	295.48	296.37	297.59	298.73	300.63	301.04
Rte 3			277.54	278.93	279.96	281.41	282.62	286.44	290.08
NWS Flood Impacts based on 01089500									
	Stage								
	14	Major Flood Stage							
	12	Moderate Flood Stage							
	10	At 10 ft the lower section of the Lazy River campground flooded. 2 sites are flooded at the Epsom Valley Campground							
	9	At 9 ft about 20 camp sites at the Lazy River campground flooded. 1 site is flooded at the Epsom Valley Campground							
* Elevation is derived from preliminary stage-discharge relationship at site. Elevation published in SIR 2010-5127 is 294.25 ft.									

EXPLOSIONS

SITUATION

A detonation of any origin resulting in personal injuries, structural damage or the interruption of services.

RESPONSIBILITIES *(may consist of but not limited to)*

Fire Department/EMS

- Initial response and assessment
- Command and control of the scene
- Fire control
- Conduct search and rescue (request federal SAR team if needed)
- Stabilize structures
- Provide emergency medical services and transportation
- Implement Mass Casualty Plan
- Coordinate outside agency response
- Initiate origin and cause in coordination with the State Fire Marshall's Office

Police Department

- Initial response and assessment
- Interior and outer perimeter control
- Traffic rerouting
- Assist with evacuation
- Assist Fire Department
- Provide scene security
- Contact State Police Explosive Ordinance Disposal Unit
- Coordinate investigation of the incident with cooperation with the Fire Department and State Fire Marshall's office
- Notify the School District

Emergency Management Director

- Staff EOC if required
- Coordinate American Red Cross activities as needed:
 - a. Coordinate fatalities with the Capital Area Public Health Network and Chief Medical Examiner, if needed
- Initiates Emergency Notification System

BLIZZARD/ICE STORM

SITUATION

The town may experience an unusually severe storm for which the residents are prohibited from travel for essentials such as food or medical care or experience prolonged services outages resulting in the need for coordinated assistance.

RESPONSIBILITIES *(may consist of but not limited to)*

Fire Department/EMS

- Monitor weather conditions
- Notify the Emergency Management Director
- Implement storm coverage standard operating procedure and deploy personnel as necessary/needed
- Assemble available equipment and check operation.
- Prepare generators for use
- Ensure all vehicles are fueled prior to the storm

Police Department

- Evaluate parking ban requirements
- Implement storm coverage standard operating procedure and deploy personnel as necessary/needed
- Patrol and search for abandoned vehicles/hazards
- Ensure all vehicles are fueled prior to the storm
- Notify School District of road conditions

Highway Department

- Initial response and assessment of the storm
- Keep Emergency Management Director informed of conditions
- Work to maintain clear/sanded roadways for emergency vehicle access
- Assist with barricading roadways in coordination with Police
- Maintain evacuation routes
- Ensure all vehicles are fueled prior to the storm

Emergency Management Director

- Staff EOC as necessary
- Assist Fire, Police and DPW as necessary
- Coordinate opening of shelters
- Track deployment of personnel and equipment
- Determine special needs for the community
- Request/coordinate state and federal assistance
- Assess the requirements for fuel, food, and water
- Initiates Emergency Notification System

ICE STORM/BLIZZARD CHECKLIST

Situation	Response Actions	Responsibility (Ops/Pln/Log/Fin)
Warning Phase: Threat of ice storm exists	<input type="checkbox"/> Receive and evaluate forecasts and predictions.	
	<input type="checkbox"/> Identify areas, facilities, and infrastructure at risk.	
	<input type="checkbox"/> Develop the following estimates:	
	<input type="checkbox"/> Anticipated ice accretion in timeline	
	<input type="checkbox"/> Pre-stage for traffic control operations	
	<input type="checkbox"/> Inventory and prepare heavy equipment, and vehicles to support response	
	<input type="checkbox"/> Evaluate the need for evacuation and sheltering	
	<input type="checkbox"/> Issue public alert and warning if needed	
	<input type="checkbox"/> Disseminate public information about areas at risk, evacuation routes, and shelters	
	<input type="checkbox"/> Notify Homeland Security and Emergency Management	
	<input type="checkbox"/> Activate Allenstown Emergency Alert Notification System with appropriate Operational Level	
	<input type="checkbox"/> Collect/stage potable water	
	<input type="checkbox"/> Determine Logistics needs	
	<input type="checkbox"/> Conduct briefing with appropriate personnel	
	<input type="checkbox"/> Develop Emergency staffing plan	
Response Phase: Ice storm is occurring	<input type="checkbox"/> Review Warning checklist	
	<input type="checkbox"/> Provide Situation Report to HSEM	
	<input type="checkbox"/> Conduct assessment of impacted areas, estimate extent of damage	
	<input type="checkbox"/> Continue to disseminate public information	
	<input type="checkbox"/> Initiate Traffic Control Points	
	<input type="checkbox"/> Limit travel/recreation in affected areas	
	<input type="checkbox"/> Facilitate relocation of displaced residents	
	<input type="checkbox"/> Inform EMS, hospitals of injuries	
	<input type="checkbox"/> Establish shelters, if necessary	
	<input type="checkbox"/> Secure evacuated areas	
	<input type="checkbox"/> Contact functional needs populations for electricity needs	
	<input type="checkbox"/> Coordinate with utilities	

ICE STORM/BLIZZARD CHECKLIST

Situation	Response Actions	Responsibility (Ops/Pln/Log/Fin)
	<input type="checkbox"/> Develop Emergency Staffing Plans	
	<input type="checkbox"/> Prepare Debris Management Plan	
	<input type="checkbox"/> Begin to perform a structured preliminary damage assessment	
	<input type="checkbox"/> If conditions warrant, declare a local emergency and request State declaration of disaster emergency	
Recovery Phase: Ice Storm has occurred	<input type="checkbox"/> Coordinate with utility companies on restoration efforts	
	<input type="checkbox"/> Coordinate recovery activities with state and federal relief agencies	
	<input type="checkbox"/> Identify safety hazards and undertake corrective action, including health and sanitation surveys and initiation of disease prevention measures	
	<input type="checkbox"/> Coordinate status of utility systems	
	<input type="checkbox"/> Determine areas without power and expected time of restoration	
	<input type="checkbox"/> Work to restore utilities and debris covered roadways	
	<input type="checkbox"/> Arrange for long term emergency sheltering as necessary	
	<input type="checkbox"/> Establish disaster aid centers to help process applications for the rehabilitation of individuals and families	
	<input type="checkbox"/> Continue Public Information efforts	
	<input type="checkbox"/> Work on monetary damage estimates for disaster declaration	
	<input type="checkbox"/> Complete and submit necessary reports and paperwork to appropriate agencies	
	<input type="checkbox"/> Perform an incident critique, after action report, corrective action plan and hazard mitigation projects	
	<input type="checkbox"/> Continue to identify functional needs populations for electricity, etc.	
	<input type="checkbox"/> Perform a structured preliminary damage assessment	

PROLONGED SERVICE OUTAGE

SITUATION

The potential exists for essential services to be interrupted for long periods of time. Essential services are defined as: electric, potable water, vehicle fuel shortages.

RESPONSIBILITIES *(may consist of but not limited to)*

Fire Department

- Assist the Emergency Management Director with identifying needs of special populations
- Notify utility companies of power outages

Police Department

- Increase patrol services and visibility
- Assist the Emergency Management Director with identifying needs of special populations
- Notify utility companies of power outages
- Notify School District of power outages

Highway Department

- Assist the Police and Fire Departments with personnel and equipment

Emergency Management Director

- Determine the extent of the emergency
- Coordinate American Red Cross services if required
- Coordinate opening of shelters
- Review special needs facilities and personnel lists for distinct consideration
- Develop a restoration priorities plan
- Track progress of restoration

CONFLAGRATION

SITUATION

An unplanned ignition of structures, vehicles, land or property of significant magnitude. The community has numerous structures, tracts of woodlands and property which could affect normal operations of the community and tax its resources should they become involved in fire.

RESPONSIBILITIES *(may consist of but not limited to)*

Fire Department/EMS

- Initial response and assessment
- Command and control of the incident
- Rescue trapped occupants
- Coordinate utility service requirements
- Protect exposures
- Control the fire
- Coordinate Mutual Aid
- Determine severity of fire threat
- Establish perimeters for forest fires
- Treat and transport injured
- Conduct fire investigations with the State Fire Marshall's Office
- Assess evacuation needs if necessary
- Provide emergency medical treatment and transportation

Police Department

- Initial response and assessment
- Establish and maintain a security perimeter control
- Assist the Fire Department in evacuations
- Conduct criminal investigations in coordination with the State Fire Marshall's Office
- Notify School District

Highway Department

- Support Fire Department with equipment and supplies
- Conduct post incident clean-up for return to public use

Emergency Management Director

- Staff the EOC as required
- Coordinate American Red Cross services
- Coordinate opening of shelters
- Provide for shelter/food for emergency responders

Emergency Management Director

- Staff the EOC as appropriate
- Coordinate with Capital Area Public Health Network for public health incidents
- Initiates Emergency Notification System
- Request/coordinate state and federal agencies
- Tracks the deployment of personnel and equipment
- Develop strategic plan for the incident
- Assists Fire and Police Departments as required
- Coordinate evacuation process as required
- Coordinate opening of shelters if needed

DAM FAILURE

The Garvins Falls Dam is the only dam in or around Allenstown that would have any flooding impact on the town. The NH Department of Environmental Services maintains an Emergency Action Plan for Garvins Falls Dam and a copy of this Plan can be found on file with the Emergency Management Director.

The Allenstown Sewer Commission maintains a Sewer Emergency Response Plan that includes the response and recovery of an inundation from the failure of Garvins Falls dam.

ANNEX E

EVACUATION

INTRODUCTION:

One element of emergency response is the determination if, and to what extent, the movement and activities of the public should be controlled. Whether directing traffic around the site of an accident or emptying a town, the principles remain the same; assessing risk factors, planning an appropriate response, informing the public, then implementing the plan.

In New Hampshire, authority for evacuating persons from a threat is limited. RSA 154:7, II(b) (2002) gives a fire department responding to a "fire, service call, or other emergency" authority to "order any persons to leave any building or place in the vicinity of such scene for the purpose of protecting such persons from injury or remove persons interfering with duties." A NH Supreme Court (State v Bernard) ruling on November 6, 2008 reaffirmed that Fire Officials have the right to require evacuations during an emergency.

In an effort to help bridge the gap between concept and implementation, this **all-hazard** evacuation guide has been developed to meet the following goals:

1. A fill-in-the-blanks field checklist for managers charged with the evacuation effort;
2. Collection and collation of data needed for planning and implementation by the incident command staff and local officials); and,
3. A permanent record of response efforts.

The primary focus of any response must be people. Citizens in the path of a threat must be informed, consulted and protected throughout the emergency. Emergency managers must always be aware of the impact associated with governmental requests or orders to abandon homes, businesses and property; however temporarily.

This guide is intended to assist Allenstown emergency responders with the planning and implementation of an evacuation. The Allenstown incident command must coordinate requests for and the implementation of any evacuation with the Allenstown Emergency Operations Center (EOC), if activated.

PROCESS:

The extent to which an evacuation plan will be completed prior to implementation depends entirely upon the nature, scope and severity of the emergency, plus advance notice provided to the responsible agency. **At an absolute minimum, evacuation instructions must be completed and signed by the senior ranking fire officer or other authorized official.** Other applicable portions of the plan may be completed later to serve as a written record.

Some emergencies may allow time for sufficient planning and notifications if the EOC is involved from the earliest stages of the response effort. The evacuation process begins at the

onset of any disaster or major emergency, even if the need to evacuate is not apparent and no decision to evacuate has been made. The process may be divided into six logical steps:

1. Prepare an analysis of:
 - a. Threats,
 - b. Affected area, and
 - c. Objectives. If time permits, prepare a detailed evacuation plan. Contingency preparation saves valuable time. The analysis and plan will serve as a needs assessment upon which the Incident Commander or Unified Command can base their decisions. Stay flexible. Your analysis and plan may actually provide the basis for a decision NOT to evacuate.
2. Obtain authorization.
 - a. When it appears time will permit the normal planning and authorization process, complete an *Incident Evacuation Plan* (Attachment B) and submit it to the incident command staff. A decision may then be made to evacuate immediately or authorize the Incident Commander to implement each stage under conditions included in the plan.
 - b. When time does not permit the authorization process, a verbal authorization shall be made by the Incident Commander. The written authorization shall be completed when time permits.
3. Keep the population affected by the threat continually informed of the incident status.
4. Monitor and activate resources.
5. Implement the plan.
6. Deactivation: This step requires deactivating all the actions you initiated. Make sure to include everyone such as the public, incident management team, local jurisdiction and other involved agencies such as the Red Cross.

EMERGENCY EVACUATION PLAN: (Attachment A)

This form will be used by Emergency Officials to provide for immediate evacuation actions. It is intended to be used only in those situations where the incident is moving so fast that there is not enough time to complete the Incident Evacuation Plan (Attachment B).

INCIDENT EVACUATION PLAN: (Attachment B)

The Incident Evacuation Plan is intended to provide the incident managers with a standard format to document the evacuation process. It can be used to collect information for an evacuation that was initiated under an emergency evacuation. It can also be used to collect information to be used for a potential evacuation.

FORMS ROUTING:

The various forms used in this evacuation procedure shall be routed as follows:

Form	Prepared By	Routed Through	To	Time Frame
Emergency Evacuation Form	Senior Fire Officer or other Authorized Official	None	Incident Command, Law Enforcement and EOC	Prior to issuing public Evacuation Instructions
Incident Evacuation Plan	As assigned by IC, usually Planning Section-	Incident Commander(s)	EOC	Within first 24 hours of an incident.
Evacuation Order Report	Incident personnel issuing the order	Incident Commander(s)	EOC	As soon as possible after issuing the order.

Attachment A

Emergency Evacuation Plan

Emergency Evacuation Plan

As Incident Commander of the _____ incident, I find that certain evacuation actions are necessary to ensure the safety of the public and the assigned emergency responders. Therefore I am (we are) issuing the following instructions:

- Advisory Evacuation Warning (recommended to evacuate)
- Mandatory Evacuation Directive (order issued by official to evacuate, failure to do so will result in arrest)

Reason for Evacuation:

This action is valid for the following area:

Evacuation under the Authority of: ___ 644:2 ___ 154:7

Evacuation staging areas or centers will be located at:

Local citizens affected by this action should be told to:

- Prepare for an evacuation.
- Evacuate the area and check in at the evacuation staging area or center
- Other (describe):

Perimeter Controls:

Establish an Exclusionary Zone:	Use the following perimeter control methods:
	<input type="checkbox"/> Check Point <input type="checkbox"/> Road Block <input type="checkbox"/> Road Closure <input type="checkbox"/> Mobile Patrols

Incident Commander

Date

Time

Attachment B Incident Evacuation Plan

(INCIDENT NAME / DESCRIPTION)

INCIDENT EVACUATION PLAN

ORIGINAL PLAN REVISED PLAN

PREPARED BY: _____
(PRINTED NAME and TITLE)

AGENCY: _____

DATE: _____ TIME: _____

SUBMITTED TO: _____
(NAME and TITLE)

THIS PLAN CONTAINS:

- THREATS, AREA and OBJECTIVES (1 PAGE)**
- EVACUATION STAGES (1 PAGE)**
- IMPLEMENTATION PLAN (2 PAGES)**
- ANTICIPATED RESOURCE REQUIREMENTS (1 PAGE)**
- SUPPLEMENTAL INFORMATION (_ PAGES)**

INCIDENT EVACUATION PLAN

PART ONE – THREATS, AREA, and OBJECTIVES

A. THREATS TO HEALTH AND SAFETY: _____

B. AREA DESCRIPTION: As of _____ (TIME, DAY and DATE)
this plan is being recommended for the following area(s):

C. OBJECTIVES

1. To identify residents, businesses, public buildings and other areas from which occupants and property may need to be evacuated.
2. To locate and identify special concerns of the incident staff to include persons with functional needs, or other property requiring specialized consideration and potentially hazardous materials.
3. To identify resources necessary to accomplish an evacuation.
4. To provide for the timely, safe, orderly evacuation of affected areas as ordered by the Incident Commander.
5. Provide for prompt information dissemination to the affected area.
6. Provide for prompt return of all displaced citizens.
7. **A SUPPLEMENT IS ATTACHED DETAILING ADDITIONAL OBJECTIVES.**

PART TWO (A) – EVACUATION STAGES

A. **Advisory EVACUATION WARNING.** Good probability of a need to evacuate. Recommend movement of persons with functional needs. Checkpoints may be used to inform citizens entering the area.

This stage will be implemented under the following conditions:

B. **Mandatory EVACUATION DIRECTIVE.** Occupants of the affected area(s) are DIRECTED to leave within a specified time period, by pre-designated route(s), and report to the evacuation center. Perimeter control will be established.

This stage will be implemented under the following conditions:

C. **RETURN.** Evacuees are allowed to return. Hardship and special needs are evaluated.

Specify circumstances (i.e. boil water order, avoid certain areas, etc):

PART TWO (B) – PERIMETER AND ACCESS CONTROL

A. **PERIMETER AND TRAFFIC CONTROL.** Perimeter and access control shall be established to minimize conflicts between civilian and incident traffic. Perimeter and access control shall be accomplished by establishing:

Perimeter Control	
Location	Type of Control
	<input type="checkbox"/> Checkpoint <input type="checkbox"/> Road Block
	<input type="checkbox"/> Checkpoint <input type="checkbox"/> Road Block
	<input type="checkbox"/> Checkpoint <input type="checkbox"/> Road Block
	<input type="checkbox"/> Checkpoint <input type="checkbox"/> Road Block
	<input type="checkbox"/> Checkpoint <input type="checkbox"/> Road Block

Traffic Control	
Location	Type of Control
	<input type="checkbox"/> Mobile Patrols <input type="checkbox"/> Traffic Directional Control
	<input type="checkbox"/> Mobile Patrols <input type="checkbox"/> Traffic Directional Control
	<input type="checkbox"/> Mobile Patrols <input type="checkbox"/> Traffic Directional Control
	<input type="checkbox"/> Mobile Patrols <input type="checkbox"/> Traffic Directional Control
	<input type="checkbox"/> Mobile Patrols <input type="checkbox"/> Traffic Directional Control

Routes and Destinations	
Primary Route:	
Primary Destination:	
Alternate Route:	
Alternate Destination:	

PART THREE – IMPLEMENTATION PLAN

A. **EMERGENCY IMPLEMENTATION PROCEDURE:** In the event an evacuation is directed by the Incident Commander and time does not permit personal notification of affected person, the following procedure will be utilized.

B. **OBSTRUCTION RESPONSE PROCEDURE:** The recommended response for persons refusing to cooperate with an evacuation directive is:

C. **EVACUATION SHELTERS:**

Shelter Name/Phone Number	Location	Shelter Manager	Responsible Agency

D. **Public Information Officer:**

Name:	
Contact Numbers:	Phone: Cell: Pager: E-Mail:
Location of Media Briefings	
Date and Time for Media Briefings	

PART FOUR (A) – ANTICIPATED RESOURCE REQUIREMENTS

A. PERSONNEL, VEHICLES and RADIOS:

FUNCTION	LAW ENFORCEMENT	OTHER	SUPPORT	VEHICLES	RADIOS
CONTACT/MAPPING TEAMS					
ROADBLOCKS					
TRAFFIC – FIXED LOCATION					
TRAFFIC – MOBILE					
TRAFFIC – ESCORT					
SECURITY – EVACUATED AREA					
SECURITY – PROPERTY STORAGE					
EVACUATION CENTER(S)					
EVACUATION BRANCH					
TOTALS PER SHIFT:					

B. TRAFFIC CONTROL DEVICES: (Specify Type and Quantity)

- A. Signs: _____
- B. Barricades/cones/pylons: _____
- C. Lights:
 - 1. Warning: _____
 - 2. Illumination: _____

C. OTHER RESOURCES REQUIRED: _____

D. RESOURCE LOCATIONS:

- 1. Bus staging area: _____

- 2. Evacuation collection point: _____

- 3. Other: _____

- 4. Other: _____

Attachment C **Evacuation Order**

Evacuation Order

Incident Name: _____

Date: _____

Time: _____

Evacuation is Recommended / Mandatory (circle one) for the following area/s:

This Evacuation was issued for the following reasons:

Temporary Shelter is available at:

Additional information / assistance can be found at:

Signature of person issuing the EVACUATION ORDER: _____

APPENDIX A – ACRONYMS

Acronym	Definition
AAR	After Action Report
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
AG	Office of Attorney General
ARES	Amateur Radio Emergency Service
CBRNE	Chemical, Biological, Radiological, Nuclear and Explosive
CFR	Code of Federal Regulations
COG	Continuity of Government
COOP	Continuity of Operations
CPG	Comprehensive Preparedness Guide
CY	Calendar Year
DES	NH Department of Environmental Services
DHS	Department of Homeland Security (Federal)
DOJ	Department of Justice (Federal)
EMAC	Emergency Management Assistance Compact
EMAP	Emergency Management Accreditation Program
EMD	Emergency Management Director
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EPZ	Emergency Planning Zone
ERP	Emergency Response Plan
ESF	Emergency Support Function

Acronym	Definition
FEMA	Federal Emergency Management Agency
FOG	Field Operating Guide
HAZMAT	Hazardous Materials
HSEEP	Homeland Security Exercise and Evaluation Program
HSEM	Homeland Security and Emergency Management (NH)
IA	Individual Assistance
IAP	Incident Action Plan
ICP	Incident Command Post
ICS	Incident Command System
IEMAC	International Emergency Management Assistance Compact
IAEM	International Association of Emergency Managers
IND	Improvised Nuclear Device
IP	Improvement Plan
IT	Information Technology
JIC	Joint Information Center
EOP	Local Emergency Operations Plan
LOA	Letter of Agreement
MAC	Mission Assignment Coordinator
MACC	Multi-Agency Coordination Center
MOU	Memorandum of Understanding
NFIP	National Flood Insurance Program
NGO	Non-governmental Organizations
NIMS	National Incident Management System
NOC	National Operations Center
NRC	Nuclear Regulatory Commission

Acronym	Definition
NRF	National Response Framework
PA	Public Assistance
PDD	Presidential Disaster Declaration
POC	Point of Contact
RSA	Revised Statutes Annotated
SAR	Search and Rescue
SOG	Standard Operating Guidelines
SOP	Standard Operating Procedures
WMD	Weapons of Mass Destruction

APPENDIX B – AUTHORITIES

EMERGENCY MANAGEMENT STATUTES

21-P: 34 Purpose. The emergency management powers are conferred upon the governor and upon other executive heads of governing bodies of the state; the creation of local organizations for emergency management in the political subdivisions of the state is authorized

21-P: 35 Definitions.

"Emergency management" means the preparation for and the carrying out of all emergency functions resulting from the occurrence or threat of widespread or severe damage, injury, or loss of life or property resulting from any natural or man-made cause, including but not limited to fire, flood, earthquake, windstorm, wave actions, technological incidents, oil or chemical spill, or water contamination requiring emergency action to avert danger or damage, epidemic, air contamination, blight, drought, infestation, explosion, or riot.

"Local organization for emergency management" means an organization created in accordance with the provisions of this subdivision by state, county, or local authority to perform local emergency management functions.

"State of emergency" means that condition, situation, or set of circumstances deemed to be so extremely hazardous or dangerous to life or property that it is necessary and essential to invoke, require, or utilize extraordinary measures, actions, and procedures to lessen or mitigate possible harm.

21-P: 39 Local Organization for Emergency Management.

I. Each political subdivision of the state shall establish a local organization for emergency management in accordance with the state emergency management plan and program. Each local organization for emergency management shall have a **local director who shall be appointed and removed by the board of selectmen** who shall have direct responsibility for the emergency management. The appointing authority **may appoint one of its own members** or any other citizen or official to act as local director and shall notify the state director in writing of such appointment.

II. **Until a local director has been appointed, the chief elected official shall be directly responsible for the organization, administration, and operation of such local organization for emergency management.**

III. In carrying out the provisions of this subdivision, each political subdivision in which any disaster as described in RSA 21-P: 35, V occurs may enter into contracts and incur obligations necessary to combat such disaster, protecting the health and safety of persons and property, and providing emergency assistance to the victims of such disaster. **Each political subdivision may exercise the powers vested under this section in the light of the exigencies of the extreme emergency situation without regard to time-consuming procedures and formalities prescribed by law, excepting mandatory constitutional**

requirements, pertaining to the performance of public work, entering into contracts, the incurring of obligations, the employment of temporary workers, the rental of equipment, the purchase of supplies and materials, and the appropriation and expenditure of public funds.

21-P: 41 Immunity and Exemption.

I. Neither the state nor any of its political subdivisions nor any agency of the state or political subdivision, nor any private corporations, organizations, or agencies, nor **any emergency management worker** complying with or reasonably attempting to comply with this subdivision, or any order or rule adopted or regulation promulgated pursuant to the provisions of this subdivision, or pursuant to any ordinance relating to precautionary measures enacted by any political subdivision of the state, **shall be liable for the death of or injury to persons, or for damage to property, as a result of any such activity.** The provisions of this section shall not affect the right of any person to receive benefits to which he or she would otherwise be entitled under this subdivision, under the workers' compensation law, or under any retirement law, nor the right of any such person to receive any benefits or compensation under any act of Congress.

II. Any requirement for a license to practice any professional, mechanical, or other skill shall not apply to any authorized emergency management worker who shall, in the course of performing his or her duties as such, practice such professional, mechanical, or other skill during an emergency.

III. As used in this section the term "**emergency management worker**" includes any full or part-time paid, volunteer, or auxiliary employee of this state, other states, territories, possessions, the District of Columbia, the federal government, any neighboring country, or of any political subdivision of such entities, or of any corporation, agency or organization, public or private, performing emergency management services at any place in this state subject to the order or control of, or pursuant to a request of, the state government or any of its political subdivisions.

21-P: 47 Penalty. If any person violates or attempts to violate any order, rule, or regulation made pursuant to this subdivision, such person shall be guilty of a misdemeanor.

APPENDIX C – RESOURCE LIST

(Insert Excel File)