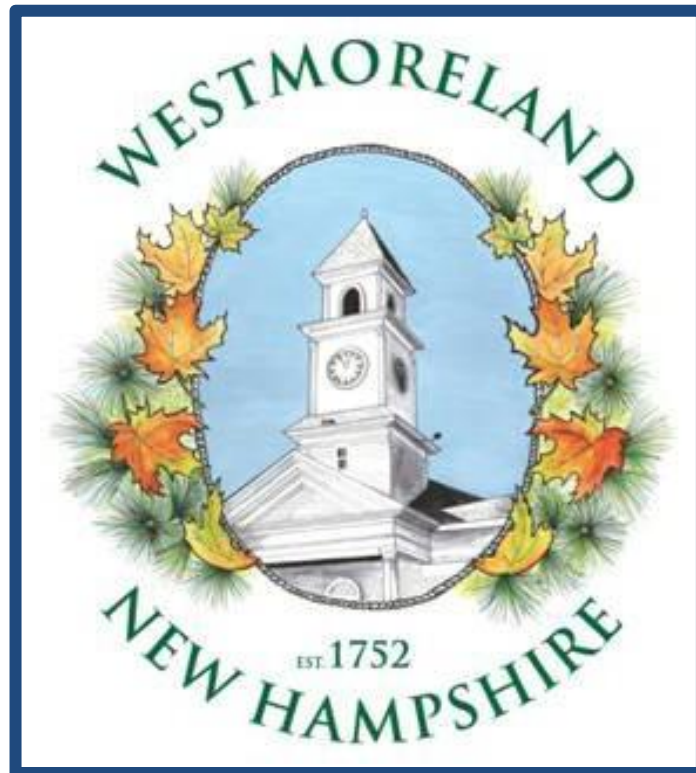


Town of Westmoreland, NH
Emergency Operations Plan

2015



For Official Town Use Only

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RECORD of REVISIONS and CHANGES

- 1. Emergency Operations Plan (ESF Format) 2008
- 2. Emergency Operations Plan (ESF Format) 2015

STATEMENT OF PROMULGATION

This publication of the Town of Westmoreland Emergency Operations Plan represents a concerted effort on the part of town 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. As no community has the resources to manage a major emergency without outside assistance, this plan represents the town’s best intentions to deal with disaster within the framework of community-wide cooperation, and statewide coordination.

The adoption of this plan nullifies all previously adopted Emergency Operations Plans for the Town of Westmoreland, NH.

The Town of Westmoreland, NH Emergency Operations Plan is adopted effective this day, the _____ of _____, 2015.

Chairman,
Board of Selectmen

Board of Selectmen

Board of Selectmen

Emergency Management Director

ANNUAL CONCURRENCE

The Town of Westmoreland shall execute this page annually by the members of the new governing body at their first organizational meeting.

**Town of Westmoreland, NH
Emergency Operations Plan**

REVIEWED AND APPROVED

DATE: _____

SIGNATURE: _____

TYPED NAME:
Emergency Management Director

CONCURRENCE OF APPROVAL

SIGNATURE: _____

TYPED NAME: June Hammond
Chairman of the Board of Selectmen

SELECTMAN

SIGNATURE: _____
TYPED NAME: Russell Austin

SELECTMAN

SIGNATURE: _____
TYPED NAME: Jack Zeller

FOREWORD

The Westmoreland Emergency Operations Plan (EOP) establishes a framework for local government to provide assistance in an expeditious manner to save lives and to protect property in the event of a disaster. The Town of Westmoreland appreciates the continuing cooperation and support from all the departments and agencies and to the volunteer and private organizations, which have contributed to the development and publication of this Plan.

The purpose of the Emergency Operations Plan is to facilitate the delivery of all types of emergency response and to help deal with the consequences of significant disasters. The EOP outlines the planning assumptions, policies, concept of operations, organizational structures and specific assignments of responsibility to the Town departments and agencies involved in coordinating the local, state and federal response activities.

Signatories to the Town of Westmoreland Emergency Operations Plan (EOP)

Selectmen, Chairman of the Board

Emergency Management Director

Law Enforcement

Fire Dept./EMS

Road Agent

Westmoreland School

Health Officer

Building Officer

SWNH Fire District Mutual Aid

Cheshire County Dispatch

Welfare Officer

Volunteer Response Team

I. Introduction

The *Town of Westmoreland Emergency Operations Plan*, hereafter referred to as the **EOP**, is designed to address the response to consequences of any disaster or emergency situation that would affect the population and/or property within the Town of Westmoreland, NH. The **EOP** is applicable to natural disasters such as earthquakes, hurricanes, and tornadoes; manmade incidents such as civil disturbances; and technological situations such as hazardous materials incidents (including terrorism), power failures, nuclear power plant incidents, and national security emergencies. In order to further describe the purpose of the EOP and its role in emergency management the relevant terms are highlighted below:

Emergency Operations Plan: The **EOP** describes the basic mechanisms and structures by which the Town of Westmoreland would respond to potential and/or actual emergency situations. To facilitate effective response operations, the **EOP** incorporates a functional approach that groups the types of assistance to be provided into Emergency Support Functions (ESFs) (i.e., communications, transportation, etc.). Each ESF is assigned a primary or co-primary agency, which has been selected based upon statutory authority, current roles and responsibilities, resources, and capabilities within the particular functional area. Other agencies have been designated as support agencies for one or more of the ESF(s) based upon their expertise, resources, and capabilities to support the functional areas. The primary agency is responsible for developing and maintaining the ESF documents and for coordinating related tasks during emergency operations. The EOP does not contain the detailed “how-to” instructions that need to be known only by an individual or group with responsibility to perform the function. The standard operating procedures are referenced as deemed appropriate.

Emergency Operation Center (EOC): The Town of Westmoreland maintains an EOC 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. The EOC is where the 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 elected officials decide that the situation is serious enough to require a coordinated and other-than-routine response.

National Incident Management System (NIMS) / Incident Command System (ICS): NIMS/ICS is a model for command, control and coordination of a response and provides a means to coordinate the efforts of individual agencies as they work toward the common goal of stabilizing the incident and protecting life and property. The command function is directed by the **Incident Commander (IC)**, who 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.

Emergency Management Director (EMD): The EMD works closely with all emergency response managers as the town collectively prepares for and responds to emergencies. The EMD is located at the EOC and coordinates the community-wide response to the event.

A. Purpose

The primary purpose of the **EOP** is to initiate, coordinate, and sustain an effective local response to disasters and emergency situations. Secondary to this is to make each organization and department aware of its responsibility in all-hazard emergency operations. This plan, upon being implemented by the town government, will provide the basis for coordinating protective actions prior to, during, and after any type of disaster.

The **EOP** is designed to:

1. Identify planning assumptions, assess hazard potentials, and develop policies;
2. Establish a concept of operations built upon an interagency coordination in order to facilitate a timely and effective local response;
3. Assign specific functional responsibilities to appropriate departments and agencies;
4. Coordinate actions necessary to respond to an emergency and coordinate the links between local governments, neighboring states, and federal response;
5. Unify the efforts of government, volunteers, and the private sector for a comprehensive approach to reducing the impacts of emergencies and disasters.

B. Scope

1. This **EOP** addresses the emergencies and disasters likely to occur as described in Appendix D, Hazard Analysis and Assessment.
2. Includes those actions that support local and state government efforts to save lives, protect public health and safety, and protect property.
3. Comprises all local departments and agencies assigned one or more functions, activities, and/or tasks, to provide response and recovery activities in support of local operations during an emergency or disaster.
4. Provides for the integration and coordination between government, the private sector, and volunteer organizations involved in emergency response and recovery efforts.
5. Describes how State and Federal resources will be coordinated to supplement local resources in response to a disaster.
6. As acknowledged by the Town in the NIMS Resolution in Appendix G, this **EOP** corresponds with the National Incident Management System (NIMS) of March 1, 2004. The Westmoreland EOP establishes the basic elements of the NIMS, including the Incident Command System (ICS).

C. Structure

As shown in *Figure 1, Components of the Westmoreland EOP* consist of the following:

1. The format of the **EOP** is consistent with the State of New Hampshire Emergency Operations Plan as well as the National Response Framework (NRF) using the ESF concept and approach to providing assistance.
2. The **Basic Plan**, which describes the purpose, scope, situations and assumptions, hazard analysis, concept of operations, plan management, and authorities of the State departments and/or agencies in response to an emergency or disaster.
3. **Administrative Appendices** that include: a list of acronyms/abbreviations, terms and definitions, a compendium of emergency authorities and directives, and hazard analysis and assessment, which serve as points of reference and information for the users.
4. **Emergency Support Functions (ESFs)** that delineate primary and/or co-primary and support agencies and describe policies, situations, concept of operations, and responsibilities; necessary standard operating procedures/guides (SOPs/SOGs) to implement functions.
5. **Annexes**, which include Hazardous Materials, Radiological Protection and Terrorism.

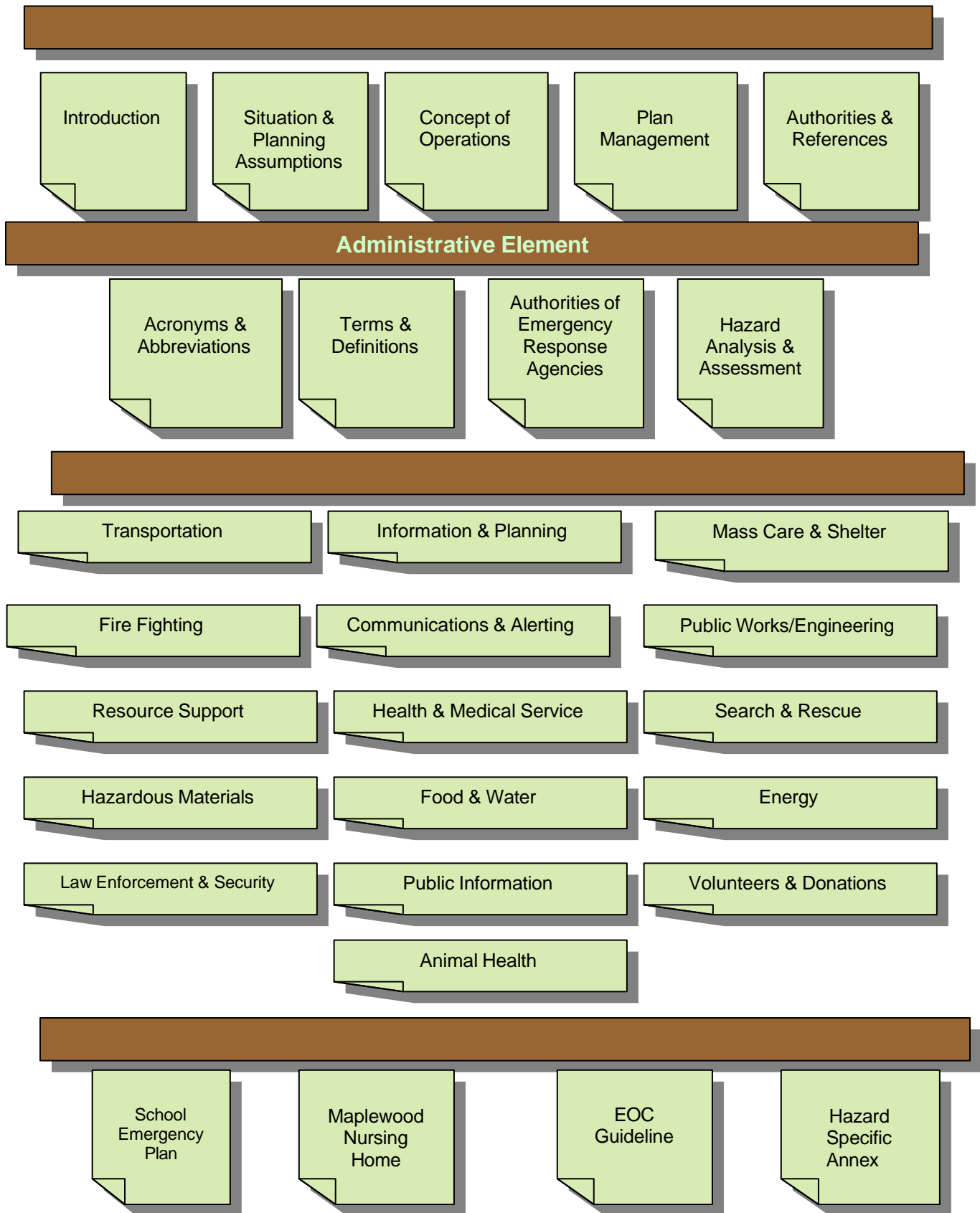


Figure 1 - Components of the Westmoreland EOP

D. ESF Descriptions

ESF-1, Transportation – Provides for coordination, control and allocation of transportation assets in support of the movement of emergency resources including the evacuation of people, and the redistribution of food and fuel supplies.

ESF-2, Communications and Alerting – Provides the responsibilities and establishment of procedures to provide communications and alerting for the Town. 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.

ESF-3, Public Works & Engineering – Provides for debris clearance, roads, highways and bridge repairs, engineering, construction, repair and restoration of essential public works systems and services, and the safety inspection of damaged public buildings.

ESF-4, Fire Fighting – Provides for mobilization and deployment, and assists in coordinating structural fire fighting resources to combat urban incidents; provides incident management assistance for on-scene incident command and control operations.

ESF-5, Information and Planning – Provides for the overall management and coordination of the town's emergency operations in support of their government; collects, analyzes and disseminates critical information on emergency operations for decision making purposes; identifies the roles and responsibilities of local government in coordinating state and federal assistance to local government.

ESF-6, Mass Care & Shelter – Manages and coordinates sheltering, feeding and first aid for disaster victims; provides for temporary housing, food, clothing, and special populations needs in situations that do not warrant mass-care systems; manages the receipt and distribution of donated goods and services; provides assistance in coordinating and managing volunteer resources.

ESF-7, Resource Support – Secures resources through mutual aid agreements and procurement procedures for all ESFs, as needed; provides for coordination and documentation of personnel, equipment, supplies, facilities, and services used during disaster response and initial relief operations.

ESF-8, Health and Medical Services – Provides care and treatment for the ill and injured; mobilizes trained health and medical personnel and other emergency medical supplies, materials and facilities; provides public health and environmental sanitation services, disease and vector control, and the collection, identification, and protection of human remains.

ESF-9, Search & Rescue – Provides resources for ground, water, and airborne activities to locate, identify, and remove from a stricken area, persons lost or trapped in buildings and other structures; provides for specialized emergency response and rescue operations.

ESF-10, Hazardous Materials – Provides response, inspection, containment and cleanup of hazardous materials accidents or releases.

ESF-11, Food & Water – Identifies, secures, prepares, and/or arranges for transportation of safe food and water supplies for mass feeding to affected areas following a disaster.

ESF-12, Energy – Coordinates with the private sector the emergency repair and restoration of critical public energy utilities, (i.e., gas, electricity, etc.); coordinates the rationing and distribution of emergency power and fuel.

ESF-13, Law Enforcement & Security – Provides for the protection of life and property by enforcing laws, orders, and regulations, including the movement of persons from threatened or hazardous areas; provides for area security, traffic, and access control.

ESF-14, Public Information – Provides for effective collection, control, and dissemination of public information to inform the general public adequately of emergency conditions and available assistance; coordinates a system to minimize rumors and misinformation during an emergency.

ESF-15, Volunteers and Donations – Facilitates the delivery of donated goods and volunteer services to support response operations and relief efforts in a disaster.

ESF-16, Animal Health – Establish procedures to create an Animal Response Team, which will coordinate volunteer groups, mutual aid, emergency responders, and veterinary medical personnel to respond to the needs of animals affected by disasters.

See Figure 2 on the following page for the Emergency Support Function Assignment Matrix

Figure 2 – Emergency Support Function Assignment Matrix

| Function | Board of Selectmen | Emergency Management Dir. | Law Enforcement | Fire Dept./EMS | Road Agent | Westmoreland School | Building Inspector | Health Officer | SWNHDFMA | Cheshire County Dispatch | Welfare Officer | Volunteer Response Team |
|-----------------------------------|--------------------|---------------------------|-----------------|----------------|------------|---------------------|--------------------|----------------|----------|--------------------------|-----------------|-------------------------|
| ESF 1-Transportation | | P | S | S | S | | | | | | | |
| ESF 2-Communications & Alerting | S | P | | S | | | | | S | S | | |
| ESF 3-Public Works & Engineering | | | | S | P | | S | | | | | |
| ESF 4-Fire Fighting | | | S | P | S | | | | S | | | |
| ESF 5-Information & Planning | S | P | | | | | | | | | | |
| ESF 6-Mass Care & Shelter | S | P | | S | | S | | S | | | | |
| ESF 7-Resource Support | S | P | S | S | S | | | | S | S | | |
| ESF 8-Health & Medical Services | | S | | P | S | | | S | S | | | |
| ESF 9-Search & Rescue | | | S | P | | | | | S | S | | |
| ESF 10-Hazardous Materials | | | | P | S | | | | S | | | |
| ESF 11-Food & Water | S | P | | S | | S | | S | | | S | S |
| ESF 12-Energy | | P | | S | S | | | | | | | |
| ESF 13-Law Enforcement & Security | | | P | S | | | | | | S | | |
| ESF 14-Public Information | P | S | | | | | | | | | | |
| ESF 15-Volunteers & Donations | P | S | | | | S | | | | | S | S |
| ESF 16-Animal Health | S | P | | | | S | | S | | | | S |

P = Primary Agency
 S = Support Agency

II. Situation and Planning Assumptions

A. Situation

The Town of Westmoreland is located in Cheshire County in southwestern New Hampshire. Westmoreland is a community governed by a 3 member Board of Selectmen, with a population of approximately 1,650 people. The town is predominantly a residential community with some commercial businesses, primarily established on Route 12 and 63.

The following natural or man-made hazards are the prime consideration of the Emergency Operations Plan:

| | |
|---------------------|---------------------------|
| Agro-terrorism | Hurricane |
| Arson | Ice & Snow Events |
| Biological Agent | Multiple Vehicle Accident |
| Chemical Agent | Nuclear Accident |
| Civil Disorder | Health Pandemic |
| Conventional Bomb | Plane Crash |
| Cyber-Terrorism | Radiological Agent |
| Flooding | Wildland/Urban Fire |
| Haz Mat (fixed) | Wind |
| Haz Mat (transport) | |

Accordingly, the situation is as follows:

1. The Town of Westmoreland faces a wide array of risks, which may pose a significant threat to the population and property within the town. These include natural, human-caused and technological emergencies or disasters.
2. Depending upon the extent and nature of the disaster or emergency, a potential condition exists that may severely hamper the economic and physical infrastructure of the town, region or state.
3. During an emergency or disaster, the town will take immediate and appropriate actions to determine, direct, mobilize, and coordinate the response movement. The town will activate the necessary functions to redirect resources in order to save lives, relieve human suffering, sustain survivors, protect property, and repair essential facilities.
4. A catastrophic disaster may overwhelm local and state governments in providing a timely and effective response to meet the needs of the situation.

B. Planning Assumptions

An emergency or disaster can occur in the town at any time, any place. It may create significant degrees of human suffering, property damage and economic hardship to individuals, local government, and the business community. The Town of Westmoreland assumes that there are many emergency situations that may directly produce severe consequences and

the varying degrees of impact will affect the response. Hence, the following assumptions are valid:

1. The town, in conjunction with the state, is primarily responsible for natural, manmade, and technological emergency preparedness and has shared responsibilities with the state and federal government for national security preparedness.
2. That a disaster, producing a great number of casualties and wide spread damage, may occur with little or no warning.
3. Depending upon the severity of the situation, the Town of Westmoreland may be quickly overwhelmed with the emergency.
4. Each level of government will respond to an incident using its available resources, to include the use of mutual aid, and may request assistance from the next higher level of government, if required (i.e., municipality to state and state to federal government).
5. The state will modify normal operations and redirect resources to assist and support our local government in saving lives, relieving human suffering, sustaining survivors, protecting property, and re-establishing essential services.
6. Private and volunteer organizations, (i.e., American Red Cross, Volunteer Organizations Active in Disasters (VOAD), etc.) will provide immediate life-sustaining relief to individuals and families, not normally available from government resources. Local and/or state agencies will assist these organizations by providing information, guidance, and coordination of relief efforts.
7. Local and state emergency operations plans address the ability to direct, control, coordinate and manage emergency operations during multiple events.
8. The National Incident Management System (NIMS) Incident Command System (ICS) will be used as the principal on-scene incident management system to direct and control response and initial relief actions and activities.
9. Local government will continue to function under all disaster and emergency conditions.
10. Citizens expect governments to keep them informed and to provide assistance in the event of an emergency or disaster.
11. 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.

C. Hazard Analysis and Assessment

The hazard analysis and assessment study is located as **Appendix D, Hazard Analysis and Assessment**, in the Administrative Appendices to this **EOP**. A more comprehensive analysis of hazards is included in the 2011 Hazard Mitigation Plan.

III. Concept of Operations

A. General

1. Local response operations will be organized and managed under the National Incident Management System (NIMS) and the Incident Command System (ICS).
2. Assigned departments have been grouped together under the Emergency Support Functions (ESFs), either as primary, co-primary, or support, to facilitate the provisions of the response actions of the state.
 - a. Each ESF has been assigned a number of functions to support response operations in an emergency situation. The designated primary agency, with the assistance of one or more of the support agencies, is responsible for managing the activities of the ESF and ensuring the missions are carried out, as necessary. The primary and support agency assignments for each of the ESFs are identified by **Figure 2, Emergency Support Function Assignment Matrix** shown earlier in Basic Plan, Page 7.
 - b. Specific functional missions, organizational structures, response actions, primary and/or co-primary, and support agency responsibilities are described in the individual ESF sections to the **EOP**.

B. Westmoreland Emergency Operations Plan (EOP) Implementation

The plan has the force and effect of law as promulgated by RSA 21-P:39. Plan implementation, and the subsequent supporting actions taken by local government are specific to the emergency or disaster situation. Implementation is influenced by the timely acquisition and assessment of reliable information gathered from the disaster scene. The plan is in effect for preparedness, response, and initial recovery activities when a major emergency or disaster occurs or is imminent.

C. Organization and Assignment of Responsibilities

1. General

In response to an incident that requires the activation of the **EOP** and subsequently the Emergency Operations Center (EOC), the Board of Selectmen, Emergency Management Director, Fire Dept./EMS, Law Enforcement and Road Agent will determine the extent of the town's

emergency response and activate appropriate ESFs accordingly. The extent of activation will be based upon, but not limited to the following:

- a. Communications and Alerting in support of agency notifications and EOC operations.
- b. Initial planning & information data (damage assessment) received from outside sources (i.e., local governments, public, news organizations, and Federal government).
- c. Pre-disaster response to emergency situations (i.e., hurricanes, winter storms, flooding potential, etc.).
- d. The EMD or his/her designee, after consideration of the event(s), will determine the extent of **EOC** operational level.

2. **Emergency Operations Center (EOC)**

The Primary EOC is the facility that is used to coordinate a local response to any major emergency or disaster situation. It is located at the Westmoreland Fire Station. Security and maintenance of the EOC facilities will be carried out in accordance with EOC SOPs. In the event the Primary EOC is threatened, an alternate EOC may be activated at the Westmoreland School.

3. **Organization**

The organization to implement the **EOP** under emergency or disaster conditions consists of the town departments having primary or co-primary, and support roles as specified in the functional ESFs. **Figure 3, Emergency Operations Center (EOC) Organization Chart**, details the overall response structure of the **EOP**. Direction and control of the EOC is the responsibility of the Emergency Management Director, or in his/her absence, the Deputy EMD. The EMD will coordinate the response of the community's departments, advise the selectmen on the necessary protection actions, and coordinate the use of local and outside resources. Department heads, or designees, will direct their operational personnel from the EOC in coordination with the other community departments and the EMD and in response to executive decisions.

The emergency response organization is composed of inter-department coordination and operational support elements from participating departments. The five (5) elements are described as follows:

a. **Command and Control Section**

This section is composed 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 and will ensure the following:

- 1) Coordinate all emergency response functions in the EOC.
- 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.

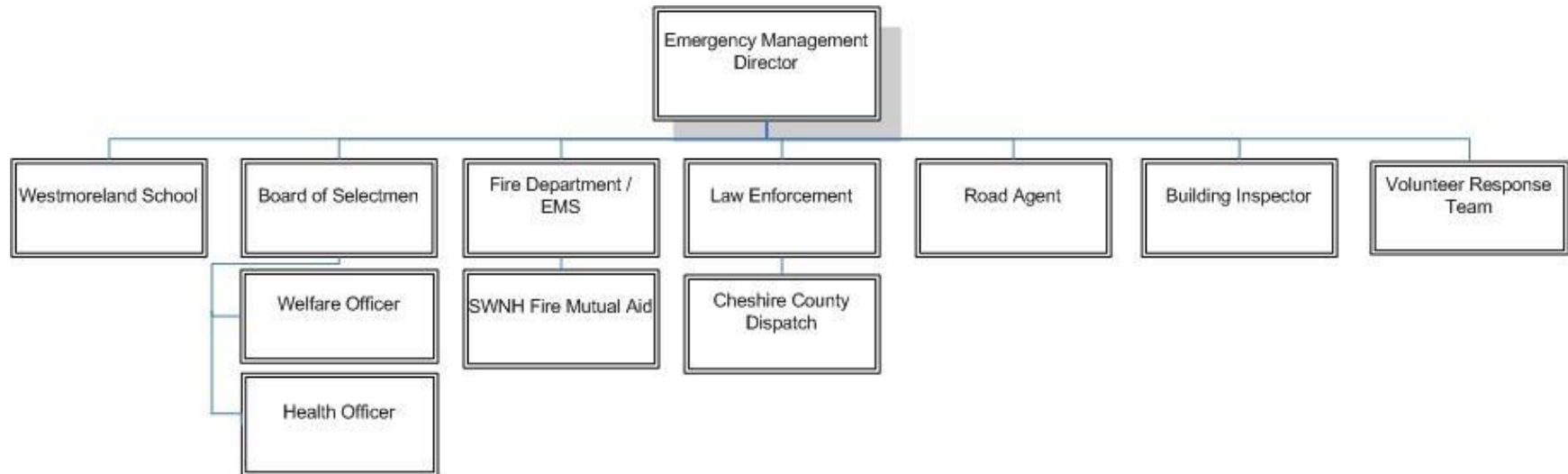


Figure 3: Emergency Operations Center Organization Chart

b. Operations Section

This section is composed of elements that, when either partially or fully activated, will provide emergency support functions to support local operations during an emergency/disaster. Each ESF is responsible for assessing assistance requirements and resource requests and to organize and direct appropriate response actions. ***Figure 4, Westmoreland Operations Section Organization Chart***, identifies the ESFs and the functional activities. Staffing patterns will be dependent upon the severity of the emergency.

Figure 4: Operations Section Organization Chart

c. Information & Planning Section

This element includes information and planning activities to support operations. It also includes functions to collect and process information; develop information into briefings, reports, and other materials; display pertinent information on maps, charts, and status boards; consolidate information for response and recovery actions; provide an action tracking system; and provide technical services in support of operations. ***Figure 5, Information & Planning Section Organization Chart***, identifies the working components within the element.

During activations of the EOC, the Information and Planning Section will be supported by each of the ESFs represented in the EOC.

Figure 5: Information and Planning Section Organization Chart

d. **Logistics Section**

This element includes activities, which provide facilities and services to support response and recovery efforts.

Figure 6: Logistics Section Organization Chart

e. **Administrative & Finance Section**

This element provides support to the response and recovery efforts, as required.

Figure 7: Administrative & Finance Section Organization Chart

4. ***Responsibilities***

The following describes the general responsibilities and duties of the respective departments:

The **Emergency Management Director** is responsible for:

1. Coordinating emergency operations training for all departments.
2. Conducting test exercises of a multi-department nature and assisting departments to conduct their own test exercises.
3. Coordinating emergency operations.
4. Maintaining the Emergency Operations Plan.
5. Providing information on existing and potential resources.
6. Providing and coordinating administrative support for the Emergency Operations Center (EOC).
7. Coordinating emergency functions for community or organizations and industries.

The **Board of Selectmen** are responsible for:

1. Supporting the EMD in establishing, equipping and staffing the EOC.

2. Requesting military assistance.
3. Issuing a Declaration of a State of Emergency.
4. Coordinating financial support for emergency response and recovery operations.
5. Issuing emergency evacuation recommendations.
6. Providing emergency public information.
7. Providing leadership for disaster mitigation programs.

The **Fire Department/EMS** is responsible for:

1. Containing and extinguishing fires.
2. Dispersing its own equipment and manpower to strategic locations, as necessary.
3. Assisting the Law Enforcement in providing crowd control.
4. Providing a monitoring capability for radiological accidents or incidents.
5. Coordinating regional fire mutual aid.
6. Providing and maintaining an up-to-date fire department emergency implementation plan, assisted by the Emergency Management Director.
7. Supervising emergency operations in hazardous materials accidents or incidents.
8. Coordinating emergency health care planning.
9. Providing emergency medical service and transportation.

The **Law Enforcement** is responsible for:

1. Protecting life and property, assisted by mutual aid.
2. Providing emergency training for its department assisted by the EMD.
3. Providing crowd control, assisted by the Fire Department.
4. Dispersing its own equipment and manpower to strategic locations, as necessary.
5. Coordinating regional police mutual aid.
6. Providing and maintaining an up-to-date police department emergency implementation plan, assisted by the Emergency Management Director.
7. Coordinating all emergency traffic control procedures within the community.

The **Road Agent** is responsible for:

1. Providing emergency operations training for members of its own staff, assisted by the Emergency Management Director.
2. Assisting in the protection of life and property.
3. Dispersing its own equipment and manpower to strategic locations.
4. Coordinating public works mutual aid.
5. Keeping streets clear of debris.
6. Providing refuse disposal.

7. Providing and maintaining an up-to-date department emergency implementation plan, assisted by the Emergency Management Director.
8. Assisting with emergency transportation.
9. Assisting in the restoration of utility services.

The **Health Officer** is responsible for:

1. Enforcing public health standards.
2. Assisting in coordinating emergency shelter and feeding.
3. Implementation the local and regional pandemic plan.
4. Coordinating mass burials.
5. Liaison with NH Department of Health and Human Services.

The **Westmoreland School** is responsible for:

1. Coordinating emergency operations planning in all public schools and maintaining an up-to-date school department emergency implementation plan.
2. Providing shelter facilities.

The **Welfare Officer** is responsible for:

3. Coordinating volunteers and donations.
4. Assistance with elderly population.
5. Providing food assistance.

The **Building Inspector** is responsible for:

1. Providing inspection of buildings.

The **Cheshire County Dispatch** is responsible for:

1. Providing dispatching and alerting for Law Enforcement.

The **Southwestern NH District Fire Mutual Aid** is responsible for:

1. Providing dispatching and alerting for Westmoreland Fire/EMS.

The **Volunteer Response Team** is responsible for:

1. Assisting EMD with mass care, shelter and feeding in coordination with the EMD.

E. Administrative, Finance, and Logistics

1. Administrative

- a. 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. Departures from normal methods should be stated in the State of Emergency declarations, or as specified in the ***EOP*** and its supporting documents.

- b. Emergency response elements 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.
- c. Upon activation of the **EOP**, each delegated representative of the emergency response team shall ensure that personnel, property, equipment, supplies and vehicles are accounted for and protected.
- d. All town departments and offices shall implement established resource controls and determine the availability and accessibility of such resources. Additional required resources needed to support the emergency operation should be identified.
- e. When local resources have been exhausted, requests for assistance will be submitted to the State EOC.
- f. Training of emergency operations staff should be conducted annually through in-house training sessions, exercises, actual response, and Homeland Security Emergency Management (HSEM)/Federal Emergency Management Agency (FEMA) courses. If warranted, the EMD training staff will conduct accelerated/refresher training on an appropriate subject matter during periods of increased readiness status.

2. Finance

- a. Funding allocations to meet the needs of an emergency situation are met by:
 - 1) If a disaster declaration is requested by the Governor of the State of New Hampshire, through FEMA Region I, to the President of the United States, and if such is declared, then reimbursement of associated disaster activity expenses may be available through FEMA. Procedures for applying for Federal disaster assistance funds will be in accordance with prescribed state and federal disaster assistance protocols and procedures.
- b. A major disaster or emergency may require the expenditure of large sums of state and local funds. Financial operations may be carried out under compressed schedules and intense political pressures requiring expeditious actions that meet sound financial management and accountability requirements.
- c. Town departments designated as primary and/or co-primary agencies for the ESFs, conducting emergency support activities, will be responsible for establishing and maintaining

financial support and accountability during emergency operations. Each department is responsible for maintaining appropriate documentation to support requests for reimbursement, for submitting bills in a timely fashion, and for closing out assignments.

- d. The Town of Westmoreland is responsible for documenting all emergency or disaster related expenditures using generally accepted accounting procedures or as stipulated in the ESF documents. Care must be taken throughout the course of the emergency to maintain logs, records, receipts, invoices, purchase orders, rental agreements, etc. These documents will be necessary to support claims, purchases, reimbursements, and disbursements. Record keeping is necessary to facilitate closeouts and to support post recovery audits.

3. ***Logistics***

- a. The EMD in coordination with other town departments, will facilitate logistical support for emergency operations (i.e., provide supplies and equipment) and, if required, sleeping and feeding facilities for EOC staff.
- b. Appropriate departments shall implement established resource controls and determine resource availability; this would include source and quantity of available resources. Further, they shall keep the EOC advised of any anticipated shortfalls in required resources needed to support a given emergency or disaster operations.
- c. Town government shall develop and maintain a current database of locally available resources and their locations (see Appendix E). The database should include all public and available private equipment, and personnel with special technical skills, pertinent to the anticipated needs of the local jurisdiction.

4. ***Mutual Aid Agreements***

No single local jurisdiction will have all the personnel, equipment, and materials required to cope with a major emergency or disaster. Additional assistance may be rendered through a system of mutual aid agreements, which provide for obtaining additional resources from non-impacted inter/intra-jurisdictional governmental agencies and other organizations. Mutual aid agreements are an essential component of emergency management planning, response, and recovery activities. These agreements can significantly increase the availability of critical resources and improve response and recovery efforts. According to *Title I, The State and Its Government, Chapter 21-P, Section 21-P:40*

Mutual Aid Arrangements of the Revised Statutes Annotated (RSAs), it is the responsibility of local government to ensure that local emergency operations plans contain adequate provisions for the rendering and the receipt of mutual aid. Mutual Aid agreements for the town are identified in the appropriate Emergency Support Functions.

F. Notification

The EMD may receive notification of a disaster or impending emergency from multiple sources. Depending upon the time and day, the sequence would be as follows:

1. EMD would be alerted to the emergency or disaster situation by the local or county dispatch, and/or other responding agencies. Depending upon the severity of the incident, the EMD would initiate all or part of the ***EOP***.
2. Primary and support agency notification actions are described in detail under the agency's assigned ESF component of the ***EOP***.
3. Upon initial notification each responding agency is responsible for conducting its own internal notifications.

G. Activation and Deployment

Activation of the ***EOP*** is dependent on a variety of circumstances. Generalized assumptions are as follows:

1. The ***EOP*** will be utilized to address particular requirements of a given disaster or emergency situation. Selected functional ESFs will be activated based upon the nature and scope of the event and the level of state support needed to respond.
2. Based upon the requirements of the situation, EMD will notify town departments and agencies regarding activation of some or all of the functional ESFs and other structures of the ***EOP***. Priority for notification will be given to primary agencies as specified by the ESFs.
3. When activation of the ***EOP*** (partial or full) is initiated, and unless otherwise specified, all departments and office representatives having primary and/or co-primary roles and responsibilities, as specified in the ***EOP***, will deploy to the EOC, and activate their respective ESF component to the ***EOP*** and relevant SOPs/SOGs.
 - a. In the event the primary EOC at the Westmoreland Fire Station is inaccessible/unusable, staff will report to the alternate EOC located at the Westmoreland School.

H. Local to State and Federal Interface

The identification and notification procedures for local to State, and Federal interface are described in the functional and hazard specific ESFs. Generally, the concepts are as follows:

1. Once the EOC is activated, NH State EOC at (800) 852-3792 will be notified immediately. The linkage within the Local EOC and the State EOC will be established and maintained. Whenever possible, the EOC should establish contact to the State EOC via WEB-EOC. The following highlights the issues regarding this linkage with specifics found in the individual ESFs:
 - a. **Points of Contact:** The EMD, or his or her designee, will be the liaison to the State EOC.
 - b. Status reports, compiled by EOC staff will be forwarded to the State EOC by the Emergency Management Director.
2. The state to local interface is specified by this EOP and will be guided by emergency management and **ESF 2 - Communications**. The EMD shall have direct responsibility for the organization, administration, and operation for emergency management within Westmoreland.

I. Continuity of Operations (COOP)

1. 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 Westmoreland establishes and maintains the capability to provide response and recovery functions during emergencies or disasters.
2. The Emergency Management Director is responsible for developing, maintaining, and exercising a 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.
3. **In order to ensure effective emergency operations, the following should be considered:**
 - a. The Town of Westmoreland provides a capability to preserve, maintain, and/or reconstitute its ability to function under the threat or occurrence of any emergency and/or disaster that could disrupt governmental operations or services.
 - b. That local emergency response departments provide for the following during emergency operations:
 - 1) Each department have designated and trained personnel available for EOC deployment; and
 - 2) Each department maintains and updates notification lists, twenty-four hour staffing and/or response

capabilities, and standard operating procedures/guides (SOPs/SOGs).

- c. Each of the emergency response departments will also develop and maintain policies, plans and SOPs/SOGs to ensure the capability to provide essential services/functions sustainable during emergencies and/or disasters.
- 4. In the event the primary EOC at the Westmoreland Fire Station is inaccessible, is damaged to the point that it is rendered inhabitable or is destroyed, the EMD will take action to relocate local emergency operations to the alternate EOC site at the Westmoreland School.

J. Continuity of Government (COOG) / Line of Succession

- 1. In order to maintain civil order and control, it is imperative for all levels of government to identify clear lines of succession and establish the mechanisms to ensure government continues to function during emergencies and/or disasters.
- 2. 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.

K. Recovery and Deactivation

Deactivation of emergency operations is dependent on a wide range of variables that must be satisfied before such an event may occur. Some basic principles that should be followed before deactivation are:

- 1. Ensure that all health and safety issues are resolved prior to full deactivation;
- 2. That all essential services and facilities are re-established and operational;
- 3. Recovery operations may be initiated during response operations;
- 4. Final deactivation of all operational activities should be coordinated with appropriate local, State, and Federal governments.

IV. Plan Management

A. Development

- 1. The EMD will coordinate the development of this **EOP**. The development of the ESF components, SOPs/SOGs, alerting and notification lists, and resource inventories, shall be developed by the primary, co-primary, and/or support agencies within the functional ESFs, as assigned.
- 2. In addition, the development will include the coordination between local, State, and Federal governments to ensure the necessary link with all jurisdictions having emergency response capabilities met.

B. Maintenance

All primary, co-primary, and support agencies whether federal, state, local, or private with emergency responsibilities, shall integrate their planning efforts in the maintenance, implementation, and exercising of the ***EOP***. Hence:

1. The EMD will conduct the overall plan review and report to the Board of Selectmen with recommended revisions on an annual basis, every year in April. EMD will request from the primary, co-primary, and support agencies the necessary updates as noted below.
2. Review of the functional ESFs by the respective primary, co-primary, and support agencies will be conducted every two years; SOPs/SOGs yearly; resource inventories and notification and recall lists on a six (6) month basis.
3. Review procedures following critiques of actual emergency operations and/or exercises and revise where deficiencies were noted. Revisions and/or updates within forty-five (45) days.
4. Major changes that affect the Situation and Assumptions and Concept of Operations sections of the ***EOP*** will be made as required. The department head shall approve major changes. Authority to revise and/or update routine documents such as SOPs/SOGs, notification and recall lists, and resource inventories, shall be made by the primary, co-primary, and support agencies.
5. All changes, revisions, and/or updates shall be forwarded to the EMD for review, editing, publication, and distribution to all holders of the ***EOP***. If no changes are required, the EMD is to be notified in writing, by the respective department, agency or office that the plan and associated ESF, and all supporting documents, have been reviewed and are considered valid and current.

C. Document Control

The EMD is responsible for establishing and maintaining a document control system for all emergency management planning documents, as appropriate. The document control system will include the following:

- Inventory Control Numbering System for plans.
- List of plans with control numbers.
- Identify the location of where the plans are stored/maintained (i.e., EOC).
- Record of plan revisions.
- Plan distribution list.

D. Training and Exercises

1. The EMD will utilize annual training and exercise to evaluate the capability of the Town to respond to minor, major, and catastrophic disasters. The EMD will coordinate the training of local and volunteer personnel on their roles and responsibilities in the four

- phases of emergency management (i.e., preparedness, response, recovery, and mitigation).
2. The training and exercise programs will help to ensure the operational readiness of the Town's emergency support functions and emergency responders through the design and delivery of courses, professional development seminars and workshops, and hazard specific exercises (e.g., animal health and terrorism related exercises and Radiological Emergency Preparedness Exercises for commercial nuclear power plants) to evaluate established plans and procedures/guides that are activated during an emergency situation at all levels of the emergency management system.
 3. After each hazard-specific exercise a critique is held to allow participants to provide input into the development of an After-Action Report (AAR) that captures all recommended changes to existing policies, plans, and procedures/guides.

V. Authorities and References

A. Statutes and Regulations

Appendix C, Authority of Emergency Response Agencies, describes a compiled list of authorities and regulations that reflect federal, state, and local agencies, departments, and/or offices authority to respond and initiate emergency response procedures. Additionally, hazard-specific Annexes may contain supplemental authorities and regulations.

B. References

The following documents serve as guidance and reference in the development, maintenance and execution of this ***EOP***:

1. Federal Emergency Management Agency, State and Local Guide (SLG) - 101, Guide For All-Hazard Emergency Operations Planning, September 1996.
2. Federal Emergency Management Agency, Managing The Emergency Consequences of Terrorist Incidents, Interim Planning Guide for State and Local Governments, July 2002.
3. Federal Emergency Management Agency, CPG 1-8A, A Guide for the Review of State and Local Emergency Operations Plans, October 1992.
4. National Response Framework, January 2007.
5. Federal Emergency Management Agency, CPG 1-10, Guide for the Development of a State and Local Continuity of Government Capability.
6. Federal Emergency Management Agency, CPG 1-20, Guide for EOC Operations.

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ESF 1 – TRANSPORTATION

Primary Agency: Emergency Management Director

Support Agencies: Law Enforcement
Fire Department/EMS
Road Agent

I. Introduction**A. Purpose**

To provide for coordination, control and allocation of transportation assets in support of the movement of emergency resources including the evacuation of people, and the redistribution of food and fuel supplies.

B. Scope

This ESF provides for local transportation support including:

1. Management and coordination of transportation activities to support the effort of local agencies.
2. Establishing priorities and/or allocating transportation resources, processing of all transportation requests, determining the priority of highway repair, conducting damage assessment, and coordinating emergency management activities with neighboring jurisdictions and state agencies.
3. Processing overall coordination of requests for local transportation support.
4. Obtaining transportation services and providing transportation assets into and out of impacted areas.
5. Assessing the damage to transportation infrastructure, analyzing the effects of the disaster on the local and regional transportation system, monitoring the accessibility of transportation capacity and congestion in the transportation system, and implementing management controls, as required.
6. Coordinating the clearing and restoration of the transportation resources.
7. Documenting of transportation needs and reporting to the local EOC, if applicable.
8. Tracking of expenditures.

II. Situation and Planning Assumptions**Situation**

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. An organized evacuation of potentially endangered populations is one protective action and should be recommended only when other protective actions appear to be inadequate. Areas in Westmoreland that might require an evacuation to be recommended would include:

- Designated floodplains areas
- Areas around potentially dangerous or explosive hazardous materials accident
- Areas downwind of a hazardous chemical materials accident
- Areas subjected to outages of power, water or home heating materials
- Areas affected by sabotage, terrorist activities or civil disturbance

- Structures, which are or could become unsound due to fires, earthquakes, hurricanes, tornadoes and other major natural or technological phenomena
- Areas threatened by advancing forest fires
- Areas around or near crashed aircraft
- Vermont Yankee Nuclear Power Plant

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."

Although most adults in Westmoreland own or have use of a private vehicle and would evacuate using that vehicle, the town assisted by state government will provide school buses and available commercial vehicles to transport those who do not own or have use of a vehicle or who cannot ride with friends, relatives or neighbors. Some businesses have established evacuation plans for fire safety which could be used in certain emergencies.

The major evacuation routes for Westmoreland will be:

- Route 12 North & South
- Routes 63 North & South
- Routes 9 East & West

III. Concept of Operations

A. General

In accordance with the Westmoreland Emergency Operations Plan and this ESF, the Emergency Management Director (EMD) is responsible for coordinating transportation activities. The Standard Operating Procedures to be established by supporting Departments will provide the framework for carrying out these activities.

Requests for assistance will be forwarded to the Westmoreland EOC. It is important that the Road Agent maintain close coordination with the local EOC when it is in full operation, in order to support the EMD.

When transportation requests exceed the capability of the Town of Westmoreland the EMD will coordinate transportation activities with the State EOC.

B. Notification and Activation

Upon determination of an impending or actual incident requiring transportation capabilities, the EMD will request agency representatives to implement ESF Transportation activities from the EOC.

C. Recovery Actions

Once recovery efforts have been initiated, the ESF will assist, coordinate, and facilitate the transportation needs required to re-enter the affected areas. Those requirements will include personnel and vehicle capabilities.

D. Deactivation

Partial deactivation would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full deactivation would occur at the termination of the operation elements at the EOC.

IV. Roles and Responsibilities

The Emergency Management Director will:

- Coordinate overall direction of the evacuation and transportation procedures.
- In coordination with the Fire and Law Enforcement, determine the approximate number of people involved.
- Begin the public warning procedures.
- Notify NH Homeland Security Emergency Management and request state and/or federal assistance, if necessary.
- Disseminate information and instructions to the public through the local media via a Public Information Officer.
- Ensure all populations have access to ADA compliant transportation.
- Distribute personnel and vehicle identification to key worker and emergency services personnel.
- Collect expenditures from departments.

The Law Enforcement will:

- Coordinate emergency transportation routes and traffic control.
- Establish and maintain control points to maximize traffic flow.
- Organize patrols to provide security in the evacuated area.

The Fire Department/EMS will:

- Assist in maintaining emergency transportation routes.
- Provide recommendations on areas to be evacuated.
- Provide post-evacuation fire surveillance.
- Direct in rescue operations.

The Road Agent will:

- Assist in maintaining emergency transportation routes.
- Provide barricades, cones and/or other devices for traffic control.
- Assist in manning control points designated by the Law Enforcement.
- Provide for and maintain clearance of the evacuation routes.
- Clear parking areas at the shelters, if necessary.
- Request assistance from local contractors for personnel and equipment, if necessary.

V. References

A. Standard Operating Procedures/Guides (SOPs/SOGs)

Fire Department Standard Operating Guidelines
School Emergency Procedures

B. Interagency Agreements/Compacts/Mutual Aid Agreements

Law Enforcement Mutual Aid Agreements
Southwestern NH District Fire Mutual Aid (SWNHDFMA)
Public Works Mutual Aid

ESF 2 – COMMUNICATIONS & ALERTING

Primary Agency: Emergency Management Director

Support Agencies: Board of Selectmen
Fire Department/EMS
SWNHDFMA
Cheshire County Dispatch

I. Introduction

A. Purpose

In the event of an emergency or disaster, this Emergency Support Function (ESF) will assign the responsibilities and establishment of procedures to provide communications and alerting for the town.

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

Situation

The Fire Department/EMS and Road Agent currently maintain radio networks for conducting day-to-day operations. These departments have base stations, mobiles and portables for dispatching field forces and interfacing with other systems, both regional mutual aid and state agencies. The Fire Department/EMS utilizes Southwestern NH District Fire Mutual Aid Dispatch. Road Agent uses Town frequency channel.

These local networks, by necessity, must form the basis for an emergency communications system. In addition, telephones will be utilized as long as those systems are in operation. If needed and available, amateur radio and citizen's band networks may be used to augment the existing communications capability.

Major emergencies will generate an extraordinary demand on all communications systems so priority usage must be given to state and local direction and control networks.

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 appropriate support agencies.

B. Notification and Activation

Upon notification of an emergency alert, the Emergency Management Director will establish communication links with one or more of the following:

- Local Emergency Operations Center (EOC)
- Emergency Response Personnel
- State EOC

- Mutual Aid Systems
- Surrounding Community EOCs

C. Emergency Response Actions

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.

Immediately following the notification sequences, the following actions should occur:

- Local or regional dispatch, or other responding agencies will contact EMD or designee.
- The EMD may approve the activation of this Plan and initiate notification of Emergency Support Functions to be activated. Dispatch shall make the initial notifications using the phones and their paging software.
- Upon activation, the Emergency Management Director or designee will take charge of EOC operations. The executive and operational staff positions shall be filled and shall report their state of readiness and recommendations to executive staff.
- Members of the executive staff will determine which, if any, other officials and staff should be notified/requested.
- The Board of Selectmen is to be notified of all EOC activations.

D. Deactivation

Partial deactivation will be determined by the extent of the current response and recovery actions and at the discretion of the EMD. Full deactivation would occur at the termination of the operations elements at the local EOC. Some elements of ESF-Communications and Alerting may continue to be operational to support the recovery phase of the operations, which may remain active for an extended period of time.

IV. Roles and Responsibilities

The Emergency Management Director will:

- Support communications between the ESF primary and support departments.
- Notify State EOC to activate warning systems.
- Research and obtain additional communication resources.
- Ensure communications among emergency responders meets ADA requirements.
- Receive warnings from the National Weather Service and/or State Emergency Management.
- Coordinate with the ARES personnel.

The Board of Selectmen will:

- Maintain communications with the Emergency Operations Center during an emergency.

The Fire Department/EMS will:

- Provide communication equipment for first responders, as needed.
- Provide communication support.
- Provide local dispatching.
- Receive warnings from the National Weather Service and/or State Emergency Management.

The SWNHDFMA and Cheshire County Dispatch will:

- Establish communications with primary and support agencies for this ESF.
- Receive weather warnings from National Weather Service.

V. References

A. *Standard Operating Procedures/Guides (SOPs/SOGs)*

Fire Department Standard Operating Guidelines

B. *Interagency Agreements/Compacts/Mutual Aid Agreements*

NH Telecommunicator Emergency Response Team (TERT)

ESF 3 – PUBLIC WORKS & ENGINEERING

Primary Agency: Road Agent

Support Agencies: Fire Department/EMS
Building Inspector

I. Introduction

Purpose

To provide for and implement procedures and policies in coordinating all engineering resources and expertise in surveying and assessing damage and initiating emergency repair of public highways, right-of-ways, bridges, public buildings, and critical facilities; emergency ice, snow and debris removal; and emergency demolition of unsafe structures.

II. Situation and Planning Assumptions

A significant disaster may cause unprecedented property damage. Structures may be destroyed or severely weakened. Homes, public buildings, bridges, and other facilities may have to be reinforced or demolished to ensure safety.

Debris may make streets and highways impassible. Public utilities may be damaged and/or partially or totally inoperable.

Sufficient resources may not be available to state and local jurisdiction to meet emergency requirements. Federal assistance may be required to identify and deploy resources from outside the affected area to ensure a timely, efficient and effective response and recovery from the event.

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-, Information & Planning, in order to provide damage assessment information.

B. Notification and Activation

Upon determination of an impending or actual incident requiring transportation capabilities, the EMD will request agency representatives to implement ESF activities from the EOC.

C. Emergency Response Actions

Immediately following the notification and staffing of this ESF, attention should be directed towards, but not be limited to, the following:

- Compiling and evaluating damage assessments from town departments and staff.
- Establishing communications with emergency response personnel.
- Coordinating additional engineering and construction resources as needed.

D. Recovery Actions

Upon determination that emergency conditions have stabilized or are improving, the EMD shall direct recovery actions to commence.

E. Deactivation

Partial deactivation would occur based upon the current level of response and recovery operations and at the discretion of the EMD. Full deactivation would occur following termination of response and recovery field operations.

IV. Roles and Responsibilities

The Road Agent will:

- Coordinate transportation activities with the EMD.
- Provide emergency debris clearance to allow emergency personnel and equipment the ability to perform lifesaving and life protection activities.
- Provide temporary construction of emergency access routes necessary for passage of emergency response personnel.
- Assist in the restoration of critical utility services, including electric, telephone, and gas.
- Serve as a member of the safety and damage assessment teams assessing public buildings for potential fire damage, hazards, etc.
- Maintain a list of qualified private contractors to assist in the restoration of critical facilities.
- Collect and track expenditures.
- Collect and provide the following ESF status information and coordinate with ESF-Information and Planning to ensure inclusion into the Situation Report (SITREP):
 - a. Status of debris removal activities
 - b. Status of Critical Facilities
 - c. Emergency Access Routes
 - d. Unmet Needs
 - e. Status of public utility services restoration

The Fire Department/EMS will:

- Determine whether damaged structures or facilities are an immediate threat or hazard to public safety.
- Serve as a member of the safety and damage assessment teams assessing public and private buildings for potential fire damage, hazards, etc.
- Assist in the restoration of critical utility services, including electric, telephone, and gas.

The Building Inspector will:

- Serve as member of the safety and damage assessment teams assessing public and private buildings for potential damage.

V. References

Interagency Agreements/Compacts/Mutual Aid Agreements
Public Works Mutual Aid

ESF 4 – FIRE FIGHTING

Primary Agency: Fire Department/EMS

Support Agencies: Law Enforcement
Road Agent
SWNHDFMA

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 fire fighting community resulting from a natural, man-made or technological disaster.

B. Scope

This ESF shall include actions taken through the application of personnel, equipment, and technical expertise to control and suppress incidents that have exceeded available resources.

II. Situation

The fire suppression functions include fire safety, fire surveillance and reporting procedures and fire fighting for all types of fires.

The Fire Department/EMS is a volunteer organization and is as well equipped to perform its assigned functions as any community of comparable size. It is a member of the Southwestern NH District Fire Mutual Aid. The Fire Station has emergency back-up power.

The Fire Department/EMS is the largest single source of manpower in the community, but, in a major emergency, it would probably need additional personnel and equipment to perform all of its assigned tasks. Due to the nature and size of the emergency, mutual aid assistance may be unavailable or severely limited, so expedient measures may have to be developed at the time of crisis.

The Fire Department maintains 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

The Westmoreland Fire Department/EMS is the primary agency responsible for local operations to mitigate the effects of urban and wildland incidents in the town.

B. Notification and Activation

Upon notification of the Fire Department/EMS of an emergency requiring implementation of this EOP, the EMD will be requested to activate and coordinate ESF-4 activities from the EOC.

C. Emergency Response Actions

Upon notification of an impending emergency the ranking officer in charge will perform the following functions:

- Begin warning procedures
- Begin call-up of additional department personnel
- Begin emergency communications procedures
- Notify the Board of Selectmen and the Emergency Management Director of the state of readiness of the department and request outside assistance if necessary
- Report to the EOC when directed by the Emergency Management Director and delegate the on-scene command of the department to the Deputy Chief
- Disburse personnel and equipment to predetermined strategic locations
- Extinguish and/or contain all fires
- Report any power outages to Eversource
- Provide personnel to other emergency services to augment their capabilities, if available
- The Fire Department/EMS will implement existing operating procedures, mutual aid agreements, and notification as outlined within existing protocols

D. Recovery Actions

In the post-disaster recovery period, the Fire Department/EMS will perform the following functions:

- Coordinate decontamination functions, if necessary
- Assist in providing security for disaster-affected areas, if requested
- Coordinate in clean-up operation
- Coordinate outside fire-suppression assistance
- Perform such other functions as requested by the Board of Selectmen to alleviate suffering and return the citizens of Westmoreland to as near normal conditions as possible

E. Deactivation

Partial deactivation would occur based upon the current level of response and recovery operations and at the discretion of the EMD. Full deactivation would occur following termination of response and recovery field operations.

IV. Roles and Responsibilities

The Fire Department/EMS will:

- Extinguish and contain all fires.
- Receive the notification of an actual or impending emergency and forward it to the Emergency Management Director per discretion of the Fire Chief.
- Disseminate emergency warnings to the general public.
- Assist Law Enforcement in establishing traffic control points.
- Assist commercial and industrial facilities which may require special fire protection to plan for facility protection.
- Train fire personnel for multi-hazard response and discipline.
- Establish procedures to provide fire protection in evacuated areas and to provide roving fire watch patrols.
- Require evacuations per RSA 154:7, II(b)
- Maintain an up-to-date inventory of personnel and equipment.

The Law Enforcement will:

- Coordinate traffic control.
- Coordinate emergency transportation routes.

The Road Agent will:

- Provide highway equipment and personnel support during large scale firefighting operation.

- Maintaining transportation routes to provide access to emergency response vehicles.

The SWNHDFMA will:

- Assist with communication and coordination of additional resources.

V. References

A. Standard Operating Procedures/Guides (SOPs/SOGs)

Fire Department Standard Operating Guidelines (SOGs)

B. Interagency Agreements/Compacts/Mutual Aid Agreements

Southwestern NH District Fire Mutual Aid

ESF 5 – INFORMATION AND PLANNING

Primary Agency: Emergency Management Director

Support Agencies: 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. The activities are grouped among the following functions:

1. **Information Processing** in order to process and disseminate essential elements of information from local, state, federal, and other resources and to disseminate in order to provide for adequate response activities.
2. **Reports** to consolidate information, document response activities and to provide essential information to local, state, federal and other sources.
3. **Displays** to maintain information and status in order to facilitate briefings and current activities.
4. **Planning and Support** for consolidating data to support the preparation of the Action Plan.
5. **Technical Services** to coordinate remote sensing and reconnaissance requirements; provide hazard-specific technical advice to support operational planning; and use additional subject matter experts or technical specialists, as needed.

II. Concept of Operations

A. General

Typically, the activities of ESF- Information and Planning will commence once the local EOC is activated due to an emergency situation. The following provides an overall description of the concept of operations.

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 primary agency. ESF-Information and Planning 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-Information and Planning 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 Activation

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

C. Emergency Response Actions

The emergency response actions for this ESF are as follows:

- Collect, process and disseminate information on the disaster or emergency situation for use by the local EOC.
- Prepare briefings and reports based on input from other ESF operational elements. Submit situation reports to state EOC.
- Maintain status boards, maps, and charts critical to the operation of the local EOC.
- Prepare planning reports and develop special reports describing specific actions, priorities or contingency planning requirements as requested.
- Log and track local, state and federal response actions and requests to support operational elements.

D. Recovery Actions

Recovery actions will begin at the discretion of the EMD. Though two separate sequence frames, it is not expected that the recovery actions for this ESF will differ from the emergency response actions.

E. Deactivation

Partial deactivation would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full deactivation would occur at the termination of the operational elements at the local EOC.

III. Roles and Responsibilities

The Emergency Management Director will:

- Provide overall coordination of information and planning activities at the EOC.
- Utilize EOC forms and checklists to assist in the information and planning function.
- Conduct EOC briefings according to a predetermined schedule.

The Board of Selectmen will:

- Support the EMD in the Emergency Operations Center.

IV. References

Standard Operating Procedures/Guides (SOPs/SOGs)

Emergency Operations Center Standard Operating Procedures

ESF 6 – MASS CARE & SHELTER

Primary Agency: Emergency Management Director

Support Agencies: Board of Selectmen
Fire Department/EMS
Westmoreland School
Health Officer

I. Introduction

A. Purpose

The purpose of Emergency Support Function#6 – Mass Care, Housing and Human Services (ESF#6) is to coordinate the local and state resources to meet the basic human needs of mass care, sheltering and human services to populations impacted before, during and after an emergency situation. These services are provided on a short-term basis and when a more long-term approach is required, activities will move recovery activities.

B. Scope

Activation of this ESF#6 will be made through a local request from the Westmoreland EOC. The Town of Westmoreland will establish a local emergency shelter at the Westmoreland School (Primary) or the Westmoreland Town Hall (Secondary). If neither of these facilities are accessible or adequate, the town will direct people to a nearby regional Shelter in Keene.

NH Department of Health and Human Services is the State's lead agency for ESF#6, but it is recognized that in incidents that require state-provided sheltering and mass care activities, the American Red Cross of NH will play a significant role as primary support agency. State assistance under ESF#6 will be provided to meet the public safety needs of the public that are required beyond those that can be provided at the local level through aid agreements and/or partnerships with local organizations.

ESF #6 is organized into four primary functions: Mass Care, Emergency Assistance, Housing and Human Services.

C. Policies

1. ESF #6 will support local, state, and federal agencies, voluntary agencies and nongovernmental organizations, and ESF #8 – Public Health and Medical Services in addressing functional needs populations, as defined in the National Response Framework (NRF) Glossary. Functional needs may be present in one or more areas, including but not limited to:
 - Communication.
 - Medical Care.
 - Supervision.
 - Maintaining Independence.
 - Transportation.

Individuals in need of additional response assistance may include those who have disabilities, who live in institutional settings, who are elderly, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, who are children, or who are transportation disadvantaged.

2. The local, State, and Federal response community recognizes the varying and specific requirements of individuals that require and utilize the assistance of family

members, personal assistants, and/or service animals and is committed to ensuring that the physical and mental health needs of these individuals are appropriately addressed and that the individuals and assistance providers remain together to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services. Service animals shall be treated as required by law (e.g., the Americans with Disabilities Act (ADA) of 1990 or as revised).

II. Situation and Planning Assumptions

A. Situation

A disaster or emergency can occur without warning. It may result from natural or technological hazards, civil disturbance, or act of terrorism, and cause extensive damage and human suffering. Warnings and evacuation might cause displacement of a large population. People may be forced from their homes depending on such factors as time of occurrence, area demographics, building construction, and existing weather conditions. Family members may be separated immediately following an emergency or disaster such as, children in school and parents at work. Transients, such as tourists, travelers, students, and the pre-disaster homeless, may be involved. Residents in fixed facilities such as, nursing facilities, adult- and child-day care centers may be impacted.

In some cases, sheltering-in-place may be required. These actions may necessitate the establishment of sustenance sheltering operations at the local level that may require state-level support. Some people may be reluctant to evacuate their homes because of their animals/pets. It will be necessary for the town residents to plan ahead for the evacuation, rescue, sheltering and feeding of a portion of the pet/animal population.

Based upon the Town's Hazard Mitigation Plan, listed below are several emergencies that may require activation of ESF #6:

- Severe Winter Storms
- Flooding
- Wildfires
- Tornadoes/Downburst
- Hurricane

B. Assumptions

1. All ESF#6 agencies will receive NIMS training. Unified Command will be used to the greatest extent possible to manage ESF#6 assets in the field due to the number and variety of government and private sector organizations that may be involved. All ESF#6 agencies will participate, as capable, in exercises and drills. All exercises and drills will be HSEEP-compliant.
2. It is increasingly probable that an incident will occur which will require activation (partial or complete) of ESF#6. Not all disaster victims will require mass care services. Some people will go to mass shelters, others will find shelter with friends and relatives; many people will remain with or near their damaged homes. They may require the provision of short-term warming or cooling shelters, mobile feeding, etc.
3. When activated, the ESF#6 representative at the Westmoreland EOC will be responsible for the activation of resources through the ESF support agencies, coordinating their activities and collecting, evaluating and disseminating information on services provided and anticipated.

III. Concept of Operations

A. General

1. Provide trained personnel for assignment to the Westmoreland EOC during activation. Assure sufficient personnel for an extended and/or 24-hour activation period. Provide updates and briefings for any new personnel or agencies providing services under ESF#6.
2. The PIO will release information (in coordination with the JIC, if one is established) on safety and disaster planning/actions via news releases, brochures, or websites.
3. Keep public and private partners updated on preparedness activities. Develop and disseminate situation reports, as appropriate. The EMD will prepare impact assessment documents to be submitted to HSEM and other appropriate ESFs, Support Annexes and agencies.
4. Plan and prepare the notification systems to support the requests and directives resulting from a local emergency and/or requests for a state disaster declaration.
5. The status of committed and uncommitted resources will be continuously tracked by Westmoreland EOC when ESF#6 resources are utilized. All sheltering activity, whether by the Town of Westmoreland or ARC or independently, will be recorded and tracked (to the best of their ability) by the ESF#6 representative in the EOC via WebEOC. The ESF 6 representative will convey information to the Westmoreland EOC.
6. All agencies involved in ESF#6 will develop, test and maintain automated listings of points of contact, available resources, status of committed and uncommitted resources, agency contracts and agreements and mutual aid partners.
7. Initial recovery efforts may commence as response activities are taking place. As recovery activities are introduced, close coordination will be required for assistance such as, but not limited to, temporary housing, loans and grants for individuals under traditional disaster assistance programs of federal agencies. These grants will be administered by ESF#14 but ESF#6 will assist in identifying potential needs for such assistance.
8. Coordinate demobilization of mass care resources with participating agencies; disseminate notification of demobilization, demobilize, provide staff briefing, and deactivate staff from operations.

B. Organization

ESF#6 shall function under the direction and control of the Westmoreland Emergency Management Director.

1. **Operational Facilities:** ESF#6 may have to participate on several emergency teams and/or co-locate at several emergency facilities simultaneously. The following is a listing of the various locations that may be activated during an emergency:
 - i. Evacuation, Staging, Reception, Sheltering Areas – The EMD will coordinate with other ESFs and local entities, identify and maintain routing information to/from staging areas, reception areas, and shelters. Teams may be asked to report for deployment or remain on an operational readiness status. Identify routing for special equipment, or other special needs that may occur prior to, during or after an incident.
 - ii. Westmoreland Emergency Operations Centers - The Westmoreland EOC is a "clearinghouse" that is used by the agencies to "track" assigned missions, resources committed, resources available, needed support for resources committed, needed personnel and contracts and contractors, and many other matters necessary for an effective emergency operation.

2. **Specialized and Mutual Aid Teams:** Specialized local, Federal and Mutual Aid teams can be brought in as resources if the proper channels for requesting assistance are followed. Proper declarations would be required and requests should be made on an executive level to mobilize, as appropriate. It will be up to the local EMD, in consultation with the ESF#6 representative in the EOC to make the determination when and to what extent to utilize other NGOs or associations and groups in activities.
3. **Contracts and Contractors:** Resources that are available through ESF#6 may, at times, best be obtained through a contractor. Agency(s) contracts may be utilized or access to State of NH or private sector contracts may be made through coordination with ESF#7- Resource Support.

C. Deactivation

Partial deactivation would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full deactivation would occur at the termination of the operational elements at the local EOC.

IV. Roles and Responsibilities

The Emergency Management Director will:

- Coordinate shelter operations.
- Notify local and state agencies and the American Red Cross of shelter needs.
- Develop and maintain a shelter plan.
- Identify and secure permission of those buildings to be designated as shelters.
- Obtain cots and blankets from American Red Cross and any other sources.

The Board of Selectmen will:

- Coordinate press releases and public information.
- Assist in the implementation of this ESF 6 – Mass Care and Shelter.

The Fire Department/EMS will:

- Advise on those facilities that provide the best fire protection.
- Provide emergency medical treatment for evacuees during shelter operations.
- Coordinate with the Health Officer on the health safety of the shelters.

The Westmoreland School will:

- Prepare the Westmoreland School for sheltering.
- Make available on-hand food supplies.
- Provide available personnel, as available, for registering evacuees.

The Health Officer will:

- Inspect the health safety aspects of shelters.

V. References

A. Plans

American Red Cross NH State Disaster Plan

B. Standard Operating Procedures/Guides (SOPs/SOGs)

None

ESF 7 – RESOURCE SUPPORT

Primary Agencies: Emergency Management Director (EMD)

Support Agencies: Board of Selectmen
Law Enforcement
Fire Department/EMS
Road Agent
SWNHDFMA
Cheshire County Dispatch

I. Introduction

Purpose

The objective of this ESF is to provide logistical support preceding or following a disaster.

II. Situation and Planning Assumptions

The Town of Westmoreland 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. If possible, the stockpiling of as much essential materials as possible will begin during pre-crisis periods on recommendations of the NH Homeland Security Emergency Management. The nature of the emergency might be such that the community would have to survive for an extended period of time on those resources available until outside assistance can be obtained. Therefore, rationing may become necessary. Eventually, outside assistance will become available from federal, state or regional sources.

Generally, people will cooperate with official regulations restricting the use of essential resources during an emergency. State Law, RSA 21, provides that private property may be commandeered or appropriated for the common good. Owners will be reimbursed as soon as practical following the end of the emergency situation.

Should the emergency situation warrant an evacuation of the major portion of the population, those resources deemed in excess to the needs of Westmoreland would be transferred to a hosting community.

III. Concept of Operations

A. General

Upon activation of the Emergency Operations Center, each emergency services department will report to the EMD on the status of essential resources available, present or predicted shortfalls and needs for additional resources. The EMD will report the shortfalls and needs to the NH Homeland Security Emergency Management and request assistance, if the necessary resources are exhausted or not available locally. In order that state and/or federal resources be requested, the community must show that its capability to continue response is inadequate. In Public Health emergencies the EMD will submit resource requests through the Multi Agency Coordination Entity.

Resources that are in-transit in inter-or intrastate commerce will come under the control of state and/or federal agencies. These resources may be deferred to the community on orders of the respective agencies. In order that an effective response by state or federal

resources be obtained, prompt notification to the NH Homeland Security Emergency Management of the situation and the potential need for assistance is essential.

B. Notification and Activation

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

C. Emergency Response Actions

1. **Preparedness:**

- a. Stage resources near the expected impact/emergency areas when possible.
- b. The available resources and facilities that are necessary to respond to an emergency should be identified and assessed for possible deployment.

2. **Response:**

a. **Initial Actions**

- 1) Place emergency service personnel on standby or direct to staging areas with some facilities staffed for immediate response.
- 2) Support agencies will provide logistical support as required.
- 3) Primary and support agencies will be prepared to provide initial reports based on resources that have been requested.
- 4) Security for staging areas and facilities will be provided through ESF-Law Enforcement and Security.

b. **Continuing Actions:**

- 1) This ESF will continually provide for the control and accountability of equipment, personnel, goods and services in support of the disaster.
- 2) Track the status/disposition of all resources requests.

D. Deactivation

Partial deactivation would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full deactivation would occur at the termination of the operational elements at the local EOC.

IV. Roles and Responsibilities

The Emergency Management Director will:

- Coordinate requests for additional personnel and equipment.
- Advise the Board of Selectmen on the location of additional resources.
- Maintain the Resource Inventory Listing in an up-to-date condition.
- Assume overall control of resource allocation.

The Board of Selectmen will:

- Issue such orders and/or proclamations necessary to conserve essential on-hand resources.
- Acquire such private resources as are needed and authorize the expenditure of funds necessary for acquisition.
- Request assistance from neighboring communities and/or the State.
- Authorize the release of excess resources to neighboring communities and/or the State.

The Law Enforcement will:

- Provide personnel and equipment in the implementation of this ESF.
- Provide security at resource staging areas as personnel are available.
- Coordinate Law Enforcement Mutual Aid.

The Fire Department/EMS will:

- Provide personnel and equipment in the implementation of this ESF.
- Coordinate Fire Mutual Aid.

The Road Agent will:

- Maintain liaison with local contractors and equipment dealers.
- Assist Emergency Management Director in maintaining a listing of construction equipment and personnel available locally.
- Coordinate Public Works Mutual Aid.

The SWNHDFMA and Cheshire County Dispatch will:

- Provide dispatching for Fire Department/EMS and Law Enforcement.

V. References

A. *Standard Operating Procedures/Guides (SOPs/SOGs)*

Fire Department Standard Operating Guidelines

B. *Interagency Agreements/Compacts/Mutual Aid Agreements*

Southwestern NH District Fire Mutual Aid

Public Works Mutual Aid

Law Enforcement Mutual Aid

ESF 8 – HEALTH & MEDICAL SERVICES

Primary Agency: Fire Department/EMS

Support Agencies: Emergency Management Director
Road Agent
Health Officer
SWNHDFMA

I. Introduction

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.

II. Situation and Planning Assumptions

The Town of Westmoreland has no hospital which would require special emergency planning. Westmoreland is host to Cheshire County Maplewood Nursing Home which has its own plan. People must rely on facilities in Keene, Brattleboro, VT and Lebanon to provide most advanced medical services. The Fire Department/EMS maintains the rescue service. Ambulance service is provided by the City of Keene.

A Mass Casualty Incident event requires its own planning procedures. A major emergency affecting the community and the surrounding area could result in a high rate of casualties and fatalities. The Westmoreland Fire Department/EMS and Southwestern NH District Fire Mutual Aid will coordinate Mass Casualty Incidents following established MCI protocols. A Victim Identification Center will be established at a location to be determined at the time of the event.

Since no judgment can be made as to the health and medical capabilities which would survive a major emergency, certain expedient medical decisions will be made following an assessment of the capabilities remaining.

The Greater Monadnock Public Health Network is a collaborative of municipal and health and human service agencies in the region that encompasses all of the towns within Cheshire County: Alstead, Chesterfield, Dublin, Fitzwilliam, Gilsum, Harrisville, Hinsdale, Jaffrey, Marlborough, Marlow, Nelson, Richmond, Rindge, Roxbury, Stoddard, Sullivan, Surry, Swanzey, Troy, Walpole, Westmoreland and Winchester. The GMPHN also serves the 10 western-most towns in Hillsborough County: Antrim, Bennington, Francestown, Greenfield, Breenville, Hancock, New Ipswich, Peterborough, Sharon and Temple. Through the Greater Monadnock County Public Health Network, these municipalities developed a regional plan to address public health emergencies, the Greater Monadnock County Public Health Emergency Response Annex. 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 Cheshire County Dept. of Corrections, 825 Marlboro St., Keene. Requests to activate the MACE are made through the primary contact, Tricia Wadleigh at 603-903-1675.

III. Concept of Operations

A. General

The community has a responsibility to provide medical treatment for casualties caused by a disaster situation and to provide procedures for the handling of fatalities. Hospitals which have a mass casualty plan will invoke it in concert with this plan.

B. Emergency Response Actions

Upon activation of this ESF and notification of a health or medical related emergency the Fire Department/EMS, Emergency Management Director and/or Health Officer will:

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

C. Deactivation

Upon declaration at the local EOC that the ESF activities and services are no longer needed, the EMD will have all active entities terminate their actions and activities via smooth turnover to appropriate pre-incident organizations and agencies.

IV. Roles and Responsibilities

The Fire Department/EMS will:

- Provide emergency medical treatment functions.
- Coordinate emergency health and medical functions with the Health Officer.
- Assess the medical capabilities on hand.
- Establish medical procedures for evacuees at the shelter(s).
- Provide situational reports containing the number, type and severity of casualties to the EMD.
- Perform all administrative and operational functions of the EMS Service.
- Coordinate medical assistance with area Hospitals, if necessary.
- Coordinate special population support.
- Coordinate public health emergencies with the MACE.

The Emergency Management Director will:

- Provide situation reports containing the number, type and severity of casualties to the State EOC or the MACE.
- Coordinate with health care facilities on the release of names of casualties and proper notification to kin.
- Make requests for medical assistance, equipment, supplies and health manpower, as appropriate through the MACE.
- Report any excess medical capacity which may be available.

The Road Agent will:

- Support the Fire Department/EMS in the implementation of this ESF

The Health Officer will:

- Coordinate all health functions.
- Maintain direct contact with Fire Department/EMS.
- Act as liaison with the state Health & Human Services department.
- Coordinate implementation of public immunization with the MACE.
- Establish a temporary Victim Identification Center.
- Assist in public education initiatives.

The SWNHDFMA will:

- Provide dispatching for the Fire Department/EMS.

V. References

A. *Standard Operating Procedures/Guides (SOPs/SOGs)*

Fire Department Standard Operating Guidelines

B. *Interagency Agreements/Compacts/Mutual Aid Agreements*

SWNHDFMA

Department of Health and Human Services

NH Hospital Mutual Aid Network MOU

C. *Plans*

Cheshire County Maplewood Nursing Home

Greater Monadnock Public Health Network Annex which is on file with
Emergency Management Director

ESF 9 – SEARCH & RESCUE

Primary Agencies: Fire Department/EMS

Support Agencies: Law Enforcement
SWNHDFMA
Cheshire County Dispatch

I. Introduction

Purpose

To provide assistance in all activities associated with Search and Rescue operations.
To coordinate the integration of personnel and equipment resources.

II. 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.

C. Emergency Response Actions

The Fire Department/EMS will be responsible for the following:

- Assign a representative to report to the local EOC as soon as possible after notification of ESF activation.
- The ESF representative will ensure that communication links are established with local or field command and control elements, and other primary and support agencies.
- Determine initial and ongoing activities and damage assessment through established intelligence gathering procedures. Provide this information to ESF-Information and Planning personnel for dissemination.
- Maintain complete logs of actions taken, resource requirements, and other activities.

D. Recovery Actions

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 transportation and traffic control requirements.
- Determine the coordination capabilities between local, state and federal officials to initiate recovery efforts.

E. Deactivation

Upon declaration at the local EOC that the ESF activities and services are no longer needed, the EMD will have all active entities terminate their actions and activities via smooth turnover to appropriate pre-incident organizations and agencies.

III. Roles and Responsibilities**The Fire Department/EMS will:**

- Coordinate with the Law Enforcement to conduct search & rescue operations.
- Coordinate and provide collapsed building rescue.
- Provide manpower, equipment and technical assistance for large-scale search and rescue efforts in the appropriate setting.
- Coordinate the provision of resources to local and state search and rescue operations.
- Provide medical assistance in search missions.
- Collect and maintain the following ESF status information and coordinate with ESF-Information and Planning, to ensure inclusion into the situation report.
 1. Number of victim rescues attempted and completed.
 2. Status of rescue operations.
 3. Unmet needs.
 4. Allocated and requested Search and Rescue Resources.
 5. Staffing and resource shortfalls.
- Contact the NH Homeland Security Emergency Management to activate Federal Search and Rescue Team.

The Law Enforcement will:

- Coordinate with Fire Department/EMS to conduct search and rescue operations.
- Collect and maintain the following ESF status information and coordinate with ESF-Information and Planning, to ensure inclusion into the situation report.
 1. Number of victim rescues attempted and completed.
 2. Status of rescue operations.
 3. Unmet needs.
 4. Allocated and requested Search and Rescue Resources.
 5. Staffing and resource shortfalls.
- Coordinate with ESF-Fire Fighting, to provide manpower, equipment and technical assistance for large-scale search and rescue efforts in the appropriate setting.
- Advise Dispatch to notify NH Fish & Game of any Search & Rescue event.
- Provide investigative services in missing persons cases.

The SWNHDFMA and Cheshire County Dispatch will:

- Provide dispatching and communications assistance.

IV. References**A. *Standard Operating Procedures/Guides (SOPs/SOGs)***

Fire Department Standard Operating Guidelines

B. *Interagency Agreements/Compacts/Mutual Aid Agreements*

Southwestern NH District Fire Mutual Aid
Law Enforcement Mutual Aid

ESF 10 – HAZARDOUS MATERIALS

Primary Agency: Fire Department/EMS

Support Agencies: Road Agent
SWNHDFMA

I. Introduction

A. Purpose

Provide a coordinated local response and mitigate potential effects of a hazardous materials incident resulting from a natural, man-made, technological disaster or a terrorist 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.

ESF-Hazardous Materials, will manage and coordinate the HazMat activities surrounding existing or potential disaster conditions. This will be accomplished by monitoring resources in support of local and mutual aid agencies. This ESF will utilize established HazMat organizations, mutual aid, processes, and procedures.

II. Concept of Operations

A. Notification and Activation

- The Fire Department/EMS will initiate activation of this ESF.
- Upon notification of an incident, the Westmoreland Fire Department/EMS will be requested to activate and coordinate ESF activities from the EOC.
- The Westmoreland Fire Department/EMS will implement existing operating guidelines, mutual aid agreements, vendor contracts, and notifications as outlined within existing protocols.
- Deployment of personnel and resources will take place in accordance with established mobilization guidelines.

B. Emergency Response Actions

The following activities will commence upon report of a hazardous material incident:

- A Fire Department/EMS designee will locate at the local EOC as soon as possible after notification.
- The designee will 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.
- Determine initial and ongoing activities through established intelligence gathering procedures.
- Determine and resolve issues regarding resource shortages and bottlenecks, interagency conflicts, and policy matters as necessary.
- Maintain complete log of activities taken, resources ordered, records and reports.

C. Recovery Actions

Initiation of recovery operations will occur when feasibly possible and will follow prescribed HazMat response operation protocols.

D. Deactivation

Partial deactivation would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full deactivation would occur at the termination of the operations requirements.

III. Roles and Responsibilities**The Fire Department/EMS will:**

- Ensure the use of National Incident Management System (NIMS) and Incident Command System (ICS) during all HazMat incidents in town.
- Coordinate local activities during HazMat incidents.
- Coordinate with ESF-Transportation and ESF-Public Works and Engineering, during HazMat scenarios involving transportation incidents.
- Establish and maintain a database of entities that sell, manufacture, store and/or transport extremely hazardous substances in town.
- Coordinate with ESF-Resource Support in the identification and acquisition of additional HazMat equipment and supplies to support local, regional and state response operations.
- Collect and maintain the following ESF status information and coordinate with ESF-Information and Planning to ensure inclusion into the Situation Report (SITREP).
 1. Status of local and regional HazMat response activities (i.e., containment, cleanup and disposal).
 2. Status of evacuation or Shelter-in-Place orders and personal protective actions.
 3. Staffing and resource capabilities and shortfalls.
 4. Unmet needs (staff, equipment, etc)
 5. Allocation of HazMat resources.
 6. Status of operation facilities (i.e. staging areas, fixed/mobile command posts)
 7. Plume modeling information.
 8. Coordinate with ESF-Health and Medical Services the health and safety of response personnel.

The Road Agent will:

- Assist in the identification of critical facilities.
- Assist in the provision of containment resources as needed.
- Provide and assist in the evacuation of areas impacted or potentially impacted by a hazardous spill, leak or release, as necessary.

The SWNHDFMA will:

- Provide dispatching and communications for the Fire Department/EMS.

IV. References**A. *Standard Operating Procedures/Guides (SOPs/SOGs)***

Fire Department Standard Operating Guidelines

B. *Interagency Agreements/Compacts/Mutual Aid Agreements*

Southwestern NH District Fire Mutual Aid

C. *Plans*

None

ESF 11 – FOOD & WATER

Primary Agency: Emergency Management Director

Support Agencies: Board of Selectmen
Fire Department/EMS
Westmoreland School
Health Officer
Welfare Officer
Volunteer Response Team

I. Introduction

A. Purpose

The purpose of ESF-Food and Water is to identify, secure or prepare for distribution, and arrange for transportation of safe food to affected areas in response to a disaster.

B. Scope

Activities will be undertaken to: identify authorized food assistance needs; obtain appropriate and safe food supplies; arrange transportation of supplies to designated sites; and/or assist in authorization of emergency food stamp assistance.

II. Concept of Operations

A. General

This ESF will coordinate food and potable water supplied to designated sites and coordinate such activities through ESF-Mass Care and Shelter with the American Red Cross (ARC) or other facility managers regarding special nutritional requirements, food safety, and the issuance of disaster food stamps.

B. Notification and Activation

Upon notification of an emergency or impending incident, the EMD would request activation of this ESF.

The EMD will implement existing operating procedures, mutual aid agreements, and notifications as outlined within existing protocols.

Deployment of personnel and resources will take place in accordance with established mobilization guidelines.

C. Emergency Response Actions

Activities of this ESF will commence once impacted areas exceed feeding capabilities and have requested assistance.

- The EMD will locate at the local EOC as soon as possible after notifications.
- The EMD will ensure that communications interoperability is established and maintained with local command and control, primary and support agencies.
- Determine initial and ongoing activities through established intelligence gathering procedures.
- Determine and resolve issues regarding resource shortages and bottlenecks, interagency conflicts, and policy matters as necessary.
- Maintain complete log of activities taken, resources ordered, records and reports.

D. Recovery Actions

Initiation of recovery operations will occur when feasibly possible and will follow normal field operation protocols.

E. Deactivation

Partial deactivation would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full deactivation would occur at the termination of the operations requirements.

III. Roles and Responsibilities

The Emergency Management Director will:

- Maintain records of the cost of supplies, resources, and employee hours needed to respond to the disaster.
- Collect and maintain the following ESF status information and coordinate with ESF-Information and Planning to ensure inclusion into the Situation Report:
 1. Number of people and meals served
 2. Number of food vouchers distributed to disaster victims
 3. Status of feeding operations
 4. Unmet needs (staff, equipment, etc)
 5. Staffing and resource capabilities and shortfalls.
 6. Dietary needs
 7. Source of food
 8. Coordinate with ESF-Health & Medical Services, the health and safety of response personnel
- Coordinate feeding operations with the American Red Cross.
- Coordinate provision and distribution of food and potable water and the provision of transportation to distribute food stocks.
- Coordinate with ESF-Mass Care and Shelter and ESF-Volunteers and Donations, to determine the food need of the affected population(s).
- Develop a course of action that will ensure timely distribution of food.
- Coordinate food and potable water supplied to designated sites and coordinate such activities through ESF-Mass Care and Shelter with the ARC or other facility managers regarding special nutritional requirements, food safety, and the issuance of disaster food stamps.

The Board of Selectmen will:

- Assist the EMD with the distribution of food and water.

The Fire Department/EMS will:

- Provide personnel to assist with distribution of food and water.

The Health Officer will:

- Monitor food and water safety at shelters.

The Westmoreland School, Welfare Officer and Volunteer Response Team will:

- Provide assistance in the implementation of this ESF 11 – Food & Water.

IV. References

A. *Standard Operating Procedures/Guides (SOPs/SOGs)*

None

B. *Interagency Agreements/Compacts/Mutual Aid Agreements*

None

ESF 12 – ENERGY

Primary Agency: Emergency Management Director

Support Agencies: Fire Department/EMS
Road Agent

I. Introduction

A. Purpose

To provide a coordinated response in the restoration of energy services in a disaster area in order to save lives and protect health, safety, and property, and to carry out other emergency response functions.

B. Scope

This ESF involves the provision of emergency power and fuel to support the immediate response activities with the disaster area as well as providing power and fuel to normalize community functions.

II. 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.

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.

B. Notification and Activation

Upon determination by the EMD of an impending or actual incident posing a significant threat to the Town of Westmoreland, the EMD will request agency representatives to activate from the EOC. Upon activation, the EMD will implement existing operating procedures and support agency notification as outlined in existing protocols.

C. Emergency Response Actions

The following should be considered for emergency response:

- Determine the energy status of affected areas.
- Use information available to determine the possible energy needs for response.
- Receive and assess requests for energy assistance from affected areas.
- Provide accurate assessment of energy supplies, demands, and requirements for repair and restorations of energy systems to local EOC staff.

D. Recovery Actions

Recovery actions will begin at the discretion of the EMD. Though two separate sequence frames, it is not expected that the recovery actions for this ESF will differ from the emergency response actions.

E. Deactivation

Deactivation of this ESF will occur when all major energy related issues are resolved. Minor energy related issues may be relinquished to other operational ESFs to complete deactivation.

III. Roles and Responsibilities

The Emergency Management Director will:

- Provide direction and control of the EOC in the implementation of this ESF.
- Determine the possible energy needs for emergency responders.
- Prioritize resource request and allocations, as needed.
- Assess fuel and electrical power damage, energy supply and demand, and assist in identifying requirements for restoration.
- Identify critical facilities requiring uninterrupted power or priority restoration during emergencies/disasters.
- Collect and maintain the following ESF status information and coordinate with ESF-Information and Planning to ensure inclusion into the Situation Report (SITREP).
 1. Status of energy systems
 2. Status of Critical Facilities
 3. Areas without energy
 4. Unmet needs (staff, equipment, etc)
 5. Staffing and resource capabilities and shortfalls.
 6. Coordinate with ESF-Health & Medical Services the health and safety of response personnel

The Fire Department/EMS will:

- Provide for the safety of energy personnel, equipment and critical facilities as necessary.
- Provide assistance in mitigating and preventing fire and life safety hazards associated with energy fuel restorations.

The Road Agent will:

- Provide a coordinated response in the restoration of energy services in an emergency/disaster area in order to save lives and protect health, safety and property, and to carry out other emergency response functions.
- Provide assistance to energy suppliers in obtaining equipment, specialized personnel and transportation to repair or restore energy systems.

IV. References

A. Standard Operating Procedures/Guides (SOPs/SOGs)

None

B. Interagency Agreements/Compacts/Mutual Aid Agreements

None

ESF 13 – LAW ENFORCEMENT & SECURITY

Primary Agency: Law Enforcement

Support Agencies: Emergency Management Director
Fire Department/EMS
Road Agent

I. Introduction

A. Purpose

To provide for a coordinated emergency response for law enforcement and security.

B. Scope

The scope of this ESF shall include police actions to minimize the adverse impact upon a disaster area. The aid may include manpower, equipment and/or technical expertise; and in cooperation with local authorities, designed to assure the continuity of law enforcement.

II. Situation and Planning Assumptions

Situation

The Town does not maintain a police department and relies on the services of NH State Police and Cheshire County Sheriff and surrounding communities' police departments.

III. Concept of Operations

A. General

Law enforcement and security will be initiated at the lowest operational level by the Law Enforcement.

B. Notification and Activation

Upon notification of an impending emergency, the Westmoreland Fire Department or Emergency Management Director would request assistance from the NH State Police or other law enforcement agencies.

C. Emergency Response Actions

Immediate actions upon activation include but are not limited to:

- Establishing necessary communications between local responders and the State Police.
- Assessing of overall law enforcement needs and response capabilities.

D. Recovery Actions

Recovery efforts will require the coordination of security in the affected area(s), traffic and control point(s) implementation, aircraft transportation, and mobilization and demobilization of resources, manpower, and equipment.

E. Deactivation

Partial deactivation would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD and as recommended by this ESF.

Deactivation of this ESF would occur when the following conditions are met:

- a. Law enforcement and security needs return to being fully met by the affected primary jurisdictions.
- b. Activated resources (i.e., compacts, National Guard personnel, etc.) have been released to normal duty by the primary jurisdiction.

IV. Roles and Responsibilities

The Law Enforcement will:

- Provide necessary law enforcement services.
- Provide emergency crowd and traffic control.
- Provide security in damaged and/or evacuated areas.
- Assist in public warning and alerting procedures.
- Assign personnel and equipment to the appropriate host area to augment law enforcement capabilities.
- Provide and issue appropriate identification for emergency services personnel, essential workers and vehicles.
- Perform such other emergency functions for the safety of people and the protection of property as deemed necessary by the Board of Selectmen (Chief Executive).

The Fire Department/EMS will:

- Support in the implementation of this ESF 13 – Law Enforcement & Security.

The Cheshire County Dispatch will:

- Provide dispatching and communication services for Law Enforcement.

V. References

A. *Standard Operating Procedures/Guides (SOPs/SOGs)*

The State Police and County Sheriff maintain Standard Operating Procedures located at the Law Enforcement.

ESF 14 – PUBLIC INFORMATION

Primary Agency: Board of Selectmen

Support Agencies: Emergency Management Director

I. Introduction**A. Purpose**

The purpose of this Emergency Support Function (ESF) is to establish uniform policies for the effective development, coordination, and dissemination of information to the public in the event of a disaster. The ESF also describes the means, organization, and process by which a jurisdiction provides timely, accurate, and useful information and instructions to area residents throughout an emergency.

B. Scope

Emergency public information actions before, during, and following any emergency will be determined by the severity of the emergency as declared by involved jurisdictions, state agencies, or as perceived by the public. A significant emergency public information response will involve many state, municipal, and private sector agencies. This ESF identifies those agencies and their responsibilities.

II. Situation and Planning Assumptions**A. Situation****Emergency/Disaster Conditions and Hazards:**

- An emergency or disaster may cause extensive damage to life and property. Communications and transportation access will likely be disrupted or destroyed. Preservation of life and property may hinge on instructions and directions given by authorized officials.
- A terrorist attack would quickly result in Federal agencies, particularly the Federal Bureau of Investigation (FBI), assuming command of the incident. To facilitate the release of information, the FBI may elect to establish a Joint Information Center (JIC) composed of representatives from Federal, State, and local authorities for the purpose of managing the dissemination of information to the public, media, and businesses potentially affected by the incident. An act of terrorism may cause widespread panic, and ongoing communication of accurate and up-to-date information will help calm fears and limit collateral effects of the attack.

Means of Dissemination:

The following is a list of the means available to the town for transmitting / disseminating emergency public information messages:

- State Emergency Notification System (Reverse 911)
- Television
- Radio
- Cable TV
- Newspaper
- Specially printed materials
- TDD/TTY via 911
- Rumor Control / Citizen Information Center
- Hot Lines
- In addition to these resources, back-up means can also be utilized including a vehicle-mounted public address system, and door-to-door notifications.

- Internet/Town Website
- Social Media

Audience:

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. Major disasters and terrorist events are automatically major news stories and arrangements must be made to accommodate extensive media coverage.

B. Planning Assumptions

The citizens of Westmoreland will require and respond to timely and factual information and instructions during all phases of an emergency situation – pre-crisis, crisis and post crisis released by official sources. Detailed and factual information and instructions that are well presented can reduce the incidence of panic among the threatened population.

Because of the complexities in the different types of disaster, most emergency information and instructions to the public must be prepared and released at the time of occurrence. To avoid confusing and misleading statements, there should be a single media contact person. Also a method of handling rumors should be established to avoid misinformation being spread.

III. Concept of Operations

A. General

This section of the ESF provides general information on how emergency public information is to be disseminated to the public.

B. Information and Support Structure

Local Information Support Structure:

The Board of Selectmen can request activation of warning systems through the State EOC for those emergencies that are local in scope. However, the governor and NH Homeland Security Emergency Management will provide the lead in issuing emergency information. Local media resources are listed in Appendix E.

Regional Support Structure

During a public health emergency the Regional Multi-Agency Coordination Entity will establish a regional Joint Information Center to release public health related information in a consistent manner.

State Information Support Structure:

The Department of Safety – New Hampshire Homeland Security Emergency Management (NH HSEM), Public Information Officer (PIO) will coordinate the management of the State's emergency public information response through all phases of disaster.

State emergency public information will be coordinated through the State's Emergency Operations Center (EOC). If a Joint Information Center (JIC) is established, state-level emergency public information also will be provided to the media and the public through that facility. The state will assist with locating and managing the operation of such a center.

Federal Information Support Structure:

The state will coordinate with federal agencies to provide federal-level information to the public following a natural or technological emergency or disaster, as deemed necessary. The federal government will assist with locating and managing the operations of a JIC, if requested.

C. Notification and Activation

- In response to an event that would require the activation of the local EOC, the EMD would initiate notification.
- Upon activation, the ESF representatives will implement existing operating procedures and support agency notifications as outlined in existing protocols.
- Deployment of personnel and resources will take place within the framework of the EOC direction and control decision-making process.

IV. Roles and Responsibilities

The Board of Selectmen will:

- Act as the primary contact person for the media unless he/she designates someone else to disseminate emergency information and instructions to the public.
- Coordinate with EMD and EOC staff prior to release of public information.
- Authorize the activation of the local warning systems.
- Arrange regular media briefings.

The Emergency Management Director will:

- Gather and analyze all public information and instructions and provide to the Town Administrator.
- Prepare news releases.
- Establish an emergency media center, if necessary.
- Establish a rumor control system.

V. References

A. Standard Operating Procedures/Guides (SOPs/SOGs)

None

B. Interagency Agreements/Compacts/Mutual Aid Agreements

None

ESF 15 – VOLUNTEERS & DONATIONS

Primary Agency: Board of Selectmen

Support Agencies: Emergency Management Director
Westmoreland School
Welfare Officer
Volunteer Response Team

I. Introduction

A. Purpose

To provide facilitated delivery of donated goods and volunteer services to support response operations and relief efforts in a disaster.

B. Scope

This Emergency Support Function (ESF) provides for the coordination of volunteer efforts and assures expeditious delivery of donated goods. This ESF is composed of agencies with major roles in the coordination of volunteer and donation efforts.

II. Concept of Operations

A. General

ESF-Volunteers & Donations will manage and coordinate the provision of donated resources to meet the disaster needs. A coordinating group comprised of 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.
- This ESF may be activated at the request of an appropriate representative when an emergency condition exists.
- Upon activation the ESF representative will implement existing operating procedures and support agency notifications as outlined in existing protocols.
- Deployment of personnel and resources will take place within the framework of the EOC direction and control decision-making process.

C. Emergency Response Actions

- The primary agencies representative will establish operations at the EOC as soon as possible after the notification and activation of the ESF.
- The EOC briefs the ESF representative upon arrival, updates support agency staff, and monitors activities.
- Determine volunteers and donation needs and available resources.
- Maintain complete logs of actions taken, reports, and volunteer and donation resource needs and capabilities.

D. Recovery Actions

- 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.
- Coordination with ESF-Resource Support may also be necessary to establish warehousing and other requirements.

- Coordination with ESF-Law Enforcement and Security may also be needed to provide for security and safety requirements.

E. Deactivation

Partial deactivation would occur based upon the extent of the current response and recovery actions. Full deactivation would occur at the termination of its operations.

III. Roles and Responsibilities

The Board of Selectmen will:

- Provide liaison between local, state and federal government.
- Coordinate with town attorney on matters of legality and fraud in acceptance of donated goods and services.
- Coordinate with the ARC on the provision and operation of a Donated Goods and Volunteer Services Call Center.

The Emergency Management Director will:

- Coordinate with the Board of Selectmen to request/delegate volunteer resources in the event of a disaster.
- Identify prospective staging areas and warehouses available for lease before an event occurs.
- Coordinate with ESF 11 – Food & Water to ensure the safety and sanitation of donated food items. This involves, if necessary, the recall and embargo of tainted or unsanitary food items.

The Westmoreland School, Welfare Officer and Volunteer Response Team will:

- Assist the EMD in the implementation of ESF15 - Volunteers & Donations.

IV. References

A. Standard Operating Procedures/Guides (SOPs/SOGs)

None

B. Interagency Agreements/Compacts/Mutual Aid Agreements

None

ESF 16 – ANIMAL HEALTH

Primary Agency: Emergency Management Director

Support Agencies: Board of Selectmen
Westmoreland School
Health Officer
Volunteer Response Team

I. Introduction

A. Purpose

Establish procedures to create an Animal Response Team, which will coordinate volunteer groups, mutual aid, emergency responders, and veterinary medical personnel to respond to the needs of animals affected by disasters. The Animal Response Team provides:

- 1) The coordination of local resources, emergency collection, veterinary triage and supportive care to animals during and after a disaster, prior to activating additional services and personnel.
- 2) A coordinated response in the management and containment of a communicable disease resulting in an animal health emergency affecting the health, welfare and safety of wildlife, livestock, and citizens.

B. Scope

This Emergency Support Function will provide for the overall management, coordination, and prioritization of statewide resources that support sheltering of pets in the event of an emergency or disaster. This ESF does not address animal rescue, only matters of shelter, health care and transportation.

II. Concept of Operations

A. General

The Law Enforcement will coordinate pet sheltering services. Means of support shall include procuring private pet shelter facilities and other outside vendors. Pet sheltering will be available at a nearby regional shelter. Currently there are no trained personnel or resources to operate a suitable pet shelter. If available, the town could also request support from the Disaster Animal Response Team (DART) from the State EOC. DART is a fully equipped team with trained personnel and all of the necessary equipment and administrative support to operate a local pet shelter in a local facility.

B. Notification and Activation

The Law Enforcement will activate this Emergency Support Function through the Emergency Management Director.

C. Emergency Response Actions

Preparedness:

- a. Develop a pet shelter operations plan.
- b. Organize resources (i.e. crates, forms, locations for food donations).
- c. Identify means of transportation for large and small animals.
- d. Maintain lists of volunteers, skills, vehicles, and equipment.
- e. Educate animal owners on how to prepare themselves and their household pets for a disaster situation.

Response:

- a. Providing emergency shelter for disaster victims and their household pets.
- b. Request NH DART to provide personnel and equipment to help manage temporary emergency household pet shelter.
- c. Accommodate for service animals in the human population shelter.
- d. Reach out to regional shelters in Lebanon and New London for status on pet friendly shelters.
- e. Coordinate with local pet shelters and veterinarians for support in this ESF

D. Recovery Actions

Once recovery efforts have been initiated, this Emergency Support Function will assist, coordinate, and facilitate the operational needs required for site remediation and restoration, as needed.

E. Deactivation

Partial deactivation would occur based upon the extent of the current response and recovery actions and at the discretion of the Emergency Management Director. Full deactivation would occur at the termination of the operational elements.

III. Roles and Responsibilities**The Emergency Management Director will:**

- Coordinate shelter operations for pets and livestock.
- Coordinate with Health Officer regarding issues such as, public health and safety issues that may arise from a zoonotic disease, obtaining additional medical supplies, critical incident stress management, etc., as needed.
- Coordinate with Emergency Support Function -Health and Medical Services and Public Information Officer for the release of public information regarding animal health issues.
- Coordinate with the Road Agent to assist in the disposal of animal carcasses and site remediation.
- Notify State EOC of pet shelter facility.

The Board of Selectmen, Westmoreland School, Health Officer and Volunteer Response Team will:

- Provide assistance to the EMD in the implementation of this ESF 16 – Animal Health.

IV. References**A. *Interagency Agreements/Compacts/Mutual Aid Agreements***

None

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Appendix A
Acronyms and Abbreviations

| | |
|---------------|---|
| ARC | American Red Cross |
| ARES | Amateur Radio Emergency Service |
| BEM | Bureau of Emergency Management |
| CBRNE | Chemical, Biological, Radiological, Nuclear, and Explosive |
| CDC | Centers for Disease Control and Prevention |
| CERCLA | Comprehensive Environmental Response, Compensation, and Liability Act |
| CFR | Code of Federal Regulations |
| COG | Continuity of Government; also Council of Governments |
| COOP | Continuity of Operations |
| DES | Department of Environment Services |
| DFO | Disaster Field Office |
| DoD | Department of Defense |
| DOE | Department of Energy |
| DHHS | Department of Health and Human Services |
| DHS | Department of Homeland Security |
| DMCR | Disaster Management Central Resource |
| DOJ | Department of Justice |
| DOT | Department of Transportation |
| DPP | Domestic Preparedness Program |
| DRC | Disaster Recovery Center |
| DRED | Department of Resources and Economic Development |
| EAS | Emergency Alert System |
| EMA | Emergency Management Agency |
| EMD | Emergency Management Director |
| EMI | Emergency Management Institute |
| EMS | Emergency Medical Services |
| EO | Executive Order |
| EOC | Emergency Operations Center |
| EOP | Emergency Operations Plan |
| EPA | U.S. Environmental Protection Agency |
| EPCRA | Emergency Planning and Community Right-to-Know Act |
| FEMA | Federal Emergency Management Agency |
| FOC | Field Operations Center |
| FOG | Field Operating Guide |
| FRERP | Federal Radiological Emergency Response Plan |
| FRP | Federal Response Plan (to become the National Response Plan) |
| GIS | Geographical Information Systems |
| HazMat | Hazardous Material(s) |
| IAP | Incident Action Plan |
| IC | Incident Commander |
| ICC | Incident Command Center |
| ICS | Incident Command System |

| | |
|----------------|--|
| IMS | Incident Management System |
| JIC | Joint Information Center |
| MA | Mutual Aid |
| MHz | Megahertz |
| MOA | Memorandum of Agreement |
| MOU | Memorandum of Understanding |
| NAWAS | National Warning System |
| NFA | National Fire Academy |
| NFIP | National Flood Insurance Program |
| NWS | National Weather Service |
| ODP | Office for Domestic Preparedness (DHS) |
| PA | Public Assistance |
| PDA | Preliminary Damage Assessment |
| PDD | Presidential Decision Directive |
| PHS | Public Health Service |
| PIO | Public Information Officer |
| PSA | Public Service Announcement |
| RERP | Radiological Emergency Response Plan |
| RNAT | Rapid Needs Assessment Team |
| SARA | Superfund Amendments and Reauthorization Act of 1986 (a.k.a.EPCRA) |
| SERC | State Emergency Response Commission |
| SERT | State Emergency Response Team |
| SITREP | Situation Report (Also SitRep) |
| SLG | State and Local Guide |
| SOG | Standard Operating Guide |
| SOP | Standard Operating Procedure |
| WMD | Weapon(s) of Mass Destruction |
| WMD-CST | WMD Civil Support Team |

Appendix B
Terms and Definitions

Aerosol – Fine liquid or solid particles suspended in a gas, for example, fog or smoke.

Amateur Radio – A service of radio communications, performed by persons interested in the radio art solely for personal gain and without pecuniary interest. Operates in the public interest, convenience or necessity, therefore is available for use in emergency situations.

Biological Agents – Living organisms or the materials derived from them that cause disease in or harm to humans, animals, or plants or cause deterioration of material. Biological agents may be used as liquid droplets, aerosols, or dry powders.

Catastrophic Disaster – For the purposes of this plan, a catastrophic disaster is defined as an event that results in large numbers of deaths and injuries; causes extensive damage or destruction to facilities that provide and sustain human needs; produces an overwhelming demand on State and local response resources and mechanisms; causes a severe long term effect on general economic activity; and severely affects State, local, and private sector capabilities to begin and sustain response activities.

CERCLA Hazardous Substance – A Superfund Hazardous Substance listed in Table 302.4 of 40 CFR Part 302.4, which mandates facilities to comply with specific release notification requirements under CERCLA and Title III. (Reportable Quantity Chemicals).

Chemical Agent – A chemical substance that is intended to kill, seriously injure, or incapacitate people through physiological effects. Generally separated by severity of effect: lethal, blister, and incapacitating.

Chemical Transportation Emergency Center (CHEMTREC) – A chemical information center provided by the Federal Government as a source of first response advice in substance/chemical spills. CHEMTREC can usually put those on scene at an emergency in touch with the product shippers.

Civil Air Patrol (CAP) – A civilian auxiliary of the United States Air Force. The CAP provides volunteer pilots, aircraft, communications and ground personnel for emergency use in search and rescue, messenger service, light transport flights, airborne communications, ground search and reconnaissance support.

Civil Disturbance – The degeneration of a law-abiding group into an unruly, unmanageable and law challenging mob.

Civil Preparedness Guide (CPG) – A FEMA Publication which provides guidance to State and Local Emergency Preparedness Directors and others with emergency responsibilities.

Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (CERCLA) – Legislation (PL 96-510) covering hazardous substance releases into the environment and the cleanup of inactive hazardous waste disposal sites. CERCLA established

the "Superfund" to provide resources for these cleanups. Amended and extended by SARA. (See CERCLA).

Consequence Management – Measures to protect public health and safety, restore essential government services, and provide emergency relief to governments, businesses, and individuals affected by the consequences of terrorism. State and local governments exercise primary authority to respond to the consequences of terrorism (Source: Federal Response Plan [FRP] Terrorism Incident Annex, page TI-2, April 1999). The Federal Emergency Management Agency (FEMA) has been designated the lead agency for consequence management to ensure that the FRP is adequate to respond to terrorism. Additionally, FEMA supports the Federal Bureau of Investigation (FBI) in crisis management.

Continuity of Government (COG) – Efforts to maintain the governmental body and identify emergency delegation of authority in accordance with applicable laws, during emergencies or disasters. COG planning ensures continued line of governmental authority and responsibility.

Continuity of Operations (COOP) – Efforts in which individual departments and agencies ensure the continuance of essential functions/services during emergencies or disasters. COOP also includes activities involved with relocation to alternate facilities.

Continuity of Operations (COOP) Plan – A contingency plan that provides for the deliberate and planned deployment of pre-identified and trained personnel, equipment and supplies to a specific emergency relocation site and/or the transfer of essential functions to another department, agency or organization.

Crisis Management – This is the law enforcement aspect of an incident that involves measures to identify, acquire, and plan the resources needed to anticipate, prevent, and/or resolve a threat of terrorism. The FBI is the lead agency for crisis management for such an incident. (Source: FBI) During crisis management, the FBI coordinates closely with local law enforcement authorities to provide successful law enforcement resolution to the incident. The FBI also coordinates with other Federal authorities, including FEMA (Source: Federal Response Plan Terrorism Incident Annex, April 1999.)

Critical Incident Stress Debriefing Team (CISD) – CISD is counseling and educational group process designed specifically for emergency response workers to mitigate the impact of a critical incident on personnel and to accelerate recovery in normal people experiencing normal reactions to totally abnormal events.

Cyber-terrorism – Malicious conduct in cyberspace to commit or threaten to commit acts dangerous to human life, or against a nation's critical infrastructures, such as energy, transportation, or government operations in order to intimidate or coerce a government or civilian population, or any sequence thereof, in furtherance of political or social objectives.

Dam Failure – Full or partial collapse of a dam constructed to hold back large volumes of water.

Damage Assessment (DA) – The conduct of on the scene surveys following any disaster to determine the amount of loss or damage caused by the incident. Extent of damage is assessed in all types of disasters such as flash flood, tornado, winter storm, hurricane, nuclear power incident and chemical explosion.

Decontamination – The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the hazardous material.

Disaster – An event that creates an inability to provide critical functions/services for a significant period of time. Normally this is a widespread event causing destruction and distress; however, while this may include a large-scale event, as in a “natural disaster”, a localized event may present sufficient impact to a jurisdiction to be classified as a disaster.

Disaster Field Office (DFO) – The office established in or near the designated area to support Federal and State response operations.

Disaster Medical Assistance Team (DMAT) – Team from The Office of the Assistant Secretary for U.S. Health/Office of Emergency Preparedness - National Disaster Medical Assistance (OASH/OEP-NDMS), that assists in providing care for the ill and injured victims at the site of a disaster or emergency.

Disaster Mortuary Operational Response Team (DMORT) – Is a federalized team of private citizens associated with the National Foundation for Mortuary Care, that respond under ESF-8, Health and Medical Services through FEMA. The DMORT is responsible for maintaining temporary morgues, victim identification and processing, preparing, and disposing of remains. DMORT also provides technical assistance and personnel to recover, identify, and process deceased victims.

Disaster Recovery Center (DRC) – A center established in or near a disaster area to provide information and/or deliver assistance to disaster victims. DRCs are established when a Presidential Disaster Declaration is issued. Local, State, and Federal agencies will staff the DRC (i.e., social services, State public health, and the IRS).

Disaster Welfare Inquiry (DWI) System – System set up by the American Red Cross to collect, receive, and report information about the status of victims and assist the family with reunification within the disaster area.

Distribution Centers – Facilities operated by local governments, local churches, community based organizations, and voluntary agencies for providing donated goods directly to disaster victims.

Donations Coordination Center – An area designated for the coordination of goods, services and volunteers. The Donations Manager/Coordinator, the Volunteer Coordinator, State Donations/Volunteer Coordinator and representatives of participating volunteer agencies will operate from this center. In the event of a declared disaster, the FEMA Donations/Volunteer Coordinator may also operate from this center.

Donations Coordinator/Manager – The person designated by the Director of Emergency Management who will coordinate the donations effort. This person will oversee the phone bank, Donations Coordination Center and coordinate efforts of the reception and distribution center(s).

Emergency – An unexpected situation or event, which places life and/or property in danger and requires an immediate response to protect life and property. Any occasion or instance in which

the Governor determines that State assistance is needed to supplement local response efforts and capabilities to save lives and protect property and public health and safety, or to lessen or avert the threat or impact of a catastrophe in any part of the State.

Emergency Alert System (EAS) – A voluntary network of broadcast stations and inter-connecting facilities, which have been authorized by the Federal Communications Commission (FCC) to disseminate information during an emergency, as provided by the Emergency Alert System plan. EAS is made up of AM, FM, and TV Broadcast Stations and non-governmental electronic communications operating in a voluntary organized manner during natural/man-made emergencies or disasters at National, State or local levels.

Emergency Management (EM) – A system of organized analysis, planning, decision-making, assignment, and coordination of available resources for the mitigation of preparedness for, response to or recovery from major community-wide emergencies. Refer to local and State emergency legislation.

Emergency Management Director/Coordinator – The individual who is directly responsible on a day-to-day basis for the jurisdiction's effort to develop a capability for coordinated response and recovery from the effects of disaster.

Emergency Medical Services (EMS) – Local medical response teams, usually rescue squads or local ambulance services, which provide medical services during a disaster.

Emergency Operations Center (EOC) – A protected site from which government officials and emergency response personnel exercise direction and control in an emergency. The Emergency Communications Center (ECC) is normally an essential part of the EOC.

Emergency Operations Plan (EOP) – An all-hazards document, which briefly, clearly, and concisely specifies actions to be taken or instructions to be given in the event of natural disasters, technological accidents, or nuclear attack. The plan identifies authorities, relationships, and the coordinated actions to be taken based on predetermined assumptions, objectives, and existing capabilities.

Emergency Public Information (EPI) – Information disseminated to the public primarily in anticipation of an emergency, or at the actual time of an emergency as a means of warning the public of impending danger and/or to provide instruction as to emergency preparedness action to be taken.

Emergency Response Team (ERT) – FEMA group, composed of a headquarters element and a regional element that is deployed by the Director, FEMA, to the scene of an extraordinary situation to coordinate the overall Federal response.

Emergency Support Function (ESF) – A functional area of response activity established to facilitate the delivery of State or Federal assistance required during the immediate response phase of a disaster to save lives, protect property and public health, and to maintain public safety.

Environment – Water, air, and land, and the interrelationship, which exists among and between them and all living things.

Evacuation – Relocation of civilian population to safe areas when disaster, emergencies or threats thereof necessitate such action.

Exercise – Maneuver or simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of emergency plan (EOP).

Facility – As defined by section 101 of CERCLA, means any building, structure, installation, equipment pipe or pipeline (including any pipe into a sewer or publicly-owned treatment works), well, pit, pond, lagoon, impoundment, ditch, landfill, storage container, motor vehicle, rolling stock, or aircraft, or any site or area where a hazardous substance has been deposited, stored, disposed of, or placed, or otherwise come to be located; but does not include any consumer product in consumer use or any vessel. For the purpose of the emergency release notification, the term includes motor vehicles, rolling stock, and aircraft.

Federal Coordinating Officer (FCO) – The senior Federal official appointed in accordance with P.L. 93-288, to coordinate the overall Federal response and recovery activities.

Federal Response Plan (FRP) – The FRP establishes a process and structure for the systematic, coordinated, and effective delivery of Federal assistance to address the consequences of any major disaster or emergency declared under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (42 U.S. Code [USC] et seq.). The FRP Terrorism Incident Annex defines the organizational structures used to coordinate crisis management with consequence management (Source: FRP Terrorism Incident Annex, April 1999).

Fixed Nuclear Facility (FNF) – Nuclear power plants, reactor fuel fabrication or processing plants, test and research reactors or any other facility using or producing large quantities of radioactive material.

Functional Areas of Responsibility – Numerous ESFs are tasked with the responsibility of providing a variety of essential services/functions during emergencies/disaster in support of local response operations. Each of the ESFs should identify those areas of responsibility within their portion of the *Local EOP*. The ESFs should identify the services/functions provided (e.g., traffic control, disaster relief services), and the department/agency responsible for providing those services/functions, and the primary tasks/activities associated with the particular service/function (e.g., coordinate the provision of temporary housing assistance). If an ESF has developed a team structure to provide those services the team(s) should be identified. However, the composition and specific of the team(s) should be addressed in an SOP/SOG for each essential service/function identified. Any specialized teams (i.e., Search and Rescue teams, EOD, etc.) are to be addressed in the section of the ESF template labeled Specialized Units/Teams.

Governors Authorized Representative (GAR) – The representative (usually the Director of Emergency Management) of the Governor who coordinates the State response and recovery activities with those of the Federal Government.

Hazard – Any situation that has the potential for causing damage to life, property, and the environment.

Hazard Analysis – A process used by emergency managers to identify and analyze crisis potential and consequences.

Hazardous Material (HazMat) – A substance or material, which may pose an unreasonable risk to safety, health or property.

Hazardous Waste – Materials declared by the U.S. Environmental Protection Agency (EPA) to be toxic, corrosive, ignitable or chemically reactive.

Incident Action Plan – The plan that is usually prepared at the beginning of each operational period that contains general control objectives reflecting the overall operational strategy and specific action plans for the next operational period.

Incident Command Post – The location where primary command functions are made. May be the Emergency Operations Center (EOC), Disaster Field Office (DFO), or Logistical Staging area. As command function transfers so does the Incident Command Post (ICP).

Incident Command System (ICS) – A combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for management of assigned resources to effectively direct and control the response to an incident. The structure can be expanded, as situation requires larger resource, without requiring new, reorganized command structure.

Infrastructure Protection – Proactive risk management actions intended to prevent a threat from attempting to or succeeding at destroying or incapacitating critical infrastructures. For instance, threat deterrence and vulnerability defense.

In-kind Donations – Donations of goods or materials, such as food, clothing, equipment, and building materials instead of money.

Job Aid (JA) – A document or checklist designed to provide the user with help in completing a specific task.

Joint Information Center (JIC) – A combined public information office that serves two or more levels of government or Federal, State, local agencies.

Joint Operations Center (JOC) – A centralized operations center established by the FBI Field Office during terrorism-related incidents to provide a single point of direction, control, and coordination for emergency response operations. The JOC resolves conflicts in prioritization of resource allocations involving Federal assets.

Lead Agency – The Federal department or agency assigned lead responsibility under U.S. law to manage and coordinate the Federal response in a specific functional area. The FBI is the lead agency for crisis management, and FEMA is the lead agency for consequence management. Lead agencies support the overall Lead Federal Agency (LFA) during all phases of the response.

Lead Federal Agency (LFA) – The agency designated by the President to lead and coordinate the overall Federal response is referred to as the LFA and is determined by the type of emergency. In general, an LFA establishes operational structures and procedures to assemble and work with agencies providing direct support to the LFA in order to provide an initial assessment of the situation, develop an action plan, monitor and update operational priorities, and ensure each agency exercises its concurrent and distinct authorities under U.S. law and supports the LFA in carrying out the President’s relevant policy. Specific responsibilities of an LFA vary according to the agency’s unique statutory authorities.

Local Emergency Management Director/Coordinator – The local government official responsible for the emergency management program at the local level, county or municipal.

Local Emergency Planning Committee (LEPC) – A committee appointed by the State Emergency Response Commission (SERC), as required by SARA Title III, to formulate a comprehensive emergency plan to deal with hazardous materials within its jurisdiction.

Local Government – A political subdivision of the State that is usually at the County or municipal levels.

Major Disaster – As defined under P.L. 93-288, any natural catastrophe, (including any hurricane, tornado, storm, flood, high water, wind-driven water tidal wave, tsunami, earthquake, volcanic eruption, landslide, mud slide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Mass Care – Efforts to provide shelter, feeding, water, first aid and distribution of relief supplies following a catastrophic or significant natural disaster or other event to disaster victims.

Memorandum of Agreement/Understanding (MOA/MOU) – A document negotiated between organizations or legal jurisdictions for mutual aid and assistance in times of need. A MOA/MOU must contain such information as who pays for expense of operations (financial considerations), the party that will be liable for personal or property injury or destruction during response operations (liability considerations), and appropriate statements of non-competition of government resources with private enterprise (commercial considerations).

Mitigation – Mitigation actions eliminate or reduce the probability of some disaster occurrences and also include long-term activities that lessen the undesirable effects of unavoidable hazards or reduce the degree of hazard risk. Some mitigation examples include flood plain management, and public education programs. Mitigation seeks to prevent disasters and to reduce the vulnerability of people to disasters that may strike. Hazard mitigation should follow all disasters.

Mobilization – The rapid assembly, procurement, production or deployment of resources to meet the requirements of a disaster/emergency situation including war.

Multi-Hazard – A functional approach to planning, which treats the numerous emergency management requirements that are present in any disaster situation as common functions. This

reveals a broad base foundation of recurring disaster tasks that are common to most disasters. In this manner, planning which concerns an application of the recurring tasks can be used in response to any emergency.

Mutual Aid Agreement – A formal or informal understanding between jurisdictions pledging the exchange of emergency or disaster assistance.

National Contingency Plan (NCP) – Term referring to the National Oil and Hazardous Substances Pollution Contingency Plan. Regulations prepared by the Environmental Protection Agency implement the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and the response systems of the Clean Water Act (sec. 311); refer to 40 CFR Part 300.

National Disaster Medical System (NDMS) – A nation-wide medical mutual aid network between the Federal and non-Federal sectors that include medical response, patient evacuation, and definitive medical care.

National Emergency Operations Center (NEOC) – The EOC for DHS/FEMA, which provides a centralized point of direction and control for Federal response operations. (Formerly the National Interagency Emergency Operations Center (NIEOC)).

National Flood Insurance Program (NFIP) – A Federal program to provide flood insurance coverage in those communities, which enact and enforce floodplain management regulations.

National Hurricane Center (NHC) – A Federal tracking center that forecasts and plots the formation and movement of tropical storms. It also alerts appropriate areas of the danger.

National Oceanic and Atmospheric Administration (NOAA) – A Federal agency within the U.S. Department of Commerce, which deals in ocean survey/exploration and atmospheric studies in coastal storms and lower atmospheric disturbances. Emergency Management relies heavily on the coastal hazards office of NOAA for storm surge modeling.

National Response Center (NRC) – Established under the Clean Water Act and CERCLA, and operated by the U.S. Coast Guard. The NRC receives and relays notices of discharges or releases, disseminates reports when appropriate, and provides facilities for use in coordinating a national response action when required.

National Response Team (NRT) – Organization of representatives from 14 Federal agencies with responsibility for national planning and coordination (interagency and inter-jurisdictional) of CERCLA objectives.

National Security – Measures taken to protect the Nation from the direct or indirect acts of war, sabotage, or terrorism directed at the United States. These acts include but are not limited to, conventional and unconventional war, chemical, biological and nuclear war or terrorism.

National Warning System (NAWAS) – The Federal warning system, used to disseminate warnings of imminent natural disaster or enemy attack to a regional warning system, which passes to the State warning points for action.

National Weather Service (NWS) – A Federal agency tasked with forecasting weather and providing appropriate warning of imminent natural disaster such as hurricanes, tornadoes, tropical storms, etc.

New Hampshire Emergency Operations Plan (State EOP) – The State plan designed to cover all natural and man-made emergencies and disasters that threaten the State.

Non-persistent Agent – An agent that, upon release, loses its ability to cause casualties after 10 to 15 minutes. It has a high evaporation rate, is lighter than air, and will disperse rapidly. It is considered to be a short-term hazard; however, in small, unventilated areas, the agent will be more persistent.

Nuclear Regulatory Commission (NRC) – The Federal agency tasked with oversight and regulation for all domestic nuclear devices, plant processes and construction.

Operational Period – A period of time set for execution of operational actions specified in the Incident Action Plan. Traditionally these periods are initially 12 to 24 hours in length. As the incident winds down, they may cover longer periods of activity.

Persistent Agent – An agent that, upon release, retains its casualty-producing effects for an extended period of time, usually anywhere from 30 minutes to several days. A persistent agent usually has a low evaporation rate and its vapor is heavier than air; therefore, its vapor cloud tends to hug the ground. It is considered to be a long-term hazard. Although inhalation hazards are still a concern, extreme caution should be taken to avoid skin contact as well.

Plume – Airborne material spreading from a particular source; the dispersal of particles, gases, vapors, and aerosols into the atmosphere.

Preliminary Damage Assessment (PDA) – An assessment of damage taken immediately following a disaster or potential disaster. Emphasis is on high-level infrastructure such as roads and power production.

Preparedness – Preparedness activities develop emergency response capabilities. Planning, exercising, training, mitigation, developing public information programs and alerting and warning are among the activities conducted under this phase of emergency management to ensure the most effective and efficient response in a disaster. Preparedness seeks to establish capabilities to protect people from the effects of disasters in order to save the maximum number of lives, minimize injuries, reduce damage, and protect property. Procedures and agreements to obtain emergency supplies, material, equipment, and people are developed.

Primary Agency – An agency, organization or group designated as an ESF primary agency serves as the executive agent under the *Local EOP* to accomplish the assigned ESF Mission. Such a designation is based on that agency having performed that function on a day-to-day basis or by direction of a statutory mandate and/or regulatory requirements. Certain ESFs may have more than one agency designated in which cases they would be identified as “co-primary” agencies.

Promulgate – To promulgate, as it relates to the Local Emergency Operation Plan (EOP), is the act of the jurisdiction officially proclaiming, declaring and/or adopting, via local ordinance,

Executive Order (EO), or etc., the *Local EOP* as the emergency operations plan for the jurisdiction.

Public Health – A common function in multi-hazard planning, which focuses on general health and medical concerns, under emergency conditions, including provisions for accomplishing those necessary actions related to disease and vector control activities. Concerns extend to sanitation and preventing contamination of food and water.

Public Information Officer (PIO) – The person tasked with preparing all information for dissemination to the media or to the public.

Radiation – High-energy particles or gamma rays that are emitted by an atom, as the substance undergoes radioactive decay. Particles can be either charged alpha or beta particles or neutral neutron or gamma rays.

Radio system – A combination of electrical and electronic equipment, including but not limited to radios, consoles, mobile units, towers, antennas, generators, etc., which together enable communications between desired points.

Reception Center – A donations management facility to receive specific, undesignated or unsolicited goods such as food, water, clothes, and building supplies.

Recovery – Recovery is both a short-term and a long-term process to restore the jurisdiction to normal conditions in the aftermath of any emergency or disaster involving extensive damage. Short-term operations assess damages, restore vital services to the community, and provide for basic needs to the public. Long-term recovery focuses on restoring the community to its normal or to an improved state of affairs. Examples of recovery actions are provision of temporary housing, restoration of government services, and reconstruction of damaged areas.

Release – Any spilling, leaking, pumping, pouring, emitting, emptying, discharging, injecting, escaping, leaching, dumping, or disposing into the environment (including abandonment or discarding barrels, containers, and other closed receptacles) of any Hazardous Chemical, Extremely Hazardous Substance, or CERCLA Hazardous Substance.

Resource Agencies, Organizations or Groups – Other agencies, organizations, groups, and individuals, not assigned as primary or support to an ESF may have authorities, expertise, capabilities, or resources required for disaster operations. Those agencies, organizations, groups or SMEs may be requested to participate in planning and operations activities, designate staff to serve as representatives to the ESF, and/or provide services and resources. (Resources provide personnel and/or stuff (equipment, resources or supplies)).

Response – Response is the actual provision of emergency services during a disaster. These activities can reduce casualties, limit damage, and help to speed recovery. Response activities include directing emergency operations, evacuation, shelter, and other protective measures.

Revised Statutes Annotated (RSAs) – The specific form of State Law, codified and recorded for reference.

Shelter – A facility to house, feed, and care for persons evacuated from a risk area for periods of one or more days. For the risk areas the primary shelter and the reception center are usually located in the same facility.

Staging Area (SA) – A pre-selected location having large parking areas such as a major shopping area, schools, etc. The SA is a base for the assembly of personnel and equipment and resources during response operations. A SA can also serve as an area for assembling people to be moved by public transportation to host jurisdictions and a debarking area for returning evacuees.

Standard Operating Guide (SOG) – A SOG is a complete reference document focused on the collection of actions and activities established to accomplish one or more functions. The document user is afforded varying degrees of latitude in accomplishing functional actions or activities. As necessary, SOGs can be supported by one or more standard operation procedures (SOPs).

Standard Operating Procedures (SOP) – A SOP is an instructional document constituting a directive that provides prescriptive steps towards accomplishing a specified action or task. SOPs can supplement SOGs by detailing and specifying how assigned tasks are to be carried out.

State Coordinating Officer (SCO) – The representative of the Governor (usually the Director/Coordinator of Emergency Management) who coordinates the State response and recovery activities with those of the Federal Government. See GAR Governor’s Authorized Representative.

State Emergency Response Commission (SERC) – Designated by the Governor, the SERC is responsible for establishing HazMat planning districts and appointing/overseeing Local Emergency Planning Committees (LEPC).

State Emergency Response Team (SERT) – A team of senior representatives of State agencies, State level volunteer organizations, and State level corporate associations who have knowledge of their organization resources and have the authority to commit those resources to emergency response. SERT operates from the State EOC and the Director/Coordinator of EM serves as the SERT leader.

State Warning Point (SWP) – The State facility (NH State Police Communications Center) that receives warnings and other emergency information over NAWAS and relays this information in accordance with current directives.

Subject Matter Experts (SMEs) – Other agencies, organizations, groups, and individuals, have authorities, technical expertise, and/or capabilities required for disaster operations. Those agencies, organizations, groups or SMEs may be requested to participate in planning and operations activities, designate staff to serve as representatives to the ESF, and/or provide services.

Superfund – Trust fund established under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and extended under the 1986 Superfund Amendments and Reauthorization Act (SARA) to provide money for cleanups associated with inactive hazardous waste disposal sites. (See CERCLA) Superfund Amendments and

Reauthorization Act of 1986 (PL99-499) SARA. Extends and revises Superfund authority (in Title I & II). Title III of SARA includes detailed provisions for community planning and Right-To-Know systems.

Support Agency – An agency, organization or group that provides an essential function or service critical to the ESF and has a requirement in the decision process for the conduct of the operation using its authorities and determines priorities in providing cognizant expertise, capabilities, and resources.

Task Force – A group of resources with shared communication and leader. It may be pre-established and sent to an incident or it may be created at the incident.

Terrorism – The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives. Domestic terrorism involves groups or individuals who are based and operate entirely within the United States and U.S. territories without foreign direction and whose acts are directed at elements of the U.S. government or population.

Title III (of SARA) – The "Emergency Planning and Community Right-to Know Act of 1986." Specifies requirements for organizing the planning process at the State and local levels for specified extremely hazardous substances; minimum plan content; requirements for fixed facility owners and operators to inform officials about extremely hazardous substances present at the facilities; and mechanisms for making information about extremely hazardous substances available to citizens. (42 USC annotated, sec. 1101, et. seq.-1986) Trans-species Infection - An infection that can be passed between two or more animal species. This may include human hosts.

Toxicity – A measure of the harmful effects produced by a given amount of a toxin on a living organism.

Ultra high frequency (UHF) – Ranges from 300 MHz to 3000 MHz. For public safety use, defines the frequency sub bands of 450-512 MHz and 800-900 MHz. Also includes 960 MHz and 2 GHz microwave sub bands.

Undesignated/Unsolicited donation – Unsolicited/undesignated goods are those donations that arrive in the State but have not been requested by an agency.

Unified Command – A team that allows all agencies (with geographical or functional responsibility for the incident) to co-manage an incident through a common set of objectives and strategies. Agencies' accountability, responsibilities, and authorities remain intact.

Very high frequency (VHF) – Ranges from 30 MHz to 300 MHz. For public safety use, defines the frequency sub bands of 30-50 MHz and 150-174 MHz.

Vital Records – Records or documents, for legal, regulatory, or operational reasons, cannot be irretrievably lost or damaged without materially impairing the organization's ability to conduct business or provide essential services.

Vulnerability – Susceptibility to a physical injury or attack. Vulnerability refers to the susceptibility to hazards.

Vulnerability Analysis – A determination of possible hazards that may cause harm. Should be a systemic approach used to analyze the effectiveness of the overall (current or proposed) emergency management, emergency services, security, and safety systems at a particular facility or within a jurisdiction.

Warning Point – A facility that receives warning and other information and disseminates or relays this information in accordance with a prearranged plan.

Weapons-Grade Material – Nuclear material considered most suitable for a nuclear weapon. It usually connotes uranium enriched to above 90 percent uranium-235 or plutonium with greater than about 90 percent plutonium-239.

Weapon of Mass Destruction – Any destructive device as defined in 18 USC 921; any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors; any weapon involving a disease organism; or any weapon that is designed to release radiation or radioactivity at a level dangerous to human life. (Source: 18 USC 2332a). In 18 USC 921, a destructive device is defined, with certain exceptions, to mean any explosive, incendiary, or poison gas, bomb, grenade, or rocket having a propellant charge of more than 4 ounces, or a missile having an explosive incendiary charge of more than 0.25 ounce, or a mine, or a device similar to the above; any type of weapon by whatever name known that will, or that may be readily converted to, expel a projectile by the action of an explosive or other propellant, and that has any barrel with a bore of more 0.5 inch in diameter; any combination of parts either designed or intended for use in converting any device into any destructive device described above and from which a destructive device may be readily assembled.

Appendix C
Authority of Emergency Response Agencies

| Position/Agency | Authorities | Authority |
|---|---|-----------------------------------|
| Governor | <ul style="list-style-type: none"> ★ Delegation of Authority to BEM Director. ★ Declaration of State of Emergency. ★ Ordering Evacuation. ★ Ordering other Protective Actions. | RSA 21 |
| American Red Cross | <ul style="list-style-type: none"> ★ Provisions for Mass Care Sheltering. | LOA |
| Department of Agriculture | <ul style="list-style-type: none"> ★ Regulation of Food Handling, Preparation, Storage, & Distribution. ★ Environmental Sampling. | RSA 426 RSA 107 |
| Department of Education | <ul style="list-style-type: none"> ★ Assist in Coordination of Emergency Response Activities of School Districts. | RSA 107 RSA 200 |
| Department of Employment Security | <ul style="list-style-type: none"> ★ Actions & Provisions as Specified in the Disaster Relief Act of 1974. | RSA 108 |
| Department of Environmental Services | <ul style="list-style-type: none"> ★ Control of Public Water Supplies. ★ Environmental Sampling. | RSA 149 |
| Department of Health & Human Services: <u>Division of Community & Public Health Services</u> | <ul style="list-style-type: none"> ★ Radiological Waste Disposal. ★ Transportation of Patients and Use of Vehicles as Ambulances. | RSA 125 RSA 151 |
| | <ul style="list-style-type: none"> ★ Response Expenses. ★ Reciprocal Agreements. | RSA 161 |
| | <ul style="list-style-type: none"> ★ Emergency Social Services. ★ Referral services for Evacuees. ★ Emergency Shelter. | RSA 161 RSA 126 |
| <u>Division of Human Services</u> | | |
| Department of Resource & Economic Development | <ul style="list-style-type: none"> ★ Access & Traffic Control in State Parks & Forests. | RSA 218 RSA 12 |
| Department of Safety <u>Division of Fire Safety & Emergency Management</u> | <ul style="list-style-type: none"> ★ Direction of Emergency Response Organization. ★ Control of Emergency Communications. ★ Request Federal and Regional Assistance. ★ Actions & Provisions of the Disaster Relief Act of 1974. ★ NH Radiological Emergency Response Plan. | RSA 21 RSA 108 RSA 21 / 125 |
| <u>Pupil Transportation</u> | <ul style="list-style-type: none"> ★ Direct Resources of Bus Services. | RSA 265 |
| <u>State Police</u> | <ul style="list-style-type: none"> ★ Access Control. ★ Support to Local Police. ★ Support to Traffic Control. ★ Crime Prevention & Control. ★ Request for Regional Law Enforcement Assistance. | RSA 106 NESPAC |

**RSA = (New Hampshire Revised Statutes Annotated) of the State Emergency Management Act*

Appendix C
Authority of Emergency Response Agencies

| Position/Agency | Authorities | Authority |
|---|---|--|
| Department of Transportation | <ul style="list-style-type: none"> ★ Utilize Traffic Control Devices. ★ Clearing Roads of Vehicles, Debris, & Snow. ★ Installing Evacuation Route Signs. | RSA 228 |
| Fish & Game Department | <ul style="list-style-type: none"> ★ Support DPHS Special Environmental Sampling & Monitoring of Shellfish. ★ Access & Traffic Control in Remote Areas. ★ Notification & Evacuation of Individuals in Outdoor Recreational Areas. | RSA 206 RSA 211 RSA 208 |
| NH National Guard | <ul style="list-style-type: none"> ★ Mobilization of Reserves for Protracted Emergency Period. ★ General Support. | RSA 110 |
| Public Utilities Commission | <ul style="list-style-type: none"> ★ Consider Implementation of Emergency Regulations. ★ Provide State Emergency Response Organization additional Nuclear Facility Onsite Information. ★ Monitor Performance of Utilities Emergency Response. | RSA 107 |
| Rockingham County Dispatch Center | <ul style="list-style-type: none"> ★ Operate Multi-Town Emergency Communication Systems. ★ Activate Emergency Siren System. | RSA 154 LOA |
| Southwestern NH Fire Mutual Aid | <ul style="list-style-type: none"> ★ Operate Multi-Town Emergency Communication Systems. ★ Activate Emergency Siren System. | RSA 154 LOA |
| Civil Air Patrol | <ul style="list-style-type: none"> ★ Transportation of Passengers & Equipment. ★ Aerial Reconnaissance of Surface Traffic. ★ Air & Ground Search and Rescue. ★ Airborne Damage Assessment. ★ Aerial Radiological Monitoring. ★ Radio Communication Support. ★ Courier & Message Service. | LOA |
| U.S. Coast Guard | <ul style="list-style-type: none"> ★ Controlling Access to EPZ by Sea. ★ Marine Emergency Notification to Commercial & Pleasure Craft. | Title 33, CFR Parts 165.20 & 160.111 |
| Federal Agencies | <ul style="list-style-type: none"> ★ Authorities of Public Law 93-288, as amended, <i>the Robert T. Stafford Disaster Relief & Emergency Assistance Act.</i> | PL 93-288 |
| <p>*RSA = (New Hampshire Revised Statutes Annotated) of the State Emergency Management Act</p> | | |

Appendix D
Hazard Analysis & Assessment

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I. Introduction

a. Purpose

This Hazard Analysis and Assessment is the basis for both mitigation efforts and EOPs. Comprehensive hazard analysis merits its own document-length discussion. Consequently, the Town of Westmoreland developed a Hazard Mitigation Plan in 2011 which includes a detailed discussion on this topic.

From an emergency operations planning perspective, hazard analysis helps a planning team decide what hazards merit special attention, what actions must be planned for, and what resources are likely to be needed. For purposes of emergency operations planning, basic considerations of this Appendix include the following:

1. Identification of Hazards
2. Profile Hazard Vulnerability
3. Critical Facility Vulnerability

b. Scope

This document applies to all natural and manmade hazards in Westmoreland, NH that require response and recovery actions under the EOP.

c. Situation

The Town of Westmoreland is located in Cheshire County in southwestern New Hampshire. Westmoreland is a community governed by a 3 member Board of Selectmen, with a population of approximately 1,650 people. The town is predominantly a residential community with some commercial businesses, primarily established on Route 12 and 63.

The following natural or man-made hazards are the prime consideration of the Emergency Operations Plan:

- | | |
|-------------------|-------------|
| Flooding | Lightning |
| Riverine Flooding | Tornado |
| Winter Weather | Hurricane |
| Severe Wind | Drought |
| Haz Mat Spills | Earthquake |
| Extreme Heat | Radon |
| Subsidence | Dam Failure |
| Erosion | Avalanche |
| Wild Fire | Landslide |

II Hazard Vulnerability

As part of the update of this Emergency Operations Plan, key Westmoreland Emergency Officials identified the following Vulnerability and Risk Rating Matrix identified in Table D.1.

| Hazards | Severity | Probability* In 25 years | Risk Severity x Probability |
|-------------------|--|---|---|
| | Probability of death or injury, physical damage 0: n/a 1: Low 2: Moderate 3: High 4: Catastrophic | Likelihood this will occur 0: Improbable 1: Remote 2: Occasional 3: Probable 4: Frequent | 0-3: Low 4-6: Moderate 7-9: High 10-12: Severe |
| Flooding | 2 | 3 | 6 |
| Riverine Flooding | 3 | 2 | 6 |
| Winter Weather | 2 | 3 | 6 |
| Severe Wind | 2 | 2 | 4 |
| Haz Mat Spills | 2 | 2 | 4 |
| Extreme Heat | 1 | 2 | 3 |
| Subsidence | 3 | 1 | 3 |
| Erosion | 3 | 1 | 3 |
| Wild Fire | 1.5 | 1.5 | 2.25 |
| Lightning | 1 | 2 | 2 |
| Tornado | 2 | 1 | 2 |
| Hurricane | 2 | 1 | 2 |
| Drought | 1 | 1 | 1 |
| Earthquake | 1 | 1 | 1 |
| Radon | 1 | 1 | 1 |
| Dam Failure | 1 | 1 | 1 |
| Avalanche | 0 | 0 | 0 |
| Landslide | 0 | 0 | 0 |

IV. Authorities & References

A. Plans

Westmoreland Hazard Mitigation Plan (2011), located at the Westmoreland Town Hall.

| RESOURCE INVENTORY LISTING | | | | |
|-----------------------------------|--------------------------------|-----------------|--------------|-------------|
| ESF 1 TRANSPORTATION | | | | |
| | | | | |
| MASS TRANSPORTATION | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Dick Delano | Westmoreland School Bus Rte 63 | (603) 399-4371 | | |
| First Student | Paula Lesley | (603) 352-2303 | | |
| Thomas Transportation | Swanzey | (603) 352-5550 | | |
| | | | | |
| AUTO PARTS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Scotty's Repair | S Village Rd | (603) 399-8303 | | |
| Don's Auto | Westmoreland | (603) 352-9718 | | |
| Sanel | 38 Emerald St Keene | (603) 352-1550 | | |
| TOWING | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Emerson Towing | 429 Monadnock Hwy, Swanzey | (603) 357-1028 | | |
| Lems Auto | Keene | (603) 357-7004 | | |
| Frans | Keene | (603) 352-9817 | | |
| | | | | |
| GASOLINE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Mac's Convenience | Rte 12, Westmoreland | (603) 339-4928 | | |
| Bill Deal | 1474 Rte 9, Chesterfield | (603) 357-4545 | | |

| RESOURCE INVENTORY LISTING | | | | |
|--|----------------------------------|-----------------|--------------|-------------|
| ESF 2 COMMUNICATIONS and ALERTING | | | | |
| COMMUNICATIONS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Homeland Security and Emergency Management | | (800) 852-3792 | | |
| | | | | |
| TELEPHONE COMPANY | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Fairpoint | | (866) 984-1611 | | |
| | | | | |
| NH POLICE/DISPATCH | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| NH State Police | | (603) 271-3636 | | |
| NH State Police Detail Desk | | (603) 271-6298 | | |
| Cheshire County Sheriff | | (603) 355 2000 | | |
| ARES | | | | |
| NAME | TITLE | DAY | NIGHT | CELL |
| Cheshire County ARES | Amateur Radio Emergency Services | ccdarc.org | | |
| | Larry Levesque | (603) 355-0143 | | |
| COMMUNICATIONS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Southwest Mutual Aid | Keene | -911 | | |

| RESOURCE INVENTORY LISTING | | | | |
|---|---------------------------|--------------------|--------------|----------------|
| ESF 3 Public Works & Engineering | | | | |
| TOWN | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| NH Public Works Mutual Aid | | See DPW EOC Packet | | |
| Gary Hudson | Westmoreland Public Works | (603) 399-4802 | H 6033994481 | (603) 313-3482 |
| STATE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| State of NH Highway Department | | (603) 271-3734 | | |
| NH State DOT/ Doug Graham | Swanzy | (603) 352-2302 | | |
| BARRICADES | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| NH DOT | | (603) 271-3734 | | |
| | | | | |
| | | | | |
| HEAVY EQUIPMENT | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| John Mathews | 1700 Rte 12 | (603) 399-0024 | | |
| Bill Patnode | Westmoreland | (603) 399-9966 | | |
| Pat Rawson | W Chesterfield | (603) 256-6349 | | |
| CARPENTERS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Bill Hatt | | (603) 399-4859 | | |
| Paul Fabis | | (603) 399-4945 | | |
| Jim Starkey | Westmoreland | (603) 399-4410 | | |
| Mark Hayward | Westmoreland | (603) 399-4959 | | |
| Andy Lemhah | | (603) 399-4833 | | |
| Jim Merrit | | (603) 399-7798 | | |
| RUBBISH HAULERS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Waste Management | 25 Monadnock Hwy, Keene | (603) 352-1025 | | |
| | | | | |
| FENCING | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| | | | | |
| | | | | |

| GRAVEL/SAND/ETC | | | | |
|-----------------------------|---------------------------|-----------------|----------------|-------------|
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Cersosimo | | (802) 254-4500 | | |
| Cold River | | (603) 352-2006 | | |
| CRANES & RIGGING | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Lift All | 923 Rte 12 | (603) 358-6256 | | |
| TREE SERVICE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Phil's Tree | Keene | (603) 335-0202 | | |
| Norm Winchester | 169 Paine Rd, Westoreland | (603) 399-7265 | | |
| WELDING | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| North Country | 908 Rte 9, Chesterfield | (603) 256-6344 | | |
| RENTAL SERVICES | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Ace Rental | 502 Winchester St, Keene | (603) 352-6888 | | |
| True Value | Brattleboro | (802) 257-0363 | | |
| ELECTRICIAN | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Els Electric | Chesterfield | (603) 363-4955 | | |
| PLUMBERS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Ken Thompson | Pinney Plumbing | (603) 357-0944 | (603) 399-7701 | |
| Kyle Keith | Owls Hill Rd | (603) 399-7729 | | |
| PORTABLE TOILETS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| PJD Septic | Stoddard | (603) 446-7106 | | |
| Ed Csenge | Septic Manager, Sullivan | (603) 847-9158 | | |
| SNOW PLOWING | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Clyde Simino | MacAdam Rd | (603) 399-4414 | | |
| Ted Ferguson | 907 Rte 63 | (603) 399-7781 | | |

| RESOURCE INVENTORY LISTING | | | | |
|-----------------------------------|----------------------|-----------------|------------------|-------------|
| ESF 4 FIRE FIGHTING | | | | |
| | | | | |
| FIRE MUTUAL AID | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Southwest Mutual Aid | | (603) 352-1100 | EMERGENCY | |
| | | (603) 352-1291 | Non-Emergency | |
| STATE OF NEW HAMPSHIRE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| State Fire Marshall | | (603) 271-3294 | | |
| DRED State Forest Ranger | | (603) 271-2217 | (603) 271-2214 | |
| | | | | |
| DIVERS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| NH Fish & Game | | (603) 271-3421 | | |
| NH State Police | | (800) 525-5555 | | |
| | Swanzey | | | |

| RESOURCE INVENTORY LISTING | | | | |
|--|--|-----------------|-------------------|-------------|
| ESF 8 HEALTH and MEDICAL | | | | |
| AMBULANCE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Diluzio | Keene | (603) 357-0341 | | |
| City of Keene | | (603) 352-1100 | | |
| Rescue Inc | 541 Canal St, Brattleboro VT | (802) 257-7679 | | |
| HELICOPTER TRANSPORT | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Dartmouth Hitchcock Air Rescue Team (DHART) | | (800) 650-3222 | | |
| City of Keene | | (603) 352-1100 | | |
| Boston Med Flight | | (800) 233-8998 | | |
| BEHAVIORAL HEALTH | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Disaster Behavioral Health Response Team (DBHRT) | | (800) 852-3782 | (603) 271-2231 | |
| Deignan, Paul F MSN | pdeignan@nhoem.state.nh.us | | | |
| HOSPITALS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Cheshire Medical Center | 580 Court St, Keene | (603) 335-5400 | | |
| Dartmouth Medical Center | Lebanon NH | (603) 650-5000 | | |
| Brattleboro Hospital | Brattleboro VT | (802) 257-0341 | | |
| Monadnock Community Hospital | Peterborough | (603) 924-7191 | | |
| Maplewood Nursing Home | 201 River Rd Westmoreland | (603) 399-4912 | Katherine Kindoff | |
| MEDICAL SUPPLIES | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Keene Medical | 275 Washington St, Keene | (603) 357-3222 | | |
| Phoenix Medical | 28 Roxbury St, Keene | (603) 357-2201 | | |
| MORGUE (temporary) | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Fletcher | 33 Marlboro St, Keene | (603) 352-4541 | | |
| Foley | 49 Court St, Keene | (603) 352-0341 | | |
| Cheshire Family Funeral Home | | (603) 357-2980 | | |

| RESOURCE INVENTORY LISTING | | | | |
|-----------------------------------|----------------------|-----------------|----------------|----------------|
| ESF 10 HAZARDOUS MATERIALS | | | | |
| | | | | |
| HAZ MAT CLEANUP | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Clean Harbors Inc. | Hooksett NH | (603) 644-3633 | | |
| CYN Environmental | Hooksett NH | (603) 624-5443 | (800) 417-7455 | (603) 624-5546 |
| | | | | |
| REGIONAL HAZ MAT | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Keene Fire Department | | | | |
| | | | | |
| STATE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| NH Hazardour Materials Team | | | | |

| RESOURCE INVENTORY LISTING | | | | |
|-----------------------------------|-----------------------|-----------------|--------------|-------------|
| ESF 11 FOOD and WATER | | | | |
| | | | | |
| FOOD - PORTABLE DRINKS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| John Mathews - water | 1700 Rte 12 | (603) 399-0024 | | |
| Shaws | Walpole | (603) 756-3771 | | |
| United Natural Foods | Chesterfield | (603) 256-8081 | | |
| C& S Grocers | Brattleboro / Keene | (603) 354-7000 | | |
| ICE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Mac's Convenience | Rte 12 | (603) 399-4928 | | |
| Big Deal | Rte 9 Chesterfield | (603) 363-4545 | | |
| | | | | |
| FOOD | | | | |
| Hannaford | Keene / Brattleboro | (603) 357-2832 | | |
| Price Chopper | Keene | (603) 352-0957 | | |
| Market Basket | Swanzey | (603) 352-6119 | | |
| Keene Community Kitchen | 37 Mechanic St, Keene | (603) 352-3200 | | |
| United Natural Foods | Chesterfield | (603) 256-8081 | | |

| RESOURCE INVENTORY LISTING | | | | |
|-----------------------------------|----------------------|-----------------|----------------|-------------|
| ESF 12 ENERGY | | | | |
| | | | | |
| GENERATORS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Westmoreland Fire Department | | (603) 399-9993 | | |
| Powers Generator | Swanzey | (866) 632-7535 | | |
| DIESEL FUEL / HOME HEATING | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Mac's Convenience | Rte 12 | | | |
| Roy Bros Oil & Propane | | (800) 558-5280 | | |
| Cheshire Oil & Propane | Keene | (603) 352-0001 | | |
| Chabot Oil | | (603) 352-0304 | | |
| Weber Oil & Propane | Keene | (603) 352-5240 | (802) 044-5240 | |
| Discount Oil | Keene | (603) 349-4461 | | |
| Barrow & Fisher Oil | Brattleboro | (802) 254-4574 | | |
| PROPANE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Dead River Oil & Propane | Keene | (603) 352-5240 | (800) 442-5240 | |
| Barrows | Brattleboro | | | |
| Suburban Propane | Brattleboro VT | (800) 776-7263 | | |
| | | | | |
| UTILITIES | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Eversource | | (800) 386-4086 | | |
| | | | | |
| | | | | |
| WOOD | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Treehugger | Rte 12 Westmoreland | (603) 399-8454 | | |

| RESOURCE INVENTORY LISTING | | | | |
|--|----------------------|-----------------|--------------|-------------|
| ESF 13 LAW ENFORCEMENT and SECURITY | | | | |
| STATE POLICE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| State Police | | (800) 525-5555 | | |
| COUNTY SHERIFF | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Eli Rivera | County Sheriff | (603) 355-2000 | | |
| SWAT TEAM | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Keene Police | | (603) 352-2220 | | |
| CANINE RESCUE | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| NH Fish & Game | | (603) 271-3421 | | |
| NE Canine Search & Rescue | | (603) 526-6754 | | |
| TERRORISM | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Joint Terrorism Task Force | Boston | (617) 742-5533 | | |

| RESOURCE INVENTORY LISTING | | | | |
|-----------------------------------|----------------------|-----------------|--------------|-------------|
| ESF 14 PUBLIC INFORMATION | | | | |
| | | | | |
| MEDIA PRINT | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Keene Sentinel | Keene | (603) 352-1234 | | |
| Brattleboro Reformer | | (802) 257-1305 | | |
| Monadnock Shopper | Keene | (603) 352-5250 | | |
| RADIO | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Monadnock Radio Group | Keene | (603) 352-9230 | | |
| NH NPR | | (603) 228-8910 | | |
| TELEVISION | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| WMUR TV | Manchester | (603) 669-9999 | | |
| INTERNET | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Fairpoint Communications | Charlotte NC | (800) 240-5019 | | |

| RESOURCE INVENTORY LISTING | | | | | |
|--|--|-----------------|------------------|-------------|--------------|
| ESF 15 VOLUNTEERS and DONATIONS | | | | | |
| AMERICAN RED CROSS | | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL | PAGER |
| NH Red Cross | | (603) 352-3210 | X1 | | |
| CHURCHES | | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL | PAGER |
| Westmoreland United Church | | (603) 399-4880 | | | |
| United Church | April Ferguson | (603) 399-4470 | | | |
| ROTARY, LIONS, ETC. | | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL | PAGER |
| Westmoreland Lions | Mark Hayward Sr. | (603) 399-7282 | | | |
| ROTARY, LIONS, ETC. | | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL | PAGER |
| Greater Monadnock | Medical Reserve Corp (MRC) | (603) 354-5400 | Eileen Fernandes | | |
| Chuck Hildreth | Chesterfield Regional CERT | (802) 380-1823 | | | |
| ROTARY, LIONS, ETC. | | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL | PAGER |
| NH VOAD | Volunteer Organization Active in Diaster | (603) 271-7205 | | | |

| RESOURCE INVENTORY LISTING | | | | |
|---|-------------------------------|-----------------|--------------|-------------|
| ESF 16 ANIMALS and AGRICULTURE | | | | |
| ANIMAL FEED CARE & EQUIPMENT | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Agway | Keene | (603) 357-5720 | | |
| Cheshire Horse | 8 Whittemore Farm Rd. Swanzey | (603) 358-3001 | | |
| Horse & Buggy | Keene | (603) 352-0238 | | |
| Petco | Keene | (603) 352-7634 | | |
| Tractir Supply | Rt. 12 N. Walpole | (603) 445-2615 | | |
| | | | | |
| CANINE UNIT | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| State Police | | (603) 271-3636 | | |
| NE Canine Search & Rescue | | (603) 526-6754 | | |
| | | | | |
| KENNELS | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| Monadnock Humane Society | 101 W Swanzey Rd, Swanzey | 352 9011 | | |
| | | | | |
| DISASTER ANIMAL RESPONSE TEAM | | | | |
| NAME | TITLE/ADDRESS | BUSINESS | OTHER | CELL |
| DART | Disaster Animal Response Team | | | |
| | | | | |
| VETERINIANS & TECH | | | | |
| Park Place Vet | Swanzey | (603) 357-4049 | | |
| Court St. Vet | Keene | (603) 357-2455 | | |
| Walpole Vet | Walpole | (603) 756-4731 | | |
| Cheshire Animal Hospital | Keene | (603) 352-8585 | | |
| Bovine Clinic | Chesterfield | (603) 256-8400 | | |

Appendix F

ICS Forms

- ***ICS 201*** ***Incident Briefing***
- ***ICS 202*** ***Incident Objectives***
- ***ICS 203*** ***Organization Assignment List***
- ***ICS 204*** ***Assignment List***
- ***ICS 205*** ***Incident Radio Communications Plan***
- ***ICS 206*** ***Medical Plan***
- ***ICS 215*** ***Operational Planning Worksheet***

Appendix G
NIMS Resolution

**Resolution
Adoption of the National Incident Management System**

It is hereby resolved by the Town of Westmoreland, New Hampshire that:

WHEREAS; Emergency response to critical incidents, whether natural or manmade, requires integrated professional management, and

WHEREAS; Unified command of such incidents is recognized as the management model to maximize the public safety response, and

WHEREAS; The National Incident Management System, herein referred to as **NIMS**, has been identified by the Federal Government as being the requisite emergency management system for all political subdivisions, and

WHEREAS; Failure to adopt NIMS as the requisite emergency management system may preclude reimbursement to the political subdivision for costs expended during and after a declared emergency or disaster and for training and preparation for such disasters or emergencies.


THEREFORE; It shall be the public policy of this municipality to Adopt the **NIMS** concept of emergency planning and unified command. It shall further be the policy of this municipality to train public officials responsible for emergency management.



Chairman, Board of Selectmen



Board of Selectmen



Board of Selectmen

Adopted, this day of 3/26/2011

Emergency Operations Center Guidelines and Checklists Annex

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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.

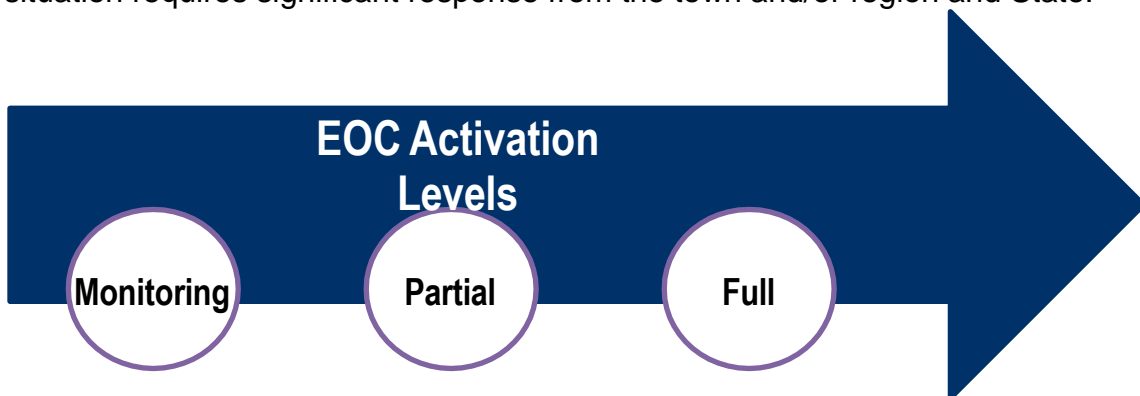
One of the first tasks in any emergency is to quickly assess the situation to determine if its size or severity warrants activating the EOC. The EOC goes into operation when the appropriate officials decide that the situation is serious enough to require a coordinated and other-than-routine response. 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

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

b. Activate communications equipment

Test communications equipment:

- Local Dispatch
- Cheshire County Dispatch Center
- Telephones
- Computer / Internet
- Backup 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. Set up maps

When possible, maps should be available and already posted at the Emergency Operations Center.

e. Logs & status boards

Maintain the following:

- Chronological Event Logs
- Status Boards (shelter locations, # occupants, roads impassible, 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.

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.

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)

2. Objectives:
 - Short Term
 - Operational Period
 - Execution of Objectives with timelines

3. Logistics:
 - Determine needs

4. Communications

5. Safety

6. Chain of Command

7. Briefing from each Section Chief

8. Time/Date/Location of next briefing

EMERGENCY OPERATIONS PLAN ACTIVATION FORM

Westmoreland, NH

WHEREAS, the Emergency Management Director does find that the (Blizzard, Flood, Hurricane, Storm, etc.) emergency currently affecting the Town of Westmoreland 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 Westmoreland 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

EOC PERSONNEL CHECKLISTS

Emergency Management Director

EOC Checklist

| Action | Time |
|--|------|
| Consult with key departments to determine the extent of Emergency Operations Center activation (i.e. Partial of Full and what staff should report to the EOC). | |
| Ensure EOC is properly set up and ready for operations (see Pg. 2 of this Annex). | |
| Initiate Chronological Event Log (file all event records in the EOC Event Log) | |
| Assign a scribe to record major events and control messaging in and out of the EOC. | |
| Set up and maintain status board and maps in the EOC | |
| Contact the State EOC via WebEOC or 271-2231 or 800-852-3792 to notify HSEM of the EOC activation and status of situation. | |
| Notify appropriate town personnel of activation of Emergency Support Functions and to stand by for further instructions. | |
| Based on current status reports, establish initial strategic objectives for the event. | |
| Monitor general staff activities to ensure that all appropriate actions are being taken. | |
| In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings. | |
| Make arrangement to feed emergency workers if the duration of the event requires. | |
| Conduct periodic briefing for EOC Staff. | |
| Establish a schedule for 24-hour EOC staffing. | |
| Report activities and make resource requests in WebEOC. | |

Review ESF sections that are, or may be, activated.

Prepare for notice of escalation or reduction of operational level.

Upon termination of the event, provide a copy of all emergency event related documentation. Notify the State EOC of demobilization. Prepare information for the After Action Report.

Fire Department/EMS

EOC Checklist

| Action | Time |
|--|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, or assign the next available high ranking officer. | |
| Track events in the Chronological Event Log. | |
| Assess availability of personnel and equipment. | |
| Refer to specific Fire Department <i>Standard Operating Guidelines (SOGs)</i> | |
| Assign personnel to the following positions (if available): | |
| <i>Radio:</i> Assign an individual to monitor radio. | |
| <i>EOC Communications:</i> Assign an individual as EOC Dispatcher to monitor and operate the EOC Communications and keep record of all transmissions. | |
| <i>Telephone:</i> Assign individual to answer phone. Information request from citizens should be referred to the Public Information Officer. All other communications should be directed to the EMD. (Maintain a log of phone calls and times) | |
| Inventory emergency response equipment and personnel. Notify the EMD of any deficiencies. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Fire Department | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Police Department

EOC Checklist

| Action | Time |
|--|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, or assign the next available high ranking officer. | |
| Establish security at the Westmoreland EOC, as necessary. | |
| Track events in the Chronological Event Log. | |
| Notify additional Police Department personnel as required to report to the Westmoreland EOC. | |
| Assess availability of personnel and equipment. | |
| Review Traffic Control Points along with available personnel and resources. Report shortages to the EMD. | |
| If evacuation is recommended, dispatch available personnel to designated traffic control points. | |
| Inventory emergency response equipment and personnel. Notify the EMD of any deficiencies. | |
| If required to leave the Westmoreland EOC, appoint the next available person in the line of succession to staff the EOC. Notify the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Police Department. | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Road Agent

EOC Checklist

| Action | Time |
|--|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, or assign the next available high ranking officer. | |
| Track events in the Chronological Event Log. | |
| Provide current status of local evacuation routes and assess the impact of current and forecasted weather conditions, and report findings to the EMD. | |
| Notify additional personnel or contractors, as required to assist operations as needed. | |
| Provide personnel and/or equipment, as required for emergency maintenance of evacuation routes, transportation, etc. | |
| Provide traffic control devices as requested by the Police Department. | |
| Inventory emergency response equipment. Notify the EMD of any deficiencies. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to Public Works. | |
| For listing of equipment and up-to-date list of participating Public Works Mutual Aid towns visit the website: http://www.t2.unh.edu/ma/ | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. | |

Board of Selectmen

EOC Checklist

| Action | Time |
|--|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, as requested by the EMD. | |
| Act as Public Information Officer (PIO), when requested by the EMD. | |
| Initiate Chronological Event Log. | |
| Coordinate with the EMD to obtain event status. | |
| Conduct a staff meeting (via phone if needed) with other town officials. Request input from each department relative to their readiness to respond to the event. | |
| Coordinate with Town Treasurer/Finance Director to procure funds and resources necessary to implement response activities. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Selectmen. | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Health Officer

EOC Checklist

| Action | Time |
|---|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, or assign the next available high ranking officer. | |
| Track events in the Chronological Event Log. | |
| Establish communications with the MACE, as the situation warrants. MACE location is the Stratham Fire Department, 2 Winnacunnet Road. The MACE Activation number is Exeter Fire Department Dispatch Center: 603-772-1212. | |
| If requested by the MACE or NH Department of Health and Human Services (DHHS), act as a liaison in public health matters between the town and state agencies. | |
| If requested by the MACE or NH Office of Community and Public Health (OCPH), act as a liaison in radiation-related public health matters between the town and state agencies. | |
| Provide assistance and guidance to the EMD and other department heads in health-related areas. | |
| In conjunction with the Fire Chief, ensure that emergency workers do not exceed state exposure Protective Action Guides. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Health Officer. | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Building Inspector

EOC Checklist

| Action | Time |
|---|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| If available, report to the EOC as directed by the Emergency Management Director | |
| Continue to track events in the Chronological Event Log. Assign personnel to this task, if available. | |
| Review Building Inspector Mutual Aid Capabilities. Contact other municipalities for resources, as needed. For most current Mutual Aid Lists (Public Works and Building Inspector) go to: http://www.t2.unh.edu/ma/ | |
| Consult with the Road Agent and Fire Chief on safety inspection of public buildings. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Building Inspector. | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Public Information Officer (PIO)

EOC Checklist

| Action | Time |
|--|------|
| Obtain briefing from EMD or Incident Commander: Determine current status of the event Determine point of contact for the media Determine current media presence | |
| Assess the need for special alert and warning efforts. Include functional needs populations (i.e. hearing impaired, non-English speaking population, etc). | |
| Prepare initial information summary as soon as possible after activation. If no other information is available, consider the use of the following general statement: <p style="text-align: center;">Sample Initial Information Summary</p> <p style="text-align: center;">We are aware that an <i>[accident/incident]</i> involving <i>[type of incident]</i> occurred at approximately <i>[time]</i>, in the vicinity of <i>[general location]</i>. <i>[Agency personnel]</i> are responding, and we will have additional information available as we are able to confirm it. We will hold a briefing at <i>[location]</i>, and will notify the press at least ½ hour prior to the briefing. At this time, this briefing is the only place where officials authorized to speak about the incident and confirmed information will be available. Thank you for your assistance.</p> | |
| Arrange for necessary work space, materials, telephones, and staff. | |
| Establish contact with local and national media representatives, as appropriate. | |
| Establish location of Information Center for media and public away from Command Post. | |
| Establish schedule for news briefings. | |
| Obtain approval for information release from Incident Commander or EMD. | |
| Release news to media, and post information in Command Post, local EOC and other appropriate locations. | |
| Respond to special requests for information. | |
| Confirm the process for the release of information concerning incident-related injuries or deaths. | |

Hazard Specific Annex

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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 & EMS
- Notifies and coordinates state law enforcement agencies
- Investigation of collision and/or fatalities
- Notifies Emergency Management Director
- Notify Westmoreland School as necessary

Fire Department & EMS

- Initial response and assessment
- Command and control of scene
- Extrication and rescue
- Provide triage, treatment and rescue
- Fire Control
- Hazardous Materials Response
- Notifies and coordinates regional and state agencies regarding hazardous materials
- Implement Mass Casualty Plan
- Notify Westmoreland School as necessary

Road Agent

- Coordinate debris removal and clearance of local roads.
- Assist with equipment and personnel
- Assist police with road closure
- 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
- Coordinate with NH DOT as necessary

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 too)

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
- 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 local and state police.
- Provide triage, treatment and transport
- Notify Westmoreland School as necessary

Police Department

- Initial response and assessment with Fire Department & EMS
- Establish perimeter security
- Establish on scene security
- Coordination of mutual aid response of law enforcement agencies
- Coordination of state police response when applicable
- Conduct criminal investigation if appropriate

Road Agent

- Assists fire and police as requested
- Assist with personnel and equipment
- Provide equipment and personnel as necessary
- Assist police with road closure if necessary
- Provide containment materials for spills if requested
- Coordinate with NH DOT as necessary

Emergency Management Director

- Staff EOC as necessary
- Notify State EOC
- Notify Board of Selectmen
- Assist fire and police as requested
- Assist in long term planning strategies
- Initiate Emergency Public Information 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 too)

Fire Department & EMS

- Initial response and assessment
- Command and control of the scene
- Search and rescue of affected property
- Hazardous Materials Response
- Assist with evacuation
- Implementation of Mass Casualty Plan

Police Department

- Initial response and assessment
- Assist in providing emergency information to residents
- Establish perimeter control
- Establish security of affected areas
- Recommend public restrictions to the Board of Selectmen (curfew)

Emergency Management Director

- Consider activation of the EOC
- Staff EOC as necessary
- Notify State EOC
- Determine the stability of temporary shelters with the Fire Department & EMS.
- Track the deployment of personnel and equipment
- Coordinate state and federal agencies and resources

Road Agent

- Inspect and assess the municipal infrastructure
- Assist the fire department with equipment and personnel
- Inspect and assess structural stability of buildings, bridges and dams in conjunction with appropriate agencies or contractors.

Board of Selectmen

- Request and assist with state and federal agencies as required
- Approves instructions to residents
- Authorizes public restrictions
- Initiates Emergency Public Information System

HURRICANES

SITUATION

As a community on the eastern seaboard, the town is susceptible to high winds and torrential rains associated with hurricanes. The nature of many structures (wooden, mobile homes) as well as the nature of flood plains creates the potential for severe damage.

RESPONSIBILITIES (may consist of but not limited too)

A. At a Hurricane “Advisory”

Emergency Management Director

- Assess the availability of department head personnel
- Discuss standby plans with department heads.
- Monitor WebEOC
- Activate Emergency Public Notification System and issues statement to the media on the town’s plans as needed

B. At a Hurricane “Watch”

Fire Department & EMS

- Review general operating guidelines and determine availability to recall additional personnel
- Monitor weather and advise Emergency Management Director of Hurricane Watch
- Review vehicle/equipment resource status (fuel, pumps, tarps, saws)

Police Department

- Review general operating guidelines and determine availability to recall additional personnel
- Review vehicle/equipment resource status (fuel, protective clothing)
- Monitor weather and advise Emergency Management Director of Hurricane Watch

Emergency Management Director

- Conduct EOC briefing, as necessary
- Monitor Hurricane behavior
- Consider activation of the EOC
- Monitor WebEOC

Road Agent

- Debris clearance
- Provide traffic control devices
- Coordinate with NH DOT as necessary

Board of Selectmen

- Review all departments personnel availability status
- Initiates Emergency Alert System and issues statement to the media on the town’s plans as needed

C. At a Hurricane “Warning”

Fire Department & EMS

- Implement storm coverage standard operating procedure and deploy personnel
- Assemble available equipment
- Prepare department facilities for high winds and loss of power
- Assist the Road Agent as necessary
- Respond to emergencies
- Staff the EOC

Police Department

- Recall additional personnel, as necessary
- Assemble available equipment
- Prepare department facilities for high winds and loss of power
- Provide security to severely damaged areas
- Monitor traffic conditions and determine alternative routes where required
- Staff the EOC

Health Officer

- Coordinate shelter operations
- Monitor safety of food, water and sanitation services at shelter
- Coordinate with the EMD on shelter needs

Westmoreland School SAU #50

- Open school for shelter
- Identify availability of food, water and sanitation services
- Identify available personnel to assist with shelter operations
- Coordinate with the EMD on shelter needs

Emergency Management Director

- Authorize opening of emergency shelters
- Contact school/shelter to begin shelter procedures
- Assemble all available equipment lists and track deployment of equipment
- Assemble all available personnel lists and track deployment of personnel
- Monitor hurricane movement and storm status
- Review special needs facilities and personnel lists for distinct considerations
- Prepare informational bulletins for the public
- Monitor utility services and coordinates activities
- Staff EOC as necessary
- Coordinate emergency transportation with bus companies
- Maintain contact with State EOC

Road Agent

- Debris clearance
- Provide traffic control devices
- Coordinate with NH DOT as necessary

TORNADO

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 and actual sighting in the area. Destruction from a tornado could be severe as several higher populated areas are dominated by wooden structures.

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

Emergency Management Director

- Activates the EOC upon notification of a tornado warning
- Authorizes opening of emergency shelters
- Assembles all available equipment lists and track deployment of equipment
- Assembles all available personnel lists and track deployment of personnel
- Monitors tornado movement and storm status
- Review special needs facilities and personnel lists for distinct considerations
- Prepare informational bulletins for release through Public Information System
- Monitor utility services and coordinates activities
- Staffs EOC as necessary
- Notify State EOC
- Coordinates emergency transportation with bus companies

Fire Department & EMS

- Initial response and assessment
- Search and rescue
- Implement Mass Casualty Plan
- Monitor weather and advise Emergency Management Director of Tornado Watch

Police Department

- Provide security to severely damaged areas
- Provide traffic control
- Monitor weather and advise Emergency Management Director of Tornado Watch

Road Agent

- 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 appropriate agencies or contractors.
- Assist police department in traffic control

Board of Selectmen

- Initiate Public Information System and issues statement to the media
- Solicit state and/or federal resources as required

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
- Coordinate outside agencies
- Implement Mass Casualty Plan

Police Department

- Initial response and assessment
- Perimeter control
- Assist Fire Department & EMS
- Provide scene security
- Assist in any evacuations
- Coordinate investigation with state and federal agencies

Emergency Management Director

- Staff EOC if required
- Notify State EOC
- Prepare information for release by PIO
- Coordinate the needs of the emergency responders
- Establish temporary morgues in cooperation with Health Officer
- Activate shelter operations, if required
- Coordinate the needs for the un-injured
- Coordinate the needs of the families of the injured

Board of Selectmen

- Initiates Emergency Alert System if required, and issues statements to the media with additional personnel as needed
- Request state and/or federal assistance if required

Road Agent

- Assist fire and police as requested
- Provide equipment and personnel as necessary

FLOODING

SITUATION

With pre-identified flood plain areas, 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
- Water rescue
- Evacuation of flooded areas
- Assist with damaged buildings
- Assist with notification of residents
- Oversee the evacuation of residents

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

Road Agent

- Assess road and bridge conditions
- Monitor river elevations and dams
- Maintain storm drain system
- Assist with heavy equipment
- Fill/disperse sandbags
- Monitor erosion to roads and culvert damage
- Provide traffic control devices for flooded roads
- Coordinate with NH DOT as necessary

Emergency Management Director

- Command and control of the emergency
- Consider activating EOC
- Assemble all available equipment lists and track deployment of equipment
- Track the deployment of personnel working the emergency
- Coordinate the need for emergency transportation/evacuation
- Coordinates shelter operations with Health Officer
- Coordinates emergency transportation with Westmoreland School SAU #50 (busses)
- Oversee the evacuation of residents

Board of Selectmen

- Initiate Public Information System and issue statement to the media
- Solicit state and/or federal assistance if required

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
- Provide Fire control
- Conduct search and rescue
- Stabilize structures
- Provide Emergency medical services and implement Mass Casualty Plan
- Coordinate outside agency response
- Provide emergency medical services
- Implement Mass Casualty Plan
- Coordinate investigation of the incident with cooperation of the Police Department and State Fire Marshal's office if intentional

Police Department

- Initial response and assessment
- Interior and outer perimeter control
- Traffic rerouting
- Assist with evacuation
- Assist Fire Department & EMS
- Provide scene security
- Contact State Police Explosives Division
- Coordinate investigation of the incident with cooperation of the Fire Department & EMS and State Fire Marshal's office if intentional

Emergency Management Director

- Staff EOC if required
- Notify State EOC
- Activate shelter operations if required
- Coordinates American Red Cross activities if required
- Coordinates the needs for the un-injured
- Coordinates the needs of the families
- Coordinates the needs of the emergency responders
- Establishes temporary morgues if needed

Road Agent

- Assists fire and police as requested
- Provide equipment and personnel as necessary

Board of Selectmen

- Issue public statement to the media as needed
- Solicit state and/or federal assistance if required

SNOW/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)*

Road Agent

- Monitor weather conditions
- Debris Clearance
- Maintain clear/sanded roadways for emergency vehicle access
- Provide traffic control devices
- Assist with barricading roadways in coordination with Police
- Provide situation reports to the Emergency Management Director

Fire Department & EMS

- Monitor weather conditions
- Implement storm coverage standard operating procedures
- Assemble available equipment and check operation.
- Prepare generators for use
- Ensure all vehicles are fueled prior to the storm
- Place 4WD units into service, if available

Police Department

- Monitor weather conditions
- Evaluate parking ban requirements
- Evaluate personnel status
- Call back off duty personnel as needed
- Patrol and search for abandoned vehicles/hazards
- Place 4WD units into service, if available
- Ensure all vehicles are fueled prior to the storm
- Initiate the Public Information System as needed

Emergency Management Director

- Staff EOC as necessary
- Notify State EOC
- Assist Fire, Police and Road Agent as necessary
- Provide informational bulletins to the PIO
- Activate shelters and coordinate with Health Officer
- Track deployment of personnel and equipment
- Determine assistance needed for special needs populations
- Request/coordinate state and federal assistance
- Assess the requirements for fuel, food, and water

Board of Selectmen

- Consider initiating the Emergency Alert System as needed
- Initiate strategy for Continuity of Government/Operations

Westmoreland School

- Notify town of cancellations, delays or early release

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, natural gas, vehicle fuel shortages.

RESPONSIBILITIES (may consist of but not limited to)

Fire Department & EMS

- Assist the Emergency Management Director with personnel and equipment
- Call back off-duty personnel if required
- Assist special populations with backup power

Police Department

- Increase patrol services and visibility
- Call back off duty personnel if required
- Assist the Emergency Management Director with personnel and equipment

Emergency Management Director

- Determine the extent of the emergency
- Activate shelter operations, if required
- Assist special needs populations
- Develop a restoration priorities plan
- Track progress of restoration
- Coordinate state/federal resources

Road Agent

- Assist the Emergency Management Director with personnel and equipment
- Monitor utility services repair

Board of Selectmen

- Initiate the Public Information System
- Initiate long-term strategic planning for the affected area
- Request state/federal assistance
- Release public information bulletins

Westmoreland School SAU #50

- Open school for shelter, as needed
- Identify availability of food, water and sanitation services
- Identify available personnel to assist with shelter operations
- Coordinate with the EMD on shelter needs

Health Officer

- Monitor safety of food, water and sanitation services provided at shelters

CONFLAGRATION (Fire)

SITUATION

The community has numerous large structures, tracts of woodlands and property which could affect normal operations of the community and tax its resources should they become involved in fire of significant size.

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
- Determine severity of fire threat
- Establish perimeters for forest fires
- Treat and transport injured
- Conduct fire investigations
- Assess evacuation needs if necessary

Police Department

- Initial response and assessment
- Establish and maintain a security perimeter control
- Assist the Fire Department & EMS in evacuations
- Conduct criminal investigations in coordination with the Fire Department & EMS

Road Agent

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

Emergency Management Director

- Activate EOC if necessary
- Notify State EOC

CIVIL DISTURBANCE

SITUATION

A public gathering of people at one location could result in civil disorder or riot over a multitude of issues and could become well organized in a matter of a few hours or spontaneously.

RESPONSIBILITIES (may consist of but not limited to)

Police Department

- Initial response and assessment
- Command and control of the incident
- Notify the Emergency Management Director
- Determine crowd control equipment needs and their locations
- Determine protective measures for facilities and personnel
- Establish inner and outer perimeter control
- Anticipate traffic reroute patterns and coordinate with the selectmen with the public works function
- Initiate criminal investigation
- Determine suitable facility for mass confinement if necessary
- Coordinate mutual aid law enforcement agencies
- Recommend public restrictions to the Board of Selectmen (curfew)
- Establish scene security

Fire Department & EMS

- Initial response and assessment in coordination with the Police Department
- Call back off duty personnel as needed
- Extinguish fires under the protection of the Police Department
- Provide medical assistance to the injured with Police Dept.
- Assist the Police Department as requested

Emergency Management Director

- Staff the EOC as required
- Notify State EOC
- Prepare and release informational bulletins for the public
- Assist the Police Department
- Assist in notifying the public of authorized restrictions
- Coordinate state/federal agencies
- Track deployment of personnel and equipment

Road Agent

- Assist with road closures
- Assists fire and police as requested
- Provide equipment and personnel as necessary

Board of Selectmen

- Contact the Town Attorney if necessary
- Advise the affected businesses of anticipated events and response actions
- Request state/federal resources
- Authorize public restrictions

TERRORIST ACTIVITY

SITUATION

The deliberate destruction or damage to services, facilities, roadways, railways, or functions could occur at any time with or without notice and may take place in phases with the potential for additional targets.

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

Fire Department & EMS

- Initial response and assessment
- Command and control of the incident/unified with Police Department
- Control fires
- Search and rescue operations
- Hazardous materials response
- Evacuate area if required
- Initiate Mass Casualty Plan

Police Department

- Initial response and assessment
- Command and control of the incident/unified with the Fire Department & EMS
- Notify the Emergency Management Director
- Investigate for further threat
- Evaluate other potential targets
- Assist in evacuation if required
- Coordinate mutual aid law enforcement agencies
- Conduct criminal investigations
- Provide facilities for long term investigation

Emergency Management Director

- Staff the EOC as required
- Notify State EOC
- Coordinate American Red Cross activities
- Request/coordinate state and federal agencies
- Track the deployment of personnel and equipment
- Develop strategic plan for the incident
- Assists Fire and Police Departments as required
- Coordinate evacuation process as required

Road Agent

- Maintain roadway passage
- Monitor town services
- Assist departments with personnel and equipment

Emergency Operations Center Guidelines and Checklists Annex

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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.

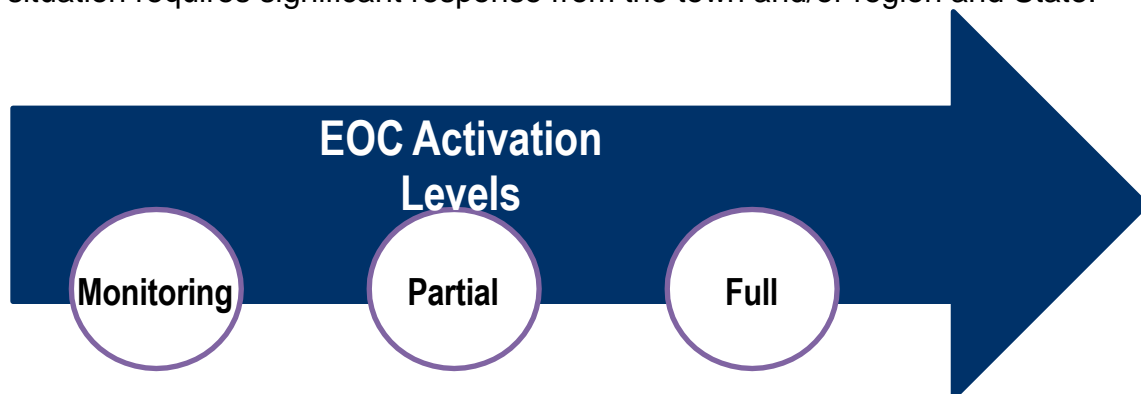
One of the first tasks in any emergency is to quickly assess the situation to determine if its size or severity warrants activating the EOC. The EOC goes into operation when the appropriate officials decide that the situation is serious enough to require a coordinated and other-than-routine response. 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**

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

b. **Activate communications equipment**

Test communications equipment:

- Local Dispatch
- Cheshire County Dispatch Center
- Telephones
- Computer / Internet
- Backup 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. **Set up maps**

When possible, maps should be available and already posted at the Emergency Operations Center.

e. **Logs & status boards**

Maintain the following:

- Chronological Event Logs
- Status Boards (shelter locations, # occupants, roads impassible, 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.

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.

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)
2. Objectives:
 - Short Term
 - Operational Period
 - Execution of Objectives with timelines
3. Logistics:
 - Determine needs
4. Communications
5. Safety
6. Chain of Command
7. Briefing from each Section Chief
8. Time/Date/Location of next briefing

EMERGENCY OPERATIONS PLAN ACTIVATION FORM

Westmoreland, NH

WHEREAS, the Emergency Management Director does find that the (Blizzard, Flood, Hurricane, Storm, etc.) emergency currently affecting the Town of Westmoreland 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 Westmoreland 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

EOC PERSONNEL CHECKLISTS

Emergency Management Director

EOC Checklist

| Action | Time |
|--|------|
| Consult with key departments to determine the extent of Emergency Operations Center activation (i.e. Partial of Full and what staff should report to the EOC). | |
| Ensure EOC is properly set up and ready for operations (see Pg. 2 of this Annex). | |
| Initiate Chronological Event Log (file all event records in the EOC Event Log) | |
| Assign a scribe to record major events and control messaging in and out of the EOC. | |
| Set up and maintain status board and maps in the EOC | |
| Contact the State EOC via WebEOC or 271-2231 or 800-852-3792 to notify HSEM of the EOC activation and status of situation. | |
| Notify appropriate town personnel of activation of Emergency Support Functions and to stand by for further instructions. | |
| Based on current status reports, establish initial strategic objectives for the event. | |
| Monitor general staff activities to ensure that all appropriate actions are being taken. | |
| In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings. | |
| Make arrangement to feed emergency workers if the duration of the event requires. | |
| Conduct periodic briefing for EOC Staff. | |
| Establish a schedule for 24-hour EOC staffing. | |
| Report activities and make resource requests in WebEOC. | |

Review ESF sections that are, or may be, activated.

Prepare for notice of escalation or reduction of operational level.

Upon termination of the event, provide a copy of all emergency event related documentation. Notify the State EOC of demobilization. Prepare information for the After Action Report.

Fire Department/EMS

EOC Checklist

| Action | Time |
|--|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, or assign the next available high ranking officer. | |
| Track events in the Chronological Event Log. | |
| Assess availability of personnel and equipment. | |
| Refer to specific Fire Department <i>Standard Operating Guidelines (SOGs)</i> | |
| Assign personnel to the following positions (if available): | |
| <i>Radio:</i> Assign an individual to monitor radio. | |
| <i>EOC Communications:</i> Assign an individual as EOC Dispatcher to monitor and operate the EOC Communications and keep record of all transmissions. | |
| <i>Telephone:</i> Assign individual to answer phone. Information request from citizens should be referred to the Public Information Officer. All other communications should be directed to the EMD. (Maintain a log of phone calls and times) | |
| Inventory emergency response equipment and personnel. Notify the EMD of any deficiencies. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Fire Department | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Police Department

EOC Checklist

| Action | Time |
|--|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, or assign the next available high ranking officer. | |
| Establish security at the Westmoreland EOC, as necessary. | |
| Track events in the Chronological Event Log. | |
| Notify additional Police Department personnel as required to report to the Westmoreland EOC. | |
| Assess availability of personnel and equipment. | |
| Review Traffic Control Points along with available personnel and resources. Report shortages to the EMD. | |
| If evacuation is recommended, dispatch available personnel to designated traffic control points. | |
| Inventory emergency response equipment and personnel. Notify the EMD of any deficiencies. | |
| If required to leave the Westmoreland EOC, appoint the next available person in the line of succession to staff the EOC. Notify the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Police Department. | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Road Agent

EOC Checklist

| Action | Time |
|--|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, or assign the next available high ranking officer. | |
| Track events in the Chronological Event Log. | |
| Provide current status of local evacuation routes and assess the impact of current and forecasted weather conditions, and report findings to the EMD. | |
| Notify additional personnel or contractors, as required to assist operations as needed. | |
| Provide personnel and/or equipment, as required for emergency maintenance of evacuation routes, transportation, etc. | |
| Provide traffic control devices as requested by the Police Department. | |
| Inventory emergency response equipment. Notify the EMD of any deficiencies. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to Public Works. | |
| For listing of equipment and up-to-date list of participating Public Works Mutual Aid towns visit the website: http://www.t2.unh.edu/ma/ | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. | |

Board of Selectmen

EOC Checklist

| Action | Time |
|--|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, as requested by the EMD. | |
| Act as Public Information Officer (PIO), when requested by the EMD. | |
| Initiate Chronological Event Log. | |
| Coordinate with the EMD to obtain event status. | |
| Conduct a staff meeting (via phone if needed) with other town officials. Request input from each department relative to their readiness to respond to the event. | |
| Coordinate with Town Treasurer/Finance Director to procure funds and resources necessary to implement response activities. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Selectmen. | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Health Officer

EOC Checklist

| Action | Time |
|---|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| Proceed to the Westmoreland EOC, or assign the next available high ranking officer. | |
| Track events in the Chronological Event Log. | |
| Establish communications with the MACE, as the situation warrants. MACE location is the Stratham Fire Department, 2 Winnacunnet Road. The MACE Activation number is Exeter Fire Department Dispatch Center: 603-772-1212. | |
| If requested by the MACE or NH Department of Health and Human Services (DHHS), act as a liaison in public health matters between the town and state agencies. | |
| If requested by the MACE or NH Office of Community and Public Health (OCPH), act as a liaison in radiation-related public health matters between the town and state agencies. | |
| Provide assistance and guidance to the EMD and other department heads in health-related areas. | |
| In conjunction with the Fire Chief, ensure that emergency workers do not exceed state exposure Protective Action Guides. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Health Officer. | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Building Inspector

EOC Checklist

| Action | Time |
|---|------|
| Receive notification that the EOC has been activated and confirm receipt of notice to the EMD. | |
| If available, report to the EOC as directed by the Emergency Management Director | |
| Continue to track events in the Chronological Event Log. Assign personnel to this task, if available. | |
| Review Building Inspector Mutual Aid Capabilities. Contact other municipalities for resources, as needed. For most current Mutual Aid Lists (Public Works and Building Inspector) go to: http://www.t2.unh.edu/ma/ | |
| Consult with the Road Agent and Fire Chief on safety inspection of public buildings. | |
| If required to leave the Westmoreland EOC, appoint the next available officer to staff the EOC. Inform the EMD of this change. | |
| Refer to ESF sections in the EOP for responsibilities related to the Building Inspector. | |
| Stand by for notice of escalation or reduction of operational level. | |
| Upon termination of the event, provide a copy of all emergency event related documentation. Demobilize personnel. Prepare information for the After Action Report. | |

Public Information Officer (PIO)

EOC Checklist

| Action | Time |
|--|------|
| Obtain briefing from EMD or Incident Commander: Determine current status of the event Determine point of contact for the media Determine current media presence | |
| Assess the need for special alert and warning efforts. Include functional needs populations (i.e. hearing impaired, non-English speaking population, etc). | |
| Prepare initial information summary as soon as possible after activation. If no other information is available, consider the use of the following general statement: <p style="text-align: center;">Sample Initial Information Summary</p> <p style="text-align: center;">We are aware that an <i>[accident/incident]</i> involving <i>[type of incident]</i> occurred at approximately <i>[time]</i>, in the vicinity of <i>[general location]</i>. <i>[Agency personnel]</i> are responding, and we will have additional information available as we are able to confirm it. We will hold a briefing at <i>[location]</i>, and will notify the press at least ½ hour prior to the briefing. At this time, this briefing is the only place where officials authorized to speak about the incident and confirmed information will be available. Thank you for your assistance.</p> | |
| Arrange for necessary work space, materials, telephones, and staff. | |
| Establish contact with local and national media representatives, as appropriate. | |
| Establish location of Information Center for media and public away from Command Post. | |
| Establish schedule for news briefings. | |
| Obtain approval for information release from Incident Commander or EMD. | |
| Release news to media, and post information in Command Post, local EOC and other appropriate locations. | |
| Respond to special requests for information. | |
| Confirm the process for the release of information concerning incident-related injuries or deaths. | |

Terrorism Annex

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Co-Primary Agencies: Westmoreland Fire Department
Law Enforcement

Shared Lead Agencies Emergency Management Director
Road Agent
Health Officer
Board of Selectmen

I. Introduction

A. Purpose

1. This Terrorism Annex ensures that the Westmoreland Emergency Operations Plan (**EOP**) is adequate to respond to threats of and acts of terrorism within the town. This document:
 - a. Defines response and recovery actions.
 - b. Generally describes operational procedures.
 - c. Defines Emergency Support Functions/Responsibilities.

The Town of Westmoreland will use established response and recovery policies, plans, and procedures/guides for both initial and continuing response and recovery actions at the local, state, and federal levels.

B. Scope

1. This document applies to all threats or acts of terrorism that require response and recovery actions under the EOP.
2. It provides coordination between response and recovery agencies and will provide the necessary resources under the EOP. In order to properly address and manage all phases of a terrorist incident, the response and recovery efforts are its two components.

C. Structure

1. The Terrorism Annex to the **EOP** is an overview of the management of terrorist incidents. It focuses on the management of the event as well as linkage to the response and recovery actions to terrorist incident(s).

II. Terrorism Hazards

A. Hazard Analysis and Assessment

1. An act of terrorism, particularly an act directed against a large population area within the Town of Westmoreland involving Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE/WMD), Cyber- and/or Agro-terrorism, may produce major impacts that will overwhelm the capabilities of the town and state agencies almost immediately. Major impacts involving Chemical, Radiological, Nuclear, Explosive (CBRNE) and Weapons of Mass Destruction (WMD), Cyber- and/or Agro-terrorism may overwhelm existing federal capabilities as well.
2. A summary of Westmoreland's Hazard Analysis and Assessment can be found in the Administrative Element of the Basic Plan (Appendix D).

B. Situation

1. **Terrorism** involves the use or threatened use of criminal violence against people, institutions, livestock, food sources or facilities to achieve a political or social objective through fear and intimidation, rather than direct confrontation. Unlike a disaster caused by nature or an accident involving hazardous materials, it requires the deliberate and premeditated action of a person or group to occur.

- 1) **Weapons of mass destruction (WMD)** – Weapons of mass destruction are defined as any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals; disease organisms; radiation or radioactivity; or explosion or fire. At least two important considerations distinguish these hazards from other types of terrorist tools. First, in the case of chemical, biological, and radioactive agents, their presence may not be immediately obvious, making it difficult to determine when and where they have been released, who has been exposed, and what danger is present for first responders and medical technicians. Second, although there is a sizable body of research on battlefield exposures to WMD agents, there is limited scientific understanding of how these agents affect civilian populations.

Situation and Planning Assumptions

A. Situation

1. Until such time as an incident is determined to be an act of terrorism, response operations will be implemented under the **Westmoreland EOP** and its ESF components.
2. Law Enforcement and Fire Departments will coordinate with the support agencies to implement increased readiness operations.

B. Planning Assumptions

1. No single agency at the local, state, federal or private level possesses the authority and the expertise to act unilaterally on many difficult issues that may arise in response to threats or acts of terrorism, particularly if Chemical, Radiological, Nuclear, Explosive (CBRNE) and Weapons of Mass Destruction (WMD),, Cyber- and/or Agro-terrorism are involved.
2. Local, state, and federal responders may define working perimeters that may overlap to some degree. Perimeters may be used to control access to the area, target public information messages, assign operational sectors among responding organizations, and assess potential effects on the population and the environment.
3. If protective capabilities are not available, responders cannot be required to put their own lives at risk in order to enter a perimeter contaminated with CBRNE material. It is possible that the perimeter will be closed until the CBRNE agent is identified or the effects of the CBRNE material have degraded to levels that are safe for responders.
4. Although this annex takes into consideration the most probable scenarios relating to the primary categories of terrorism incidents, no assumptions should be made to the annex being all inclusive of every conceivable situation that a terrorism incident could create. Emergency responders will assess the situation and determine the best course of action based upon their training and prescribed policies, plans, and procedures.

II. Concept of Operations

A. General

1. Response and Recovery actions to terrorist events will be conducted in accordance with established policies, plans, procedures, and guides.

- a. Law Enforcement and Fire Departments will maintain the town’s lead responsibility for response management to threats or acts of terrorism.
- b. The Town of Westmoreland, with support from the state, has responsibility for all recovery actions.
- 2. The **Westmoreland EOP – Terrorism Annex** provides a graduated flexible response and recovery actions to the full range of incidents.
- 3. An act of terrorism exceeding the local capability to resolve automatically goes to the state level for assistance.

B. Organization

- 1. **Functional Organization – Figure 2, EOC Organization Chart**, details the overall responsibility structure of the EOC involving the threat of or actual occurrence of a terrorist incident in the Town of Westmoreland. Direction and control remains the responsibility of the Law Enforcement or Fire Department and/or Incident Commander with implementation and coordination conducted by the Law Enforcement or Fire Department. Under the Basic Plan of the Westmoreland **EOP**, the EMD is responsible to ensure that emergency response tasks/activities are coordinated among all the ESFs/response agencies and across all levels of government, as appropriate.

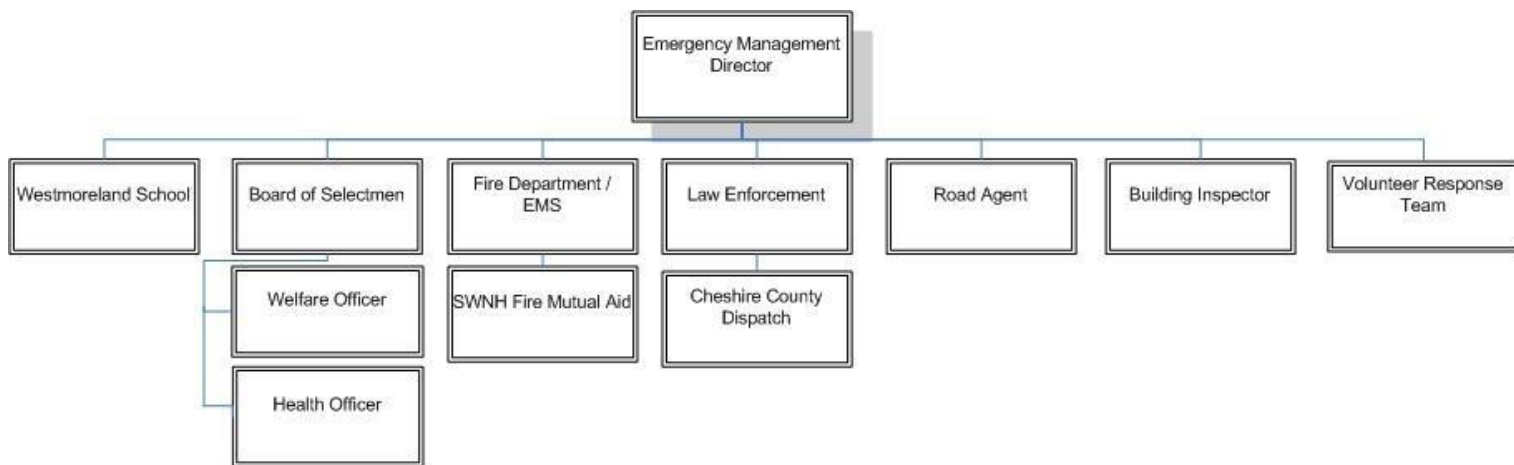


Figure 2 – EOC Organization Chart

- 2. **Specialized Teams/Units**
 - a. Regional Hazardous Materials Response Team: A regional hazardous material team whose skills and resources could be used to mitigate the effects of a terrorist incident.
 - b. State Police Swat Team: Provide specialized resources to mitigate and respond to any terrorist incident.
 - c. NH National Guard 12th Civilian Support Team (CST) provide specialized resources to mitigate and respond to any terrorist incident. (Activated through State EOC.)
 - d. MMRS Metropolitan Medical Reserve Support. (Activated through State EOC.)
- 3. **Operational Facilities/Sites**
 - a. **FBI – Joint Operations Center (JOC)** – A centralized operations center established by the FBI Field Office/Resident Agent during terrorism-related incidents to provide a single point of direction,

control, and coordination for emergency response operations. The JOC resolves conflicts in prioritization of resource allocations involving Federal assets.

- 1) The location of the JOC will be based upon the location of the incident and current threat specific information.
- b. **Joint Information Center (JIC)** - A combined public information center that serves two or more levels of government or Federal, state, and local agencies. During a terrorist incident, the FBI will establish and maintain this facility.
- c. **Westmoreland EOC:** The local EOC for the Town of Westmoreland is located at the Westmoreland Town Office.

C. Warning

1. Every incident is different. There may or may not be warning of a potential WMD incident. Factors involved range from intelligence gathered from various law enforcement or intelligence agency sources to an actual notification from the terrorist organization or individual.
2. The warning or notification of a potential WMD terrorist incident could come from many sources; therefore, open but secure communication among local, state, and Federal law enforcement agencies and emergency response officials is essential.
3. The FBI will notify state and local law enforcement officials regarding potential terrorism threats.
4. Law Enforcement and/or the Westmoreland Fire Department will be notified by state and/or federal agencies of any suspected terrorist threats or incidents in the Town of Westmoreland.

D. Notification and Activation

1. Upon receiving information from the FBI of a potential terrorist threat, the NH State Police/Office of the Attorney General, based on the advice of the FBI, will notify the appropriate state and local agencies as the situation warrants.
2. The EMD may partially/fully activate the local EOC, based upon specific threat information received.
3. The State EOC will be fully activated accordingly based upon specific threat information. The local EOC may be activated if there is specific information targeting locations in Westmoreland, NH.
4. Based upon the information received, the local EMD should determine the operational level of the local EOC and notify the Primary and/or Co-primary Agencies for each of ESFs, as appropriate.
 - a. The Primary and/or Co-primary Agencies are then responsible for notifying the respective Support Agencies, as required and outlined in the Alert and Notification SOG for the ESF.
5. Local EOC should keep in contact with NH Incident Analysis Center (NHIAC).

E. Communications

1. ESF 2-Communications and Alerting is tasked with the responsibility to establish and maintain a secure communications capability for the town.
2. Under the **Westmoreland EOP** ESF-Communications and Alerting will coordinate measures to ensure communications interoperability among the response agencies.

F. Plan Implementation

1. **Response Actions**

- a. Co-Primary agencies assignment for response actions are the Law Enforcement and the Fire Departments for general threats or acts of terrorism within the Town of Westmoreland.
- b. State Lead Agency assignment for Response Actions is the Department of Justice (DOJ)/Office of the Attorney General (AG) /NH State Police for general threats or acts of terrorism within the State of New Hampshire.
- c. Response actions specific to certain types of terrorist acts can require a shared lead responsibility with additional agencies, which have the skills and resources that can assist in defining, responding to, and managing the event. Such shared responsibilities would be:
 - 1) Biological, Nuclear, Radiological, and food and product tampering terrorist acts the shared lead is with Department of Health and Human Services (DHHS).
 - 2) Chemical, Incendiary and Explosive terrorist acts shared lead is the Department of Safety – Fire Marshal's Office.
 - 3) Agro-terrorist acts shared lead is the Department of Agriculture, Markets and Food.
 - 4) Cyber-Terrorism shared lead is the Department of Administrative Services, Division of Information Management.
- d. Federal Actions:
Upon determining that a terrorist incident is credible, the FBI Special Agent in Charge (SAC), through the FBI Headquarters, will initiate liaison with other Federal agencies to activate their operations centers. The responsible FEMA region(s) may activate a Regional Operations Center (ROC) and deploy a representative(s) to the affected State(s). When the responsible FEMA region(s) activates a ROC, the region(s) will notify the responsible FBI Field Office(s) to request a liaison. If the FBI activates the Strategic Information and Operations Center (SIOC) at FBI Headquarters, then other Federal agencies, including FEMA, will deploy a representative(s) to the SIOC, as required. Once the FBI has determined the need to activate a Joint Operations Center (JOC) to support the incident site, Federal, state, and local agencies may be requested by FEMA to support the Consequence Management Group located at the JOC.

2. **Recovery Actions**

- a. The Town of Westmoreland shall work to ensure that resources are available to help recover from the consequences of terrorism.
- b. Law Enforcement and Fire Departments, with the support of all agencies in the **Westmoreland EOP**, shall act in support of the response team, until such time as the Department of Justice/Attorney General/NH State Police shall transfer the Lead Agency role to NH HSEM.

G. **Incident Phases**

1. **Pre-Incident**

- a. A credible or significant threat may be presented in verbal, written, intelligence-based or other form.
- b. In response to a credible or significant threat involving Chemical, Radiological, Nuclear, Explosive (CBRNE) and Weapons of Mass Destruction (WMD),/Cyber- or Agro-terrorism, Law Enforcement

and Fire Departments initiate a threat assessment process that involves close coordination with local, state and Federal agencies with technical expertise, in order to determine the viability of the threat from a technical, as well as tactical and behavioral standpoint.

2. **Trans-Incident (Situations involving a transition from a threat to an act of terrorism)**
 - a. Law Enforcement will contact local, state and federal agencies and provide the initial notification to other law enforcement authorities, state agencies as well as the FBI of the confirmed presence of an explosive device, WMD, Cyber- or Agro-terrorism threat, capable of causing a significant destructive event, prior to actual injury or property loss (e.g., a significant threat).
 - b. As the situation warrants, the EMD will coordinate with the Board of Selectmen or his/her designee regarding the need to activate the Town's Continuity of Operations (COOP) and/or Continuity of Government (COG) plans, as appropriate.
3. **Post-Incident**
 - a. An incident is defined as follows:
 - 1) The detonation of an explosive device, utilization of a Chemical, Radiological, Nuclear, Explosive (CBRNE) and Weapons of Mass Destruction (WMD), introduction of an Agro-terrorism agent or other destructive event, with or without warning, that results in limited injury or death (e.g., limited consequences / state and local response and recovery).
 - b. Once an incident has occurred, Law Enforcement and Fire Department will provide a Liaison to the local EOC and/or the FBI JOC, as needed.
 - c. The NH State Police will contact local, state, and Federal agencies of the detonation of an explosive device, using a Chemical, Radiological, Nuclear, Explosive (CBRNE) and Weapons of Mass Destruction (WMD), introduction of an Agro-terrorism agent or other destructive event.
 - d. It is feasible to have recovery operations begin while response operations are continuing. The EMD will coordinate with the appropriate local, state, and federal agencies in determining when recovery operations will commence. Recovery operations include, but are not limited to, the following activities/functions:
 - 1) Site Decontamination
 - 2) Site Demolition or Restoration
 - 3) Memorial Services
 - 4) Victim Compensation and Disaster Assistance
 - 5) Temporary Housing Assistance
 - 6) Long-term Medical Monitoring and Surveillance
 - e. Law Enforcement will coordinate with the FBI to determine the appropriate point at which, the scene will transition from the response and search and rescue phase to a criminal investigation phase.
 - f. Law Enforcement will coordinate with Department of Justice to initiate victim assistance programs, as appropriate.

4. Deactivation

- a. If an act of terrorism does not occur, the responding elements will deactivate when the EMD, in consultation with the Law Enforcement and Fire Departments, issues a cancellation notification to the appropriate ESF agencies. ESF agencies will coordinate with the EOC Operations Officer and deactivate according to established SOPs/SOGs.
- b. If an act of terrorism occurs, then each ESF structure deactivates at the appropriate time according to established SOPs/SOGs. Following ESF deactivation, operations by individual state agencies may continue, in order to support the affected local governments with long-term hazard monitoring, environmental decontamination, and site restoration (clean-up).

H. Roles and Responsibilities

1. **The Law Enforcement** is a co- primary agency which implements and coordinates the response functions in coordination with the Fire Department. Specifically, those responsibilities are:
 - a. Initially serve as the primary agency for criminal activity, investigations, and prosecution until state and/or federal agencies assume responsibility.
 - b. Works closely with DOJ, and FBI with respect to terrorist acts.
 - c. Coordinating the threat assessment.
 - d. Assisting the FBI with crime scene management.
 - e. Representation within the Joint Operations Center (JOC) may include Federal, state, and local agencies with support roles.
 - f. Assist with posting and enforcement of Quarantine & Isolation orders.
2. **The Westmoreland Fire Department** is a Co-Primary agency which implements and coordinates terrorism response functions in coordination with Law Enforcement. Specifically, those responsibilities are:
 - a. Assist mutual aid and other agencies in the overall management, response, and recovery of terrorist incidents involving radiological materials, to include:
 - Detection, recovery, and disposal of on-scene radioactive debris
 - Identification of isotope(s)
 - Plume projections
 - Recommendations on protective actions
 - Determination of health risk/consequences to the public and first responders.
 - b. Provide assistance to mutual aid and other agencies in the response and recovery of a biological terrorist incident, to include:
 - Disease control and prevention.
 - Epidemiological investigation.
 - Quarantine and isolation.
 - Identification of the biological agent.
 - Secure laboratory services.
 - Dispersal of the Strategic National Stockpile (SNS).
 - Management of immunization clinics.
 - c. Establish decontamination of contaminated victims and emergency response personnel.
 - d. Provide detection and monitoring services, equipment and personal protective equipment (PPE), as needed.

3. **The Road Agent will:**
 - a. Maintain roads and highways for vehicle access.
 - b. Assist the Fire Department in the proper disposition of contaminated materials, clothing and miscellaneous items, as appropriate.
 4. **The Emergency Management Director will:**
 - a. Establish and maintain communications capability at the EOC.
 - b. Coordinate with the State EOC and Joint Operations Center as necessary.
 5. **The Health Officer will:**
 - a. Assist the Medical Examiner's Office in the proper disposition of contaminated materials, clothing and miscellaneous items, as needed.
 - b. Assist in the efforts to ensure there is no uptake of chemical, radiological or biological agents into the food chain or the food supply.
 - c. Impose isolation or quarantine under RSA 141-C:11 and shall arrange for treatment and care as necessary to mitigate the threat.
 - d. Make recommendation on isolation, segregation, and quarantine measures.
 - e. Implementation of the state quarantine law by order of the district health officer by empowering law enforcement officers.
 - f. Provide information concerning symptoms and recommended medical treatment for exposure to hazardous materials to on-site medical teams, as requested.
 - g. Dispense any national pharmaceutical stockpile medications at needed.
 6. **The Board of Selectmen will:**
 - a. Serve as support to Law Enforcement and Fire Departments and other responding departments.
- I. Interagency Coordination***
1. The EOC is the focal point for interagency and intergovernmental coordination between the following:
 - a. **FBI JOC**
 - b. **Local EOC**
 - c. **Other Law Enforcement Command Posts**
 - d. **Other Community's EOCs**
 - e. **FEMA IOF / DFO**

IV. Authorities & References

a. Plans

- i. New Hampshire State Emergency Operations Plan.
- ii. New Hampshire Hazardous Materials Annex.
- iii. Emergency Support Functions (ESFs) Standard Operating Procedures/Guides
General Operating Guidelines for Fire Department
- iv. Standard Operating Procedures for Police Department

b. Quarantine & Isolation

RSA 141-C11

Westmoreland School Annex

Westmoreland School and Community

Crisis Response Plan

Revised 1/2012

Coordinator: Principal:

- Mr. Hayward receives the information and proceeds with an intake of all pertinent facts. Mr. Hayward will prepare a statement that will be read to each telephone contact for both teams **Team A** and **Team B** the statement will include the facts and schedule for team meetings.

- **Team A** will be contacted first. **Team A** will convene as a group as soon as possible. Team A will be responsible for preparing the response plan for the school. **Team A** will assess the situation and prepare a communication fact sheet that will serve as a basis for all further interventions and response. **Team A** will prepare for the next level response to **Team B**.

Team A Members:

| | | |
|--------------------------------------|-----------------|----------------------------|
| Principal | Mark Hayward | 399-7282/439-0190 |
| School Counselor | Kendra DiLegge | 399-9037 |
| Assistant Superintendent | Bill Gurney | 357-9004 |
| Assistant Superintendent | Wayne Woolridge | 358-5316 or 357-9005 |
| School Nurse Jill Gourley/Cindy Wood | | 399-4311/903-5352/352-1086 |
| School Secretary | Debbie Nelson | 399-4328/313-9191 |
| Faculty Representative | Paul Deschenes | 352-1749/852-2595 |
| Faculty Representative | Henry Bailly | 762-7556 |
| Community Response Professionals | | (See list attached) |

Special Duties of Team A Members:

Principal: Will prepare an informational letter to go home with every student. Principal and Assistant Superintendent will prepare an appropriate media response. They will coordinate all media contact.

School Secretary: Will take minutes at **Team A** meetings and assist in preparation of press releases and other documents. The **School Secretary** will have a scripted response to all telephone inquiries.

School Counselor and **School Psychologist** with assistance from the **Community Response Personnel** will plan for parent information sessions deemed appropriate. School Counselor will activate and coordinate other school counseling professionals needed for individual and classroom support.

- **Team B:** Will consist of all present staff, **including teachers, support staff, bus drivers, school board members** and **community response professionals**. **Team B** will be called to a scheduled meeting before the next school day using the emergency phone tree network. The meeting will review all needed information for school personnel. Plans will be presented for individual and classroom support. Any “all school” assemblies will be scheduled. **Team B** will reassemble after the school day for debriefing. **Team B** members will give any useful feedback and identify any areas needing further intervention and response. Any further meetings of needed **Team B** members will be scheduled.

- **Parent Contact:** A parent informational meeting shall be arranged as soon as possible to explain procedures and supports. As many **Team A** members should attend as possible.

- **Post-Vention:** After a one week period has elapsed continue to identify students and others needing further support. Continue to debrief with Team B members. Start preparation if written evaluation of crisis response while the information is still current. Prepare a schedule for the following week response and assessment.

Attached: Current emergency phone tree

Grief response information

Community Response Personnel:

Monadnock Family Services: 357-4400

Suicide Response and Consultation: Audrey Dana or Emergency Services Staff

Mary Louise Alther, C.G.C.: 357-8314, 795 Roxbury Street, Keene, NH

Grief Counselor and Bereavement Consultant

The Samaritans: 357-5505 (hotline), 357-5510 (office)

Suicide Response and Consultation: Piper Reason

<http://www.muw.org/samaritans>

Local Emergency Personnel:

Harry Nelson, Fire Chief 399-4328 (home), Mutual Aid 352-1291 or 352-1100

Mutual Aid 352-1291 or 352-1100

Crisis Management Team: Mark, Debbie, Paul (Stacy Inzer covers Paul's classroom), Bob Miles and Harry Nelson.

- Review plan with State Police
- Safety plans to Harry, Town Hall, Maplewood, West Street, Mr. Delano and Debbie's garage.
- Schedule/conduct safety inspection (NHSBIT 1.4-1)
- Conduct safety drills with staff (15-30 minutes)
 - Before conduct drills with students
 - Brainstorm with staff possible scenarios to discuss/drill
- Create disaster kits and first aid kits
 - Seek lists of contents or make lists...CEMP
 - "Go Kits"
- Staging area development
 - Town Hall
 - Tory Hill Farm or High Hopes

- Maplewood (has blankets/generators)
- Tennis Courts
- Contact with buses (pagers/radio)
- What do we need to provide if Maplewood arrives?
- I.D. badges for non-regular adults
 - S.T./Methods Visitors
 - Volunteers ASP staff (non-regulars)
 - Substitutes Contractors/maintenance
- Hazmat lists need to be created...M.S.D.S.'s to a file in the office
- Keep phone list updated (copy for Debbie's garage) Disc to SAU 29
- Script of writing down/recording information received via threatening phone calls
- Get keys for Town Hall/Fellowship Hall/Church
- Equipment needs:
 - Two cell phones
 - Blank rosters
 - Yellow caution tape-crime scene tape
 - Crisis center locker (central storage)
 - Create disaster kits for each classroom
 - Key locks on interior doors
 - Fire lane signs for area near shed
 - Update Laptop
- Owned equipment to be put in a consolidated place (crisis center locker)
 - Bullhorn
 - Flashlights
 - Safety Plan
- **Short Term Evacuation Plan:**

- Fire: Immediate evacuate (no jackets/boots) via established routes (bring class lists)
- Assemble on soccer fields (if inclement weather and if gym is safe, bring kids in there)
- Kids find teacher TAKE ATTENDANCE (kids/adults)
- Report missing kids/adults to Mark (Mark or designee will come around)

- **Retention Plan:**

- PA or other verbal announcement to gather
- Bring class list-cell phones
- Incident command center
- Assess long/short term intervention
- Duration
- Notification of parents
- Basic needs: heat/water, bathroom, electricity
- Red Cross, other resources

- **Long Term Evacuation Plan**

- Implement short term evacuation plan
- To Town Hall, evacuate in order 8, K-7 with classes
- Attendance re-take @ Town Hall (student sheet bio. Information book)
- If Town Hall not suitable, call Delano's to evacuate to
 - 1. Maplewood
 - 2. Chesterfield School

Bring Cell phones

Need parent check in/student release area/forms

Assess long/short term interventions

Duration

Notification of parents

Basic needs

In Case of Fire:

(See also Crisis Management Planning Manual, Section II)

- Pull alarm
- Evacuate Building
- Mr. Stack and Lori Castagna will sweep buildings and report to main lobby.
- Contact emergency service (911) or 352-1100. Call Superintendent's Office.
- Confine fire by closing door to the area involved
- Investigate evacuation plan. Teachers keep class lists and go to designated area.
- Follow instructions of police and fire department
- Convene Crisis Management Team and set up incident command center with communication capability.
- Assist emergency personnel in locating and assisting injured persons
- Log all activities and decisions
- Keep students and staff away from building until area is declared safe
- Maintain a list of hospitalized persons and location
- The all clear, return to class signal is the old outside bell.
- When safe, follow instructions of fire department for building reentry.
- If building cannot be reentered, relocate students to predetermined location
- In case of site evacuation, Ms. Crotto-Young and Mrs. Carlson will lead walking groups (K-4) (5-8) to Town Hall or buses.
- Notify transportation if site evacuation may be needed or in case of inclement weather.
- Determine location for temporary classrooms and supplies

- Prepare fact sheet and media statement
- Ask Superintendent's office for media assistance in notifying community and parents.
- Contact maintenance # for repairs or barricade
- Notify business office
- Debrief with crisis teams and staff; keep informal
- Continue interaction with local and area counselors until trauma is resolved and school is returned to normal functioning.

In Case of Chemical Spill:

- Call 911
- If advised by police or fire department to remain in building:
 - Move all students inside building away from affected area
 - Have students and personnel breathe through wet paper towels
 - Close up and secure affected area. Shut down electricity and gas
 - Post warning signs at entrance
- If advised by police or fire department to evacuate the school site, proceed as follows:
 - Call transportation for buses 399-4371
 - Sound alarm
 - Investigate evacuation plan
- Convene Crisis Management Teams and set up incident command center with communication capability on site.
- Obtain Material Safety Data Sheet for spilled chemical if known. Notify superintendent, counselor, and nurses as needed. Give location and chemical information if known and have someone stay on the line to give additional information while unit is in route. Ask for advise on evacuating or sheltering house.
- Estimate extent of injuries or potential physical danger with school nurse and health services.

- Keep list of hospitalized persons and where students/staff are evacuated.
- Ring all clear bell when appropriate
- Prepare fact sheet and media statement
- Debrief with crisis team and staff

Accidents: (Always use universal precautions with bodily fluids)

- **Minor Level I**
 - Administer first aid utilizing school nurse or trained staff
 - Follow emergency procedures as indicated by nature or accident
 - Inform parent
 - Fill out student/personnel accident report
- **Major Level II**
 - Administer first aid utilizing school nurse and trained staff
 - If life threatening call 911 or 352-1100 Notify Superintendent, counselors, nurses as needed
 - Call parent/guardian immediately or, if necessary, sibling, neighbor or relative
 - Fill out student/personnel accident report
- **To/From School**
 - Call central administration, transportation as needed
 - Notify parents, spouse, or closest relative or neighbor
 - Send a trusted employee to observe situation
 - Fill out student/personnel accident report
- **Bus/Auto accidents on trips away from school level II**

- Call emergency vehicles/services: police, fire, ambulance,
- DPS
- If threat of fire exists, ensure children are moved to a safe place
 - Contact transportation supervisor
 - Verify report with police. Attempt to determine who has been injured
- injured
- Extent of injuries and hospital of transport
 - Notify superintendent, transportation and administration
 - Assemble Crisis Management Team, set up incident command center
- center
- Prepare a list of students, parents and phone numbers
 - Visit injured
 - Debrief Crisis Management Team and Staff
 - Fill out student/personnel accident report
 - Check with business office about insurance coverage, etc.

Assault/Managing Alleged Assailant: (See also: Crisis Management planning manual, Section II)

- **Assault**
 - Secure the scene
 - Administer first aid utilizing nurse and trained staff
 - If life threatening call 911 or 352-1100. Notify superintendent, counselors, nurses as needed
 - Unless injuries require immediate attention of a doctor, or indicate transfer to hospital, keep victim at the school. If rape, ensure victim stays with school nurse, counselor, psychologist, or trusted friend until police arrive.
 - Log all activities and decisions
 - Notify victim's parents
 - Allow school professional providing support to accompany victim and police/parents to hospital in case of rape (train that person in rape crisis)

- Prepare fact sheet and media statement
- Provide counseling for victim and family
- Reassure concerned parents regarding safety precautions at school
- Ask witnesses to not discuss incident among themselves
- Meet with parents and teachers of victim to plan for return to school
- Debrief staff

Managing Alleged Assailant

- If life threatening, call 911 or 352-1100 Notify superintendent, counselors, nurses if needed
- Detain suspect until police arrive (Only if safe, otherwise let them go)
- If alleged assailant is a student, notify parents and request conference
- Follow board policy regarding student discipline, questioning of students, and students taken into custody
- Provide guidance and support for suspect's family

Bomb Threat

- When threatening call is received, attempt to learn the following:
 - When is the bomb set to go off?
 - What is the explosive?
 - What does it look like?
 - Where in the building is it? Did you place the bomb?
 - Why was it set? Where are you calling from? What is your name?
 - What does the voice sound like (man, woman, child, accent, etc.)
 - Were there any identifiable sounds in the background?

- Exact wording of threat

Do not hang up on phone threats; get as much information as possible. Immediately after call dial *57 if touch tone phone (or 1157 if rotary phone), confirm trace, then call police with exact time.

* Evacuate

- If life threatening call 911 or 352-1100. Notify superintendent, counselors, nurses as needed.
- Notify transportation if site evacuation may be needed or in case of inclement weather.
- Assemble Crisis Management Team and inform of situation
- Begin search of building and grounds by local crisis team and staff for suspicious items, and report to office.
- **If bomb is found, isolate area**
 - Evacuate in stages starting with rooms nearest device
 - Do not handle device, use two-way radio, attempt to dismantle device, use pagers, turn lights on/off.
 - Notify superintendent
 - Re-enter building only after advised by police/fire to do so.
 - Prepare fact sheet and media statement
 - Debrief with Crisis Management Team and Staff to see if they noticed any suspicious behavior and what their class activities were

Child Abuse (See also: Crisis Management Planning Manual, Section II)

- **Suspected Level I**
 - Ensure report to local police, Division of Children, Youth and Families (DCYF) 800-894-5533
 - Document actions and decisions

- Do not attempt to investigate or verify information until or unless given direction by superintendent or designee.
- Permit interview with child by authorization, properly identified officials only
- Cooperate with the request of the investigator regarding notice to parents
- Provide follow-up counseling
- **Accusation Against School Personnel Level II**
 - Document report. Do not investigate or attempt to verify information until or unless given direction by superintendent or personnel department
 - Notify superintendent
 - Report to local police, DCYF, as needed
 - Provide for police investigators and notify parents of procedures
 - Allow time for employee to be interviewed and arrange for substitute
 - Prepare fact sheet and media statement
 - Convene Crisis Management Team and counselors, as needed
 - Plan for parental inquiries, staff meetings, safety measures
 - Notify parents of affected students that crisis counseling is being provided for alleged incident
 - Provide crisis counseling only after statements are taken
 - Debrief with Crisis Management Team and staff

Child Abduction (See also: **Crisis Management Planning Manual, Section II**)

- **Witnessed**
 - Life threatening, call 911 or 352-1100. Notify superintendent, counselors, nurses as needed
 - Gather facts about abduction and description of abductor and any vehicle

- Notify parents
- Convene Crisis Management Team. Including counselors
- Decide on plan of action
 - Faculty Meeting
 - Visit classrooms as requested
 - Letter home to parents

Prepare classmates to be supportive

Prepare fact sheet and media statement

Provide for follow-up counseling

Debrief with Crisis Management Team and Staff

- **Not Witnessed**
 - Verify child is missing, search building and grounds
 - If life threatening call 911 or 352-1100. Notify superintendent, counselors, nurses as needed
 - Notify parents
 - Convene Crisis Management Team
 - Question child's friends or ensure availability for police questioning
 - Search neighborhood, if prudent, with police leadership
 - See "Decide of plan action" above the following steps
 - Prepare classmates to be supportive
 - Prepare fact sheet and media statement
 - Debrief with Crisis Management Team and Staff

Death at School

(See also: Crisis Management Planning Manual, Section II)

- Call school nurse to site, call 911 or 352-1100
- Clear everyone except Team A from the area

- Convene the Crisis Management Team
- Call West Street 357-9002 or 357-9005
- Log activities and decisions
- Determine method to inform parents, classmates, and community of death, plans and expected child reactions
 - Ensure the family of deceased is notified through pre-established method
 - Alert counselors and nurse at schools in which siblings are enrolled
 - Inform staff and student body
- Prepare fact sheet and media statement
- Provide counseling individually or in groups
 - Make home visits with counselors or Crisis Team Members
 - Hold faculty meeting as soon as possible to process feelings
 - Prepare to hold community meetings
 - Plan long term response and follow-up counseling
- Permit students to leave only with parental permission
- Relay information as it becomes available

Gang Altercations

(See also: Crisis Management Planning Manual, Section II)

- Provide first aid to injured utilizing school nurse or trained staff
- If life threatening, call 911 or 352-1100, notify superintendent, counselors, nurses as needed
- Convene Crisis Management Team
- Assess danger: injuries, student involved, location of altercation, presence of weapons
- Re-establish order with assistance from staff/Crisis Management Team
- Ask witnesses to describe what led to altercation
- Prepare fact sheet and media statement

- Prepare plans to prevent retaliation or future violence
 - Remove graffiti
 - Enforce dress code
 - Notify probation officers
 - Ask student leaders to recommend ways to resolve issues
 - Facilitate discussion between gang and ethnic groups
 - Notify probation officers
 - Ask student leaders to recommend ways to resolve issues
 - Facilitate discussion between gang and ethnic groups
 - Conduct workshops on ethnic or gang related issues
- Reassure parents, students and faculty that steps are being taken to ensure safety
- Ask parents of those involved to come to school. Follow disciplinary procedures
- Debrief with Crisis Management Team

Mass Involvement of Students in Large Group Crisis (See also: Crisis Management Planning Manual, Section II)

- Administer first aid using school nurse or trained staff
- If life threatening call 911 or 352-1100, alert counselors, nurses, and others (as needed)
- Assemble Crisis Management Teams
- Secure and supervise school entrance and exits
- Evacuate if necessary
- Prepare list of affected students and parental emergency numbers
- Notify parents
- Prepare fact sheet and media statement
- Debrief with Crisis Management Team and Staff

What To Do In Case of Operational Crisis (See also: **Crisis Management Planning Manual, Section II**)

- **Hazardous Material Release, Toxic Substance or Gas Leak-Level II**
 - Notify school nurse and trained staff
 - Call 911 or 352-1100 give location and remain on line until information is complete
 - Ask for advise on evacuation or shelter place. Unit will be en route
 - Clear immediate area or evacuate building, if necessary. Avoid moving up or down wind
 - Convene Crisis Management Team and set up incident command center
 - Post warning signs, request maintenance department number
 - If sheltering in place: shut down main electrical power to close ventilation sources; turn off gas, close exterior doors and windows; use portable radios to gather emergency information
 - Estimate extent of injuries or potential damage
 - Keep list of hospitalized and location
 - Request assistance in notifying other affected facilities

- **Electricity, Ruptured water line, climate control-extreme weather-level I**
 - Gather facts: verify information
 - Call maintenance department #
 - Move staff and students from affected area, if necessary
 - Close up and/or secure affected area, keeping children and people away
 - Post warning signs
 - Estimate potential physical danger with school nurse
 - If a major line is down or sparks are visible

- Call 911 or 352-1100, give location and remain on line until information is complete. Unit will be en-route
- NEVER TOUCH LIVE WIRES!
- DO NOT ATTEMPT TO RESCUE PERSON who is experiencing electrical shock!
- Shut power off where applicable

Prepare fact sheet and media statement

Ring all clear bell when appropriate

Debrief with Crisis Management Team and faculty

Riot/Political or Community Demonstration

(See also: Crisis Management Planning Manual, Section II)

- If life threatening call 911 or 352-1100 Notify superintendent, counselor, nurse as needed
- Provide first aid utilizing school nurse and trained staff, assist EMS
- Identify group or purpose
- If group is disruptive, warn of violation of law, ask them to discontinue disruption
- Assemble Crisis Management Team
- Log activities and decisions
- Do not allow disruptive persons to enter school property or request they vacate immediately, assign staff to all building entrances to prevent further disturbance
- Advise teachers to keep classroom doors closed and locked
- Keep offices locked provide security measures for files and records
- Keep facility informed
- Prepare fact sheet and media statement
- Once order is restored, remain alert for further disruptions
- Prepare for community meetings as needed
- Debrief with Crisis Management Team and faculty

Security Breach/Vandalism

(See also: Crisis Management Planning Manual, Section II)

- Notify Office
- Approach and greet person, determine legitimate purpose on site
- If needed, ask person to leave
- Notify Mr. Fisk to lock wing and gym doors
- If life threatening call 911 or 352-1100, notify superintendent, counselors, nurses as needed
- If intruder cannot be removed, instruct all personnel to avoid contact with intruder
- Remove students and staff from vicinity of intruder

If hostages taken or gunfire:

- Inform staff by code to keep all students in classrooms and away from windows
- Secure building, keeping all students away from affected area, lock doors
- Hold change of class bell
- Convene Crisis Management Team to set up incident Command Center
- Log all activities and discussions
- Remain available to law enforcement and negotiators
- Have multiple copies of floor plan available for police
- Prepare fact sheet and media statement
- Have an attendance roster to check off when releasing students, teachers remain with students until released
- Debrief with Crisis Management Team and Staff
 - Vandalism

- Secure area and leave intact for investigations, notify maintenance department for cleanup or barricade
- Record type and extent of damage; file report with Central Administration Business Office

Tornado/Natural Disasters

(See also: Crisis Management Planning Manual, Section II)

- After being alerted by the weather alert radio and/or the telephone relay system do the following
 - Call emergency services 911 or 352-1100, ask for advice to retain or evacuate
 - Administer first aid using school nurse and trained staff
 - Convene Crisis Management Team, set up Incident Command Center with communication capability on-site
 - Log all activities and decisions
 - Prepare for emergency action in conjunction with police department, fire department and local office of Emergency Management instructions
 - Instigate retention of evacuation plan, depending on emergency
 - Notify transportation in case of site evacuation or inclement weather
 - Teachers should take classroom roll and accompany class to designated shelter area (if tornado not auditorium or gymnasium)
 - Once at shelter area, everyone should set facing the interior wall with knees and head down, and hands covering face and head
 - Group should remain calm, stay together, and listen for instruction
 - Stay at shelter until instructed to move
 - Prepare special needs students and personnel
- Designated personnel should check restrooms and vacant classrooms
- Use battery powered radio for weather information

- Prepare fact sheet and media statement
- Assign staff to answer phone inquiries
- Debrief with Crisis Team and plan student and staff follow-up

Retention Plan

- This is the plan to hold students inside school building during a disaster, such as a hurricane
 - School Retention Plan attached

Evacuation Plan (See also: Crisis Management Planning Manual, Section II)

- This is the plan used to remove students from the building and/or site. Notify transportation department if site evacuation may be needed or in case of inclement weather. (Evacuation Plan attached)

Procedures for Intruder Alert

Warning Signal: One short alarm blast followed by the announcement:

“Please conduct an attendance check”

Sweepers (Mr. Stack and Mrs. Castagna) will lock lobby side doors and check classrooms and bathrooms. They will send students to the nearest classroom if found in hall or bathrooms. Then they will report to lobby area for further instructions.

Teachers should close classroom door...do not lock. Exterior doors should be closed and locked. Take attendance and inform a Sweeper if a student is not in class. If necessary, the Sweeper will ask you to lock your interior door. Unless otherwise informed, continue your classroom instruction as usual.

You will hear an “All Clear” signal over the hallway intercom and the ringing of the old school bell when the event is finished.

If the signal “Shelter in Place” is announced, please move students away from the doors and windows. They should sit on the floor and remain quiet until the all clear is given.

(Note: The Safety Committee is in the process of updating this procedure. A revised plan will be available in the future).

MAPLEWOOD COMPLEX/CHESHIRE COUNTY

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MAPLEWOOD COMPLEX/CHESHIRE COUNTY

INTRODUCTION

The town of Westmoreland may be subjected to emergency conditions which might, directly or indirectly, affect this facility. The chief elected officials of this community, by New Hampshire Law, are responsible for the lives and property of the persons within their political subdivision and their designee, the Emergency Management Director, has the responsibility for coordination of all emergency functions in the community.

The following procedures have been developed to insure the safety and protection of the residents and staff of this facility in case of emergency such as, but not limited to, fire, severe weather conditions, power outage, water shortage, and all types of man-made disasters. These procedures are in concert with the Basic Emergency Management Plan of the Town of Westmoreland and is approved by the Emergency Management Director of Westmoreland whose signature appears elsewhere in this document.

This plan contains the basic procedures covering all contingencies, Addendums covering specific emergencies, notification process and emergency functions.

Copies of the Standard Operating Procedures will be placed at each nursing station (floors 2, 3, and 4), the Administrator's office, Administration and Assisted Living Conference rooms, at the Receptionist's desk, and in all other departments.

MAPLEWOOD COMPLEX/CHESHIRE COUNTY

MAPLEWOOD COMPLEX/CHESHIRE COUNTY

I HEREBY CERTIFY THAT THE CHESHIRE COUNTY MAPLEWOOD COMPLEX
DISASTER PLAN IS IN CONCERT WITH THE BASIC EMERGENCY PLAN OF THE
TOWN OF WESTMORELAND, NEW HAMPSHIRE, AND IS APPROVED BY THE
EMERGENCY MANAGEMENT DIRECTOR OF WESTMORELAND



William Chase, Emergency Management Director
Westmoreland, NH

20 September 2014

Date

MAPLEWOOD COMPLEX/CHESHIRE COUNTY

CHAIN OF COMMAND

To ensure proper chain of responsibility for the health and safety of our residents and staff.

Procedure:

During any absence of the Administrator for Maplewood Nursing Home, the Director of Nursing would become the acting Administrator. In the absence of the Director of Nursing, the Assistant Director of Nursing (ADNS) would become the acting Administrator. In the absence of the ADNS, the QIC Coordinator would become the acting Administrator. In the absence of the QIC Coordinator, the Senior Nurse Manager would become the acting Administrator. During the absence of the Senior Nurse Manager, the RN Supervisor would become Acting Administrator.

Administrator
Director of Nursing
Assistant Director of Nursing
QIC Coordinator
Senior Nurse Manager
RN Supervisor

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BASIC PROCEDURES

Depending on conditions and type of emergency, this facility could be evacuated or serve as a reception center for evacuees from other facilities. Evacuation and reception procedures will be addressed in this plan.

All employees shall be assigned a specific emergency function and shall be trained to perform that function by available staff most qualified. Assistance may also be available from local and State Emergency Management and from local fire department personnel.

In case of an impending or occurring emergency, all notified personnel shall make every effort to report to the facility to assist in alleviating the situation. Notification shall be accomplished by the most expedient methods.

All personnel will make every effort to provide an atmosphere of calm efficiency in treatment of residents to insure a minimum of anxiety. Fear and panic must be kept to the absolute minimum. Maximum resident safety must be addressed.

The Director of Nursing, Assistant Director of Nursing, or Nursing Supervisor may establish a triage area for review, treatment and dispatch of injured persons. In the absence of the Director of Nursing, Assistant Director of Nursing, or Nursing Supervisor, the senior Nursing Unit Manager or Nursing Supervisor on duty shall assume this responsibility.

Lists of emergency numbers for fire, police, rescue and emergency management are listed on the Supervisory on Duty contact sheet and within this plan.

- A. Fire, Police, Rescue 911 or Mutual Aid 352-1100
- B. Emergency Management 399-4957 (if emergency, and no answer, call Mutual Aid at 352-1100)

A Disaster investigation will be conducted by the Administrator and Safety Committee. The written report will be submitted to the Office of the Ombudsmen and OBRA, Health Facilities Administration. The written report will include, but not be limited to, the following:
Date of incident, investigative team member name's, cause, injuries, analysis of facility response, description of facility damage, response from local community, if facility safety equipment operated properly and recommendations for changes in regulations, guidelines or procedures based on this experience.

Since these procedures must remain viable, a review will be done every twelve (12) months and revised as necessary. Periodic drills will be conducted on a schedule consistent with the applicable Life Safety Code and/or other rules and regulations pertaining to disasters and/or evacuation. The Maplewood Complex Safety Committee will be responsible for review, updating and testing of this plan.

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DETERMINING A DISASTER

A disaster may occur at anytime with little or no warning. Notification of a disaster situation may come from one of several sources. Local fire and police departments may notify the nursing home through the telephone. Notification may also come from within the nursing home or switchboard.

It is imperative that the Administrator or designee on call be notified of a possible disaster situation.

Types of Disaster

1. Internal: Those disasters that may occur within the nursing home such as fire, explosion, bombs, hostage situation, etc.
2. External: Those disasters that may occur outside of the nursing home such as storms, tornadoes, floods, earthquake, etc.

The first alert, when received at the switchboard (or 3rd floor nursing station after normal business hours), will notify the Administrator (or designee) immediately.

1. If the Administrator (or designee) agrees to activate the Disaster Plan, the Supervising Nurse, in charge at the time, shall begin the process of activating the Disaster Plan.

Disaster Plan Supplies Box

There are 2 boxes in the (unlocked) closet next to the Receptionist's desk, ground floor (main entrance) of Maplewood. They contain a copy of the Maplewood Disaster Plan, personal radios, orange vests with "Disaster Team" on them, flashlights, duck tape, stick-on labels, an Emergency Response Guide, cell phone, box of office supplies and the Maplewood Continuity of Operations plans (COOP). These boxes will be brought to the Command Center once a location has been established.

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SENIOR PERSONNEL ON DUTY

Evaluate Emergency

Alerting Procedure: (Upon Administrator's, or designee's, decision to activate Disaster Plan)

- A. In the event of an emergency situation, immediate notification of local emergency service is essential.
 - 1. FIRE, POLICE, RESCUE 911 or Mutual Aid at 352-1100
 - 2. EMERGENCY MANAGEMENT: Bill Chase Home 399-4957, Cell 499-0370

The first alert when received at the main desk (switchboard or TLC) will notify the following as directed: **See Contact list for Supervisory on Duty and Maplewood Department Managers**

- B. Each department manager contacted will determine which of their off-duty personnel to call in. The receptionist or a designee may make the phone calls.
- C. After evaluating the ALERT, the Administrator/designee may implement the Disaster Plan if necessary.

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DIETARY PERSONNEL

1. Upon notification of an emergency via phone or other means, Dietary personnel will report to this facility, sign in at the receptionist desk and report to their supervisor's office.
2. After the Dietary Supervisor has the required staff to operate the dietary department, send the rest of the personnel to the personnel pool. Personnel pool may be located in the chapel area (or other designated area).
3. The dietary personnel shall have the responsibility of serving regular meals, nourishments, etc.
4. An on-going responsibility of the Dietary Department will be readiness to provide proper service and alternative meals in the event utilities and food supplies are cut off.
5. Be prepared to move food and supplies to a new relocation area should an evacuation take place.
6. Contact local merchants or wholesalers to obtain an emergency food supply if necessary. Refer to the "Emergency Opening Procedures for Kitchen" COOP Plan.

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ENVIRONMENTAL SERVICES

1. Upon notification of an emergency via telephone or other means, Environmental Services personnel will report to this facility, sign in at the reception desk and report to their supervisor's office.
2. The Environmental Services Director (or designee) will staff the laundry first. After that has been completed, send the rest of the personnel to the personnel pool in the chapel (or other designated area).
3. The laundry department shall be responsible for gathering extra blankets, linen, pillows, etc. to be moved if an evacuation takes place.

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ADMINISTRATION

1. Upon notification of an emergency via telephone or other means, Administration personnel will report to this facility to the reception desk or designated area. The first one in will initiate a sign-in, name and department, sheet and all personnel will sign in and out. Sign in/sign out forms are located at the end of this plan.

Note: Only personnel employed by this facility will be allowed to enter other than emergency service personnel.

- a. The Receptionist will report to the designated area and cover the switchboard.
 - b. All other Administration personnel will report to the chapel or designated area to form a personnel pool.
2. The Administrative Assistants will clear all information to the public through the Administrator.

Note: Only the Administrator or designee will communicate with the media.

3. When an evacuation takes place, set up a communication station at the designated area.

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MAINTENANCE

Upon notification of an emergency via phone or other means, Maintenance personnel shall report to this facility, sign in at the reception desk and report to the supervisor's office or command post. Maintenance will maintain a separate sign in/sign out accountability log, located at the end of this plan, that includes the destination and task to be performed.

Upon arrival, this will be accomplished:

- A. Establish communications with the switchboard and personnel pool.
- B. Establish a sign in, sign out log, with destination and task to be performed.
- C. Check all vehicles
 - 1. Gas tanks filled
 - 2. Oil checked
- D. Check fuel on emergency generator. (Diesel fuel)

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NURSING

1. When notified of declared disaster by the local emergency services or an emergency in the Nursing Home, the Nursing Senior Manager or Nursing Supervisor on duty will:

INITIATE THE NURSING HOME DISASTER PLAN.

2. Upon notification of an emergency via telephone or other means, Nursing personnel will report to this facility, sign in at the reception desk and report to the nursing supervisor's office or designated area.
3. The Director of Nursing, or designee will take charge of nursing upon arrival at the facility and do the following:
 - a. Assign personnel
 - b. Initiate and maintain minimum changing procedures
 - c. Prepare first aid equipment
 - d. Assist medical staff and carry out their orders
 - e. Assist where needed
 - f. Establish triage area for review, treatment and dispatch of injured persons if needed.
4. Prepare patients and supplies for when an evacuation is ordered.
5. Prepare to move charts, medication carts, treatment carts and emergency kit.
6. Should this facility become a reception center, dispatch nurses and aides to the designated area. Designate a licensed nurse to be in charge.

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PERSONNEL POOL

1. Upon arrival of the Quality Improvement Coordinator, sign in at the receptionist's desk and report to the chapel or designated area and assume or delegate command of the personnel pool.
2. Establish a sign in/sign out log with destination and keep current. Sign in/sign out log is located at the end of this plan
3. Establish communication with the switchboard.
4. Assign personnel as runners as needed.
5. Dispatch personnel as needed to assist where needed. Personnel who are dispatched will upon completion of the task, return to the personnel pool.
6. When evacuation has been declared, dispatch two (2) staff members to the medical records area for movement of records. Also dispatch two (2) staff members to each nursing floor to aid in the removal of resident's charts. Current records and MARs (Medication Administration Record) are a priority.

NOTE: In the event this facility becomes a reception center, the personnel pool will be relocated to a designated area.

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**SOCIAL SERVICES, ACTIVITIES
PHYSICAL AND OCCUPATIONAL THERAPY**

1. Upon notification of an emergency via telephone or other means, all personnel will report to this facility, sign in at the reception desk and report to the Nursing Supervisor's office or designated area.
2. The Social Workers will report to the Nursing Supervisor to assist in calming patients and taking care of their needs. They will also answer patient inquiries and act as a referral and information center.

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EVACUATION PROCEDURE

1. Supervisor on duty will start an orderly evacuation of patients in the danger area to a safe zone beyond the nearest smoke doors, being careful to leave one half of the corridor clear. Do not stop for clothing or personal items. Blankets are sufficient and may be taken from the bed.
2. Move patients, upon order of the Authority Having Jurisdiction as follows:
 - a. Patients in immediate danger zone.
 - b. Ambulatory patients shall be led or guided. Stay with them until they are left with another staff member, in order to prevent them from wandering back.
 - c. Dependent patients shall be moved via wheelchairs or geri-chairs if easily available. If alone use "universal-drop" blanket drag; or two-man arm carry and other safe methods.
 - d. Be prepared to move patients to designated areas (see Reception Plan). Evacuate the building only on orders of the Authority Having Jurisdiction, Administrator or designee. Residents are to be transferred to an appropriate outside facility.
3. Transportation: When residents have to be evacuated from the Nursing Home, they will be transported to: the Westmoreland Town Hall, Rte 63, Westmoreland or Westmoreland Elementary School, Glebe Rd. Call Mutual Aid and ask them to page Westmoreland Fire Department to alert and activate the evacuation sites.
4. Transportation will be furnished by the County wheelchair van and/or bus. If necessary, additional transportation can be furnished by contacting the following **EMERGENCY TELEPHONE NUMBERS:**

| | |
|------------------------------|--------------|
| DiLuzio Ambulance Service | 603 352-0341 |
| First Student Transportation | 603 352-2303 |

(Answering service - 24 hours day; The answering service will be able to reach the person on call via a paging system. Leave a telephone number at which you can be reached and describe the facility needs briefly.) If unable to reach the answering service, the following First Student Transportation personnel can help:

| | |
|--------------------------------|--------------|
| 1. Paula Leslie, Terminal Mgr. | 603 352-2303 |
| 2. Heather Rocheleau, Dispatch | 603-352-2303 |
5. Know who is in charge of the emergency area and take orders only from them.
6. Local nursing homes and activating the Healthcare Workforce Group Memorandum of Understanding to assist with placing evacuated residents, see next page.
7. Move patient records in carts to safe area.
8. The Nursing Unit Manager or designee shall be responsible for a resident census.
9. When the Authority Having Jurisdiction declares the emergency over, the Administrator or designee shall make plans to relocate residents in smoke or odor free areas including dining areas, meeting rooms and office areas, and as last resort, one half of the corridor of untouched areas. Smoke doors shall remain closed until the Authority Having Jurisdiction approves otherwise. Resume routine operation as soon as possible in order to restore calm to residents.

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LOCAL NURSING HOMES

Eden Park 802 257-0307
Pine Heights
Brattleboro, VT 05301

Genesis Healthcare-Keene Center 603 357-3800
677 Court Street
Keene, NH 03431

Good Shepherd 603 532-8762
3 Plantation Drive
Jaffrey, NH 03452

Genesis Healthcare - Applewood 603 239-6355
Snow Road
Winchester, NH 03470

Genesis Healthcare - Pheasantwood 603 924-7267
Pheasant Road
Peterborough, NH 03458

Genesis Healthcare - Westwood 603 352-7311
298 Main Street
Keene, NH 03431

To activate the Memorandum of Understanding established between the Healthcare Workforce Group and Maplewood Nursing Home to assist with placing evacuated residents, call Trisha Wadleigh, Public Health Emergency Preparation Coordinator at 354-5454 ext. 3030

RECEPTION CENTER

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In the event that a local facility has an emergency and must evacuate and re-locate, Maplewood Nursing Home may be used as a receiving facility for them. The following procedures are put in place to protect the health and safety of those coming to the facility. Staff from both facilities must work together to guarantee success in receiving persons from other outside facilities and assisting them with their emergency situation.

I. Initial Call

When the initial call is received, it is to be forwarded to the most senior staff on duty, who will follow the **Initial Call Checklist** (located in forms at end of plan), in evaluating the situation.

-The Initial Call Checklist will assist in evaluating how many people are coming, from which facility, what their emergency is, what their needs are, etc.

-The person receiving the call will then notify key administrators, reception, and staff so that a command center may be established.

II. Command Center

-After the call has been received a command center shall be established to coordinate the receiving of the facility in need.

-The following tasks will be accomplished by assigned staff:

-Nursing floors: If needed, prepare dayrooms to receive occupants, prepare the nursing floor, prepare patients, clear hallways of all obstructions and ready medical supplies.

-Reception: Make announcement, if necessary, take all related incoming calls and update Administrator or designee on status of the situation.

-Administration: Work with Nursing to prepare the facility, organize persons as they enter the facility, direct them to designated meetings rooms, dayrooms, and other assembly areas. Make sure all nursing staff are prepared to assist in medical/first aid procedures, decide who will stay on floors and who will assist in arrival of injured persons.

-Dietary: Make sure extra food is available and prepare to feed a large amount of people upon arrival.

Gather all clean linen possible and take to designated locations. Find any extra beds, chairs, furniture or equipment that may assist in arrival of injured persons.

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All residents will be identified with masking tape or a name badge upon entering the facility. An evacuation kit will be established containing:

- Necessary forms for evacuation
- Name badges or masking tape to identify residents
- Magic markers

III. Available Resources

- Food and Water
- Linens and clothing
- Electrical Supply
- Beds
- O₂ Tanks or concentrators
- First Aid Supplies
- Medication
- Wheelchairs/Walkers

IV. Potential Gathering Area for Persons Received:

- Assisted Living Conference Room
- 1st Floor meeting rooms
- Admin Conference Room
- Activities Room/Solarium
- Dayrooms on Floors 2,3,4
- ALF Dining Rooms
- Cafeteria

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RECOVERY PROCEDURES

1. Always remember the recovery effort available from outside sources following an emergency may be small and slow in coming. Outside help is dependent upon the size of the area affected, available resources and priority determinations of local government officials.
2. Assistance may be available from local, state and federal governments, disaster relief agencies and private sources.
3. The Administrator or senior staff person on-site should initiate the following procedures as soon as possible:
 - a. Make a quick estimate of damage, injuries and immediate need for life safety. Transmit this information to the local government officials by fastest available means.
 - b. Search for injured persons.
 - c. Set up triage area and move injured there for review, treatment and dispatch.
 - d. DO NOT turn on utilities until Facilities Management determines it is safe to do so.
 - e. Relocate patients, as necessary, to provide maximum possible care.
 - f. Determine condition of patients and make necessary arrangements with physicians to provide continuity of care.
 - g. Use own resources to restore the facility to best possible operation until outside assistance is available.
 - h. If the facility is unusable, prepare to evacuate using procedures set forth in the Evacuation Procedure.

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ADDENDUM A MAN-MADE DISASTERS

Man-Made disasters are:

A. Power Outage

1. Inform Administrator, local officials and the Facilities Manager if the emergency generator did not come on line.

We have a 500 HP self-contained generator. This generator supports all areas required by the applicable Life Safety Code, including the two 250 hp steam boilers, laundry and dietary service.

2. Determine what assistance is necessary and make requests to local officials as soon as possible.

B. Water Outage – Emergency Water Outage Procedures

1. Inform Administrator, local officials, and the Facilities Manager.
2. We have 230,000 gallons of water in our tank when full. This tank also has a monitoring control installed. In addition, the facility has two 25,000 gallon in-ground tanks, which act as a back-up system for the primary tank. These in-ground tanks can be filled at ground level from a transportation vehicle. There is also well #6, located 1500 feet behind the maintenance building. Well #6 is capable of supplying 30,000 gallons of water per day.
3. In the event that the primary water supply system is disabled, the facility has a redundant back-up water delivery system in place. Located in the facilities department and in the Executive Assistant to the Administrator's office is a Water Back-up Plan which contains the specific details of the alternate water source, including transportation methods. In the event of a water disaster the following immediate steps should be taken:
 - a. Use water trapped in the system.
 - b. Discontinue non-essential uses of water.
 - c. Invoke the emergency water supply plan. In general, this plan consists of two sources of public drinking water, equally able to meet our daily water consumption needs, combined with a water transport agreement to haul large quantities of potable water for deposit into our existing water storage system. Refer to the detailed Water Back-up Plan folder located in facilities and in the Executive Assistant to the Administrator's office for specific details regarding vendors, telephone numbers, etc.
4. Make preparations to evacuate the facility should local officials determine it necessary.

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ADDENDUM B BOMB THREAT

A. NURSING FACILITY RESPONSIBILITY

Whenever employees receive threats or warnings about bombs in the building, they are responsible for immediately notifying 1) 911 and 2) The Administrator/Designee. Notification of bomb threats or related acts may also be relayed to the Nursing Home through other sources. All threats must immediately be reported to the Administrator and to Mutual Aid.

B. TELEPHONE PROCEDURES

Employees shall be instructed in the following procedures:

1. a. Keep the caller on the line as long as possible
b. Ask the caller to repeat the message
c. Record every word spoken by the person making the call
d. Record time call was received and terminated
e. Ask the caller his/her name
2. If the caller does not indicate the location of the bomb or the time of detonation, **ASK**.
3. Tell the caller that the building is fully occupied and the detonation of a bomb would result in death or injury to many innocent people.
4. Listen for strange or peculiar background noises such as:
 - a. Motors running
 - b. Background music and the type of music
 - c. ANY noises which might give a clue as to the place from which the call is being made.
5. Determine whether the voice is:
 - a. Male or female
 - b. Has an accent or speech impediment
6. There is no “*69” capability on the current phone system. If a phone number appears in the display window, write it down.
7. Call 911, the Administrator/Designee and record all details of the call while details are still clear and easily recalled.

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C. SEARCH PROCEDURES FOLLOWING A BOMB THREAT

At the discretion of the Administrator, the Administrator's designee, and individual Maplewood department heads, a non-invasive search may be initiated throughout Maplewood Nursing Home and Assisted Living apartments for suspicious objects. Employees should take note of any suspicious objects or packages which appear out of place, and instructed not to touch or move said object and/or package. Also to be searched are any storage areas or closets. Note any storage areas or closets that are recently rearranged or where stored items are out of place. Any suspicious object, package or area should be brought to the attention of law enforcement as soon as law enforcement arrives on the scene. It will then be the decision of the Administrator and/or law enforcement Search Commander as to whether any type of facility evacuation will take place.

V. FACILITIES AND GROUNDS

Selected staff will:

Be staged at the bottom of the hill to prevent unauthorized entry to the grounds with the exception of law enforcement or rescue services.

Man assigned entrances and log in/log out staff leaving and entering the building.

Perform duties as runners or as otherwise assigned.

Facilities will shut off all hand-held radios and an announcement will be made for all cell phones in the building to be shut off. The overhead paging system and in-house phones, with the exception of portable phones, can be used.

D. EVACUATION

If an evacuation is ordered by the Administrator/Designee or the Search Commander, the Fire Evacuation Routes (stairwells) will be used. This decision will be based on information available and the advice of the local law enforcement authorities.

Evacuation routes will be searched first. Once this has been accomplished, the building can be evacuated. (An option not to evacuate may be made when judgment and experience indicate there is no real threat.) The evacuation signal will be over the telephone and made directly to the Unit Managers and Department Heads. If a building has been evacuated, re-entry by anyone not connected directly with the search team is prohibited. Do not remove any objects from the building unless they have been declared safe. **Re-entry into the building will only be allowed after an "all clear" from the Search Commander.**

There is no master lock for the lockers: Locks will be cut on any locker that needs to be searched. Contact Facilities for the 3 foot bolt cutter. The normal procedure in case of fire is to close all doors and windows to prevent the spread of fire. However, in case of bomb detonation, the procedure is to leave all windows and doors open to minimize damage in case of detonation

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BOMB THREAT CALL CHECKLIST

Questions to ask:

Exact wording of the threat:

1) When is the bomb going to explode?

2) Where is it right now?

3) What does it look like?

4) What kind of bomb is it?

5) What will cause the bomb to explode?

6) Did you place the bomb?

7) Why?

8) What is your address?

9) What is your name?

Sex of caller _____ Age _____ Race _____ Length of call _____

CALLER'S VOICE:

calm angry excited slow rapid soft deep breathing laughing crying normal

distinct slurred nasal lisp raspy deep ragged clearing throat cracking voice loud

disguised accent familiar - if familiar, who does it remind you of? _____

BACKGROUND SOUNDS:

street noises crockery factory machines animal noises office machines long distance

house noises booth background voices motors PA system static music local

clear other _____

THREAT LANGUAGE:

well spoken foul taped incoherent irrational message read by threat maker

REMARKS

REPORT CALL IMMEDIATELY TO 911. FILL OUT FORM COMPLETELY IMMEDIATELY AFTER BOMB THREAT WHILE DETAILS ARE STILL CLEAR AND EASILY RECALLED.

NAME _____

POSITION _____

DATE _____

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ADDENDUM C VIOLENCE IN THE WORKPLACE PREVENTION POLICY

Purpose:

It is the policy of Maplewood Nursing Home and Assisted Living to promote a safe environment for all persons on the Maplewood campus, including employees, residents, visitors, volunteers, and any other person or persons who may have the occasion to visit or work at Maplewood. Maplewood Nursing Home and Assisted Living Administration is committed to working with its employees to maintain a work environment which is free from violence, threats of violence, harassment, intimidation, disruptive behavior, and/or destruction of property. While this kind of conduct is not common at Maplewood Nursing Home and Assisted Living, all facilities need to be prepared for such eventualities. No matter how rural or remote the location, any facility may be affected by disruptive behavior at one time or another.

VI. Definition – Violence in the Workplace

“Workplace violence” means the attempted, threatened or acts of conduct of a person that endangers or is likely to endanger the health and safety of a worker or employee, including any threatening statement, harassment, and gestures, or behavior that gives an employee reasonable cause to believe that the employee’s health and safety is at risk. Workplace violence also may include any of the following: threats, work-related conflict, personal conflict, harassment, taking of hostages, an attack by an outsider, sabotage, and/or destruction of property.

Procedures:

Maplewood Administration will not tolerate violence, threats, harassment, intimidation, or any other destructive behavior which may take place on the Maplewood campus. All reports of disruptive incidents will be taken seriously and will be dealt with appropriately. All individuals, whether they are employees of Cheshire County or non-employees of Cheshire County, who engage in disruptive or violent behavior may be removed from the premises by appropriate law enforcement personnel and may be subject to disciplinary action, criminal penalties, or both.

The cooperation and assistance of all Maplewood employees is necessary in order to implement a violence prevention policy, and maintain a safe working environment. Employees should not ignore violent, threatening, harassing, intimidating, or any other types of disruptive behavior. Any type of violent or disruptive behavior should be immediately reported to an employee’s supervisor and the facility’s administrator, following the specific procedures outlined below.

Presence in the Facility of a Threatening, Disruptive, or Armed Person:

- I.** Whenever an employee observes the entrance to the facility of any threatening, disruptive, or armed person, they should immediately dial 911 and request assistance from outside law enforcement personnel. Employees should use silent alarms, if feasible. Silent alarms are located at the front reception desk, at all four nurses stations in Maplewood, the Human Resources Director’s office, the Director of Nursing’s office and at the attendants stations in Assisted Living.
- II.** The silent alarm sends a signal directly to Southwest New Hampshire Fire Mutual Aid, requesting that they immediately send law enforcement to Maplewood.

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- III. The employee should immediately notify their immediate supervisor and/or the Administrator, if possible.
- IV. The employee and/or their supervisor, using their discretion, should initiate a page with an alarm call through the Maplewood paging system. This alarm call will be designated as **“Dr. Richards, please report to *“Intruder Area.”*”** This would alert staff that an intruder or otherwise disruptive person is in the facility, giving the general area where the intruder is located. (eg: “Dr Richards please report to Ground Floor”)
- V. Staff should then, whenever possible, move residents out of public areas and into their rooms, or at least into dayrooms and out of public quarters from around the nurses stations. Unless directed otherwise by the charge nurse or nursing supervisor, staff should move into the day rooms / dining rooms on all 3 floors and shut the blinds.
- VI. All staff on the nursing floors should report to the nurse’s station for further instructions. Unless directed otherwise by the Charge Nurse or Nursing Supervisor, Staff should move into the dayrooms/dining rooms on all three floors, taking a portable phone into the room.
- VII. Administrator or designee should set up a command post wherever they are and will announce over the paging system **“CC at extension xxxx”** -xxxx representing the phone extension of wherever they are. Staff throughout the building should then call that extension to relay information critical to the incident to the command center.
- VIII. Nursing personnel not on the nursing floors should return to their assigned floors using the stairs, not the elevator. Nursing personnel should call their assigned floor before returning, to make sure the intruder is not on their floor. If a nurse’s assigned floor is the site of the intruder or armed person, nurses should report to the staff dining room on the first floor and wait for further instructions.
- IX. All other Maplewood Nursing Home and Assisted Living staff should remain in their assigned work areas, closing doors if possible, i.e. closing doors and blinds to offices when feasible. Apartment doors in Assisted Living should be closed and locked; residents should remain in their apartments. Depending on the situation and location of the incident, the Receptionist may move into the Safety Office and use call forwarding procedures to the 399-7375 number. Outside doors or elevators should not be locked, so as not to lock the intruder in the building. All staff: if you observe anyone approaching the facility during the lockdown, attempt to signal them in some way to NOT come near the facility.
- X. Staff should remain in their designated locations until they receive instructions from an immediate superior, or until the signal **“Dr. Richards, all clear,”** comes over the paging system. **“Dr. Richards, all clear”** should be repeated three times over the paging system. This would mean that the situation with the potentially violent intruder has deescalated and the intruder has left the building, or that law enforcement personnel have arrived and have the situation under control.

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Summary Instructions for All Employees:

- All employees should remember that they should never go to the area where an armed intruder or person exhibiting disruptive behavior is currently located.
- **These types of incidents are NOT a code 12.** Code 12 is intended only for residents with disruptive behavior that need to be subdued by specially trained staff members.
- Employees should remember to report to their assigned areas, use stairs instead of elevators, and move residents to rooms as quickly as possible, and feasible.

Responsible Persons:

- In the event of a violent incident or a potentially violent situation, the Administrator of Maplewood Nursing Home will coordinate the response of staff members. If law enforcement personnel are called to the scene, the Administrator of Maplewood Nursing Home will work cooperatively with law enforcement personnel and will take direction from law enforcement personnel. The primary goal is to cooperate with the intruder as much as possible and get them out of the building quickly.
- In the event that the Administrator of Maplewood Nursing Home is not in the building at the time of an incident, the chain of command will be as follows:
Director of Nursing, Asst. Director of Nursing, QIC Coordinator, Senior Nurse Mgr., RN Supervisor.
- The Administrator and/or designee will be responsible for notifying the County Administrator and Commissioners in the event of a disruptive incident and will also be the sole media contact for radio, television, or any other media contact at Maplewood Nursing Home during or after an incident in the event the County Administrator is unavailable.
- Depending on the nature of the incident, and where feasible, Social Services personnel will be responsible for contacting residents' families and notifying them of a violent incident or of any follow-up activities which may have taken place for Maplewood Nursing Home. The Assisted Living Administrator will contact ALF resident's families.

Follow-up to the Presence in the Facility of a Threatening, Disruptive, or Armed Person:

In the aftermath of a violent incident, it may be necessary to provide either internal or external resources to support employees, visitors, and residents. This may include such things as immediate counseling for traumatized employees, visitors, or residents. To the extent that such resources are needed, the Administrator or Human Resource Manager will contact the Employees Assistance Program, to see what resources could be provided. In addition, counselors may be obtained from Monadnock Family Services or from other resources to handle stress debriefings and other issues associated with the aftermath of a violent incident in the workplace.

Prevention is Key:

Although Maplewood is a relatively open campus, and there are many visitors, vendors, and outside contractors coming and going during daylight hours and into the evening, employees at

MAPLEWOOD COMPLEX/CHESHIRE COUNTY

Maplewood Nursing Home and Assisted Living apartments should take reasonable precautions and take advantage of existing security measures to minimize the possibility of violent or disruptive incidents.

Some of the outside doors of the facility have automatic electronic locks which lock by 8:00 pm in the evening. It is the responsibility of the RN Nursing Supervisor on the 3-11 shift and 11-7 shift to make sure that all outside doors are secured and locked after 8:00 pm.

In addition, visitors and/or employees entering the facility after 8:00 pm must use the front entrance only, and should only be buzzed in by second floor staff after staff can see who is at the door in the video camera installed at the front entrance. (Front entrance monitor and door release are located at the second floor nurses station only.) Staff who are letting visitors/vendors in after hours should alert the floors where the visitors/vendors are heading for security purposes. Staff working all three shifts at Maplewood Nursing Home and Assisted Living apartments should make sure that their cars are locked at all times. In addition, staff working 3-11 and 11-7 should park as close to the building as possible, and within range of one of the overhead lights in the parking lot. Staff should try to ensure that the inside of their car is illuminated at night.

Employees should keep an eye out for visitors exhibiting strange or potentially disruptive behavior. For example, a person entering the facility with a long overcoat in the middle of a hot summer day could potentially be hiding a weapon under that coat. Although all visitors are asked to sign in at both front and rear entrances, it is relatively easy for unauthorized personnel to enter the premise and have relatively free access to the entire building.

If any staff members have personal knowledge of a situation which might potentially result in a disruptive and/or violent incident, for example, an employee with an abusive spouse, or ex-spouse, or abusive partner/ex-partner, they should contact their department head or designee, as soon as possible. Department Heads or their designee will then follow up with the appropriate Administrator and determine the proper course of action. It may be possible to have a description of this person at the front desk, so that if the receptionist does see this person entering the facility, the receptionist may be able to notify appropriate personnel very quickly. Where appropriate, a restraining order may also be obtained.

Employees are not allowed to bring weapons to work, and should not leave weapons in their cars. The presence of guns, knives, or other weapons in an environment such as Maplewood can only serve to make a potentially violent situation worse. For example, an angry intruder who might be prone to using his/her fists may be able to seize a weapon and use it against employees who are only thinking to defend themselves.

Use your good judgement. It is better to call 911 and summon law enforcement personnel for a false alarm than to wait and have employees or residents suffer the consequences of a violent act.

VIOLENCE PREVENTION PROCEDURES FOR OFF-SITE VISITS

Policy:

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It is the policy of MNH to provide a safe work environment for all staff. In the event of an off site visit such as a pre-admission evaluation or a home safety evaluation, the staff needs to follow some recommended procedures to maximize their safety and decrease personal safety risks.

Procedures:

1. In the case of a visit to another staffed health care facility, the assessor will introduce themselves to the staff and wear a MNH badge. They will discuss the intended visit and gather information prior to entering the room both by chart and staff information to prepare for possible experiences that may be encountered.
2. Whenever able, 2 or more employees will leave together during daylight hours for an offsite visit at a person's residence. Families and representatives of the person/s to be evaluated will know of the visit and will be encouraged to attend.
3. In the case of a single employee leaving campus; they will leave information with their supervisor or designee as to their LOA and expected return time as well as the address and phone number of the place of visit. The family and/or representative will know of the evaluation and will be encouraged to be present. Ask for background information about the person to be evaluated that has to do with past history of violence or inappropriate behavior.
4. Whenever approaching a residence, staff will take note of the surroundings for signs of potential personal safety issues. Issues to consider are loose animals, dangerous structures (missing steps/floor boards), potential for falling blocks of snow or ice, downed electrical lines etc...React appropriately and with personal safety in mind to any unusual circumstance.
5. Once inside a residence, be aware of further potential dangers. Consider carrying a cellular phone and check the battery and signal before proceeding into the residence; perhaps dialing 911 such that you would only need to press "send" may be considered. If you do not carry a cellular phone, note where the phones are in the residence. Be aware of references to possession of weapons in the residence. Avoid discussions that appear to escalate tension/behavior of anyone present during the evaluation. Consider excusing yourself to return at a later date with appropriate assistance.

If anything out of the ordinary happened during the off campus time, report it appropriately. Discuss with Nursing Home Administrator and Department Head to review and consider alternatives for preventing a similar situation from happening to anyone else in future.

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ADDENDUM D SHELTER IN PLACE PROCEDURES

The purpose of the shelter in place plan is to ensure the facility remains stable in the event of a hazardous materials release incident or other unexpected event that requires sheltering in place and to keep all building occupants safe from harm during a hazardous materials release.

When the shelter-in place-announcement is made, immediately return all residents to their floors. Direct care staff, Activities staff and Housekeeping staff will return to their assigned floor. All other departments will report to their departments initially and then to the personnel pool/staging area as assigned. The Command staff will assign staff to check the outdoors for staff/residents, post signs and lock doors. Employee attendance should be taken on all floors and resident attendance by nursing staff. Fire Alarm Activation Attendance forms can be used for this as they are readily available in all areas.

After a sweep of the outside is completed by assigned staff, lock all entrances and post notices that a shelter-in-place is in effect and entering or exiting the building is prohibited.

Close and lock all windows, close drapes. Shut doors to rooms that are unoccupied. Shut off all personal air conditioners and wrap tape around the air conditioner plug numerous times to prevent the unit from being plugged in again. If you have an air conditioning unit in your area make sure it is shut off and tape the switch into the "off" position.

Account for any residents on LOA (leave of absence) that are still in the building and arrange for their return to the floor. Residents must remain on their floors for the duration of the shelter-in-place requirement unless accompanied by a staff member and with the permission of the Nurse Manager.

Movement throughout the building from floor to floor should be minimal and accountability for your whereabouts is required at all times. Logs will be kept on each floor for this purpose.

Every effort must be made to maintain a calm atmosphere for the residents. Activities can be arranged on each floor to occupy the residents.

The ventilation system will be shut down. If the outside air concentration of contaminants should become more dangerous, all residents will be removed from their rooms and placed in the hallways or dayrooms. Windows in the hallways and dayrooms will be covered with plastic and sealed with tape. Plastic garbage bags can be used for this purpose.

Clothing dryers at Maplewood and ALF will be shut off.

All exhausts in the kitchen will be shut off.

Hair dryers must be shut off.

Visitors, volunteers and inmates will be required to stay in the facility. Notify the House of Correction that we will be accountable for any inmates on the premises.

Receptionists will man the ground floor phone if on duty, limit phone use and keep the lines clear as much as possible. Overhead page only for emergencies. All staff will limit their phone use.

This status will remain in effect until the "all clear shelter in place" is announced 3 times.

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ADDENDUM E HAZARDOUS MATERIALS

The purpose of the hazardous materials plan is to ensure the facility remains stable in the event of a hazardous materials incident, to minimize damage in the event of a hazardous materials incident, and to keep all building occupants safe from harm during a hazardous materials incident.

Hazardous chemical agents are:

- Those chemical agents known to have undesirable biological effects, either acutely or chronically. Reasonable regard is given to the size of the dose, duration and type of exposure, and the physical state of the compound required to produce such effects;
- Those agents for which toxicity information is not available but are highly suspect for reasons of similarity in chemical structure or function to known toxic agents; and
- Those agents which are explosive or violently reactive.
- Hazardous materials are substances that are either flammable or combustible, explosive, toxic, noxious, corrosive, oxidizable, an irritant or radioactive.
- A hazardous material spill or release can pose a risk to life, health or property. An incident can result in the evacuation of a few people, a section of a facility or an entire neighborhood.
- Hazards can occur during production, storage, transportation, use, or disposal.
- Hazardous materials in various forms can cause death, serious injury, long-lasting health effects, and damage to buildings, homes, and other property. Many products containing hazardous chemicals are shipped daily on the nation's highways, railroads, waterways, and pipelines.

Planning Considerations:

A. MSDS

MSDS (Material Safety Data Sheets) identify:

- the physical and chemical properties of hazardous chemicals (e.g., flash point, vapor pressure),
- physical and health hazards (e.g., potential for fire, explosion, signs and symptoms of exposure)
- precautions for safe handling and use.

Information in the MSDS covering the physical and chemical properties of a chemical (e.g., volatility, flammability, reactivity), its toxic properties (e.g., carcinogen or reproductive hazard), and routes of exposure can be used to define what potential hazards the material presents to users.

Employees have access to the MSDS for each chemical used within their work site. Master books are located in the Administrative corridor.

All manufacturers, distributors, and/or suppliers of hazardous chemicals are required to provide an MSDS with each chemical purchased. If shipments of chemicals are received without an MSDS, the recipient should contact the manufacturer/supplier for a copy.

It is important to ensure that MSDS (or information contained therein) maintained at the work site provide up-to-date, complete, and accurate information.

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B. Labels

Labels on containers of hazardous chemicals serve as an immediate warning of the hazards associated with the chemical and as a reminder that more detailed safety and health information is available elsewhere, particularly in an MSDS.

Manufacturers, distributors, and importers are required to provide labels that include both the chemical name and all appropriate hazard warnings. Labels and signs, provide visual reminders of hazards not only to employees working directly with the chemical, but also to others who may encounter these chemicals.

Supervisors must establish procedures to assure that containers of hazardous chemicals are labeled, tagged or marked with:

- a. the identity of the hazardous chemical
- b. the appropriate hazard warnings signifying the primary health and physical hazards of the contents.

The chemical identity on the label must correspond to that used in the MSDS.

The supervisor must ensure that labels or other forms of warning are legible and prominently displayed on the container.

Users of hazardous chemicals should ensure that labels on purchased or supplied chemicals are not removed or defaced unless the container is relabeled with the required information.

Procedures for Hazardous Materials Incident Emergency:

1. Notify personnel in the room/area of the spill or release to evacuate immediately.
2. Move all non-ambulatory patients first, assisting them to a safe place.
3. Close windows and doors to the room/area of the spill or release and evacuate the area.
4. Call 911 and report the spill.
5. Remove clothing and wash all parts of the body which may have come in contact with the chemical using copious amounts of water unless otherwise indicated by the MSDS.
6. All personnel who may have been contaminated by the chemical should report to and remain in one safe location until the arrival of the Fire Department. This will decrease the chance of contaminating other personnel and other areas.
7. Do not re-enter the room/area until the appropriate officials have determined that the area is safe to re-enter.

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ADDENDUM F HIGH WINDS, TORNADOS, HURRICANES

The purpose of the high wind, tornado and hurricane plan is to ensure the facility remains stable in the event of a wind emergency, to minimize damage in the event of a wind emergency, and to keep all building occupants safe from harm during a wind emergency.

- Hurricanes are severe tropical storms with sustained winds of 74 miles per hour or greater. Hurricane winds can reach more than 150 miles per hour and extend inland for hundreds of miles.
- Hurricanes bring torrential rains and a storm surge of ocean water that crashes into land as the storm approaches. Hurricanes also spawn tornadoes.
- The National Weather Service issues hurricane advisories as soon as a hurricane appears to be a threat.
- The hurricane season lasts from June through November.
- Tornadoes usually occur during warm summer months and in connection with severe thunderstorms.

Planning Considerations:

- a. Surrounding streams, rivers and dams of concern include Connecticut River, Spofford Lake Dam, and Partridge Brook.
- b. Notification Flow Chart- See Town of Chesterfield Spofford Lake Dam #045.08 Plan
- c. Hurricane Watch -- A hurricane is possible within 24 to 36 hours. Stay tuned for additional advisories. Tune to local radio and television stations for additional information. An evacuation may be necessary.
- d. Hurricane Warning --A hurricane will hit land within 24 hours. Take precautions at once. If advised, evacuate immediately.
- e. Tornado Watch-- Tornado is possible in our area. Remain alert for approaching storms
- f. Tornado Warning-- Tornado has been sighted or indicated by weather radar. If a tornado warning is issued for your area and the sky becomes threatening, take precautions at once.

-Emergency Alert System (EAS) Stations

New Hampshire

| | | | |
|------|-------|-------|----|
| WKBK | Keene | 1290 | AM |
| WKNE | Keene | 103.7 | FM |
| WZBK | Keene | 1220 | AM |
| WINQ | Keene | 98.7 | FM |
| WYRY | Keene | 104.9 | FM |

MAPLEWOOD COMPLEX/CHESHIRE COUNTY

VERMONT

| | | |
|------|------------------|----|
| WTSA | Brattleboro 96.7 | FM |
| WTSA | Brattleboro 1450 | AM |
| WKVT | Brattleboro 92.7 | FM |
| WKVT | Brattleboro 1490 | AM |
| WVPR | Windsor 89.5 | FM |
| WRSY | Marlboro 101.5 | FM |
| WVAY | West Dover 100.7 | FM |

MASSACHUSETTS

| | | |
|------|------------------|----|
| WIZZ | Greenfield 1520 | AM |
| WHYN | Springfield 93.1 | FM |
| WHYN | Springfield 560 | AM |
| WHMQ | Greenfield 1240 | AM |
| WHAI | Greenfield 98.3 | FM |
| WPVQ | Greenfield 95.3 | FM |
| WRSI | Northampton 93.9 | FM |

Procedures for Storm Emergency:

1. Alert personnel to prepare for a storm.
2. Do NOT let any residents leave facility. Discourage visitors and employees from leaving.
3. Secure outdoor objects or bring them indoors.
4. Secure all exits and entrances from flooding and damage.
5. Shelter-in-place if weather becomes dangerous to life safety and health. Move residents to other areas within building, away from outside windows
6. Employees and residents are to avoid large rooms with high ceilings and extensive glass.
7. Board and tape windows if wind and rain are severe and there is enough time.
8. Make sure everyone stays away from all windows.
9. Assure an emergency supply of water
10. Have utility outage plan in place in case storm disconnects power.
11. Ready generators, flashlights, battery powered equipment, emergency outlets and life survival equipment. Verify working order of battery radios and flashlights.
12. Extra flashlights and communication radios may be found in the disaster box located on ground floor, receptionist's closet. Extra batteries may be found in the administrative assistant's office.
13. Keep all radios tuned to storm information updates and monitor public broadcasts.

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14. Alternate means of communication are communication radios, personal cell phones, fax machines with handsets.

15. Evacuate only if ordered to do so.

Staff Responsibilities:

1. Move residents to assembly areas, reassure and make residents comfortable.
2. When a room is completely evacuated, close the room door to signify room is clear.
3. If resident refuses to move: move all other residents and then try to persuade. If the resident continues to refuse to move, notify the nurse to assess if the situation is life threatening; if so, move resident.
4. Account for all residents.
5. If severe weather occurs late at night and there is no time to evacuate, cover residents with their blankets, push beds away from windows and pull privacy curtains. Window drapes should already be closed. If time allows, line side of beds towards window with pillows, etc. Begin in the area where the storm is approaching.

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ADDENDUM G EXPLOSIONS

To provide facilities with an organized guide of what to do in an explosion emergency to protect the safety and health of all persons in and around the explosion area. Procedures and organizational tools will be put in place so the explosion emergency may be handled properly with the least amount of harm possible.

Prevention:

1. Potential sources of an explosion in MNH include: Boiler room, electrical panels, chemical storage areas (laundry, pool room), oxygen usage and storage areas, kitchen, propane tank storage area, various areas of facilities building.
2. Explosions can be caused by short circuiting electrical systems, unsafe fuel vapors, dropping compressed gas containers in such a way as to break off valve heads, improper use of chemicals or spilling volatile liquids, and putting too much pressure in an enclosure (tank, pipeline, bottle, etc.)
3. Building Inspections.
4. Early reporting of suspicious leaks, sparks, or unsafe conditions.
5. Maintenance of equipment and regular inspections and checklists which contain initialing for accountability.
6. Review emergency evacuation procedures. Know evacuation procedures and where emergency exits are located.

Emergency Actions:

1. Notify proper authorities- police, fire, etc.
2. Warn occupants of the facility.
3. Begin the chain of command and establishment of a command center.
4. Relocate/ evacuate occupants as necessary to safe areas or evacuation areas. Do not stop to retrieve personal possessions or make phone calls. If things are falling around you, get yourself and anyone you are assisting to a safe area, such as under a table, until debris stops falling. Then leave quickly, watching for weakened floors and stairs and falling debris as you move to the designated areas.
5. Give first aid and medical attention immediately if needed
6. Make sure everyone is accounted for and in safe areas, out of harms way.
7. If possible, fight fires with extinguishers. If this is not possible, try and contain fires and get yourself and others to safety.
8. Notify utility companies of breaks in the lines that may make the situation more dangerous, or if certain lines need to be disconnected or shut off.
9. Account for all visitors and do not let anyone enter the facility.

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10. Follow instructions of safety officials on the scene and follow the directions of the incident commander.
11. When the injured have been removed from the scene and others have been removed from immediate danger, the assessment of damages must be made.

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ADDENDUM H WINTER STORMS

The purpose of the winter storm plan is to ensure the facility remains stable in the event of a storm, to minimize damage in the event of a storm, and to keep all building occupants safe from harm during a storm.

- Severe winter storms bring heavy snow, ice, strong winds and freezing rain.
- Heavy snowfall may cause power outages, failures, and breakdowns in communications, structural damage, and may hinder transportation. This can prevent employees and residents from reaching the facility.

Planning Considerations:

- Surrounding streams, rivers and dams of concern include Connecticut River, Spofford Lake Dam, and Partridge Brook.
- Notification Flow Chart- See Town of Chesterfield Spofford Lake Dam #045.08 Plan
- Winter Storm Watch -- Severe winter weather is possible.
- Winter Storm Warning -- Severe winter weather is expected.
- Blizzard Warning -- Severe winter weather with sustained winds of at least 35 mph is expected.
- Traveler's Advisory -- Severe winter conditions may make driving difficult or dangerous.

-Emergency Alert System (EAS) Stations

NEW HAMPSHIRE

| | | | |
|------|-------|-------|----|
| WKBK | Keene | 1290 | AM |
| WKNE | Keene | 103.7 | FM |
| WZBK | Keene | 1220 | AM |
| WINQ | Keene | 98.7 | FM |
| WYRY | Keene | 104.9 | FM |

VERMONT

| | | | |
|------|-------------|-------|----|
| WTSA | Brattleboro | 96.7 | FM |
| WTSA | Brattleboro | 1450 | AM |
| WKVT | Brattleboro | 92.7 | FM |
| WKVT | Brattleboro | 1490 | AM |
| WVPR | Windsor | 89.5 | FM |
| WRSY | Marlboro | 101.5 | FM |
| WVAY | West Dover | 100.7 | FM |

MASSACHUSETTS

| | | | |
|------|-------------|------|----|
| WIZZ | Greenfield | 1520 | AM |
| WHYN | Springfield | 93.1 | FM |
| WHYN | Springfield | 560 | AM |
| WHMQ | Greenfield | 1240 | AM |
| WHAI | Greenfield | 98.3 | FM |
| WPVQ | Greenfield | 95.3 | FM |
| WRSI | Northampton | 93.9 | FM |

Procedures for Winter Storm Emergency:

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1. Public warning issued by newscast.
2. Each department should make sure adequate staff is available. Ask current staff to stay over or in Nursing, use the scheduler to call in additional staff.
3. Have portable radio available. Make sure extra batteries are available.
4. Keep all radios tuned to weather information updates and relay to others.
5. Secure all exits and entrances from icing or being blocked by snow.
6. Have utility outage plan in place in case storm disconnects power.
7. Ready emergency outlets and life safety equipment. Make sure emergency power supply is operable.
8. Keep flashlights handy and extra batteries available. Verify working order of battery radios and flashlights.
9. Be prepared for isolation at the facility.
10. Store food, water, blankets, battery-powered radios with extra batteries and other emergency supplies for employees who become stranded at the facility.
11. No one should leave the building in the event of a serious storm.
12. Close windows and drapes and turn on lights.
13. Have small tanks of oxygen available for residents.
14. Secure outside furniture, collect loose objects from grounds/patios.
15. Do not make any unnecessary trips outside. If you must venture outside, make sure you are properly dressed, and fully covered.
16. Arrange for continual snow and ice removal from parking lots, walkways, loading docks, etc.
17. Make sure there is enough food and water to sustain throughout the storm.
18. Make sure heating system is operable and building is adequately heated.

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ADDENDUM I SUMMER HEAT WAVES

The purpose of the summer heat wave plan is to ensure all occupants of the building are safe during summer heat waves.

- Summer heat waves that last more than a few days increase health risks for residents and staff.
- Brown-outs may cause equipment malfunction and power outages.

Prevention:

1. Recognize the seriousness of extreme hot weather conditions accompanied by high humidity.
2. Monitor for news reports of high heat index or other heat wave notices.
3. Keep building as cool as possible:
 - When residents allow, open windows at night to allow cooler night air in,
 - When residents allow, close windows and curtains in resident rooms during the heat of the day,
 - Keep fans running in corridors,
 - When residents allow; keep fans running in resident rooms.
4. Clinical staff to identify residents with cardio-respiratory compromise that may require a window a/c in their room; offer this to affected residents.
5. Managers should encourage staff to remain hydrated throughout their shift.
6. Nursing stations keep bug spray and sunscreen in the med rooms during the summer and encourage residents/families to use these prior to outdoor activities.

Procedure for Summer Heat Wave:

1. Staff make fluids available and offer and encourage fluid intake to residents.
2. Staff offer and encourage residents to spend time in the day rooms on each unit (those areas are air conditioned) during extreme heat/humidity days.
3. Therapies encourage residents to have sessions in gym with the a/c, and offer fluids.
4. Therapies check in with nursing units for any additional adaptive equipment needed during the heat wave.
5. Therapies offer showers earlier in day when showers less humid, or offer in rehab gym shower room.
6. All staff are encouraged to drink additional fluids, water machines are available on every floor of the nursing home. Dietary may additionally provide chips to staff areas to replace lost salt through sweating.
7. Activities may be altered and kept indoors during severe heat or sun. Activities can also prepare the meeting rooms prior to large group events by opening those windows the night before, closing the windows and curtains during the day.

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ADDENDUM J USE OF VEHICLES AND TRANSPORTING RESIDENTS

The purpose of the use of vehicles and transporting residents plan is to ensure all staff are aware of the expectations and education requirements when operating Maplewood-owned vehicles or when transporting residents.

- All drivers are required to produce and carry a valid driver's license and must be 21 years or older for insurance purposes.
- All drivers who use Maplewood vehicles will be required to comply with all state and federal driving laws.
- Maplewood reserves the right to revoke the privilege of driving or transporting residents for any reason at any time.

Expectations:

1. Use of tobacco products and/or under the influence of alcohol, prescribed/non-prescription medications, illegal drugs or any conditions that affect driving skills are not permitted.
2. A seat belt must be worn at all times by drivers and passengers
3. Moving violations, license suspension, accidents or injuries will be reported to the Administrator/designee at once.
4. Potential mechanical problems will be reported to the Facilities Manager at once.
5. Drivers who are charged with traffic violations will be solely responsible for all liabilities that result from such actions.
6. Drivers involved in accidents involving County vehicles shall submit to drug/alcohol testing.

Cell Phone Use:

1. Drivers are required to pull over to the side of the road to make or receive calls.
2. Cell phone use for personal calls is not allowed except for emergencies.

Education:

1. All drivers who transport residents will be offered a self-study "Defensive Driving" program, to be renewed every 3 years.
2. Drivers using the Maplewood van or bus are required to take initial certifications on operation of the vehicle, the securement system and emergency procedures, to be renewed annually thereafter.