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**EMERGENCY  
OPERATIONS PLAN  
CANAAN, NH**

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**2014**

**Final for Town  
Adoption  
September 17,  
2014**

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# CANAAN EMERGENCY OPERATIONS PLAN – 2014

## General Table of Contents

ACKNOWLEDGEMENTS .....	5
CHAPTER 1 - THE BASIC PLAN .....	7
CHAPTER 2 – EMERGENCY SUPPORT FUNCTIONS .....	43
CHAPTER 3 – HAZARD ANALYSIS & ASSESSMENT .....	149
CHAPTER 4 – HAZARD SPECIFIC ANNEXES.....	159
CHAPTER 5 - RADIOLOGICAL PROTECTION ANNEX .....	179
CHAPTER 6 - TERRORISM ANNEX .....	183
CHAPTER 7 - EMERGENCY OPERATIONS CENTER GUIDELINES ANNEX.....	203
CHAPTER 8 – RESOURCE INVENTORY .....	209
CHAPTER 9 – ADMINISTRATIVE DOCUMENTS & REFERENCE MATERIALS.....	223
CHAPTER 10 – ICS & OTHER FORMS.....	261

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Name \_\_\_\_\_

Title \_\_\_\_\_

WEB EOC Password \_\_\_\_\_

Plan Number \_\_\_\_\_

*“Plans are worthless, but planning is everything. There is a very great distinction because when you are planning for an emergency you must start with this one thing: The very definition of “emergency” is that it is unexpected, therefore it is not going to happen the way you are planning.”*

*-Dwight D. Eisenhower*



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*Cover Photos: Photos taken from ICS Training Manual; FEMA and other HSEM and FEMA websites  
Photos by June Garneau unless otherwise noted*

## ACKNOWLEDGEMENTS

**This Plan is an update to the Canaan Emergency Operations Plan, 2004**

**Approval Notification Dates for 2014 Update**

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**Town of Canaan Emergency Operations Planning Team**

The Town of Canaan would like to thank the following people for their time and the effort spent to complete this Plan; the following people have attended meetings and/or have been instrumental in completing this Plan:

- |  |   |
|--|---|
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|--|---|

Many thanks for the hard work and effort given by each and every one of you. This Plan would not exist without your knowledge and experience. The Town of Canaan also thanks the Federal Emergency Management Agency and NH Homeland Security & Emergency Management as the primary funding sources for the Plan

**Acronyms associated with titles above:**

- |            |  |
|------------|--|
| EMD .....  | Emergency Management Director            |
| HSEM ..... | Homeland Security & Emergency Management |
| MAPS.....  | Mapping and Planning Solutions           |

For more acronyms and abbreviations see Chapter 9

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## CHAPTER 1 - THE BASIC PLAN

### Table of Contents

FOREWORD.....	9
INTRODUCTION .....	10
SITUATION & PLANNING ASSUMPTIONS .....	15
CONCEPT OF OPERATIONS .....	18
ADMINISTRATIVE, FINANCE & LOGISTICS.....	21
GENERAL RESPONSIBILITIES.....	26
PLAN MANAGEMENT .....	39
AUTHORITIES AND REFERENCES.....	41

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**FOREWORD**

The Canaan Emergency Operations Plan (EOP) establishes a framework for the 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 Canaan 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 Plan 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.

---

Bob Reagan  
Chairman of the Board of Selectmen

For ease of communication, the following will be referred to as:

Canaan Emergency Operations Plan Update 2014 .....	the Plan or this Plan
Canaan .....	the Town or the Community
Emergency Operations Planning Team .....	the Team
Mapping and Planning Solutions .....	MAPS
Mapping and Planning Solutions Planner .....	the Planner
NH Homeland Security & Emergency Management .....	HSEM
Federal Emergency Management Agency .....	FEMA

Town Seal: [www.canaannh.org](http://www.canaannh.org)

*\*Signature is scanned-original signature on file.*

## **INTRODUCTION**

The Canaan, NH 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 Canaan. The EOP is applicable to natural disasters such as earthquakes, hurricanes and tornadoes; man-made incidents such as civil disturbances; and technological situations such as hazardous materials incidents (including Terrorism), power failures and national security emergencies.

## **EMERGENCY OPERATIONS PLAN**

The EOP describes the basic mechanisms and structures by which the Town of Canaan 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. Standard operating procedures and standard operating guidelines are referenced as deemed appropriate.

## **EOP 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:

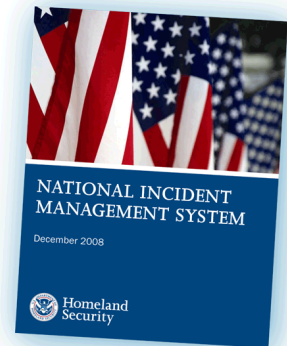
- Identify planning assumptions, assess hazard potential and develop policies;
- Establish a concept of operations built upon an interagency coordination in order to facilitate a timely and effective local response;
- Assign specific functional responsibilities to appropriate departments and agencies;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

### EOP SCOPE

- This EOP addresses the emergencies and disasters likely to occur as described in *Chapter 3, Hazard Analysis & Assessment*.
- Includes those actions that support local and state government efforts to save lives, protect public health and safety and protect property.
- 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.
- Describes department and agency assignments as they are based upon their day-to-day responsibilities, statutory/legislative requirements and/or federal regulations.
- Provides for the integration and coordination between government, the private sector and volunteer organizations involved in emergency response and recovery efforts.
- Describes how state and federal resources will be coordinated to supplement local resources in response to a disaster.

### THE EOP AND NIMS & ICS

The National Incident Management System (NIMS) and the Incident Command System (ICS) are models for command, control and coordination of a response and they provide 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 System and the Emergency Operation Center (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.



Where possible, this EOP corresponds with the National Incident Management System (NIMS) of December 2008. The Canaan EOP establishes the basic elements of NIMS, including the Incident Command System (ICS).

### EOP STRUCTURE

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. The components of the local EOP consist of the following:

- **Chapter 1, The Basic Plan**, describes the purpose, scope, situations and assumptions, concept of operations, general responsibilities, plan management and authorities and references.
- **Chapter 2, Emergency Support Functions (ESFs)**, delineates primary and/or co-primary and support agencies and includes organization, purpose, scope, situation and planning assumptions, concept of operations and the necessary responsibilities to implement each ESF. The “ESF Matrix of Responsibilities” is also included in Chapter 2. The ESFs in this Plan include the following:
  - *ESF #1: Transportation*
  - *ESF #2: Communications & Alerting*
  - *ESF #3: Public Works & Engineering*
  - *ESF #4: Firefighting*
  - *ESF #5: Information & Planning*
  - *ESF #6: Mass Care & Shelter*
  - *ESF #7: Resource Support*
  - *ESF #8: Health & Medical Services*
  - *ESF #9: Search & Rescue*
  - *ESF #10: Hazardous Materials*
  - *ESF #11: Food & Water*
  - *ESF #12: Energy*
  - *ESF#13: Law Enforcement & Security*
  - *ESF #14: Public Information*
  - *ESF #15: Volunteers & Donations*
  - *ESF #16: Animal Health & Sheltering*
- **Chapter 3, Hazard Analysis and Assessment**, includes an introduction and general information about the Town, hazard identification, a critical facility analysis and an assessment of the critical facilities vulnerability.
- **Chapter 4, Hazard Specific Annex**, describes specific hazard situations and emergency responder check lists of responsibilities for each identified hazard.
- **Chapter 5, Radiological Protection Annex**, describes situations and responsibilities in broad based-terms for a radiological event.
- **Chapter 6, Terrorism Annex**, designates a local response agency or agencies, potential terrorism hazards, situation and planning assumptions, concept of operations and roles and responsibilities.
- **Chapter 7, Emergency Operations Center Guidelines Annex**, describes Emergency Operations Center (EOC) operational levels, activation procedures, EOC security and current EOC Activation Alert Lists.
- **Chapter 8, Resource Inventory List**, provides both a categorical and alphabetical list of resources available to the Emergency Management Director (EMD) and other emergency responders.
- **Chapter 9, Administrative Documents & Reference Materials**, serve as points of reference and information and includes record of revisions and changes, statement of promulgation, signatory page, NIMS resolution, annual concurrence forms, shelter recommendations, acronyms, terms and definitions, emergency authorities and statutes and the ICS Chart.
- **Chapter 10, ICS & Miscellaneous Forms**, includes commonly used ICS forms and other forms as requested by the Community.

## EMERGENCY SERVICES

### EMERGENCY OPERATION CENTER

The Town of Canaan maintains an Emergency Operations Center (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 a major emergency or disaster 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 town officials decide that the situation is serious enough to require a coordinated and other-than-routine response.

In Canaan the designated Primary EOC is the Police Station (training room). The designated Secondary EOC is the Fire Station (training room). It should be noted that both training rooms are located at the Public Safety Complex. Should the Public Safety Complex be compromised the tertiary EOC has been designated to be the Town Office. Security and maintenance of the EOC facilities will be carried out in accordance with EOC Standard Operating Procedures (SOPs) to be developed by the EMD. In the event the Police Station is threatened, the Secondary EOC may be activated.

### EMERGENCY MANAGEMENT DIRECTOR

**EMD** The Emergency Management Director (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.

### THE CANAAN POLICE DEPARTMENT

The Police Department staffs one full-time Chief, five full-time sworn officers and four part-time sworn officers, with the capacity to expand to eight. Canaan Police Officers are well-trained in the delivery of police services in an atmosphere of regional cooperation and have found value in working with other Town and regional agencies, sharing resources, training and experience to provide a superior quality of life for the residents and visitors of Canaan. The Canaan Police Department has mutual aid agreements with nearby towns.



### THE CANAAN FIRE DEPARTMENT

The Canaan Fire Department is a call fire department providing quality fire services to the residents and visitors of Canaan 24 hours a day, 365 days a year. The Department staffs a paid part-time stiffen-paid Chief, 35 volunteer firefighters and operates one station within the Community. The Canaan Fire Department participates in the Upper Valley Regional Emergency Services Association (mutual aid) along with area departments. The Canaan Fire Department is the primary fire department for Orange and for half of Dorchester.

### CANAAN AMBULANCE (CANAAN FAST SQUAD)

Canaan F.A.S.T. Squad hereafter known as Canaan Ambulance, is a year-round non-profit ambulance service operating 24-hours as needed. Canaan Ambulance is comprised of a part-time director, one full-time employee and 12 on call volunteers. Canaan Ambulance's mission is to provide primary

responsibility for emergency medical services and medical transportation in Canaan and part of the neighboring towns of Dorchester and Orange.

**THE CANAAN HIGHWAY DEPARTMENT**

The Canaan Highway Department is a year-round, 24-hour as needed operation. The Highway Department is comprised of a highway fleet, parks and properties, cemeteries and water and sewer divisions. The Highway Department staffs one full-time Road Agent and seven employees and maintains 120 miles of road, 70 of which are gravel. The Highway Department also maintains water and sewer in the downtown area. The Highway Department’s mission is to support the citizens of Canaan through the safe operation, proper maintenance and future development of highway, supporting infrastructure and utilities in a manner that is cost conscience without sacrificing quality.

**CODERED**

The entire town is serviced by the CodeRED emergency alert system in conjunction with Hanover Dispatch and the Grafton County Sheriff’s Office.

**REGIONAL COORDINATING COMMITTEE**

The Regional Coordinating Committee (RCC) as part of the Upper Valley Regional Public Health Network (UVRPHN) is the active entity that works with the Community on health and emergency-related issues.

**MEDICAL FACILITIES**

Dartmouth-Hitchcock Medical Center (Lebanon, 16 miles; 381 beds) and Alice Peck Day Memorial Hospital (Lebanon, 16 miles, 25 beds) are the closest large healthcare facilities for the Town of Canaan. If responding to an EMS call in Dorchester, patients may be transported to Speare Memorial Hospital (Plymouth, 27 miles, 25 beds).

**EMERGENCY SHELTER(S)**

The Primary Shelter is the location to which evacuees are directed at the time of an emergency. In Canaan, the designated primary shelter is Mascoma Valley Regional High School, which has a generator. If the need arises and Mascoma Valley Regional High School is compromised, other potential shelters are: the Methodist Church Vestry, the Catholic Church, Canaan Hall, Canaan Elementary School and the Cardigan Mountain School. The American Red Cross has approved the Mascoma Valley Regional High School as a shelter, however it should be noted that the driveway to the school is in the floodplain and could possibly be inaccessible.



## SITUATION & PLANNING ASSUMPTIONS

### THE COMMUNITY

Canaan is located in Grafton County in the Upper Valley Lake Sunapee tourist region in the mid-western part of New Hampshire. The Town is bordered by Lyme and Dorchester to the north, Enfield and Grafton to the south, Orange to the east and Hanover to the west.

### TOWN GOVERNMENT

A three-member Board of Selectmen governs the Town of Canaan although a Town Administrator runs the day-to-day operations of the Community. The Town's departments include, but are not limited to Fire, Police, Public Works, Planning, Budget, Recreation and Conservation.

### DEMOGRAPHICS & HOUSING

Over the last 30 years, the population of Canaan has increased drastically; the population change from 1980 to 2010 showed an increase of 1,453 according to US Census 2010 representing a growth rate of 59.16%

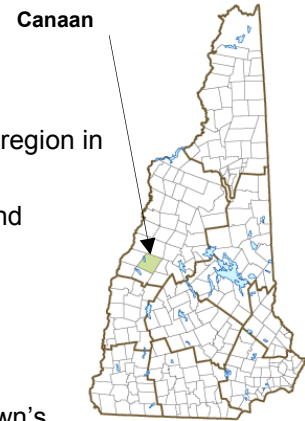
The American Community Survey (ACS) 2007-2011 estimates a total of 1,884 housing units, most of which are single family (1,285). Multiple-family structures total 81 and mobile homes and other housing units number 518. The median household income is estimated to be \$62,226 (ACS 2007-2011) and the median age is 44.4 years.

### EDUCATION & CHILD CARE

Canaan students attend Mascoma Valley Regional School District (SAU62) which encompasses the Towns of Canaan, Dorchester, Enfield, Grafton and Orange. There are four schools in Canaan; Canaan Elementary School (grades PK-4), Indian River School (grades 5-8), Mascoma Valley Regional High School (grades 9-12) and Cardigan Mountain School (private, grades 6-9). There are also five child care facilities in Canaan with a total capacity of 143.

### NATURAL FEATURES

The Town of Canaan covers approximately 53.3 square miles. The main geographic features of the Town are Canaan Street Lake and Goose Pond.



#### Incorporated: 1761

**Origin:** First chartered in 1761, the town probably took its name from the hometown of early settlers from Canaan, Connecticut. Not all the grantees became permanent settlers, and a new charter was issued in 1769. According to the Canaan Historical Society, the first train passed through in November 1847 with Daniel Webster on board, and the railroad operations sparked rapid business growth in Canaan Village. In September 1907, Canaan was the site of a tragic train accident, the collision of a passenger train and a freight train, resulting in 25 dead and an equal number injured.

**Villages and Place Names:** Canaan Center, Canaan Street, West Canaan

**Population, Year of the First Census Taken:** 504 residents in 1790

**Population Trends:** Population change for Canaan totaled 2,380 over 52 years, from 1,507 in 1960 to 3,887 in 2012. The largest decennial percent change was a 28 percent increase, which occurred between 1960 and 1970, and also between 1970 and 1980. The 2012 Census estimate for Canaan was 3,887 residents, ranking 97th among New Hampshire's incorporated cities and towns.

**Population Density and Land Area, 2010 (US Census Bureau):** 73.4 persons per square mile of land area. Canaan contains 53.3 square miles of land area and 1.8 square miles of inland water area.

*Source: <http://www.nhes.nh.gov/elmi/products/cp/profiles-htm/canaan.htm>*

Cardigan Mountain can be seen and accessed from Canaan but is located in the neighboring town of Orange. An old railroad bed has been converted to a rail-trail and is used as a snowmobiling, hiking, walking and horse trail. The rail-trail can be used as an alternative evacuation route if necessary. The Town also has a Town Forest with additional trails. Vegetation is typical of northern New England including both deciduous and coniferous forests, open fields, swamp and riverine areas. Canaan's terrain lends itself to an abundance of lakes, ponds, streams and rivers, most notably, the Mascoma River which runs north-south through the Town, part of a major watershed for the Upper Valley.

### **TRANSPORTATION**

The two major routes running through Canaan are US Route 4 and State Route 118. Interstate 89, accessible from in the neighboring town of Enfield, is the closest major artery.

### **SITUATION SUMMARY**

Canaan faces an 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. 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 the State.

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.

### **PLANNING ASSUMPTIONS**

An emergency or disaster can occur in Canaan 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 Canaan 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:

- The Town, in conjunction with the State, is primarily responsible for natural, man-made and technological emergency preparedness and has shared responsibilities with the State and Federal governments for national security preparedness. These responsibilities necessitate the development of an Emergency Operations Plan, with functional ESFs and detailed procedures.
- A disaster, producing a great number of casualties and wide spread damage, may occur with little or no warning.
- Depending upon the severity of the situation, the Town of Canaan may be quickly overwhelmed with the emergency.
- 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).



- The State will modify normal operations and redirect resources to assist and support local government in saving lives, relieving human suffering, sustaining survivors, protecting property and re-establishing essential services. State and federal government resources and expertise can be mobilized to augment emergency operations and recovery efforts beyond the capabilities of local government.
- Private and volunteer organizations, (i.e., American Red Cross, Volunteer NH, the Lions Club, 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.
- Local and state emergency operations plans address the ability to direct, control, coordinate and manage emergency operations during multiple events.
- The National Incident Management System (NIMS) and the Incident Command System (ICS) will be used as the principal on-scene incident management systems to direct and control response and initial relief actions and activities.
- Local government will continue to function under all disaster and emergency conditions.
- Citizens expect governments to keep them informed and to provide assistance in the event of an emergency or disaster. All levels of government share the responsibility for working together in mitigating, preparing for, responding to and recovering from the effects of an emergency or disaster.
- 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.

**HAZARD ANALYSIS & ASSESSMENT**

The 2011 Canaan Hazard Mitigation Plan identifies sixteen hazards, both natural and human-caused.<sup>1</sup> Based on the topography and the climate of Canaan, it is very likely there will be future disaster events. Below is a list of the hazards that have been identified; tables from the 2011 Canaan Hazard Mitigation Plan can be found in Chapter 3 of this Plan.

- |                                |                               |
|--------------------------------|-------------------------------|
| 1) Dam Failure                 | 9) Earthquake                 |
| 2) Flooding                    | 10) Extreme Heat              |
| 3) Hurricane                   | 11) Drought                   |
| 4) Tornado & Downburst         | 12) Wildfire                  |
| 5) Thunderstorm/Lightning/Hail | 13) Urban Fire                |
| 6) Landslide                   | 14) Natural Contaminants      |
| 7) Erosion                     | 15) Hazardous Materials Spill |
| 8) Severe Winter Weather       | 16) Terrorism                 |

<sup>1</sup> Canaan Hazard Mitigation Plan 2011; provided by Upper Valley Regional Planning Commission

The hazards with the highest vulnerability score based on the vulnerability analysis done in the 2011 Hazard Mitigation Plan were Dam Failure, Flooding & Hurricane. For more detailed information, please refer to Chapter 3 of this Plan.

## CONCEPT OF OPERATIONS

### GENERAL

Local response operations will be organized and managed under the National Incident Management System (NIMS) and the Incident Command System (ICS).

Assigned agencies 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 Town. A listing of the ESFs and their primary areas of responsibilities that have been adopted by the Town of Canaan are located in Chapter 2.

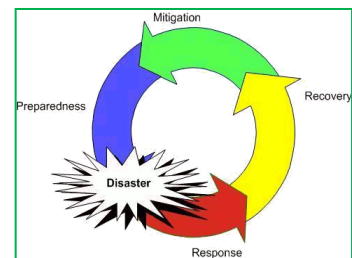
Each ESF has been assigned a number of functions to support response operations in an emergency situation. The designated primary agency, with the assistance of one or more of the support agencies, is responsible for managing the activities of the ESF and ensuring the missions are carried out as necessary. The primary and support agency assignments for each of the ESFs are identified in the ESF Matrix in Chapter 2.

### LOCAL EMERGENCY OPERATIONS PLAN (EOP) IMPLEMENTATION

The Plan has the force and effect of law as promulgated by RSA 21-P: 39 (see Chapter 9). 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. This Plan is in effect for preparedness, response and initial recovery activities when a major emergency or disaster occurs or is imminent.

### PHASES OF EMERGENCY MANAGEMENT

The EOP addresses many types of hazards that Canaan may be exposed to. The Plan also takes a comprehensive and integrated approach to addressing the Town's capabilities and shortfalls to respond to the hazards identified in Chapter 3. In doing so, the Plan takes into consideration the following four phases of emergency management:



#### 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. Mitigation examples include flood plain management and public education programs. Mitigation seeks to prevent disasters and to reduce Canaan's vulnerability to disasters that may strike. Hazard mitigation should follow all disasters.

## **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 the Community 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 other resources are developed.

## **RESPONSE**

Response is the actual provision of emergency services during an emergency and/or 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.

## **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.

## **ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES**

### **GENERAL**

In response to an incident that requires the activation of the EOP and subsequently the Emergency Operations Center, the EMD 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:

- Communications and alerting in support of agency notifications and EOC operations.
- Initial planning & information data (damage assessment) received from outside sources (i.e., local governments, public, news organizations and the Federal Government).
- Requests for state assistance from local governments.
- Pre-disaster response to emergency situations (i.e., hurricanes, winter storms, flooding potential, etc.).

The EMD or his/her designee, after consideration of the event(s), will determine the extent of communications, alerting, information and planning activation level.

## **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. The Emergency Operations Center (EOC) Organization Chart (Chapter 9), details the overall response structure of the EOC. Direction and control of the EOC is the responsibility of the EMD. The Emergency Management Director will coordinate the response of the Community's departments, advise the Town Administrator and/or Board of Selectmen on the necessary protective 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 ESFs are arranged in a NIMS compliant Incident Command System structure as follows:

### **COMMAND AND CONTROL SECTION (RED SECTION OF ICS CHART IN CHAPTER 9)**

The Command and Control 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 his/her designee is the primary person assigned to the Command and Control Section and will ensure that primary and secondary facilities are established and maintained to be used as the EOC for centralized direction, coordination and control of emergency operations.

### **OPERATIONS SECTION (LIGHT GREEN SECTION OF ICS CHART IN CHAPTER 9)**

The Operations Section is composed of elements that, when either partially or fully activated, will provide emergency support functions to support local operations during an emergency or disaster. Each ESF is responsible for assessing assistance requirements and resource requests and to organize and direct appropriate response actions.

### **INFORMATION & PLANNING SECTION (YELLOW SECTION OF ICS CHART IN CHAPTER 9)**

The Information and Planning Section 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.

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

### **LOGISTICS SECTION (LIGHT BLUE SECTION OF ICS CHART IN CHAPTER 9)**

The Logistics Section includes activities, which provide facilities and services to support response and recovery efforts.

### ADMINISTRATIVE & FINANCE SECTION (ORANGE SECTION OF ICS CHART IN CHAPTER 9)

The Administrative & Finance Section provides support to the response and recovery efforts, as required.

The ICS Chart in Chapter 9 identifies the ESFs and the functional activities within each of the five sections of the ICS system. Staffing patterns will be dependent upon the severity of the emergency as will the section under which each ESF falls.

An advantage of the ICS system is that the chart may expand or contract, from top to bottom and side to side depending on the nature of the emergency. The ICS Chart in Chapter 9 represents a “generic” representation of the ICS command structure; positions in this chart may not exist in every community.

## **ADMINISTRATIVE, FINANCE & LOGISTICS**

### **ADMINISTRATIVE**

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. At a minimum, the following should take place:

- With the guidance of the EMD, all department heads will maintain and provide accurate and up-to-date documentation and detailed information for later use when seeking reimbursement to include, but not be limited to:
  - **Total man-hours used and cost incurred in detail (who, what, where at each location)**
  - **Cost of materials**
  - **Photographs pre- and post-restoration**
  - **GPS locations for all damaged sites**
  - **Equipment used**
  - **Total equipment hours**
  - **Vehicles used and mileage**
- With the guidance of the EMD, all department heads will provide damage estimates to public and private infrastructure.
- Local 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.
- 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. In addition, assurances for rapid deployment should be maintained.

- All elements of 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.
- When local resources have been exhausted, requests for assistance will be submitted to the State EOC.
- Training of emergency operations staff will be conducted annually through in-house training sessions, exercises, actual response and course work offered by Homeland Security & Emergency Management (HSEM) and the Federal Emergency Management Agency (FEMA). If warranted, the EMD training staff will conduct accelerated/refresher training on an appropriate subject matter during periods of increased readiness status.

## **FINANCE**

Funding allocations to meet the needs of an emergency situation are met as follows:

- If a disaster declaration is requested by the Governor (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.
- 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.
- 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.
- The Town of Canaan 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.

## **LOGISTICS**

- 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 the EOC staff.
- 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.

- Town government should develop and maintain a current database of locally available resources and their locations. 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. Refer to Chapter 8 of this Plan.

### **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.

### **ALERT & NOTIFICATION**

The EMD may receive notification of a disaster or impending emergency from multiple sources; pre-alert may also come from NH Homeland Security & Emergency Management. Normal alert and notification would be as follows:

- Hanover Dispatch would be alerted to the emergency by E-911, town departments, citizen reports, from state agencies or other sources.
- Hanover Dispatch will then notify the Emergency Management Director, Police, Fire and EMS.
- Depending on the severity of the incident, the Emergency Management Director will initiate further notifications and/or activations (partial or full) of the EOP.
- Primary and support agency notification actions are described in detail under the agencies assigned ESF component of the EOP.
- Upon initial notification, each department is responsible for conducting its own internal notifications.
- Lebanon Dispatch is the backup center should Hanover Dispatch be compromised.

## ACTIVATION AND DEPLOYMENT

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

- 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.
- Based upon the requirements of the situation, the 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.
- When activation of the EOP (partial or full) is initiated and unless otherwise specified, all departments and official 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.

## 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.

Once the EOC is activated, the 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:

- Provide a single point of contact with contact information to the State EOC, normally the EMD.
- Status reports, compiled by EOC staff will be forwarded to the State EOC by the Emergency Management Director.
- The Town of Canaan and the offices of NH Homeland Security have standardized software with Microsoft Office. Emergency Management and the State EOC also have standardized software with Microsoft Office. No compatibility conflicts are apparent.
- The state to local interface will be specified with each local EOP and will be guided by emergency management and *ESF #2, Communications & Alerting*. The EMD shall have direct responsibility for the organization, administration and operation for emergency management within Canaan.



## **CONTINUITY OF OPERATIONS**

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 Administrator and/or Board of Selectmen and the EMD of Canaan establish and maintain the capability to provide mitigation, preparedness, response and recovery functions during emergencies or disasters.

The Emergency Management Director is responsible for developing, maintaining and exercising a Continuity of Operations Plan (COOP) 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.

In order to ensure effective emergency operations, the following should be considered:

- That state and local governments provide 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.
- That local emergency response departments provide for the following during emergency operations:
  - Each department have designated and trained personnel available for EOC deployment; and
  - Each department maintains and updates notification lists, twenty-four hour staffing capabilities and Standard Operating Procedures and/or Guidelines (SOPs/SOGs).
- 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.
- In the event the primary EOC is inaccessible, is damaged to the point it is rendered inhabitable or is destroyed, the EMD will take action to relocate local emergency operations to the alternate EOC site, which in Canaan is the Canaan Town Office.
- The EMD is responsible for developing and maintaining EOC relocation procedures/guides and/or checklists, as appropriate.

## **CONTINUITY OF GOVERNMENT (COG)/LINE OF SUCCESSION**

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.

The following is the line of succession that has been established for the Town of Canaan. The Emergency Management Director will exercise Direction and Control but will report directly to the Town

Administrator and/or Board of Selectmen. The EMD will develop and maintain a Continuity of Government (COG) /Line of Succession Plan for the Town.

In the event the Emergency Management Director is not available, the position of Acting EMD is filled in succession as listed below.

- 1<sup>st</sup> .....Deputy Emergency Management Director (DEMD)
- 2<sup>nd</sup> .....Police Chief
- 3<sup>rd</sup> .....Assistant Fire Chief
- 4<sup>th</sup> .....Deputy Fire Chief/Police Sergeant

**RECOVERY AND DEMOBILIZATION**

Demobilization 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 recovery and demobilization are:

**RECOVERY**

- Ensure that all health and safety issues are resolved prior to full demobilization.
- Ensure that all essential services and facilities are re-established and operational.
- Recovery operations may be initiated during response operations.

**DEMOBILIZATION**

- Partial demobilization of the EOP, in particular functional ESFs, may occur only when all issues within the specific functional area are resolved.
- Demobilization of response operations may be followed by the recovery operation.
- Final demobilization of all operational activities will only occur with authority from the Emergency Management Director and in coordination with appropriate local, state and federal agencies.

**GENERAL RESPONSIBILITIES**

**ALL PRIMARY & SUPPORT AGENCIES**

- Maintain accurate and up-to-date records during or post incident:
  - Total man-hours
  - Vehicles used and mileage
  - Equipment used
  - Total equipment hours
  - Cost of materials
  - Photographs pre and post restoration
  - GPS locations for all damaged sites
- Maintain and test equipment.
- Train department personnel and maintain training records.
- Develop and maintain the personnel notification procedures lists for their departments.
- Coordinate with the other departments to provide and integrate emergency communications.

**BOARD OF SELECTMEN****PRE-DISASTER**

- Support management efforts.
- Provide leadership for disaster mitigation programs.

**EMERGENCY RESPONSE**

- Provide leadership for disaster emergency response.
- Issue a Declaration of Local State of Emergency if warranted.

**TOWN ADMINISTRATOR*****PRIMARY FOR ESF #14; SUPPORT FOR ESF #5, 7 & 15*****PRE-DISASTER**

- In coordination with the Board of Selectmen, maintain the operation of Town government during the emergency.
- Coordinate with the EMD to establish and equip the Emergency Operations Center (EOC).
- Coordinate with the EMD to maintain the Emergency Operations Plan (EOP).
- Pre-designate alternative personnel to assist in town managerial duties at the time of an emergency.
- In coordination with the EMD maintain an accurate roster of media contacts for inclusion in the Resource Inventory List in this EOP.
- In coordination with the EMD, develop a plan of action that will determine the location, staging and resource requirements that will be needed to successfully communicate with the media and the public.
- In coordination with the EMD, develop pre-scripted messages for the most likely occurring hazards.
- In coordination with the EMD identify a site that can be used as a potential media center.
- In coordination with the Emergency Management Director, determine an alternative EOC should the designated EOC become compromised.
- Insure an adequate supply of appropriate finance department resources for the EOC.
- Maintain familiarization with reimbursement requirements.
- Provide the audit and oversight backbone for all state and federal grants.

**EMERGENCY RESPONSE**

- In coordination with the Board of Selectmen, issue a Declaration of Local State of Emergency if warranted.
- Coordinate financial support for emergency response and recovery operations.
- Direct implementation of protective actions for public safety.
- Coordinate the dissemination of public information to the residents of the Community and the media with the EMD per *ESF#14, Information & Planning*.
- In coordination with the EMD, determine the need for evacuation, issue appropriate orders to residents per *ESF #14, Public Information* regarding when to evacuate.

- Issue such orders and proclamations necessary to conserve essential on hand resources.
- Acquire private resources as needed.
- In coordination with the EMD, arrange regular media briefings for review of pertinent information.
- In coordination with the EMD, establish a Public Information Center (PIC) in strategic locations of the Town for inquiries by citizens if necessary.
- Authorize the release of excess resources to neighboring communities and/or the state.
- Administer all financial transactions relating to emergency response. (Stafford Act)
- Insure coordination with state and federal grant officials.

## EMERGENCY MANAGEMENT DIRECTOR

**PRIMARY FOR ESF #1, 2, 5, 6, 7 & 14; SUPPORT FOR ESF #3, 4, 8, 9, 10, 11, 12, 13, 15 & 16**

### PRE-DISASTER

- Provide leadership for disaster mitigation programs and trainings.
- Coordinate with the Town Administrator to establish and equip the Emergency Operations Center (EOC).
- Establish an EOC Plan and perform practice drills to insure adequate availability of resources in the EOC, i.e., lights, radios, electrical receptacles, computers, monitors, phones, extension cords, pens/pencils, paper, maps, display boards, cots, sanitary facilities, sleeping accommodations, etc.
- Coordinate with the Town Administrator to maintain the Emergency Operations Plan in good working order, including an annual update to the Resource Inventory List and EOC Alert List.
- In coordination with the Town Administrator, determine an alternative EOC should the designated EOC become compromised.
- Conduct test exercises of a multi-department nature and assist departments to conduct their own test exercises.
- Assist all departments with the development and maintenance of their individual emergency plans, SOPs and SOGs.
- Pre-designate administrative and clerical staff that will be needed at the EOC.
- Establish a community shelter plan with assistance from the American Red Cross.
- Obtain resources for use at shelters by having on hand necessary shelter items such as cots, blankets, pillows, food, water, charging stations, etc.
- In coordination with the Town Administrator, develop a plan of action that will determine the location, staging and resource requirements that will be needed to successfully communicate with the media and the public.
- In coordination with the Town Administrator maintain an accurate roster of media contacts for inclusion in the Resource Inventory List in this EOP.
- In coordination with the Town Administrator, develop pre-scripted messages for the most likely occurring hazards.
- In coordination with the Town Administrator identify a site that can be used as a potential media center.
- Obtain and refresh WebEOC training and insure all EOC staff members are adequately trained.
- Establish and maintain records of persons with disabilities and other special needs citizens.
- Provide outreach programs to educate the Community on disaster preparedness and mitigation.

EMERGENCY RESPONSE

- Notify the Town Administrator and/or Board of Selectmen of the emergency and the need to activate the EOC.
- Activate the Emergency Operations Center (EOC) and coordinate all emergency operations from the EOC.
- Assess the situation and make recommendations on the number and location of shelters to be opened.
- Determine EOC activation level depending on the nature of the emergency.
- Identify the EOC staffing needs and request Agency representation at the EOC.
- Contact Homeland Security & Emergency Management via telephone, WebEOC or other means that are available.
- Direct EOC staff to alternative EOC location should the designated EOC become compromised.
- Request state, federal and additional assistance as needed through Homeland Security & Emergency Management.
- Assume overall control of resource allocations and coordinate the use and/or rationing of essential community resources, resource requests, personnel and equipment per *ESF #7, Resource Support*.
- Coordinate the dissemination of public information to the residents of the Community and the media with the Town Administrator per *ESF#14, Information & Planning*.
- Assume overall direction and control of evacuation procedures per *ESF #1, Transportation*.
- In coordination with the Town Administrator, determine the need for evacuation, issue appropriate orders to residents per *ESF #14, Public Information* regarding when to evacuate, where to go, what to bring and when to anticipate return to evacuated areas.
- Coordinate emergency functions for community or organizations and industries.
- Coordinate the use of essential utility services and other energy resources per *ESF #12, Energy*.
- Maintain a log and ensure access control at the EOC
- Create a work schedule for the EOC and monitor staff for fatigue.
- In coordination with the Town Administrator, arrange regular media briefings for review of pertinent information.
- In coordination with the Town Administrator, establish a Public Information Center (PIC) in strategic locations of the Town for inquiries by citizens if necessary.
- Implement a message delivery system to insure communications within and outside of the EOC per *ESF #5, Information & Planning*.
- Collect and provide ESF status information for inclusion into Situation Reports (SitRep).
- Maintain all record keeping and documentation necessary for application for Federal Disaster Assistance.
- Establish recovery and demobilization procedures.

**DEPUTY EMERGENCY MANAGEMENT DIRECTOR*****SUPPORT FOR ESF #1, 2, 5, 6, 7 & 14*****PRE-DISASTER**

- Work with the EMD on all pre-disaster activities.

**EMERGENCY RESPONSE**

- Work with the EMD to provide assistance when and wherever needed.
- Work with other ESF agencies as directed to assist in the protection of life and property.
- Offer relief assistance to the EMD when and if needed.

**FIRE DEPARTMENT*****PRIMARY FOR ESF #4, 9 & 10; SUPPORT FOR ESF #1, 2, 3, 5, 6, 7, 8, 12, 13 & 14*****PRE-DISASTER**

- Develop and maintain a Mass Casualty Incident (MCI) Plan.
- Provide emergency operations training for Fire Department personnel.
- Train and assign radiological personnel and maintain radiological equipment.
- Conduct test exercises in coordination with the Emergency Management Director.
- Conduct fire inspections and fire drills per SOGs.
- Maintain mutual aid agreements with other fire departments.
- Seek funding and pursue grants to provide the equipment for emergency response.
- Reduce the risk of wildfires through enforcement of outdoor burning statutes.
- Review and update SOGs on an annual basis.

**EMERGENCY RESPONSE**

- Assist the Police Department in providing traffic and crowd control.
- Assist with the enforcement of restrictions and the evacuation of effected areas.
- Disperse equipment and manpower to strategic locations, as necessary.
- Contain and extinguish fires.
- Coordinate regional fire mutual aid at the time of an emergency.
- Assist in search and rescue operations.
- Respond to and supervise emergency operations in hazardous materials accidents or incidents.
- Assist in the notification to the general public through the use of loudspeakers and/or door-to-door canvassing as needed per *ESF #14, Public Information*.
- Assist with the evacuation and relocation of the special needs population and those living in nursing homes and/or assisted living facilities.
- Report utility power outages to appropriate utility companies.
- Monitor and provide security measures to prevent contamination of the public water supply.
- Provide fire surveillance and offer fire protection within the evacuated areas.
- Serve as a member of a disaster assessment team to determine the structural integrity of buildings affected by the disaster.

**POLICE DEPARTMENT**

**PRIMARY FOR ESF #9, 13 & 16; SUPPORT FOR ESF #1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 12, 14 & 15**

**PRE-DISASTER**

- Provide emergency operations training for Police Department personnel, assisted by the Emergency Management Director.
- Maintain up to date inventory of department personnel and equipment.
- Seek funding and pursue grants to provide the equipment for emergency response.
- Maintain police mutual aid agreements.
- Prepare, train and assess capabilities that will be required for the implementation of *ESF #16, Animal Health & Sheltering*.
- Develop Standard Operating Procedures (SOPs) for emergency conditions.
- Develop traffic control plans for special events.

**EMERGENCY RESPONSE**

- Enforce all applicable laws, ordinances and regulations.
- Provide and issue appropriate identification for emergency services personnel, essential workers and vehicles.
- Work with state, federal and other local agencies to investigate terrorism.
- Identify key facilities which must remain open during an emergency situation (i.e. medical facilities, utilities) and determine security requirements.
- Disperse police equipment and personnel to strategic locations as necessary.
- Provide crowd and traffic control around incident sites and evacuation routes.
- Enforce traffic control restrictions (including arrest or detention of unauthorized entrants in affected areas.)
- Assist in notification and emergency warning through the use of loudspeakers and/or door to door canvassing
- Provide security to the EOC.
- Manage and coordinate the efforts required for the implementation of *ESF #16, Animal Health & Sheltering*.
- Provide security for temporary mortuary facilities.
- Chief of Police or department representative, report to the Emergency Operations Center.
- Conduct initial disaster reconnaissance as a part of a "Windshield Survey" team.
- Provide security measures to prevent the contamination of the public water supply.
- Provide security in damaged or evacuated areas.
- Determine alternate routes capable of handling evacuation traffic.
- Enforce mandatory evacuation when lawfully ordered
- Direct pet owners to the appropriate locations for pet sheltering.
- Notify public bus services, if any, to cease normal operations within the Town.
- Cause the removal of disabled vehicles blocking evacuation routes.
- Coordinate regional police mutual aid at the time of a disaster as needed.

**HIGHWAY DEPARTMENT**

***PRIMARY FOR ESF #3 & 12; SUPPORT FOR ESF #1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 13, 14, 15 & 16***

**PRE-DISASTER**

- Provide emergency operations training for Highway Department personnel, assisted by the Emergency Management Director.
- Maintain public works mutual aid agreements through the New Hampshire Public Works Mutual Aid Program.
- Provide and maintain an up-to-date public works department operations plan.
- Maintain a list of contractors who can provide heavy and specialized equipment support during emergencies, as well as individuals and businesses that are willing to lend equipment to the local government during emergencies.
- Provide a current list of all public works and engineering resources for inclusion in the Resource Inventory of the EOP.
- Pre-determine alternative EOC representatives in the event of extended EOC operations.
- Maintain an inventory of disaster supplies, i.e., sandbags, plastic sheeting, plywood, barricades, signs and traffic control devices.
- Inspect and maintain any dams in Town.
- Identify temporary landfill sites.
- Identify locations for the burial of deceased animals.

**EMERGENCY RESPONSE**

- Highway Department Director or representative, report to the EOC.
- Disperse equipment and man-power to strategic locations, under direction of the EOC/EMD.
- Provide heavy equipment support for fire suppression operations as needed.
- Coordinate regional or neighboring town public works mutual aid.
- Keep streets clear of debris.
- Assist Police Department in determining alternate routes capable of handling evacuation traffic.
- Repair damage to critical town infrastructure (i.e. roads, bridges) and/or protect such facilities from further damage.
- Assist with the acquisition and setting up of refrigeration equipment required for temporary mortuary facilities.
- Assist Police Department with traffic control; deploy personnel to erect barricades and signs as requested.
- Assist the Fire Department with rescue operations and fire suppression by assisting with debris removal.
- Assist the Building Inspector with coordinating repairs to essential community structures.
- Coordinate transportation of supplies to storage areas or affected areas.
- Assist in the operation of the EOC by providing transportation of supplies, fuel and maintenance of the HVAC system and generator maintenance.
- Serve as a member of a damage assessment survey team to inspect damaged buildings to determine if they are safe for occupancy.



- Establish and manage garbage disposal locations, tree and other debris disposal locations and portable toilet facilities.
- Provide transportation for food supplies, clothing and construction materials.
- Designate and prepare suitable locations where state and federal provided mobile homes may be placed for long term shelter accommodations.
- Provide equipment for the burial of dead animals.
- Assist in the restoration of utility services per *ESF #12, Energy*.
- Assist in the coordination of emergency repairs to essential community structures.

## CANAAN AMBULANCE

### **PRIMARY FOR ESF #8; SUPPORT FOR ESF #1, 2, 4, 5, 6, 7, 9, 10 & 13**

#### PRE-DISASTER

- Update and maintain a list of at-risk residents in the Community.
- Develop a list of medical volunteer resources.
- Maintain medical supplies and equipment that will be needed at the time of an emergency in good working condition.
- Provide emergency operations training for members and staff.

#### EMERGENCY RESPONSE

- Provide EMS services and basic first aid to all victims per *ESF #8, Health & Medical Services*.
- Assist in search and rescue operations and provide emergency medical services and transportation to victims as needed per *ESF # 9 Search & Rescue* and *ESF #8, Health & Medical Services*.
- Assist with the needs of "at-risk" populations in their homes and at shelter locations.
- Assist with medical needs at the shelter.
- Provide medical transportation as needed.
- Provide EMS services and basic first aid to all victims per *ESF #8, Health & Medical Services*.

## WASTE WATER & SEWER DEPARTMENT

### **SUPPORT FOR ESF #3, 5, 7, 10 & 11**

#### PRE-DISASTER

- Pre-determine locations for emergency drinking water.
- Maintain sewerage collection system.
- Maintain all water system functions.
- Maintain a list of available sources that can assist with not only public water restoration but with the provision of water for the Community including private contractors and engineers.
- Maintain up-to-date GIS data for all sewer and water systems to insure easy identification and location access at the time of an emergency.

**EMERGENCY RESPONSE**

- Notify the public of any contamination of the public water supply in cooperation with Health Officer and emergency public information systems per *ESF #14, Public Information*.
- Coordinate the acquisition and transport of water from outside sources to areas affected by water shortages or contamination in cooperation with the Health Officer and *ESF #11, Food & Water*.
- Determine the extent of damage to the sewer and water systems in the Community.
- Through *ESF #14, Public Information*, issue a "Boil Order" if current public water should not be consumed.
- Contact outside resources to provide assistance and/or potable water.
- Provide the status of critical infrastructure including water systems, pump stations, waste water and solid waste facilities to *ESF #5, Information & Planning*.
- Assist in the management of hazardous waste control and disposal.
- Make repairs to damaged water supply systems within the Town's service area.
- Assist with the provision of water to families with private wells.
- Assist in the transportation of food & water to designated shelters.

**TRANSFER STATION*****SUPPORT FOR ESF #3, 5 & 7*****PRE-DISASTER**

- Pre-designate areas which could be used for debris storage.
- Pre-designate areas which could be used for hazardous materials storage.
- Maintain a list of outside resources to manage the removal of debris.

**EMERGENCY RESPONSE**

- Transport debris from incidents sites.
- Organize temporary storage of debris.
- Coordinate and manage disposal options.
- Manage the disposal of debris from private and public property.
- Assist in management of hazardous waste control.

**SCHOOL LIAISON*****SUPPORT FOR ESF #1, 5, 6, 7, 11, 15 & 16*****PRE-DISASTER**

- Maintain School Emergency Operations Plans and provide emergency operations training for school personnel, assisted by the Emergency Management Director.
- Maintain a School Evacuation Plan as part of the School Emergency Operations Plan.
- Conduct test exercises at the local schools as coordinated by the Fire Chief, Police Chief and Emergency Management.
- Prepare a Shelter Plan in coordination with the American Red Cross and the Emergency Management Director and provide training to potential shelter staff.

- Provide shelter training at the local schools.
- Designate a school representative(s) that would report to the EOC at the time of an emergency.
- Prepare a plan to move the shelter to an alternative shelter should the primary shelter become compromised.
- Coordinate public outreach education programs both pre and post disaster to minimize impact of disasters.

### EMERGENCY RESPONSE

- Evacuate students if necessary per the school's Evacuation/Emergency Operations Plan.
- Staff and open shelter(s) and keep them operating as long as necessary.
- Register shelter occupants and assist in answering disaster welfare questions.
- Work with the American Red Cross to establish data base for the Safe & Well Program.
- Arrange for mass feeding if necessary per *ESF #11, Food & Water*.
- Identify additional resource requirements and request assistance per *ESF #7, Resource Support*.
- Submit daily mass care facility reports to the EMD for inclusion in the SitRep per *ESF #5, Information & Planning*, which include shelter occupants, number of meals served and condition of the facility and identification of any unmet needs.
- Maintain detailed records of consumed resources and supplies received and expended.
- Work with the Health Officer to insure the safety of food provided at the shelter.
- Identify security requirements and notify the Police Department per *ESF #13, Law Enforcement & Security*.
- Identify fire protection issues and notify the Fire Department per *ESF #4, Firefighting*.
- Make arrangements per *ESF #8, Health & Medical Services*, for the EMS needs of the sheltered.
- Designate shelter staff who can report to the EOC on behalf of shelter operations.
- Provide school facilities for feeding and sheltering, making available all on-hand food supplies as needed for mass feedings should the primary shelter and secondary shelters be compromised per *ESF #6, Mass Care & Shelter*.
- Prepare the schools for use as emergency transportation points.
- Report to the EOC when requested by the EMD or send an appointed designee.
- Coordinate with EMD for mass transportation as needed per *ESF #1, Transportation*.

## HANOVER DISPATCH

### SUPPORT FOR ESF #1, 2, 4, 5, 7, 9, 13 & 14

#### PRE-DISASTER

- Provide emergency operations training to communications staff.
- Maintain up-to-date mutual aid agreements.
- Research alternate means of communications.
- Maintain and test the NAWAS (National Warning System) phone.
- Test communications between Canaan's EOC and emergency responders.
- Work with the Hanover MIS Director to insure the proper operation of technology at all times.

**EMERGENCY RESPONSE**

- Coordinate the emergency communications system.
- Provide initial notification and ongoing communication to all responders.
- Receive alerts & notifications from various services.
- Dispatch emergency services for Fire, Police, Public Works and EMS.
- Provide backup communications for the Town.
- Assist in providing public warning per *ESF #14, Public Information*.
- Provide and receive information from WebEOC, the National Weather Service (NWS) and or State Emergency officials via the NAWAS and other systems.
- Keep accurate times and records of communications.
- Prevent unnecessary communications in the event of an emergency.
- Establish phone line(s) for an Emergency Information Hot Line.

**HEALTH OFFICER / BUILDING INSPECTOR****AS HEALTH OFFICER*****PRIMARY FOR ESF #8; SUPPORT FOR ESF #5, 6, 7, 10, 11, 15 & 16*****PRE-DISASTER**

- Enforce public health standards.
- Coordinate with the Regional Coordinating Committee to develop and assist in the development of local and regional pandemic planning.
- Coordinate with Regional Coordinating Committee for inoculation or immunization.
- Assist with the preparation of emergency information on public health topics such as communicable diseases and immunizations.
- Work with the Department of Health and the Public Health Network to identify and prevent public health emergencies and outbreaks.

**EMERGENCY RESPONSE**

- Assist in coordinating emergency shelter and feeding per *ESF #6, Mass Care & Shelter*.
- Serve as liaison with the Regional Coordinating Committee and local hospitals.
- Assess the Community health needs and current resources and report them to the EMD per *ESF #7, Resource Support*.
- Request assistance from neighboring health and medical organizations and services.
- Assist in procedures for inoculation or immunization with DHMC, the NH Department of Public Health and Regional Coordinating Committee at the time of an emergency.
- Assist the Office of the State Medical Examiner with the mass storage of fatalities.
- Coordinate measures to prevent or control disease vectors such as mosquitoes, flies and rodents.
- Issue and rescind "boil orders" for drinking water in conjunction with the Water & Sewer Department and the NH Department of Environmental Services, per *ESF #14, Public Information*.
- Report to the EOC as requested or send an appointed designee.
- Identify alternate Health Officer EOC representative during extended EOC operations.

- Collaborate with the Highway Department for the provision of additional water sources if needed, per *ESF #11, Food & Water*.
- Coordinate inspection of food, water, drugs and other consumables exposed to the hazard per *ESF #11, Food & Water*.
- Monitor food handling, health and sanitation conditions in emergency mass care facilities per *ESF #11, Food & Water*.

#### **AS BUILDING INSPECTOR**

#### ***SUPPORT FOR ESF #3, 4, 5, 7, 9 & 10***

##### **PRE-DISASTER**

- Assist in mitigation by enforcing building codes.

##### **EMERGENCY RESPONSE**

- Coordinate emergency repairs to essential community structures.
- Serve as a member of the damage assessment survey team to determine the structural safety of buildings and structures.
- Request assistance from private assessors as needed
- Compile damage reports needed for Federal Disaster Assistance.

#### **AMERICAN RED CROSS**

#### ***SUPPORT FOR ESF #5, 6, 7, 8, 11 & 15***

##### **PRE-DISASTER**

- Assure emergency blood bank supplies at area hospitals.
- Provide mass care and shelter training.
- Work with the EMD to prepare a Shelter Plan.
- Assist in the identification and assessment of shelters.
- Assist in the training of individual citizens through first aid and CPR classes.

##### **EMERGENCY RESPONSE**

- Provide individual and family assistance consisting of the provision of emergency food, clothing, shelter and health and mental health services.
- Work with shelter personnel to establish data base for the Safe & Well Program.
- Assist the Town with guidance in support of managing emergency shelter operations.

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**AREA HOSPITALS (DARTMOUTH-HITCHCOCK MEDICAL CENTER, ALICE PECK DAY, WHITE RIVER JUNCTION VA MEDICAL CENTER & SPEARE MEMORIAL HOSPITAL)*****SUPPORT FOR ESF #5, 7 & 8*****PRE-DISASTER**

- Prepare and practice hospital Emergency Operations Plan.

**EMERGENCY RESPONSE**

- Provide expert medical care.
- Coordinate with the Town of Canaan on Mass Casualty Incidents.
- Coordinate with the Town's EOC, as necessary.
- Provide medical support for an Acute Care Site (ACS) and the Health Officer as necessary.

**REGIONAL COORDINATING COMMITTEE (UVRPHN)*****SUPPORT FOR ESF #5, 6, 7 & 8*****PRE-DISASTER**

- Coordinate with the Town of Canaan on pandemic planning.
- Offer continued trainings regarding the Regional Coordinating Committee (UVRPHN) Emergency Preparedness Annex and other health related issues.

**EMERGENCY RESPONSE**

- Serve as the liaison for health and medical with the EMD and Deputy EMD.
- Coordinate with American Red Cross and EMS on health and medical issues.
- Assist with animal rescue as needed.
- Activate Multi-Agency Coordination Entity (MACE) if needed.

**RECREATION DEPARTMENT DIRECTOR*****PRIMARY FOR ESF #11 & 15; SUPPORT FOR ESF #5 & 7*****PRE-DISASTER**

- Identify volunteer groups with the ability to assist the Town in an emergency (i.e. mental health workers).
- Maintain a list of all volunteer organizations that may be called upon at the time of an emergency and include the information for inclusion in the Resource Inventory List of this EOP.
- Prepare the necessary forms that will be needed to track and document the receipt of donations and the assistance of volunteers.
- Recruit and train volunteers.

### EMERGENCY RESPONSE

- Coordinate the response of volunteers to the areas of need.
- Seek volunteer personnel through *ESF # 15, Volunteers & Donations*.
- Notify pre-identified volunteers to assist in emergency operations.
- Ensure that all volunteers are registered and hours are tracked (for matching funds) under the Stafford Act.
- Determine if spontaneous volunteers will be needed and make requests for spontaneous volunteers as appropriate.
- Identify the abilities of spontaneous volunteers and assign them as appropriate.
- Ensure that all volunteers are appropriately assigned to hazardous areas that are within their training and abilities.
- Seek credentials from all volunteers and mental health workers who volunteer for crisis counseling.
- Ensure that all volunteers comply with accepted safety practices.
- Coordinate response efforts of voluntary organizations (i.e. Red Cross, Salvation Army, VOAD, RSVP, Etc.) with the Town's emergency operations.
- Deactivate volunteers when they are no longer needed.
- Ensure all volunteers are properly recognized for their service to the Town.
- Follow up with spontaneous volunteers and encourage them to participate in future volunteer training.

### **PLAN MANAGEMENT**

#### **DEVELOPMENT**

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.

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.

#### **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. The EMD will conduct the overall plan review and report to the Town Administrator and/or Board of Selectmen with recommended revisions on an annual basis.

The EMD will request from the primary, co-primary and support agencies the necessary updates as noted below.

- Review of the functional ESFs by the respective primary, co-primary and support agencies will be conducted annually; SOPs/SOGs yearly; resource inventories and notification and recall lists also on an annual basis.

- 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.
- 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.

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.

### **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:

- An inventory control numbering system for plans.
- A list of plans with control numbers.
- The location of where the Plans are stored and/or maintained (e.g., EOC, Library).
- A record of plan revisions.
- A plan distribution list.

### **TRAINING AND EXERCISES**

The EMD will utilize annual training and exercise, provided by the NH Homeland Security & Emergency Management, 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).

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, workshops and hazard specific exercises (e.g., flooding or dam failure) these trainings will help evaluate established plans and procedures/guidelines that could be activated during an emergency situation.

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.



## AUTHORITIES AND REFERENCES

### STATUTES AND REGULATIONS

Chapter 9, Administrative Documents & Reference Materials, describes a compiled list of authorities and regulations that reflect federal, state and local agencies, departments and/or offices and their authority to respond and initiate emergency response procedures.

### REFERENCES

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

- FEMA, State and Local Guide (SLG) - 101, Guide for All-Hazard Emergency Operations Planning, September 1996
- Federal Emergency Management Agency, Managing the Emergency Consequences of Terrorist Incidents, Interim Planning Guide for State and Local Governments, July 2002
- Federal Emergency Management Agency, CPG 1-8A, A Guide for the Review of State and Local Emergency Operations Plans, October 1992
- National Response Framework, January 2007; May 2013
- Emergency Planning, Independent Study, February 2006
- National Incident Management System, December 2008
- Federal Emergency Management Agency, CPG 1-10, Guide for the Development of a State and Local Continuity of Government Capability
- Federal Emergency Management Agency, CPG 1-20, Guide for EOC Operations.

### LOCALLY IDENTIFIED REFERENCES, GUIDELINES, AGREEMENTS & PLANS

- Standard Operating Procedures and/or Guidelines (SOPs/SOGs) & State Protocols (all)
  - Fire Department Standard Operating Guidelines (SOGs)
  - Police Department Standard Operating Procedures (SOPs)
  - FAST Squad/Canaan Ambulance (SOGs)
  - Highway Department Standard Operating Guidelines
- Emergency Alert and Warning Systems
  - National Oceanic & Atmospheric Agency (NOAA)
  - Grafton County Ham Radio Operators
  - CodeRED through Hanover Dispatch
  - School "Alert Now" System

- Interagency Agreements/Compacts/Mutual Aid Agreements
  - Upper Valley Regional Emergency Services Association
  - State of NH Public Works Mutual Aid Association
  
- Plans
  - District Plan 2013
    - Canaan Elementary School Emergency Operations Plan, 2013
    - Indian River Emergency Operations Plan, 2013
    - Mascoma Valley Regional High School Emergency Operations Plan, 2013
  - Hazard Mitigation Plan, 2011
  - Regional Coordinating Committee (UVRPHN) Health Emergency Preparedness and Response Annex which includes:
    - Point of Distribution Plan
    - Risk Communication Plan
    - Isolation & Quarantine Plan
    - Mass Fatality Plan
    - Medical Surge Plan

## CHAPTER 2 – EMERGENCY SUPPORT FUNCTIONS

### Table of Contents

ESF MATRIX.....	45
ESF #1: TRANSPORTATION .....	47
ESF #2: COMMUNICATIONS & ALERTING .....	55
ESF #3: PUBLIC WORKS & ENGINEERING .....	61
ESF #4: FIREFIGHTING .....	69
ESF #5: INFORMATION & PLANNING .....	75
ESF #6: MASS CARE & SHELTER .....	81
ESF #7: RESOURCE SUPPORT.....	89
ESF #8: HEALTH & MEDICAL SERVICES.....	93
ESF #9: SEARCH & RESCUE .....	101
ESF #10: HAZARDOUS MATERIALS .....	107
ESF #11: FOOD & WATER.....	113
ESF #12: ENERGY .....	119
ESF #13: LAW ENFORCEMENT & SECURITY .....	125
ESF #14: PUBLIC INFORMATION .....	131
ESF #15: VOLUNTEERS & DONATIONS .....	137
ESF #16: ANIMAL HEALTH & SHELTERING.....	143

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**ESF MATRIX**

ESF MATRIX		Town Administrator	Emergency Management Director	Deputy EMD	Police Department	Fire Department	Canaan Ambulance	Highway Department	Health Officer	Building Inspector	Water & Sewer Department	Transfer Station	Recreation Department Director	School Liaison	Hanover Dispatch	American Red Cross	Regional Coordinating Committee (UVRPHN)	Area Hospitals (Dartmouth-Hitchcock Medical Center, Alice Peck Day)
ESF1	Transportation		P	S	S	S	S	S						S	S			
ESF2	Communications & Alerting		P	S	S	S	S	S							S			
ESF3	Public Works & Engineering		S		S	S		P		S	S	S						
ESF4	Firefighting		S		S	P	S	S		S					S			
ESF5	Information & Planning	S	P	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
ESF6	Mass Care & Shelter		P	S	S	S	S	S	S					S		S	S	
ESF7	Resource Support	S	P	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
ESF8	Health & Medical Services		S		S	S	CP	S	CP							S	S	S
ESF9	Search & Rescue		S		CP	CP	S	S		S					S			
ESF10	Hazardous Materials		S		S	P	S	S	S	S	S							
ESF11	Food & Water		S		S			S	S		S		P	S		S		
ESF12	Energy		S		S	S	S	P										
ESF13	Law Enforcement & Security		S		P	S		S							S			
ESF14	Public Information	CP	CP	S	S	S		S							S			
ESF15	Volunteers & Donations	S	S		S			S	S				P	S		S		
ESF16	Animal Health & Sheltering		S		P			S	S					S				

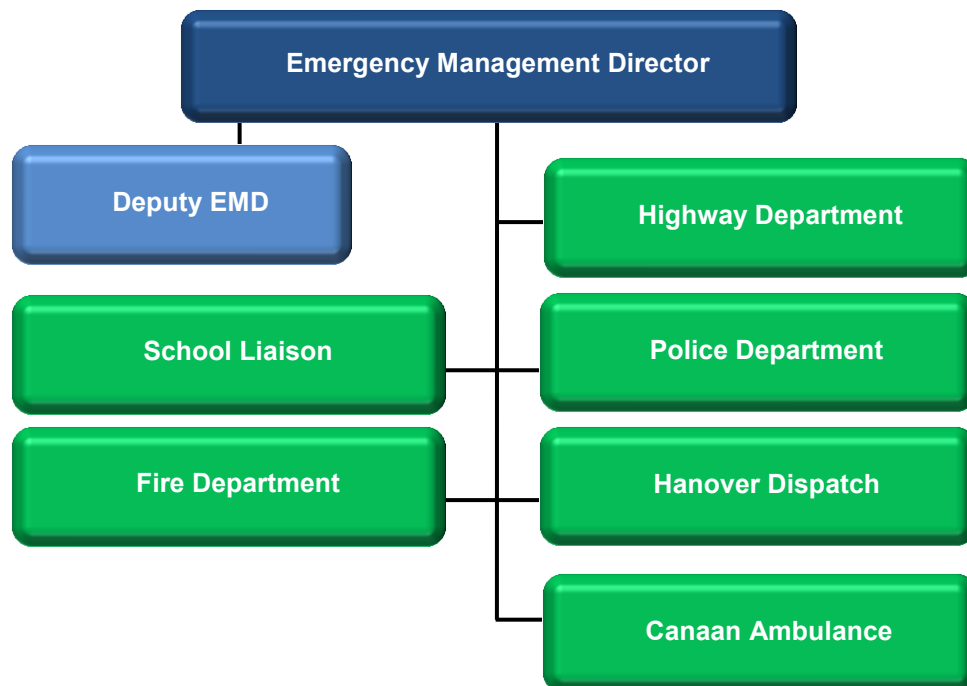
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## ESF #1: TRANSPORTATION

### GENERAL DESCRIPTION AND AGENCIES

**ESF #1** provides for the coordination, control and allocation of transportation assets in support of the movement of emergency resources including the evacuation of citizens of the Town and the redistribution of food and fuel supplies.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

To provide a coordinated response in the management of transportation needs.

#### SCOPE

This ESF provides for local transportation support including:

- Managing and coordinating transportation activities to support the effort of local agencies.
- Establishing priorities and/or allocating of transportation resources, processing of all transportation requests, managing air and marine traffic.
- Coordinating related emergency management activities with neighboring jurisdictions and state agencies.

- Processing and overall coordination of requests for local transportation support.
- Obtaining transportation services and providing visibility of transportation assets into and out of impacted areas.
- Monitoring the accessibility of transportation capacity and congestion in the transportation system and implementing management controls, as required.
- Assisting in the design and implementation of alternate transportation services, such as mass transit systems, to temporarily replace system capacity lost to disaster damage.
- Coordinating the clearing and restoration of the transportation resources.
- Documenting transportation needs and reporting to the State EOC, if applicable.

## SITUATION AND PLANNING ASSUMPTIONS

### SITUATION

An organized evacuation of potentially endangered populations is one protective action and should be recommended only when other protective actions appear to be inadequate. 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.

Areas in Canaan that might require an evacuation would include:

- Designated flood plains and areas subjected to riverine flooding or dam failures
- Areas around a potentially 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

The residents of the single housing development for senior citizens in Canaan (Indian River Apartments) and non-ambulatory residents living in the Community may require evacuation assistance.

The major evacuation routes for Canaan are designated as:

#### **Major Evacuation Routes in Canaan**

- Interstate 89 (10 miles, exit 17)
- US Route 4
- NH Route 118

#### **Secondary Evacuation Routes in Canaan**

- Canaan Street to Potato Road
- Grafton Turnpike Road
- Goose Pond Road



By state law, RSA 21-P, the Governor of New Hampshire may only recommend evacuation as being in the best interest of the safety and welfare of the citizens. On-scene commanders and local officials may recommend evacuation in local emergency situations. Any evacuation assisted by federal, state or local government officials, does not bind that government to be liable for damages incurred. It is assumed that the officials at all levels of government have fully assessed the risks involved before recommending an evacuation.

During a period of increasing international tension, the Presidential option of relocating people from potential target areas to relatively safer host areas appears to be feasible. Evacuees will generally look to their local officials for guidance on when and where to relocate, how to get there and what to bring with them.

### **PLANNING ASSUMPTIONS**

When faced with a potential life-threatening situation, people will generally follow three options:

- 1) *Most will follow the recommendations of federal, state and/or local officials and relocate to pre-designated host areas by pre-selected routes*
- 2) *Some will evacuate spontaneously to hosting facilities of their own choice and*
- 3) *Despite recommendations to do so, some will not evacuate and will remain in place.*

In addition, the following assumptions can be made:

- Most residents will evacuate by private vehicle
- Evacuation routes will be passable and able to handle the traffic created by an evacuation.
- In a disaster, emergency responders may require the use of local vehicles, equipment and other assistance for moving heavy equipment, supplies, or people. Utilization of available transportation for local emergency operations will be given first priority
- Town-owned vehicles (not otherwise involved in the emergency response) will be available for use
- Busses, trucks and other transportation resources will be available from other public and private entities, such as Advance Transit, Cardigan Mt. School, JRB and First Student. (see Resource Inventory in Chapter 8)
- Transportation staging areas (i.e., pick-up, drop-off points) will be established as needed
- A telephone bank or emergency hotline may need to be established to receive and process requests for transportation
- Public information will be provided via *ESF #14, Public Information*

- In a major emergency, the relaxation of certain restrictions (i.e. weight restrictions on bridges and steep roads) may be necessary to allow response and relief equipment into affected areas
- Most patients in medical facilities will be picked up and relocated by relatives. Relocation and transportation of patients in acute-care status must, by necessity, be made at the time of emergency and on a case-by-case basis
- Prisoners being held by the Police Department who could not be released would be transferred for incarceration.

## CONCEPT OF OPERATIONS

### GENERAL

In accordance with the Canaan Emergency Operations Plan and this ESF, the EMD is responsible for coordinating transportation activities. Support agencies will be coordinated by the EMD.

Requests for assistance will be forwarded to the Canaan EOC. It is important that the Highway Department maintain close coordination with the local EOC, in order to support the EMD.

### NOTIFICATION AND ACTIVATION

Upon determination of an impending or actual incident requiring evacuation capabilities, the EMD will request agency representatives to implement *ESF #1* activities from the EOC.

### EMERGENCY RESPONSE

When transportation requests are made and the situation allows, the Emergency Management Director will coordinate transportation activities in the local EOC as the Primary Agency for *ESF #1*.

Coordination with *ESF #3, Public Works & Engineering*, will also be required to establish emergency access to an impacted area (i.e. building temporary roads into an affected area). In the event of a disaster damaging the ground transportation system in the region, an immediate survey of streets will be undertaken by the Highway Department and the Police Department. Estimates of traffic capabilities, roads available for use and route closures will be made available to the Emergency Management Director for dissemination to the public through *ESF #14, Public Information*.

When transportation requests exceed the capabilities of the Town, the Emergency Management Director, if the situation allows, will contact area towns, NH Public Works Mutual Aid, Homeland Security & Emergency Management (HSEM), NH DOT and other mutual aid systems for assistance.

## RESOURCE REQUIREMENTS

The following resources may be needed to support *ESF #1*:

- Buses, vans and other passenger vehicles that may be available to the Town:
  - 1<sup>st</sup> Student Buses through SAU62
  - Advance Transit, Hanover region public transportation (ends in Canaan)
  - JRB Buses
  - Buses at Cardigan Mountain School
- Handicap accessible vehicles
- Box trucks, tractor trailer and flatbed trucks
- Refrigerated trucks
- Dump trucks
- Trailers

## RECOVERY

Once recovery efforts have been initiated, the Emergency Management Director will assist, coordinate and facilitate the transportation needs required to return evacuees to affected areas. Those requirements will include, among other things, determination of usable routes, damage assessment of the evacuated area, traffic control, personnel and vehicle capabilities.

## DEMOBILIZATION

Partial demobilization would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full demobilization would occur when all transportation needs have been met, a detailed cost accounting has been documented (in the event of a declared disaster and there is potential for federal and state assistance) and upon the termination of the operational elements at the EOC. Post-demobilization, the EMD would review the response effort for future emergency planning.

## ROLES AND RESPONSIBILITIES

### PRIMARY AGENCY

#### EMERGENCY MANAGEMENT DIRECTOR

##### PRE-DISASTER

- Develop and maintain lists of public and private transportation resources.
- Establish mutual aid agreements with private companies that may be called upon at the time of an emergency.
- Provide public outreach and education to increase awareness and preparedness.
- Identify a Transportation Coordinator who will be available to assist at the time of an emergency.

**EMERGENCY RESPONSE**

- Coordinate the emergency transport of materials and equipment.
- Coordinate overall direction of the evacuation procedures.
- Determine the approximate numbers of people involved.
- Determine transportation needs and coordinate with public and private entities to secure needed resources.
- Activate *ESF #6, Mass Care & Shelter* to begin sheltering procedures as needed.
- Instruct the EOC, support agencies and operational staff to implement evacuation procedures.
- Notify State Emergency Management and request state and/or federal assistance.
- Advise the Town Administrator on the current status of events and make emergency management recommendations.
- In coordination with other departments, identify and assist those special needs persons needing assistance to relocate.
- Disseminate information and instructions to the public through *ESF #14, Public Information* and an appointed Public Information Officer (PIO) including recommended evacuation routes, road and weather conditions and available public transportation.
- Collect and maintain the following ESF status information as gathered from other support agencies and coordinate with *ESF #5, Information & Planning*, to ensure inclusion into the situation report (SitRep).
  - Status of roadways, bridges and evacuation routes
  - Road closures and traffic control points
  - Designation of staging areas
  - Status of critical facilities (i.e. fueling stations)
  - Unmet transportation needs
  - Major *ESF #1* issues and activities
  - Staffing and resource needs

**SUPPORT AGENCIES****DEPUTY EMD**

- Work with the EMD to provide assistance when and wherever needed.
- Work with other ESF agencies as directed to assist in the protection of life and property.
- Offer relief assistance to the EMD when and if needed.

**POLICE DEPARTMENT**

- In coordination with the Highway Department, determine usable routes for both evacuation and the transportation of supplies and equipment.
- Determine traffic routes for evacuees to reach shelters.
- Assist with the coordination of emergency transportation and evacuation routes.
- Establish and maintain control points to maximize traffic flow on evacuation and supply routes.
- Organize patrols to provide security in the evacuated area.

- Distribute personnel and vehicle identification to key worker and emergency services personnel.
- Arrange transportation to shelters through the EMD for those who need it and establish pick-up points for said transportation.
- Assign personnel to monitor and control traffic in staging areas such as parking areas, pick-up and drop-off points and locations of essential equipment.
- Arrange for the removal of disabled vehicles blocking evacuation and transportation routes.

#### **FIRE DEPARTMENT**

- Provide personnel to assist the Police Department in maintaining traffic control points.
- Provide recommendations on areas to be evacuated due to hazardous materials accidents in concert with additional agencies.
- Provide post-evacuation fire surveillance.
- Maintain a special needs survey to be referred to at the time of an emergency so that the special needs population is identified and assisted.
- Assist the special needs population and other non-ambulatory persons needing assistance to relocate.
- Provide equipment, personnel and radios as needed.

#### **HIGHWAY DEPARTMENT**

- Assess the level of damage to the Town's transportation infrastructure and report to the EMD.
- Prioritize and/or allocate resources to maintain and restore transportation infrastructure.
- Provide barricades, cones and/or other devices to the traffic control points designated by the Police Department for road closures and evacuation routes.
- Recommend priorities for restoration of local streets and roads.
- Arrange for emergency fuel resources through *ESF #12, Energy*.
- In coordination with the Police Department, determine usable routes for both evacuation and the transportation of supplies and equipment.
- Identify staging areas and stage equipment and personnel in areas that are known to have been affected in the past and have required large-scale evacuation.
- Assist in manning traffic control points designated by the Police Department, as available.
- Repair damaged evacuation routes and remove debris and obstructions.
- Clear parking areas at the shelters, if necessary.
- In coordination with the EMD, coordinate the Community efforts and any outside assistance that is available.
- Request assistance from local contractors for personnel and equipment, if necessary.
- Document all transportation expenses incurred under emergency conditions.

**SCHOOL LIAISON**

- Maintain control over schools and advise the staff of planned actions, early closings, sheltering or evacuation in concert with established and maintained plans.
- Coordinate with the EMD to provide school buses for use in emergency transportation.
- Coordinate with the EMD to prepare the school for use as an emergency transportation pick-up point or shelter.
- Coordinate with the EMD and applicable bus service to provide for tracking of people transported.
- Provide a representative at the EOC for school issues.

**CANAAN AMBULANCE**

- Provide medical transportation as needed for the medically ill and the non-ambulatory residents who require transportation.
- Provide health and medical services per *ESF #8, Health & Medical Services*.

**HANOVER DISPATCH**

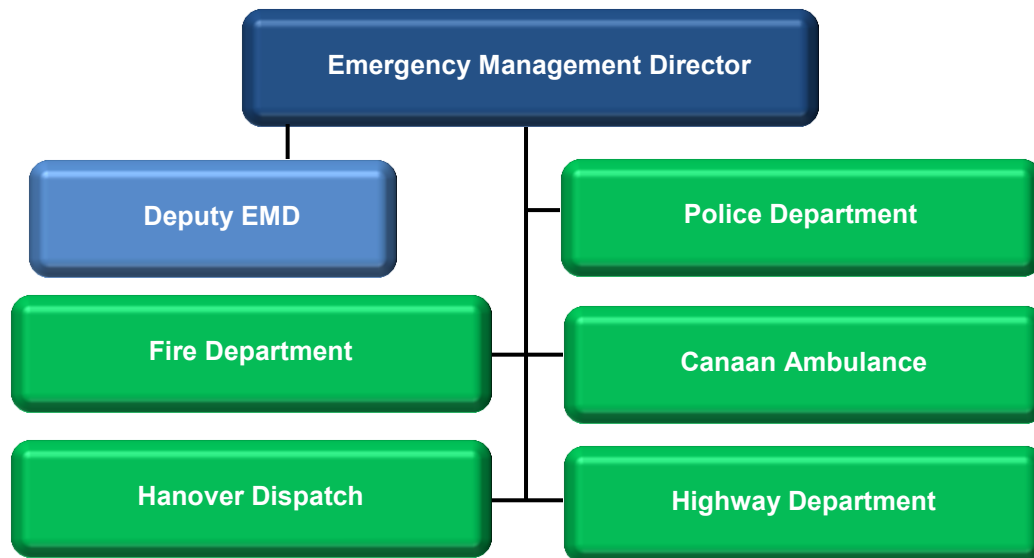
- Provide initial notification and ongoing communication to all responders.
- Receive alerts & notifications from various services.
- Dispatch emergency services for Fire, Police and EMS.
- Coordinate the emergency communications system.
- Provide backup communications for the Town. (i.e., mobile communications capabilities).
- Assisting in providing public warning in accordance with *ESF #14, Public Information*.

## ESF #2: COMMUNICATIONS & ALERTING

### GENERAL DESCRIPTION AND AGENCIES

**ESF #2** provides emergency warning, information and guidance to emergency responders. ESF #2 facilitates the requirements and resources needed to provide for backup capability for all means of communication.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

In the event of an emergency or disaster, *ESF #2* will assign the responsibilities and establishment of procedures to provide communications for emergency responders.

#### 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.

### SITUATION AND PLANNING ASSUMPTIONS

#### SITUATION

Hanover Dispatch, the Fire Department, the Canaan Ambulance, the Police Department and the Highway Department currently utilize radio networks for conducting day-to-day operations. These

departments have base stations and mobiles for dispatching field forces and interfacing with other systems, both regional mutual aid and state agencies.

The Town maintains radio communications with the NH State Police, Grafton County Sheriff's Department and other surrounding Police, Fire and Public Works agencies. The Town also receives alerts and warnings from NH Homeland Security & Emergency Management and from the NH Information and Analysis Center for suspicious and terrorist activities.

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.

Emergency alerts may be received from private citizens, local or state police, another community, county sheriff's office, fire mutual aid dispatch centers, the National Weather Service and/or Homeland Security & Emergency Management. Local warnings are usually telephoned to 911, received by E911 Call Center and passed on to Hanover Dispatch for dispatching to the appropriate departments. Upon receipt of information regarding an emergency situation, Hanover Dispatch will alert the Emergency Management Director and other responding departments.

Since it cannot be determined in advance which systems may remain operational, alternatives should be developed prior to a state of emergency or expedient alternatives may have to be developed at the time of a crisis.

### **PLANNING ASSUMPTIONS**

Major emergencies probably will generate an extraordinary demand on all communications systems so priority usage must be given to state and local direction and control networks and the Emergency Alert System (EAS). The prioritized shutdown of telephone service may be considered in order that emergency services may use the system for as long as possible.

## **CONCEPT OF OPERATIONS**

### **GENERAL**

*ESF #2* 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 and with the appropriate support agencies.



**NOTIFICATION AND ACTIVATION**

The EMD may receive notification of a disaster or impending emergency from multiple sources. Upon notification of an emergency alert, the EMD will establish communication links with the following:

- Support Agencies for this ESF
- Local hospitals
- American Red Cross
- Local Amateur Radio Operators
- State EOC & WebEOC
- Police & Fire Mutual Aid Systems
- Surrounding Community EOCs
- Emergency Response Personnel
- Local Schools

**EMERGENCY RESPONSE**

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

- Upon activation, the Emergency Management Director will take charge of EOC operations. The operational staff positions shall be filled and shall report their state of readiness and recommendations to the EMD.
- The Emergency Management Director will determine which, if any, other officials and staff should be notified or requested.
- The Town Administrator will be notified of all EOC activations. The EMD may consider seeking the Town Administrator’s authorization to declare a state of emergency, if necessary.

**RECOVERY**

Recovery actions and notifications will be at the discretion of the EMD in concurrence with the Support Agencies based on the status of the emergency situation.

**DEMOBILIZATION**

Partial demobilization will be determined by the extent of the current response and recovery actions and at the discretion of the EMD. Full demobilization would occur at the termination of the operations elements at the local EOC. Some elements of *ESF #2* may continue to be operational to support the recovery phase of the operations, which may remain active for an extended period of time.

**ROLES AND RESPONSIBILITIES**

**PRIMARY AGENCY**

**EMERGENCY MANAGEMENT DIRECTOR**

**PRE-DISASTER**

- Insure the availability of appropriate communications equipment for all emergency responders.
- Periodically test, maintain and have ready all communications equipment in working order.

- Develop a redundant communications system that can be utilized in the event of a complete communications failure.
- Prepare a list of additional communications systems and/or equipment that can be utilized should available equipment become inoperable at the time of an emergency.
- Keep an up-to-date list of contact information for all emergency responders and agencies that may be needed at the time of an emergency (see EOC Alert List in Chapter 7).
- Ensure the availability of replacement parts, batteries, etc. that may be needed to continue emergency communications at the time of an emergency.
- Pre-designate a Communications Leader to coordinate communications activities.
- Train alternative information technology personnel to augment technology experts should they become overwhelmed.
- Set up a system of communications that utilizes the Amateur Radio System.
- Periodically review SOPs/SOGs and update according to new equipment and community needs.

### EMERGENCY RESPONSE

- Organize and control emergency communications.
- Contact the Information Technology Department for assistance and notification of standby status during an emergency.
- Contact and activate the Communications Leader to assist and coordinate communications efforts during an emergency.
- Notify the Town Administrator of the emergency situation.
- Coordinate communications between the Support Agencies for this ESF, the Police Department, Fire Department, Canaan Ambulance & the Highway Department.
- Communicate with local emergency medical facilities to insure readiness as needed.
- Research and obtain additional communication resources, if needed.
- Activate the Police, Fire and DPW mutual aid notifications as needed.
- Contact area Amateur Radio Operators and Southern Grafton County Radio Emergency Services (SGARES) if needed to augment available communications systems.
- Receive warnings from the National Weather Service and/or State Emergency Management.
- Coordinate with Homeland Security & Emergency Management for additional communications support as needed through WebEOC and other communication channels as available.
- Coordinate with the Hanover Dispatch to limit any unnecessary use of communication resources that are not related to the protection of life or property.
- Open communication lines with the VT Regional Office of the American Red Cross for assistance as needed.
- Open communication lines with Regional Coordinating Committee for assistance if needed.
- Coordinate with area EOC's for additional communications support as needed.

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**SUPPORT AGENCIES****DEPUTY EMD**

- Work with the EMD to provide assistance when and wherever needed.
- Work with other ESF agencies as directed to assist in the protection of life and property.
- Offer relief assistance to the EMD when and if needed.

**POLICE DEPARTMENT**

- Receive emergency situation notification from the Hanover Dispatch.
- Upon notification of an emergency make required notification per Department SOPs.
- Alert the EMD of any notifications that are received.
- Participate in emergency communications training.
- Provide communication equipment for first responders, as needed.

**FIRE DEPARTMENT**

- Receive emergency situation notification from the Hanover Dispatch.
- Alert the EMD of any notifications that are received.
- Upon notification of an emergency make required notification per Department SOGs.
- Participate in emergency communications training.
- Provide communication equipment for first responders, as needed.

**HIGHWAY DEPARTMENT**

- Receive emergency situation notification from the Hanover Dispatch.
- Upon notification of an emergency make required notification per Department guidelines.
- Participate in emergency communications training.
- Provide communication equipment for first responders, as needed.

**CANAAN AMBULANCE**

- Receive emergency situation notification from the Hanover Dispatch.
- Upon notification of an emergency make required notifications per SOGs.
- Participate in emergency communications training.
- Provide communication equipment for first responders, as needed.
- Provide communication support.

**HANOVER DISPATCH**

- Provide initial notification and ongoing communication to all responders.
- Receive alerts & notifications from various services.
- Dispatch emergency services for Fire, Police and EMS.
- Coordinate the emergency communications system.
- Provide backup communications for the Town. (i.e., mobile communications capabilities).
- Assisting in providing public warning in accordance with *ESF #14, Public Information*

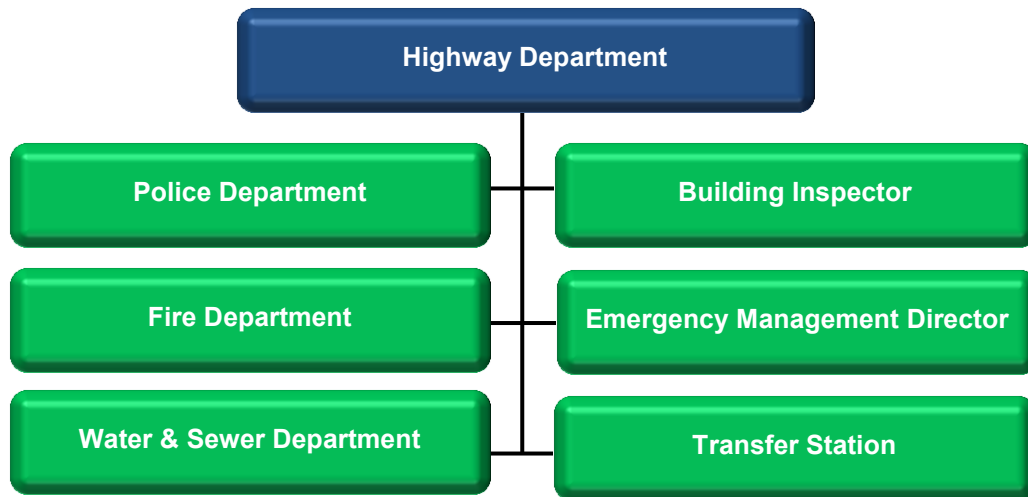
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## ESF #3: PUBLIC WORKS & ENGINEERING

### GENERAL DESCRIPTION AND AGENCIES

**ESF #3** 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.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

To provide for and to 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, water, sewer and critical facilities; emergency ice, snow and debris removal; and emergency demolition of unsafe structures.

#### SCOPE

The scope of *ESF #3* includes responsibilities related to *ESF #1, Transportation*. These include:

- Emergency clearing of debris to allow emergency personnel and equipment the ability to perform lifesaving and life protecting activities.
- Providing technical advice and evaluations, engineering services, construction management and inspection, emergency contracting and emergency repair of waste water and solid waste facilities.
- Temporary construction of emergency access routes necessary for passage of emergency response personnel.

- Emergency restoration of critical public utility services, including electric, telephone, gas, supply of potable water, restoration of water systems and provisions of water for firefighting.
- Emergency stabilization or demolition of damaged structures or facilities determined to be an immediate threat or hazard to public safety.
- Establishing priorities and/or allocating of transportation and water resources, determining the priority of highway repair, conducting damage assessment and coordinating emergency management activities with neighboring jurisdictions and state agencies.
- 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.
- Coordinating the clearing and restoration of the transportation resources.

## SITUATION AND PLANNING ASSUMPTIONS

### SITUATION

A significant disaster in Canaan 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 impassable. Public utilities may be damaged and/or partially or totally inoperable.

The Canaan Highway Department has one full-time Highway Superintendent and seven employees. The Town of Canaan is a member of NH Public Works Mutual Aid.

### PLANNING ASSUMPTIONS

Sufficient resources may not be available in Canaan to meet public works and engineering needs at the time of an emergency; neighboring, state and 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. The Highway Department will organize and carry out debris clearance in the aftermath of an emergency, but may require external assistance in debris removal when debris includes hazardous materials or situations beyond the capability of manpower and equipment.

Additional planning assumptions are as follows:

- If a structure appears unsafe, it will be vacated until a detailed inspection demonstrates its safety or until repairs are made.
- Debris removal and emergency road repairs will be given priority in order to support immediate lifesaving emergency response activities.
- The Highway Department may have to compete with businesses and individuals seeking private resources for repairs or rebuilding.

- Privately owned buildings serving the public may be declared unsafe by the Town, but detailed structural inspections and repairs will be the responsibility of the building owner.
- Re-inspection of previously assessed structures and damages may be required.
- The Highway Department is responsible for maintaining the viability of town-owned roads and bridges.
- The State of NH DOT is responsible for maintaining state-owned roads and bridges.
- The Town will assist in the maintenance of state owned roads and bridges where possible during an emergency.
- Emergency environmental waivers and legal clearances may be needed for disposal of materials.
- In the event of damage to wastewater equipment, facilities, conveyances, or flows beyond the capacity of the system, overflows of untreated wastewater may occur.
- Citizens will assist in removing debris from the immediate area of their homes and businesses, but will generally need government assistance in hauling it away for disposal.
- Citizens are often willing to help their neighbors in removing debris.

## CONCEPT OF OPERATIONS

### GENERAL

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

### NOTIFICATION AND ACTIVATION

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

### EMERGENCY RESPONSE

Immediately following the notification and staffing of this ESF, the Highway Department will compile and evaluate damage assessments from other town departments and staff and establish communications with field units and/or facilities. The Highway Department will coordinate additional engineering and construction resources as needed and provide support and personnel in response to disasters, including terrorist incidents/attacks.

## **RECOVERY**

Upon determination that emergency conditions have stabilized or are improving, the EMD shall direct recovery actions to commence and determine the coordination capabilities between local, state and federal officials to initiate recovery. Recovery operations will include but not be limited to documentation of disaster and restoration costs for possible federal reimbursement, the support of community cleanup efforts, the restoration of essential public services and a post-incident review. The Highway Department will provide a damage assessment report with assistance from federal, state and local officials if warranted.

## **DEMOBILIZATION**

Partial demobilization would occur based upon the current level of response and recovery operations and at the discretion of the EMD upon recommendation from the Highway Superintendent. Full demobilization would occur following termination of response and recovery field operations and upon the restoration of water, sewer and sanitation facilities and transportation routes.

## **ROLES AND RESPONSIBILITIES**

### **PRIMARY AGENCY**

#### **HIGHWAY DEPARTMENT**

##### **PRE-DISASTER**

- Maintain a list of qualified private contractors and engineers.
- Maintain all drainage systems / structures.
- Maintain road and culvert repair program.
- Work with the Planning Board to ensure points of access and roads specifications are met for all new roads.
- In conjunction with the State DOT, inspect and maintain all town bridges.
- Identify temporary landfill sites in addition to the Transfer Station.
- Maintain an inventory of both public and private equipment that can be used at the time of an emergency.
- Provide resources for consultation on road and bridge structural integrity.
- Maintain a supply of barricades, signs and temporary fencing for emergency use.
- Adopt procedures to insure fueling capabilities during an electrical outage.
- Maintain inventory of all public utilities, bridges and roadway conditions.
- Maintain public works mutual aid agreements through the New Hampshire Public Works Mutual Aid Program.
- Identify alternate EOC representatives in the event of extended EOC operations.

##### **EMERGENCY RESPONSE**

- Mobilize needs for resources, manpower and equipment.
- Assist in transportation and traffic control requirements.
- 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; construction of fire breaks, as requested.
- Assist in the restoration of critical utility services and telephone.
- Stabilize or demolish damaged structures or facilities determined to be an immediate threat or hazard to public safety if requested by the EMD, the Fire Department and the Building Inspector.
- Make expedient repairs to essential public facilities to restore them to operation or protect them from further damage.
- Provide staff and equipment as available to assist other departments.
- Manage the disposal of debris from private and public property.
- Provide status reports to the EMD per *ESF #5, Information & Planning* to include:
  - Status of debris removal activities
  - Emergency access routes
  - Unmet needs
  - Status of NH DOT roads
  - Status of public utility services restoration

### **SUPPORT AGENCIES**

#### **EMERGENCY MANAGEMENT DIRECTOR**

- Provide operational support at the EOC to assist in the implementation of *ESF #3*.
- Coordinate with Homeland Security & Emergency Management for additional public works equipment.

#### **POLICE DEPARTMENT**

- Develop procedures for re-entry and removal of personal items from damaged structures.
- Provide personnel and equipment to manage security at staging areas, as needed.
- Coordinate traffic control activities.

#### **FIRE DEPARTMENT**

- Authorize stabilization and demolition of damaged structures or facilities determined to be an immediate threat or hazard to public safety in coordination with EMD and Building Inspector
- Provide personnel to assist in *ESF #3* as needed.
- Assist in damage assessment with federal, state and local officials.
- Serve as a member of safety and damage assessment teams assessing public buildings for potential fire damage, hazards, etc.

#### **BUILDING INSPECTOR**

- Serve as a member of safety and damage assessment teams assessing public buildings for potential fire damage, hazards, etc.

**WATER & SEWER DEPARTMENT**

- Maintain sewerage collection system.
- Maintain all water system functions.
- Maintain a list of available resources that can assist with not only public water restoration but with the provision of water for the Community.
- Maintain up-to-date GIS data for all sewer and water systems to insure easy identification and location access at the time of an emergency.
- Maintain list of qualified private contractors and engineers.
- Determine the extent of damage to the sewer and water systems in the Community.
- Through *ESF #14, Public Information*, issue a "Boil Order" if current public water should not be consumed.
- Coordinator with outside resources who are able to provide assistance and/or potable water should the public water system become compromised.
- Provide the status of critical infrastructure including water systems, pump stations, waste water and solid waste facilities) to *ESF #5, Information & Planning*.
- Establish a Damage Assessment Team and descriptive criteria for damage assessment of buildings, water lines, drainage systems, sewer system, bridges and roadways. split
- Pre-determine locations for emergency drinking water.
- Assist in the management of hazardous waste control and disposal.

**TRANSFER STATION**

- Transport debris.
- Organize temporary storage of debris.
- Coordinate and manage disposal options at the Transfer Station.
- Manage the disposal of debris from private and public property.
- Assist in management of hazardous waste control.

**EQUIPMENT INVENTORY LIST – ESF #3, PUBLIC WORKS & ENGINEERING**

Resource (Equipment)	Model	Unit Number	Location	Fuel	FEMA Cost Codes
Dump Truck	2004 International 7500	104	Highway Garage	Diesel	
Mechanic	1995 Ford E 350	1095	Highway Garage		
Tractor	1996 Freightliner fid120	1196	Highway Garage	Diesel	
Freightliner	2013 Freightliner 114SD	213	Highway Garage	Diesel	
Dump Truck	2006 International 7500	306	Highway Garage	Diesel	
Dump Truck	2011 Dodge 5500	411	Highway Garage	Diesel	
Dump Truck	2005 International 7500	505	Highway Garage	Diesel	
Dump Truck	2010 Sterling 9500	605	Highway Garage	Diesel	
1 Ton	2005 GMC 3500	705	Highway Garage	Diesel	
Pick Up Hiway	2006 GMC 3500	806	Highway Garage		
Truck	1986 Chevy K5	986	Highway Garage		

Resource (Equipment)	Model	Unit Number	Location	Fuel	FEMA Cost Codes
Equipment Trailer		beaver	Highway Garage		
Loader	2014 Volvo 3 yard	vldr	Highway Garage	Diesel	
Excavator	2005 Volvo 160e	exc	Highway Garage	Diesel	
Tractor	2010 Ford 2320	ford trac	Highway Garage		
Grader	2004 Volvo 720B	Grader	Highway Garage	Diesel	
Sander	2013 Hi-Way Super P	hi-way	Highway Garage		
Asphalt Hot Box	2005 Hot Box 8000	hot	Highway Garage	Diesel	
Green Trailer	1989 Hudson	hud	Highway Garage		
Backhoe	2013 John Deere 410K	JD	Highway Garage	Diesel	
Bucket Loader	2012 Volvo L70	L70	Highway Garage	Diesel	
Message Board	2014 Addco Brick Matrix	message 1	Highway Garage		
Pressure Washer	2004 Honda	pressure	Highway Garage	Gas	
York Rake	2006	rake	Highway Garage		
Roller	1988 Roscoe Hydrapac III	roscoe	Highway Garage	Diesel	
1 Ton Sander	2012 Fisher Pro Caster	sandf	Highway Garage		
Bulldozer	1975 International Series E	TD-7	Highway Garage	Diesel	
Welder Trailer	1967 Stevens 614m	welder	Highway Garage		

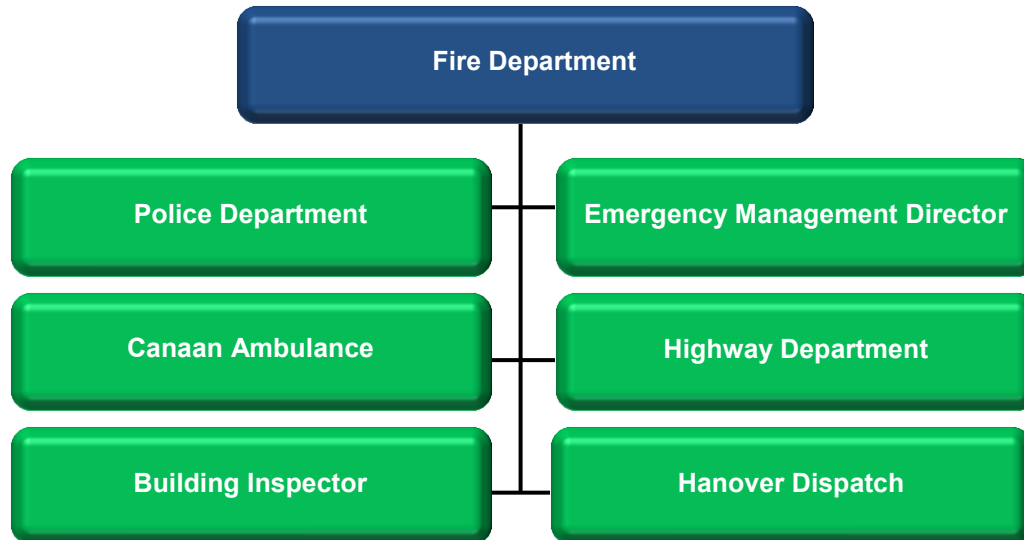
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## ESF #4: FIREFIGHTING

### GENERAL DESCRIPTION AND AGENCIES

**ESF #4** provides for mobilization and deployment and assists in coordinating firefighting resources to combat incidents involving wildland fires, urban/rural fires and structural fires; it provides incident management assistance for on-scene incident command and control operations.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

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

#### 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.

### SITUATION AND PLANNING ASSUMPTIONS

#### SITUATION

The Fire Department functions include fire safety, fire surveillance, reporting procedures and firefighting for all types of fires.

The Canaan Fire Department is an on-call, full-service municipal fire department providing quality fire services to the residents and visitors of Canaan 24 hours a day, 365 days a year. The Department

staffs a paid part-time Chief, two assistant part-time Captains and 35 volunteers; the Fire Department operates one station within the Community. The Canaan Fire Department participates in Upper Valley Regional Emergency Services Association along with area departments. The Canaan Fire Department is as well-equipped to perform its assigned functions as any community of comparable size.

The Fire Department maintains Standard Operating Guidelines (SOGs) for fire suppression, vehicular accidents, lost children, etc. and regularly trains its personnel in those procedures. Coordination with other emergency services is standard procedure.

### **PLANNING ASSUMPTIONS**

The Canaan Fire Department 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.

Planning Assumptions also include but are not limited to the following:

- Fires will occur on a regular basis.
- Fires may be generated as a result of disasters either natural or man-made.
- A fire of unprecedented size will require more resources than the Town and local mutual aid fire departments can provide.
- In the event of a major disaster or catastrophic event, there is high probability that neighboring communities that the Town would normally rely on for assistance will also be adversely affected. These fire departments would most likely be totally committed and stretched beyond their response capabilities.
- Coordination and direction of the local efforts, including volunteers, will be required.
- Secondary events or disasters will threaten lives and property as well as firefighting personnel.
- Water delivery systems may be damaged or inoperable in affected areas, resulting in reduced or nonexistent water pressure for firefighting operations.
- Off-duty firefighters in a major emergency are not obliged to leave a family crisis or their workplace to assist emergency efforts.
- Vehicle access will be hampered by occurrences such as bridge failures, damage to roadways and debris in roadways; damaged areas will be restricted and not readily accessible except in some cases by air.

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## CONCEPT OF OPERATIONS

### GENERAL

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

### NOTIFICATION AND ACTIVATION

Upon notification by Hanover Dispatch of an emergency or an impending incident of disastrous proportions, the Fire Department will be requested to activate and coordinate *ESF #4* activities from the Fire Station; an agency representative will be assigned to represent the Fire Department at the EOC.

### EMERGENCY RESPONSE

Upon notification of an actual or impending emergency, Hanover Dispatch will begin call-up of all Fire Department personnel, thus immediately toning all firefighters. The Fire Department will implement existing operating procedures, mutual aid agreements and notification as outlined within existing protocols.

Upon this notification, the Fire Department will forward information to the Emergency Management Director who may request activation of the EOC and the appropriate ESFs. If need be, the EMD, upon recommendation of the Fire Department, will request activation of *ESF #14, Public Information*, so that emergency warnings can be disseminated to the general public. The Fire Department will also notify the Emergency Management Director of the state of readiness of the department and request outside assistance if necessary.

The Fire Chief, or his designee, will report to the EOC when directed by the Emergency Management Director and delegate the on-scene command of the department to the next qualified member and begin emergency communications procedures per *ESF #2, Communications & Alerting*. Firefighting activities will be done in accordance with the Incident Command System and Standard Operating Guidelines for the Canaan Fire Department with an Incident Command Post (ICP) established in close proximity to the incident site.

### RECOVERY

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

- Perform decontamination functions, as described in SOGs, if necessary.
- Assist in providing security for disaster-affected areas, if requested.
- Assist in clean-up operations.
- Perform such other functions as requested by the EMD to alleviate suffering and return the citizens of Canaan to as near normal conditions as possible.

## **DEMOBILIZATION**

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

## **ROLES AND RESPONSIBILITIES**

### **PRIMARY AGENCY**

#### **FIRE DEPARTMENT**

##### **PRE-DISASTER**

- Enforce all existing fire codes.
- Carry out fire safety education for the public.
- Issue burning permits, enforce outdoor burning laws and prohibit burning when hazardous to do so.
- Develop and maintain emergency management plans, procedures and supplies as they relate to emergencies and disasters.
- Maintain up-to-date information on types and quantities of hazardous materials present in the Town, such as Tier II facilities.
- Maintain an up-to-date list of all available firefighting resources including equipment and personnel.
- Test, inspect and maintain all firefighting apparatus and resources on a regular basis.
- Maintain a stockpile of specialized supplies.
- Provide Fire Department personnel training in all aspects of firefighting including fire suppression, HazMat response and rescue and incident command.
- Plan and execute training exercises.
- Maintain running cards for the proper response to fire incidents.
- Assist owners or operators of commercial and industrial facilities that may require special fire protection to plan for such special procedures as may be required for facility protection.
- Develop and maintain mutual aid agreements with other departments.
- Review and update Standard Operating Guidelines on an annual basis.

##### **EMERGENCY RESPONSE**

- Extinguish and contain all fires.
- Coordinate all fire service activities.
- Disburse personnel and equipment to predetermined strategic locations.
- Contract NH Forest & Lands for fire incidents in the state-owned land in Orange (Cardigan Mountain State Park).
- Respond as necessary to fires in Orange and Dorchester per existing contract with both towns.
- Request communications assistance from NH Forests & Land (mobile trailer) and/or NH Homeland Security & Emergency Management.



- Assist in the evacuation of buildings and/or areas as needed.
- Provide support for radiological protection.
- Respond to HazMat accidents/incidents.
- Receive the notification of an actual or impending emergency and forward it to the Emergency Management Director per discretion of the Fire Chief.
- Conduct search and rescue operations per *ESF # 9, Search & Rescue*.
- Report power outages to Liberty Utilities, PSNH and New England Co-Op.
- Begin public warning procedures per guidelines in accordance with the EMD as outlined in *ESF #14, Public Information*.
- Begin call-up of additional department personnel and recruit additional personnel, as needed.
- Coordinate fire mutual aid support and other outside assistance if necessary.
- Coordinate with the Building Inspector and Fire Marshal on building assessments and fire investigations and recommend condemnation of unsafe buildings if appropriate.
- Provide personnel to other emergency services to augment their capabilities, if available.
- Collect and maintain the following *ESF #4* status information and coordinate with *ESF #5 Information and Planning*, to insure inclusion into the situation report (SitRep):
  - Damage assessment information
  - Status of firefighting activities
  - Unmet needs (i.e. staff rehabilitation, sanitation)
  - Allocated and requested firefighting resources
  - Status of critical areas (i.e. fire station, communications, staging areas and storage areas)
  - Major *ESF #4* issues/activities
  - Staffing and resource shortfalls and capabilities

## SUPPORT AGENCIES

### EMERGENCY MANAGEMENT DIRECTOR

- Establish command and control at the EOC as needed.
- Contact State Emergency Management if the situation warrants.

### POLICE DEPARTMENT

- Coordinate traffic and crowd control.
- Coordinate emergency transportation routes.
- Provide equipment and personnel support during wildland and other large-scale firefighting operations, as needed and available.
- Conduct arson investigation if necessary.

**HIGHWAY DEPARTMENT**

- Provide highway equipment and personnel support during large scale firefighting operations.
- Maintain transportation routes to provide access for emergency response vehicles.

**CANAAN AMBULANCE**

- Provide first response and immediate medical stabilization and medical care.
- Assist with the special needs population as needed.
- Provide medical transportation.

**BUILDING INSPECTOR**

- Serve as a member of the safety and damage assessment teams assessing public buildings for potential fire damage, hazards, etc. and for structural integrity in coordination with the Fire Department, EMD and State Fire Marshal if necessary.

**HANOVER DISPATCH****HANOVER DISPATCH**

- Provide initial notification and ongoing communication to all responders.
- Receive alerts & notifications from various services.
- Dispatch emergency services for Fire, Police and EMS.
- Coordinate the emergency communications system.
- Provide backup communications for the Town. (i.e., mobile communications capabilities).
- Assisting in providing public warning in accordance with *ESF #4, Firefighting*.

**EQUIPMENT INVENTORY LIST – ESF #4, FIREFIGHTING**

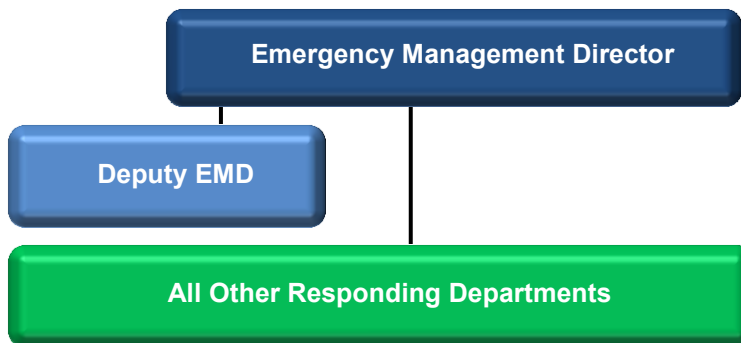
Resource (Equipment)	Model	Capacity	Location	Fuel	FEMA Cost Codes
Kaiser	Jeep Truck 1967	firefighters 2	Fire Station	Gas	
Engine 2	International 4900 2000	5 firefighters 1000 gals	Fire Station	Diesel	
Engine1	E-1 2011	6 firefighters 970 gals/30 foam	Fire Station	Diesel	
Tanker 1	Freightliner 180 MB	2 firefighters 1800 gals	Fire Station	Diesel	
Rescue	E-1 1998	6 firefighters	Fire station	Diesel	
Car 1 Pickup	Chevrolet Silverado	5 firefighters command	Canaan Chief	Gas	
Equip. Trailer		HazMat, Storm Supplies	Fire Station		
Boat and Trailer		3 firefighters	Fire Station	Gas	

## ESF #5: INFORMATION & PLANNING

### GENERAL DESCRIPTION AND AGENCIES

**ESF #5** provides for the overall management and coordination of emergency operations in support of local government; collects, analyzes and disseminates critical information on emergency operations for decision making purposes; identifies the roles and responsibilities of state government in coordinating federal assistance to local government.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

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

#### 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 *ESF #5*. The primary role of *ESF #5* is to serve as a clearinghouse of information for all interested parties. *ESF #5* is also responsible for establishing and maintaining a message center and coordinating initial needs and damage assessment activities. The activities are grouped among the following functions:

- **Information Processing**  
To process essential elements of information from local, state, federal and other resources and to disseminate information in order to provide for adequate response activities.
- **Reports**  
To consolidate information and document response activities and to provide essential information to local, state, federal and other sources in timely reports. *ESF #5* will develop and revise situation reports using statistical, narrative and graphic information from response and recovery operations, which provide an overall description of the situation.

- **Displays**  
To develop, maintain and display information and status in order to facilitate briefings and current activities.
- **Planning and Support**  
To plan and support activities used to assist in the consolidation of data to support the preparation of the Action Plan.
- **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.

## **SITUATION AND PLANNING ASSUMPTIONS**

### **SITUATION**

In every emergency situation there is a need to communicate and plan effectively so that all responders are fully aware of steps that being taken by others. The gathering of ever-changing critical information, the reporting of information in a way that can be uniformly understood and the preparation of documents to support command and control are vital to a successful operation. In Canaan, this responsibility will fall upon the EMD so that a single entity, with support help, is able to maintain the flow of information and updates from responders in the field.

### **PLANNING ASSUMPTIONS**

It is assumed that in any emergency the relay of information will pass between emergency responders and the Emergency Management Director. In assuming the role of Primary Agency for *ESF #5*, the EMD will gather and disseminate information in order to facilitate planning efforts and to help determine the need for assistance from other local communities, the State and the Federal Government.

Other planning assumptions are as follows:

- There will be delays in establishing full information processing capabilities.
- There will never be complete information
- During a disaster, message flow may bottleneck in the EOC due to intense levels of activity.
- Early in the event little information will be available and initial information received may be vague or inaccurate. Further uncertainty may be caused by conflicting information, misinformation and rumors.
- Communications and transportation disruptions may hamper the collection and dissemination of accurate information.

## CONCEPT OF OPERATIONS

### GENERAL

Typically, the activities of *ESF #5* 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:

- Emergency responders at all levels of government will initially assess the situation to identify the response actions needed. The assessment will provide:
  - Gross assessment of disaster impacts including the identification of the boundaries of the damaged areas and the type and severity of the damages, including the status of vital facilities
  - General assessment of the status of government operations
  - The operational status of critical facilities such as staging areas, mobilization centers, etc.

The assessment of the incident, if warranted, will be communicated to *ESF #5* where it will be directed to the appropriate operational element needing the information.

- The various support agencies to *ESF #5* will gather, disseminate and transmit data to the Primary Agency. *ESF #5* 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:
  - Boundaries of the disaster area
  - Social/economic/political impacts
  - Jurisdictional boundaries
  - Status of transportation system

### NOTIFICATION AND ACTIVATION

In response to an event that would cause the activation of the local EOC, Hanover Dispatch would initiate notification to the EMD who would establish him/herself at the EOC and begin activities related to *ESF #5*.

### EMERGENCY RESPONSE

The initial actions include the activation of the ESF, the processing, collecting and dissemination of information and the determination of staff requirements at the local EOC.

### RECOVERY

Recovery actions will be at the discretion of the Emergency Management Director. Though two separate sequence frames, it is not expected that the recovery actions for *ESF #5* will differ from the emergency response actions.

## DEMOBILIZATION

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

## ROLES AND RESPONSIBILITIES

### PRIMARY AGENCY

#### EMERGENCY MANAGEMENT DIRECTOR

##### PRE-DISASTER

- Prepare and maintain maps, displays, reference materials, databases and other informational sources for use during an emergency.
- Develop a system for collecting and analyzing information.
- Make provisions for the necessary resources that are required to implement ESF #5, such as:
  - Computers with appropriate software (GIS, CAD), hardware (printers, keyboards, etc.) and operators
  - Data collection and reporting forms
  - Telephones, radios, fax machines and other communications equipment
  - Maps, the Master Plan, US Census Data and other reference materials
- Train team members in the use of data collection and analysis systems (tabletop and/or full scale drills).
- Review and maintain the Emergency Operations Plan on an annual basis.

##### EMERGENCY RESPONSE

- Assemble a team to assist in the gathering and dissemination of information.
- Develop and revise situation reports using statistical, narrative and graphic information from response and recovery operations, which provide an overall description of the situation.
- Prepare planning action plans and reports and develop special reports describing specific actions, priorities or contingency planning requirements as requested.
- Prepare briefings and reports based on input from other ESF operational elements.
- Maintain status boards, maps and charts critical to the operation of the local EOC.
- Prepare periodic informational reports for Homeland Security & Emergency Management through WebEOC.
- Maintain records of expenditures and resources utilized.
- Obtain technical advice, as needed.
- Log and track local, state and federal response actions and requests to support operational elements.
- Gather and analyze information to be issued to the general public through *ESF #14, Public Information*.

- Collect ESF status information for inclusion into Situation Report (SitRep) and provide analysis of the situation based on information such as:
  - Number of deaths or injuries
  - Missing persons
  - Boundaries of the disaster area
  - Designation of an area of operations
  - Access points
  - Special hazard areas: e.g. quarantined, flooded
  - Hazard specific information
  - Weather data
  - Status of critical facilities & infrastructure
  - Activated emergency management facilities
  - Shelter and mass care information
  - Immediate life-threatening situations
  - Available non-local resources
  - Status of reconnaissance activities
  - Building condition data
  - Categories of missing information
  - Status of key personnel
  - Projected further responses
  - Historical information

### **SUPPORT AGENCIES**

#### **DEPUTY EMD**

- Work with the EMD to provide assistance when and wherever needed.
- Work with other ESF agencies as directed to assist in the protection of life and property.
- Offer relief assistance to the EMD when and if needed.

#### **ALL OTHER RESPONDING DEPARTMENTS**

- Provide the EMD with current and appropriate information on emergency actions being taken by each department.
- Assist the EMD with planning concepts and needs assessment.
- Assist the EMD with technical and or logistical needs.
- Provide the EMD with the necessary staff and tools that are required to effectively gather, analyze and disseminate information.
- Provide maps for planning and EOC display purposes.

**Please refer to “General Responsibilities” in the Basic Plan for more information on individual department responsibilities.**

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## ESF #6: MASS CARE & SHELTER

### GENERAL DESCRIPTION AND AGENCIES

**ESF #6** manages and coordinates sheltering, feeding and first aid for disaster victims; provides temporary housing, food, clothing and assistance to the special needs population in situations that warrant mass care systems.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

To coordinate the provision of mass care, shelter, feeding and emergency first-aid after a disaster or other event that requires activation of this Plan.

#### SCOPE

In this Plan, the American Red Cross is a designated support agency and when called upon, will assist the other support agencies in the establishment and operation of shelters and mass care. The Emergency Management Director will oversee all mass care and shelter operations as required based on the evacuation needs and the emergency in general.

In the event of a prolonged disaster exceeding 24-48 hours, Canaan could require the assistance of the American Red Cross (ARC). The ARC independently provides mass care to all disaster victims as part of a broad program of disaster relief, as outlined in charter provisions enacted by the United State Congress, American Red Cross Act of January 5, 1905 and the Disaster Relief Act of 1974. ARC also assumes primary agency responsibility under the Federal Response plan, to coordinate federal response assistance to the mass care response of state and local governments and the efforts of other voluntary agencies, including ARC relief operations.

## **SITUATION AND PLANNING ASSUMPTIONS**

### **SITUATION**

The recommendation to evacuate people at risk during an emergency situation automatically requires that shelter spaces be made available and feeding operations for evacuees begin. Generally, schools and churches provide the best shelter facilities since they combine the shelter spaces with the capability for mass feeding. Other potential shelters would include community centers, armories, town halls and service clubs.

There may be other public buildings that could be expediently upgraded to provide shelter, such as area hotels, inns and motels. In the case of an emergency, the population would be advised to seek shelter in the best available facility.

### **PLANNING ASSUMPTIONS**

The primary shelter is the location to which evacuees are directed at the time of an emergency. In Canaan, the designated primary shelter is Mascoma Valley Regional High School. If the need arises and the High School is not available, the Methodist Church Vestry, the Catholic Church, Canaan Hall, Canaan Elementary School or Cardigan Mountain School would be utilized as a secondary shelters.

Other planning assumptions for mass care and shelter are as follows:

- Mass care shelters are temporary in nature and are designed for people displaced as a result of an emergency incident or disaster.
- Shelter and mass care needs may range from very short term operations for a limited number of people where the primary objective is to provide protection from the weather, seating and access to restrooms, to more lengthy operations where feeding, sleeping and shower facilities are desirable and assistance must be provided to evacuees.
- In slowly developing disasters, such as a slowly rising flood, there may be warning and evacuation time to establish shelters in advance.
- Other disasters can occur without warning; shelters, first aid, mass care and feeding sites may have to be set up with no advance notice.

- The American Red Cross will begin provision of mass care and shelter services only in response to requests from emergency management officials at the local, state or federal level; the American Red Cross will respond to requests for disaster assistance within approximately two hours; actual assistance from the Red Cross will be dependent upon the nature of the hazard, the size of the hazard's geographical area and the availability of staff.
- NH Medical Task Force 1 (DHHS) may assist with shelter operations and the provision of the daily pharmaceutical needs of the sheltered.
- Shelters may be opened in response to emergencies outside of the Town.
- Long term mass care may be required following some disasters.
- Mass care facilities will receive priority consideration for structural inspections to ensure safety of the occupants.
- Spontaneous shelter volunteers will require coordination; the appearance of spontaneous volunteers and the influx of emergency response personnel may place additional burdens on the shelter system.
- Some people who are not at risk may seek shelter.
- For hazards that are highly visible or receive extensive media coverage, people may evacuate before an official recommendation.
- Law enforcement may be required at mass care facilities for crowd control and security.

## CONCEPT OF OPERATIONS

### GENERAL

The American Red Cross has been designated as a support agency responsible for mass care and sheltering; state agencies may also be called upon to support the mass care function. Resources from the private sector will also be evaluated and applied to the response effort as appropriate.

Mass care needs can be met through not only sheltering but also cooling/warming stations, shower-only facilities, fixed or mobile feeding, local town shelters or regional shelters. Mass care may apply to meeting the needs of emergency responders as well as victims of a disaster. All shelters should be functional needs sensitive.

The Emergency Management Director, along with supporting staff, will advise the public through *ESF #14, Public Information*, of the shelter locations, the procedures to follow when evacuating and recommendations that evacuees bring as much non-perishable food with them as possible.

Mass care, sheltering, feeding and emergency first aid activities will begin as soon as possible after the disaster occurrence (or before, if there is advance warning.) Mass care services may not be available to relief workers for the first 72 hours.

The Town of Canaan is responsible for the mass care and sheltering of its citizens as a result of an emergency situation or disaster. In order to respond in the most efficient manner to the needs of evacuees and victims who may require mass care and sheltering, a detailed Shelter Plan should be established in advance. The Emergency Management Director with assistance from the American Red Cross and other town officials should compile a comprehensive Shelter Plan which will serve as a stand-alone annex to this EOP. A short list of shelter recommendations is available in Chapter 9.

The Town of Canaan currently has a supply of blankets and about one dozen cots that are housed at the Public Safety Complex; additional inventory and other resources (i.e., medical) may be available from the Regional Coordinating Committee, the Lion's Club and other organizations.

Shelters operated by the American Red Cross and most other organized volunteer groups do not allow pets; only service animals are allowed in the general population shelter area. If the Community allows, pets can be housed in a separate section of the shelter. A number of studies have indicated that some people, particularly the elderly will not leave their homes if they cannot take their pets with them. Leaving animals may also place them in harm's way. Pet owners have been known to return to evacuated areas in search of their pets, in spite of the danger warnings. *ESF #16, Animal Health & Sheltering* addresses these issues in more detail.

### **NOTIFICATION AND ACTIVATION**

The Emergency Management Director is responsible to notify local and state agencies and the American Red Cross (ARC) that a major disaster has occurred or is imminent and may result in activation of the response procedure as described in the Plan. The Emergency Management Director will also notify the Support Agencies of the need to activate *ESF #6*.

### **EMERGENCY RESPONSE ACTIONS**

The Emergency Management Director will inform *ESF #6* Support Agencies of plan implementation and share information about what has occurred and initial response actions. The EMD will then activate the Shelter Plan and call in the necessary staff to open and staff the facility. Communications to shelter staff will be through the normal communications network unless this network is significantly damaged in the emergency. In this case, components of *ESF #2, Communications & Alerting*, will be enacted to facilitate the staffing of the shelter.

Any communications to the general public or the news media will be made per *ESF #14, Public Information*, by an appointed Public Information Officer upon approval of the EMD and the Town Administrator and/or Board of Selectmen.

## RECOVERY ACTIONS

Recovery operations, as determined by the Emergency Management Director, may be initiated during response operations and may include, but not be limited to, the following:

- Assistance to evacuees in returning to their home.
- Assistance with temporary housing for evacuees who cannot return to their homes
- Public information regarding follow-up programs that may be available
- Crisis counseling services as needed through disaster mental health team(s) and the American Red Cross
- The return of the shelter(s) to its previous use and condition
- The collection of garbage and refuse in coordination with *ESF #3, Public Works & Engineering*
- Compilation of documents, records, costs and all expenses that may or may not be eligible for reimbursement
- An evaluation of procedures to ensure future operational readiness and success

## DEMOBILIZATION

The EMD shall ensure that all health and safety issues are resolved prior to full demobilization and that all essential services and facilities are re-established and operational. Partial demobilization would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full demobilization would occur at the termination of the operational elements at the local EOC and when there is no longer a need for mass care and sheltering.

## ROLES AND RESPONSIBILITIES

### PRIMARY AGENCY

#### EMERGENCY MANAGEMENT DIRECTOR

##### PRE-DISASTER

- Coordinate with the ARC to designate a primary shelter and secondary shelter.
- Develop and maintain a Shelter Plan.
- Identify and secure permissions to use those buildings to be designated as shelters.
- Practice and test the Shelter Plan in advance of a future emergency situation.
- Pre-designate and train shelter manager(s) to open and maintain shelter operations.
- Develop a plan for relocation of evacuees during and after the emergency to ensure an accurate tracking procedure.

##### EMERGENCY RESPONSE

- Organize and coordinate all shelter activities and needs.
- Mobilize staff and open shelter(s) keeping them operating as long as necessary.
- Provide individual and family assistance consisting of the provision of emergency food, clothing and shelter.

- Notify the Vermont Regional Office of the American Red Cross and State Emergency Management of the activation of *ESF #6*.
- Notify the general public of the shelter locations and what to bring to the shelters through *ESF #14, Public Information*.
- Assist with the provision of the transportation of goods, services and people to shelter sites per *ESF #1, Transportation*.
- Register and track shelter occupants.
- Establish a system and assist in answering disaster welfare inquiries in coordination with the American Red Cross Safe & Well Program.
- Identify additional resource requirements and request assistance per *ESF #7, Resource Support*.
- Maintain communications between the shelter(s) and the EOC and designate a representative to report to the EOC on behalf of the shelter operations.
- Work with the Health Officer to insure the safety of food provided at the shelter.
- Identify security requirements and notify the Police Department per *ESF #13, Law Enforcement & Security*.
- Coordinate with *ESF #8, Health & Medical Services*, for the treatment of ill and or injured patients at the shelter and to provide transportation as needed.
- Identify fire protection issues and notify the Fire Department per *ESF #4, Firefighting*.
- Coordinate with *ESF #16, Animal Health & Sheltering* to provide shelter for pets.
- Obtain cots and blankets from the American Red Cross, State Emergency Management and the Regional Coordinating Committee.
- Coordinate with *ESF #11, Food & Water* and *ESF #15, Volunteers & Donations* to obtain necessary resources for shelter evacuees.
- Submit daily mass care facility reports to the EMD for inclusion in the SitRep per *ESF #5, Information & Planning*, that includes:
  - Number of shelter occupants
  - Number of meals served
  - Consumed resources
  - Supplies received and expended
  - Condition of the facility
  - Identification of any unmet needs

## SUPPORT AGENCIES

### DEPUTY EMD

- Work with the EMD to provide assistance when and wherever needed.
- Work with other ESF agencies as directed to assist in the protection of life and property.
- Offer relief assistance to the EMD when and if needed.

### POLICE DEPARTMENT

- Provide assistance for traffic control and transport to and around the emergency shelter.
- Provide security and law enforcement at shelter and mass care facilities, as available
- Provide backup communications links from shelter facilities to the EOC.

- Contact and coordinate assistance with pet sheltering.

**FIRE DEPARTMENT**

- Inspect shelter and mass care facilities for fire safety and provide fire surveillance as needed.
- Provide personnel to assist with the initial setup of the shelter.

**HIGHWAY DEPARTMENT**

- Assist in obtaining and delivering shelter equipment & supplies.
- Contact the Water and Sewer Department to ensure the power, water supply and sanitary services at mass care facilities are maintained during an emergency situation.
- Assist in posting directions and road signage.
- Clear parking lots and evacuation routes of debris and/or snow.

**CANAAN AMBULANCE**

- Coordinate the treatment of ill and or injured patients at the shelter and provide health services per *ESF #8, Health & Medical Services* in coordination with NH Medical Task Force 1 and the American Red Cross.
- Make arrangements per *ESF #8, Health & Medical Services*, for the medical transport of patients from the shelter to area medical facilities.

**HEALTH OFFICER**

- Inspect all shelter facilities in advance of and during occupancy to assess health and safety concerns.
- Inspect food preparation activities (in cooperation with the State of NH).
- Insure that heating, sanitation and all potential health hazards are in accordance with State of NH health regulations.
- Participate in shelter training as coordinated by the EMD and as required.
- Monitor conditions including food in the shelter(s) and make recommendations to assure the health and safety of the sheltered.

**SCHOOL LIAISON**

- Assist with the transportation of people to and from the shelters using mass transportation per *ESF #1, Transportation*.
- Prepare the school(s) as possible pickup and drop off points during an emergency.
- Prepare the school(s) for occupation and make available on-hand food supplies if the school(s) is designated as a shelter(s).
- Participate in shelter training as coordinated by the EMD and as required.
- Assist in providing personnel for registering evacuees, based on availability.

**AMERICAN RED CROSS**

- Assist with temporary, short and long-term sheltering of residents as necessary and as available through staffing and operational support.
- Determine needs of individuals and families through case management support and assist in the establishment of a disaster welfare inquiry (family reunification) system, "Safe & Well".
- Assist with the registering of evacuees at shelter locations.
- Assist in the provision of mass feeding for victims and emergency workers.
- Provide individual and family assistance consisting of the provision of emergency food, clothing and shelter.
- Provide a liaison to the local EOC.
- Provide disaster mental health, spiritual care needs and health services.
- Provide shelter and mass care training to town designated shelter volunteers.
- Assist the Town in pre-identifying and assessing shelter locations.
- Provide organizational donation contact information for reference.
- Activate and organize shelter teams and provide shelter kits.
- Coordinate with other jurisdictions and federal and state agencies to provide additional assistance.

**REGIONAL COORDINATING COMMITTEE (UVRPHN)**

- Provide individual family assistance.
- Assist by deploying the Medical Reserve Corp.
- Provide public health supplies as needed.
- Provide a POD (Point of Distribution) for the dispensing of medication to individuals.

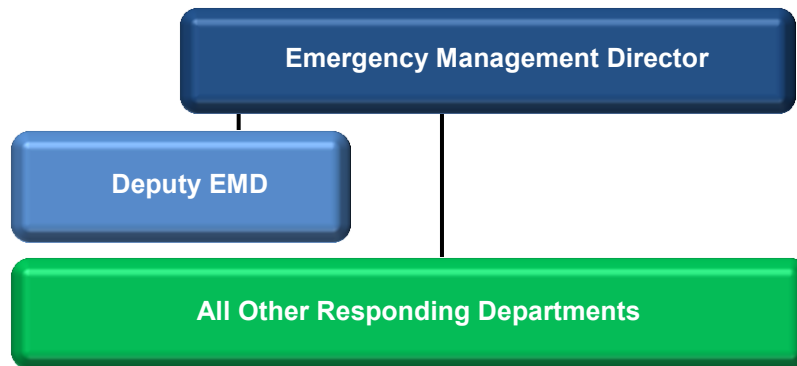


## **ESF #7: RESOURCE SUPPORT**

### **GENERAL DESCRIPTION AND AGENCIES**

**ESF #7** 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.

### **PRIMARY & SECONDARY AGENCIES AND ORGANIZATION**



### **INTRODUCTION**

#### **PURPOSE**

The objective of this ESF is to provide logistical support before, during or following a disaster.

#### **SCOPE**

*ESF #7* provides for the integration and coordination between the government, the private sector and volunteer organizations involved in emergency response and recovery efforts and it describes how state and federal resources will be coordinated to supplement local resources in response to a disaster.

### **SITUATION AND PLANNING ASSUMPTIONS**

#### **SITUATION**

The Town of Canaan 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 at least minimal levels of essential survival resources such as food, water, housing, medical care, fire and police protection, etc. Distribution patterns will be altered as much as possible to provide these essential resources. If possible, the stockpiling of as much essential materials as possible will begin during pre-crisis periods on instructions of 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 a necessity. 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. The public may also volunteer the use of private resources at the time of an emergency. Should the incident be determined to be a Presidential Declaration, 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 Canaan would be transferred to the hosting community.

### **PLANNING ASSUMPTIONS**

An emergency or disaster can occur in Canaan 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 Canaan assumes that there are many emergency situations that may directly produce severe consequences and the varying degrees of impact will affect the response. The Town, in conjunction with the State, is primarily responsible for natural, man-made and technological emergency preparedness and has shared responsibilities with the State and Federal Governments for national security preparedness.

## **CONCEPT OF OPERATIONS**

### **GENERAL**

Upon activation of the Emergency Operations Center (EOC), 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 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 are requested, the Community must show that its capability to continue response is inadequate.

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.

### **NOTIFICATION AND ACTIVATION**

In response to an event that would be reason for the activation of the local EOC, the EMD would notify the necessary primary and support agencies for the appropriate ESFs.

### **EMERGENCY RESPONSE**

The Emergency Management Director will notify local, state and federal agencies as needed regarding the emergency and the anticipated resource requirements. The Emergency Management Director will request the support agencies to activate and staff the EOC. *ESF #7* will provide continuous control and

accountability of equipment, personnel, goods and services in support of the disaster. Support agencies will provide logistical support as required.

### **RECOVERY**

*ESF #7* will support the emergency organization by providing logistical support for the resolution of all health and safety issues prior to full demobilization and assurance that all essential services and facilities are re-established and operational. Recovery operations may be initiated during response operations.

### **DEMOBILIZATION**

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

## **ROLES AND RESPONSIBILITIES**

### **PRIMARY AGENCY**

#### **EMERGENCY MANAGEMENT DIRECTOR**

##### **PRE-DISASTER**

- Maintain the Resource Inventory List in an up-to-date condition identifying and assessing available resources and facilities that are necessary to respond to an emergency.

##### **EMERGENCY RESPONSE**

- Assume overall coordination of resource allocation.
- Request assistance from neighboring communities and/or the State.
- Acquire such private resources as are needed and request authorization of the expenditure of funds.
- Place town personnel on standby or direct to staging areas with some facilities staffed for immediate response.
- Deploy staff in the event that an alternate EOC is established.
- Monitor and track staff movement and the status/disposition of all resource requests.
- Stage resources near the expected impact/emergency areas when possible.
- Provide initial reports based on resources that have been requested.
- Provide logistical support for staff movement.
- Provide communication resources per with *ESF #2, Communication & Alerting*
- Provide transportation needs in coordination with *ESF #1, Transportation*.
- Provide food for resource staff in coordination with *ESF #11, Food & Water*.
- Coordinate the use of essential utility services and provide fuel in coordination with *ESF #12, Energy*, for resource vehicles.
- Ensure security for staging areas and facilities in coordination with *ESF #13, Law Enforcement & Security*.
- Issue orders and/or proclamations necessary to conserve essential on-hand resources.

- Authorize the release of excess resources to neighboring communities and/or the State.
- Coordinate requests for additional personnel and equipment.
- Procure equipment after disaster events.

### **SUPPORT AGENCIES**

#### **DEPUTY EMD**

- Work with the EMD to provide assistance when and wherever needed.
- Work with other ESF agencies as directed to assist in the protection of life and property.
- Offer relief assistance to the EMD when and if needed.

#### **All Other Responding Departments**

- Provide the EMD with current and appropriate information on resource availability and shortfalls. **(All Agencies)**
- Provide security for resources and staging areas as required per *ESF #13, Law Enforcement & Security*. **(Police Department)**
- Provide traffic control for the movement of resources to and from staging areas. **(Police Department and/or Fire Department)**
- Maintain liaison with local contractors and equipment dealers. **(Highway Department)**
- Assist EMD in maintaining a list of construction equipment and personnel available locally. **(Highway Department)**
- Work with the EMD to approve and disburse funds both during and after the emergency as needed. **(Town Administrator)**
- Provide personnel and equipment in the implementation of *ESF #7*. **(All Agencies)**

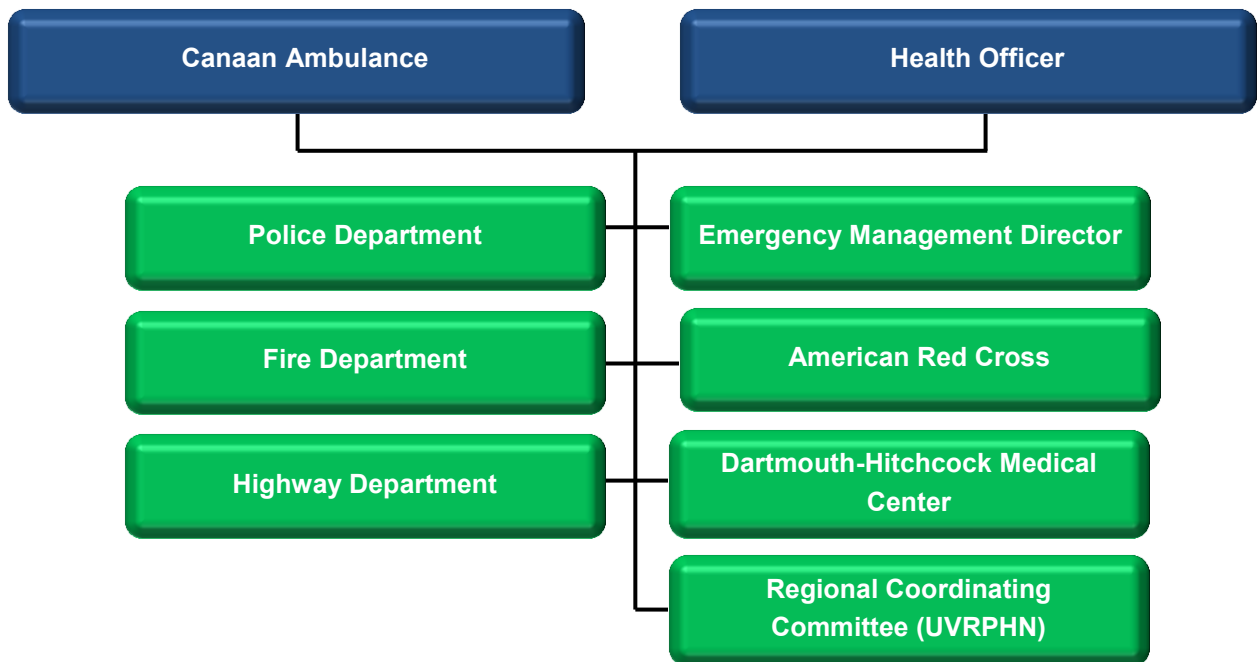
Please refer to “General Responsibilities” in the Basic Plan for more information on individual department responsibilities.

## ESF #8: HEALTH & MEDICAL SERVICES

### GENERAL DESCRIPTION AND AGENCIES

**ESF #8** 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.

### PRIMARY & SUPPORT AGENCIES & ORGANIZATION



### INTRODUCTION

#### PURPOSE

The purpose of *ESF #8, Health & Medical Services*, is to coordinate the delivery of both primary and supplemental health, medical and basic human services to individuals, families, communities, emergency services personnel and to disrupted or overwhelmed local health and medical personnel and facilities prior to, during and following a disaster. In addition, *ESF #8* provides guidelines for maintaining healthy living conditions during an emergency and to restore essential health functions to the affected area.

#### SCOPE

*ESF #8* includes those actions that support local, private and government efforts to save lives, care for the injured, to transport victims of a disaster to appropriate medical facilities and to protect and respond to public health needs in general. *ESF #8* also covers local mass casualty events or local hazardous materials incidents.

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## SITUATION AND PLANNING ASSUMPTIONS

### SITUATION

The Town of Canaan maintains EMS services through Canaan Ambulance (Canaan FAST Squad). Canaan Ambulance has approximately 12 on-call volunteers, one full-time employee and a part-time director. Canaan Ambulance has established Standard Operating Guidelines for Emergency Medical Services and regularly trains its personnel in those SOGs and state protocols. Emergency responders are certified to various levels of emergency medical care from EMR to Paramedic and are as well equipped to perform their assigned functions as any community of a comparable size. The Town of Canaan has one part-time Health Officer and Deputy Health Officer.

Residents of the Town of Canaan rely chiefly on the medical services provided at Dartmouth-Hitchcock Medical Center which maintains its own emergency response plan. There are registered nurses and physicians from area hospitals that live in the Community or nearby who could be used to augment the medical capability in addition to volunteers with first aid training.

A major emergency affecting the Community and the surrounding area could result in a high rate of casualties and fatalities. Temporary portable morgues may need to be established. All efforts would be expediently handled to deal with a large number of fatalities. Guidance in health matters in an emergency is available from the State Division of Public Health, Homeland Security & Emergency Management and the Regional Coordinating Committee.

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 Regional Coordinating Committee (UVRPHN) is a collaborative of municipal and health and human service agencies in the region that encompasses 12 municipalities. Through the Regional Coordinating Committee, these municipalities have agreed to develop a regional plan to address public health emergencies; the Public Health Emergency Preparedness Response Plan is considered an annex to this Plan.

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 communications with the State DHHS Incident Command and the State EOC. (See Chapter 8, Resource Inventory)

### **PLANNING ASSUMPTIONS**

A public health emergency can be caused by natural disasters, biological terrorism, chemical terrorism/accidents, radiological terrorism/accidents, or naturally occurring communicable disease outbreaks.

A Mass Casualty Incident (MCI) could occur anywhere in Canaan and could include hazardous materials or a large number of persons. Large crowd events coupled with events associated with municipal and other non-governmental agencies create an opportunity for mass casualty incidents.

Other planning assumptions include, but are not limited to:

- Temporary mortuary facilities or storage areas may need to be established, in the event of a large amount of fatalities.
- Canaan's diverse population includes the elderly who may have increased health needs.
- Nursing homes, ambulatory care centers, pharmacies and other facilities for medical/health care could be damaged or destroyed in major emergency situations.
- Damage to communications and transportation systems may prevent non-damaged facilities from operating due to lack of functioning utilities and employees who may be unable to report to work.
- The public will require guidance on how to avoid health hazards caused by or arising from the emergency.
- Disruption of sanitation services and facilities, loss of power and massing of people in shelters will increase the potential for disease and injury.
- Resources external to the Town of Canaan (such as Alice Peck Day, DHMC, the NH Department of Health and Human Services or the Regional Coordinating Committee) could potentially be available to provide mass administration of immunizations and/or medications.
- Most people will seek medical care on their own.
- The Town would be self-sufficient for the first 24-36 hours of an emergency.
- Unchecked accumulation of debris, the consumption of contaminated food or water and the inadequate disposal of sewage will result in public health problems if not abated early in the emergency cycle.
- Local medical personnel may spontaneously volunteer to assist, if available.

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## CONCEPT OF OPERATIONS

### 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 Plans will invoke its use in concert with this Plan.

In the post-disaster period, potential threats to human health such as contaminated water could be possible; therefore, the public must be alerted and notified of the procedures necessary in safeguarding health.

Because of the wide range of natural and man-made disasters, many decisions will have to be made at the time of the incident based on an expedient capability assessment and the availability of medical resources. These decisions must be made on the best advice and recommendations available to Canaan Ambulance and the Health Officer. Federal and state officials will assist in the decision-making process. 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.

### NOTIFICATION AND ACTIVATION

Upon activation of *ESF #8* by the EMD, the Co-Primary Agencies will establish themselves, or their designees, at the EOC. The Health Officer will serve as the liaison with DHHS, RCC, Alice Peck Day, DHMC, emergency shelters, nursing homes, school nurses and home health nursing services as the emergency warrants. State and federal agencies will be notified as are appropriate to the situation. The Regional Coordinating Committee will be contacted to assist with *ESF #8*.

### EMERGENCY RESPONSE ACTIONS

Upon activation and notification of *ESF #8*, the Co-Primary Agencies will coordinate and provide all medical services related to the emergency. All decisions regarding health and medical functions during a crisis will be made at the EOC in a decision-making process lead by the Co-Primary Agencies with the collaboration of the EMD.

### RECOVERY ACTIONS

Recovery will begin when the immediate health needs of the Community have been met and there is no longer a threat of the spread of disease or other health crisis related to the emergency. Canaan Ambulance and the Health Officer will ensure that proper medical treatments for casualties caused by a disaster situation have been provided and that procedures for the handling of fatalities have been completed.

### DEMOBILIZATION

Upon declaration at the local EOC that the activities and services of *ESF #8* are no longer needed, the EMD will have all active *ESF #8* entities terminate their actions and activities via smooth turnover to appropriate pre-incident organizations and agencies.



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**ROLES AND RESPONSIBILITIES****CO-PRIMARY AGENCIES****CANAAN AMBULANCE (CO-PRIMARY)****PRE-DISASTER**

- Assess options for obtaining adequate medical supplies prior to a disaster, including those that might be available at the Lion's Club.
- Maintain training programs to insure adequate EMS response for all types of disasters.
- Maintain all EMS equipment and vehicles in order to insure readiness at the time of an emergency.

**EMERGENCY RESPONSE**

- Perform all administrative and operational functions of EMS.
- Coordinate emergency health and medical functions with the Health Officer.
- Assess level of victim injury and recommend the appropriate medical facility for patient care.
- Gather information concerning injuries and fatalities resulting from emergency situations and forward this information to the EOC as soon possible.
- Coordinate medical assistance with area healthcare facilities, if necessary.
- Assess the medical capabilities on hand and report these to the EOC.
- Monitor the safety and health of emergency responders and staff at the EOC.
- Ensure the triage, treatment and transport of disaster victims is in accordance with established protocols.
- Make requests for medical assistance, equipment, supplies and health manpower, as appropriate.
- Establish first aid stations, as necessary.
- Develop health-related information for distribution to the EMD for dissemination through *ESF #14, Public Information*.
- Prepare for state and federal on-site assistance.
- Evaluate response efforts.

**HEALTH OFFICER (CO-PRIMARY)****PRE-DISASTER**

- Before an emergency occurs, coordinate with the Water and Sewer Department to develop procedures that will ensure water quality and safe waste disposal.
- Conduct health awareness programs and public outreach campaigns concerning such topics as the use of untreated water, contaminated food and other unsanitary practices following disasters.
- Coordinate immunization campaigns or quarantines as recommended prior to emergency events.
- Take part in and/or conduct specialized training.

- Maintain a complete data base of essential resources that may be needed at the time of an emergency.
- Assist with the development of evacuation plans for the special needs population residing in private homes or residential living facilities.
- Educate the public about maintaining safe and adequate supplies of food and water.

#### EMERGENCY RESPONSE

- Assess the health needs and the capabilities on-hand and report them to the Emergency Operations Center.
- Report to the Emergency Operations Center to advise the EMD of the current situation.
- Establish communications and serve as the liaison with key health and medical organizations (EMS, area hospitals, RCC, NH-DHHS, the NH Medical Examiner, home health care agencies and psychiatric/mental health and social service providers).
- Coordinate the use of outside assets as needed.
- Contact the schools to seek assistance from school nurses.
- Identify and control disease spreading vectors such as flies, mosquitoes and rodents after a declared emergency by taking proper measures such as professional extermination, ground and aerial spraying and the elimination of sites which attract such vectors.
- Monitor infectious disease and make determinations about needed immunizations (e.g. tetanus) with DHHS.
- Coordinate immunization campaigns or quarantines as needed at the time of the emergency with the Homeland Security & Emergency Management or the RCC.
- Assist with the evacuation of the special needs population residing in private homes.
- Coordinate inspection of food, water, drugs and other consumables exposed to the hazard.
- Monitor food handling and sanitation in emergency facilities.
- Coordinate with the *ESF #16, Animal Health & Sheltering*, to remove dead animals.
- Conduct epidemic intelligence, evaluation and detection of communicable diseases during a public health incident with Homeland Security & Emergency Management.
- Identify infectious diseases, control their spread and report their presence to the NH Department of Health and Human Services.
- Receive and act on any Health Alert Notices (HAN) from the Division of Public Health Services.
- Insure continuity of public health programs and services.
- Provide information to *ESF #5, Information & Planning*, concerning the nature and scope of health problems.
- Provide the SitRep (Situation Report) in the EOC for *ESF #8* including:
  - Report on communications with NH DHHS, RCC, area hospitals, public schools, nursing homes, etc.
  - Number of casualties, injuries and fatalities.
  - Health risks, current and potential.
  - Resources needed and unmet needs.

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**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR**

- Take command and control at the EOC.
- Assist with the coordination of outside assistance as needed.
- Assist the Co-Primary Agencies with resource needs.
- Coordinate with the Co-Primary Agencies to designate a temporary morgue facility.
- Keep the Town Administrator and/or Board of Selectmen apprised of all *ESF #8* activities.

**POLICE DEPARTMENT**

- Assure that the special needs population is being addressed (i.e. children, dialysis patients, disabled persons, homebound patients, persons with limited English proficiency, the elderly, homebound patients, patients dependent on home health care services) and notify Canaan Ambulance when assistance is needed.
- Provide security and escorts, as required to protect the transport of the Strategic National Stockpile (SNS).
- Provide security at mass medication centers to guard against theft.
- Identify and secure access routes needed for emergency responders.
- Coordinate with the law enforcement agencies from non-impacted areas in the State for the provision of security and restricting access at health and medical facilities within the affected area.
- For local HazMat or mass casualty incidents, assist the EMD and Fire Department as needed.

**FIRE DEPARTMENT**

- Assure isolation, decontamination and treatment of victims of a hazardous material incident or infectious disease outbreak.
- Respond with HazMat equipment if needed.
- Assist with extrication and rescues as needed.
- Assist with traffic control as needed and available.
- Assist with transportation and other medical assistance as supplemental personnel are available and as needed.

**HIGHWAY DEPARTMENT**

- Assist with the staging facility for triage if necessary.
- Assist EMS by making sure the roads are clear for them to perform their duties.
- Assist the Police Department with traffic control.
- Assist with the acquisition and set up of refrigeration equipment required for temporary holding facilities for human remains.
- Along with the Water and Sewer Department, identify appropriate interim measures such as rationing, expedient water treatment or construction of temporary water delivery systems.

- Support and monitor the disposal of disaster debris, landfill materials and similar items to preserve public health.
- Along with the Water and Sewer Department, inspect and evaluate water and wastewater treatment facilities to implement remedial actions to restore treatment capabilities.
- Along with the Water and Sewer Department, provide assessment and recommendations concerning potential health effects and remedial actions associated with water-borne pollutants.

**REGIONAL COORDINATING COMMITTEE (UVRPHN)**

- Coordinate the operation of any regional health incident.
- Establish points of dispensing for vaccines and medication.
- Manage resources and personnel.
- Maintain the regional public health plan.
- Assist with morgue facilities.
- Establish an Acute Care Site (ACS) if the hospital becomes overwhelmed.
- Request activation of the Medical Reserve Corp.
- Activate MACE.

**AREA HOSPITALS (DARTMOUTH-HITCHCOCK MEDICAL CENTER, ALICE PECK DAY, WHITE RIVER JUNCTION VA MEDICAL CENTER & SPEARE MEMORIAL HOSPITAL)**

- Provide expert medical care and advice.
- Coordinate with the Town of Canaan on Mass Casualty Incidents.
- Provide advice and participation in the Regional Coordinating Committee.
- Coordinate with other hospitals as necessary to receive patients.
- Coordinate on-site triage if necessary.
- Provide support for the ACS and Health Officer as necessary.

**AMERICAN RED CROSS**

- Provide mass care services.
- Provide shelter services.
- Assist with health surveillance activities in shelters.
- Provide disaster welfare inquiry information.
- Provide disaster mental health services at the shelter(s) and the EOC.

**EQUIPMENT INVENTORY LIST – ESF #8, HEALTH & MEDICAL SERVICES**

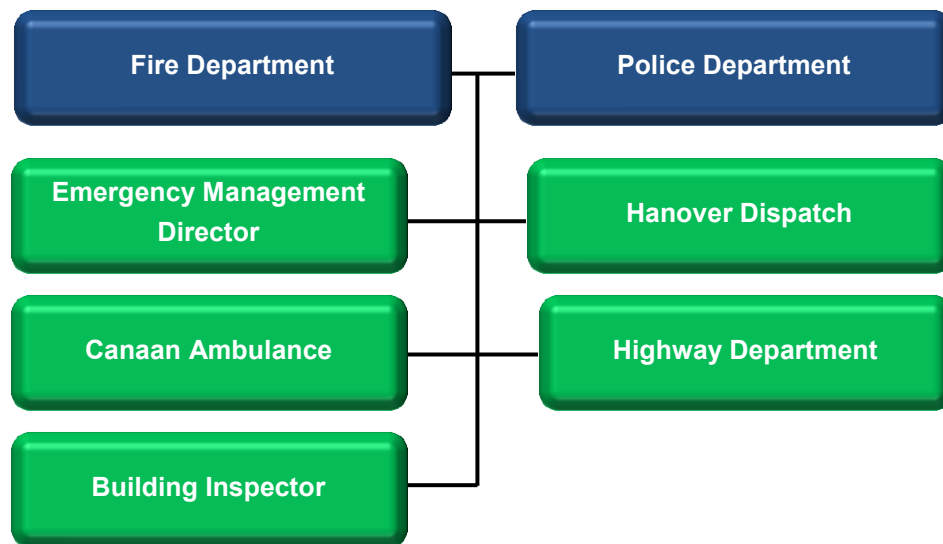
Resource (Equipment)	Model	Capacity	Location	Fuel	FEMA Cost Codes
Ambulance 1	2002 E450 4x4 Type III	8 total with 1 patient; 6 total with 2 patients	Canaan	Diesel	
Ambulance 2	1999 E450 2x4 Type III	8 total with 1 patient; 6 total with 2 patients	Canaan	Diesel	
Four-wheeler	Arctic Cat 300	1	Canaan	Gas	
Trailer	Utility trailer	2990 GVW	Canaan	N/A	

## ESF #9: SEARCH & RESCUE

### GENERAL DESCRIPTION AND AGENCIES

**ESF #9** 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.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

To provide assistance in all activities associated with search and rescue operations and to coordinate the integration of personnel and equipment resources.

#### SCOPE

This ESF addresses wilderness and urban search and rescue operations and includes search and rescue on the ground, from the air or in the water.

### SITUATION AND PLANNING ASSUMPTIONS

#### SITUATION

Canaan is a community with an abundance of forested, steep and wet terrain. Lost, confused, disoriented and injured people could find themselves in unfamiliar and unstable locations throughout the forested areas of the Town as a result of a many factors including a large scale separate emergency within the Community.

The topography (much over 1,000 feet above sea level), the climate of Canaan (which ranges from hot and humid summer conditions to winter blizzard conditions), the abundance of hiking, ATV and snowmobile trails, kayaking, rafting, a town-wide hazardous event and the influx of seasonal tourists who are unfamiliar with the area can all create situations in which persons may become lost, disoriented and/or injured. NH Fish and Game is state mandated as the lead on any search and rescue in the forests of New Hampshire.

### **PLANNING ASSUMPTIONS**

An emergency or disaster can occur in the Canaan at any time and in any place, although search and rescue would generally be initiated as a result of conditions within the forested areas unless directly related to a large-scale or hazardous event. Significant degrees of human suffering could result from being lost; injuries could be either the cause or the result of being lost or disoriented.

It assumed that any persons lost and in need of rescue would likely be impacted by weather conditions and could be difficult to reach because of the terrain and road system in Canaan.

Further assumptions include the following:

- People may be lost, injured, ill or killed while outdoors, requiring search and rescue activities.
- An emergency or disaster may cause buildings to collapse or leave people stranded due to rising water, thus threatening lives and requiring prompt search and rescue.
- Weather conditions such as temperature extremes, snow, rain and high wind may pose additional hazards for disaster victims and rescue personnel.
- Hikers may become lost or confused, particularly in inclement weather

### **CONCEPT OF OPERATIONS**

#### **GENERAL**

*ESF #9* 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 & Game is responsible for the search and rescue in inland waters, wilderness and forested areas per RSA 206:26; NH Fish & Game will take the lead upon arrival on the scene.

Urban Search and Rescue is the responsibility of the Canaan Fire Department. Additional assistance is available from the NH Division of Fire Standards and Training, the FEMA Urban Search and Rescue Team (deployed out of Beverly, MA and activated through the FEMA Regional Office in Boston, MA) and neighboring fire departments. These Urban Search and Rescue incidents include but are not limited to collapsed structures and other urban incidents.

Recovery of human remains will be performed in cooperation with the Office of the NH State Medical Examiner and the Grafton County Attorney's Office.

With the complexities of any search and the involvement of multiple agencies the utilization of the Incident Command System is required; in particular the utilization of a Unified Command Structure will facilitate more efficient operation.

**NOTIFICATION AND ACTIVATION**

The initial notification will normally be made by Hanover Dispatch. The Fire and Police Departments, acting as Co-Primary Agencies, will request that the EMD to activate this ESF and will notify the support agencies of the activation. Notification will also be made to NH Fish and Game if the situation warrants. Notification and activation of designated personnel and resources will be the responsibility of the responding agencies.

**EMERGENCY RESPONSE ACTIONS**

Fire Department SOGs and Police Department SOPs will be initiated to begin and to proceed with search and rescue. The necessary resources will be notified or staged as needed for the scope of the search, depending on the location and conditions on the ground. The Co-Primary Agencies will assign an *ESF #9* representative to report to the local EOC as soon as possible after notification of *ESF #9* activation to ensure that communication links are established with local or field command and control elements and other primary and support agencies.

**RECOVERY**

The Co-Primary Agencies will determine the coordination capabilities between local, state and federal officials to initiate recovery efforts and when it is determined that the search and rescue operation is complete or the emergency conditions have stabilized or are improving, the Co-Primary Agencies shall begin recovery actions. The Co-Primary Agencies will ensure that all health and safety issues are resolved and that all individuals are rescued (or located) and provided with proper medical attention prior to full demobilization.

**DEMOBILIZATION**

Upon declaration at the local EOC that the activities and services of *ESF #9* are no longer needed, the EMD will have all active *ESF #9* entities terminate their actions and activities via smooth turnover back to appropriate pre-incident status.

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**ROLES AND RESPONSIBILITIES****CO-PRIMARY AGENCIES****FIRE DEPARTMENT (CO-PRIMARY)****PRE-DISASTER**

- Make arrangements for responders to obtain building plans during emergencies.
- Identify sources of dogs that may be used for SAR (Search & Rescue) operations such as NE Canine Search & Rescue.
- Plan and execute training exercises for all SAR personnel on a regular basis.
- Assist with the recruitment and training of SAR volunteers.
- Prepare and execute mutual aid agreements for SAR support.
- Maintain all SAR equipment for readiness.
- Maintain a list of Search and Rescue (SAR) resources and specialized supplies including but not limited to:
  - o Search and Rescue Canine Units
  - o Heavy Equipment
  - o Specialized Search and Rescue Teams
  - o Off Road Vehicles
  - o Engineering Resources
  - o Aircraft
  - o Boats
  - o Mass Care Resources

**EMERGENCY RESPONSE**

- Determine and mobilize resources, personnel and equipment that will be needed for search and rescue.
- Advise NH Fish & Game of any wilderness or water search and rescue event.
- Coordinate and initiate all wildland and water search and rescue operations until responsibility is handed over to NH Fish & Game, who will determine the need to call upon other communities and the State to assist in search and rescue activities.
- Coordinate the provision of resources to local and state search and rescue operations.
- Coordinate with the Police Department to provide manpower, equipment and technical assistance for large-scale search and rescue efforts in the appropriate setting.
- Coordinate with *ESF #8, Health and Medical Services*, to ensure the proper health and safety of emergency responders and victims.
- Insure the structural integrity of buildings and/or structures involved with search and rescue operations in coordination with the Building Inspector and other departments and/or agencies as needed.
- Provide support for other public safety operations as needed.
- Coordinate with *ESF #1, Transportation* and *ESF #13, Law Enforcement & Security*, to determine transportation and traffic control requirements.



- Coordinate with *ESF #13, Law Enforcement & Security*, for security issues around the search site.
- Coordinate with *ESF #15, Volunteers & Donations* for voluntary assistance in search and rescue if needed.
- Report to the EOC as needed or designate alternative personnel to report to the EOC.
- Provide personal protective equipment for rescue personnel.
- Make requests through NH Fish & Game for the mobilization of support resources (i.e. Upper Valley Search & Rescue Team, Hartford Fire Department Swift Water Rescue Team).
- Perform or assist in decontamination and cleanup.
- Collect and maintain the following ESF status information and coordinate *with ESF #5, Information & Planning*, to insure inclusion in the situation report (SitRep).
  - Number of victim rescues attempted and completed
  - Status of rescue operations
  - Unmet needs
  - Allocated and requested search and rescue resources
  - Status of critical areas. (i.e. staging and rehab areas)
  - Major *ESF #9* issues/activities
  - Staffing and resource shortfalls
- Assess damage to SAR equipment and facilities if necessary.
- Evaluate incident for purpose of determining strength and weaknesses in response and ways of improving future effectiveness of all responders.

#### **POLICE DEPARTMENT (CO-PRIMARY AGENCY)**

- Assist and coordinate with Fire Department to conduct search and rescue operations.
- Provide for after-hours dispatching; issue warning information to other primary agencies.
- Determine initial and ongoing activities and damage assessment through established intelligence gathering procedures; provide this information to *ESF #5, Information & Planning*, for dissemination.
- Establish a perimeter and provide access control to SAR sites.
- Determine and mobilize resources, personnel and equipment that will be needed for search and rescue.
- Determine and control transportation and traffic control requirements.
- Provide investigative services in missing person's cases and/or criminal offenses.
- Coordinate with the Fire Department to provide manpower, equipment and technical assistance for large-scale search and rescue efforts in the appropriate setting.
- Maintain complete logs of actions taken, resource requirements and other activities.

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**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR**

- Support *ESF #9* by providing assistance as needed.
- Provide direction and control at the Emergency Operations Center.

**HIGHWAY DEPARTMENT**

- Support *ESF #9* by providing personnel, engineering, equipment and other resources to assist in search and rescue dependent upon location and ground conditions of the search area.
- Assist with traffic control and security of the search area as needed and available (barricades, etc.).

**BUILDING INSPECTOR**

- Insure the structural integrity of buildings and/or structures involved with search and rescue operations in coordination with the Fire Department and other departments and/or agencies as needed.

**CANAAN AMBULANCE**

- Report directly to the Primary Agencies for *ESF #9*.
- Support *ESF #9* by providing medical assistance and personnel as needed and in coordination with *ESF #8, Health & Medical Services*.
- Assess the medical capabilities on-hand and report these to the EMD.
- Assess level of victim injury and coordinate medical assistance with area healthcare facilities, if necessary.
- Ensure the triage, treatment and transport of victims is in accordance with established protocols.
- Make requests for medical assistance, equipment, supplies and manpower, as appropriate.
- Establish first aid stations, as necessary.

**HANOVER DISPATCH**

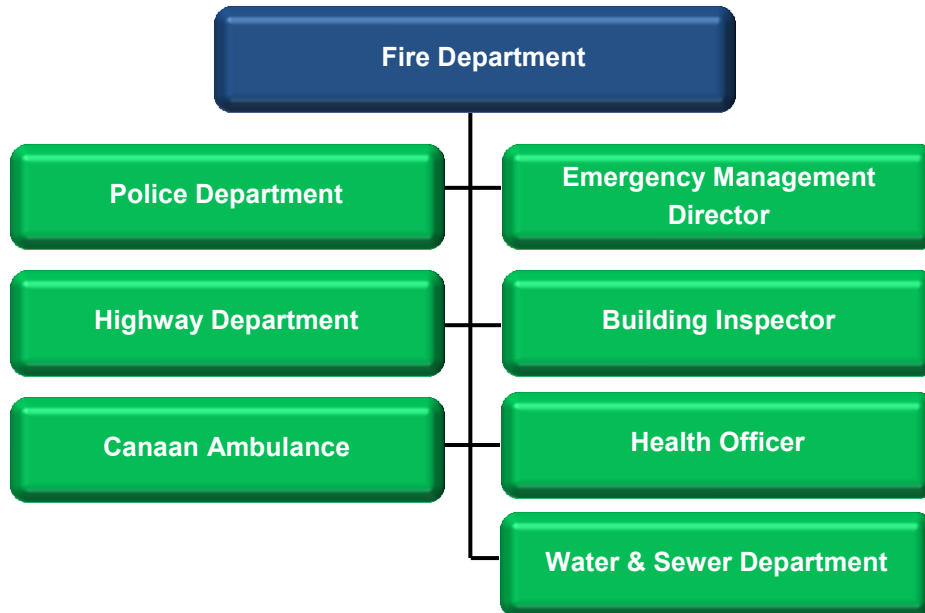
- Provide initial notification and ongoing communication to all responders.
- Receive alerts & notifications from various services.
- Dispatch emergency services for Fire, Police and EMS.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e. the Grafton County Communications Trailer and other mobile communications capabilities).

## ESF #10: HAZARDOUS MATERIALS

### GENERAL DESCRIPTION AND AGENCIES

**ESF #10** provides response, inspection, containment and cleanup of hazardous materials accidents or releases.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

*ESF #10* provides a coordinated local response and mitigation of the potential effects of a hazardous materials incident resulting from a natural, man-made, technological disaster or a terrorist incident. This ESF will use the term Hazardous Material (HazMat) in a broad sense to include explosive, flammable, combustible, corrosive, oxidizing, toxic, infectious, or radioactive materials that, when involved in an accident and released in sufficient quantities, put some portion of the general public in immediate danger from exposure, contact, inhalation, or ingestion.

#### 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 #10* 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. *ESF #10* will utilize established HazMat organizations, processes and procedures.

## SITUATION AND PLANNING ASSUMPTIONS

### SITUATION

The Town of Canaan may at some time experience a hazardous materials situation that would require emergency response, assessment, containment, cleanup and post-incident inspection. The following is the situation in Canaan:

- Hazardous materials are found throughout Canaan. These materials pose a threat at fixed facilities, in transportation and in storage. When accidental or intentional releases of hazardous materials occur, local emergency response must be prepared to respond to protect the public, emergency responders, the environment and property.
- Several businesses and institutions in Canaan (i.e. the Irving Gas Depot, the Canaan Transfer Station, Canaan Hardware, the Fairpoint Building and the AT&T Building) use and store hazardous materials in day to day operations.
- Minor spills resulting from motor vehicle accidents and other sources are handled routinely by the Canaan Fire Department.
- Federal law requires the use of the Incident Command System at all HazMat incidents.
- Although members of the Fire Department have received training in HazMat Response, the Fire Department can only guarantee a defensive response to a HazMat incident and decontamination for response personnel.

### PLANNING ASSUMPTIONS

The Town assumes the initial responsibility for the assessment and emergency response to a hazardous materials incident. The Town further assumes that life, property and the water supply could be threatened by a hazardous materials incident depending on the location of the hazard. Further broad assumptions include the following:

- Local, state, federal and private organizations will respond with equipment, resources and technical assistance upon request of the Town.
- Facilities involved in the use, storage and transportation of hazardous materials will cooperate with the Town in preparing for the response to HazMat releases.
- HazMat releases will occur on a periodic basis.
- Once local jurisdictions have exhausted all of their resources and an emergency declaration has been made, state and federal resources may be made available.
- Several HazMat incidents may occur simultaneously following a major disaster such as an earthquake.

## CONCEPT OF OPERATIONS

### GENERAL

Hazard materials incidents require specific guidelines and procedures to not only insure the safety of the public but also to insure the safety of emergency responders who are responsible for the cleanup. Standard HazMat Operating Procedures and Best Practices form the basis for response to a hazardous materials incident.

### NOTIFICATION AND ACTIVATION

Upon notification of an incident, the Fire Department will be requested to activate and coordinate *ESF #10* activities from the EOC. The Fire Department 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.

### EMERGENCY RESPONSE ACTIONS

Activities of *ESF #10* will commence upon report of a hazardous material incident. A Fire Department designee will locate at the local EOC as soon as possible after notification. The Fire Department designee will ensure that communications interoperability is established and maintained with local command and control, other ESF primary and support agencies, regional HazMat teams, state and federal counterparts and others as deemed necessary according to existing procedures. Depending on the circumstances, assistance may be requested of: NH Department of Safety, NH Department of Environmental Services, US EPA, US Coast Guard and private HazMat response companies.

Evacuation, sheltering, selective sheltering and shelter in place could also be part of the emergency response, depending on the situation. The appropriate ESFs will be activated if needed for sheltering and evacuation: *ESF #1, Transportation, ESF #6, Mass Care & Shelter and ESF #16, Animal Health & Sheltering*. In addition, decontamination and/or medical treatment may be necessary and implemented through *ESF #8, Health & Medical Services*.

### RECOVERY ACTIONS

Initiation of recovery operations will occur when feasibly possible and will follow prescribed HazMat response operation protocols. Recovery will begin when all HazMat releases are isolated, cleanup has begun and it is considered safe for citizens to re-enter peripheral areas.

Disposal of hazardous waste will generally be handled by a private waste contractor with the responsible party paying for mitigation and disposal.

### DEMOBILIZATION

Partial demobilization would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full demobilization would occur when all hazardous materials have been cleaned up to the extent that they no longer pose a threat to human, animal or environmental health, response equipment and personnel have been decontaminated, the damage has been assessed and operational elements of this ESF are no longer required.

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**ROLES AND RESPONSIBILITIES****PRIMARY AGENCY****FIRE DEPARTMENT****PRE DISASTER**

- Receive and maintain annual Tier II data reporting information on hazardous materials used and stored in Town.
- Train emergency personnel and provide protective equipment.
- Identify response resources for HazMat response and recovery.
- Meet periodically with facilities that use or store hazardous materials to ensure that they are stored properly.

**EMERGENCY RESPONSE**

- Control the event by isolating the incident and denying entrance and manage the HazMat Incident using ICS and the establishment of an Incident Command Post (ICP), until a time at which specialized teams arrive and assume joint command.
- Establish zones for controlling contamination (safe zone, hot zone, transition zone and clean zone).
- Contact the Midwestern NH Regional HazMat Response Team through mutual aid and additional outside resources as needed.
- Determine affected area and protective actions.
- Restrict access to affected areas.
- Assign personnel to report to the EOC.
- Ensure that response personnel have and wear appropriate personal protective equipment (PPE).
- In coordination with other departments, insure the structural integrity of buildings and/or structures involved in a hazardous materials incident.
- Coordinate with *ESF #1, Transportation and ESF #3, Public Works & Engineering*, during HazMat scenarios involving transportation incidents and for resources involving transportation, highway conditions and weather conditions involving highways.
- Coordinate with *ESF #7, Resource Support*, in the identification and acquisition of additional HazMat equipment and supplies to support local, regional and state response operations.
- Coordinate with *ESF #8, Health & Medical Services* to ensure the health and safety of the general public and response personnel.
- Perform or assist in decontamination and cleanup.
- Assess damage to equipment and facilities if necessary.
- Compile records of events and related costs.
- Collect and maintain the following ESF status information and coordinate with *ESF #5, Information & Planning*, to ensure inclusion into the Situation Report (SitRep).
  - Status of local and regional HazMat response activities (i.e., containment, cleanup and disposal)

- Status of evacuation or shelter-in-place orders and personal protective actions
- Staffing and resource capabilities and shortfalls
- Unmet needs (staff, equipment, etc.)
- Allocation of HazMat resources
- Status of operation facilities (i.e. staging areas, fixed/mobile command posts)
- Determine liability and recover costs from responsible private parties or the State and Federal Governments.
- Evaluate incident for purpose of determining strengths and weaknesses in response and ways of improving future effectiveness of all responders.

### SUPPORT AGENCIES

#### EMERGENCY MANAGEMENT DIRECTOR

- Support *ESF #10* by providing assistance as needed.
- Provide direction and control at the Emergency Operations Center.

#### POLICE DEPARTMENT

- Establish a perimeter and coordinate the provision of site security and access control during hazardous material operations.
- Control traffic around the incident site(s).
- Assist with the evacuation of affected areas if need.
- Assist with assessment, sampling and monitoring of teams, as needed.

#### HIGHWAY DEPARTMENT

- Provide heavy equipment and materials for spill containment.
- Provide or obtain engineering resources to support the situation
- Provide personnel as needed.
- Isolate storm drains in the release area to prevent water contamination in coordination with the Water Department.
- Take necessary precautions to prevent contamination of the public water supply and the waste water treatment facility in coordination with the Water & Sewer Department.

#### WATER & SEWER DEPARTMENT

- Provide engineering support.
- Provide personnel as needed.
- Isolate storm drains in the release area to prevent water contamination in coordination with the Highway Department.
- Take necessary precautions to prevent contamination of the public water supply and the waste water treatment facility in coordination with the Highway Department.

**HEALTH OFFICER**

- Provide and assist in the dissemination of public health personal protective actions as needed per *ESF # 14, Public Information*.
- Ensure sanitation measures and the safety of the public's food and water.

**BUILDING INSPECTOR**

- Insure the structural integrity of buildings and/or structures involved with a hazardous materials incident in coordination with the Fire Department and other departments.

**CANAAN AMBULANCE**

- Assist in the assessment and treatment of any individuals whose health may be affected by hazardous materials.
- Ensure the health and safety of volunteers, including health risk assessment, injury prevention and mental health services.
- Be prepared to triage and transport affected individuals as needed.
- Provide ambulance assistance in a Mass Casualty Incident.
- Coordinate regional mutual aid.
- Communicate with outside resources as requested.

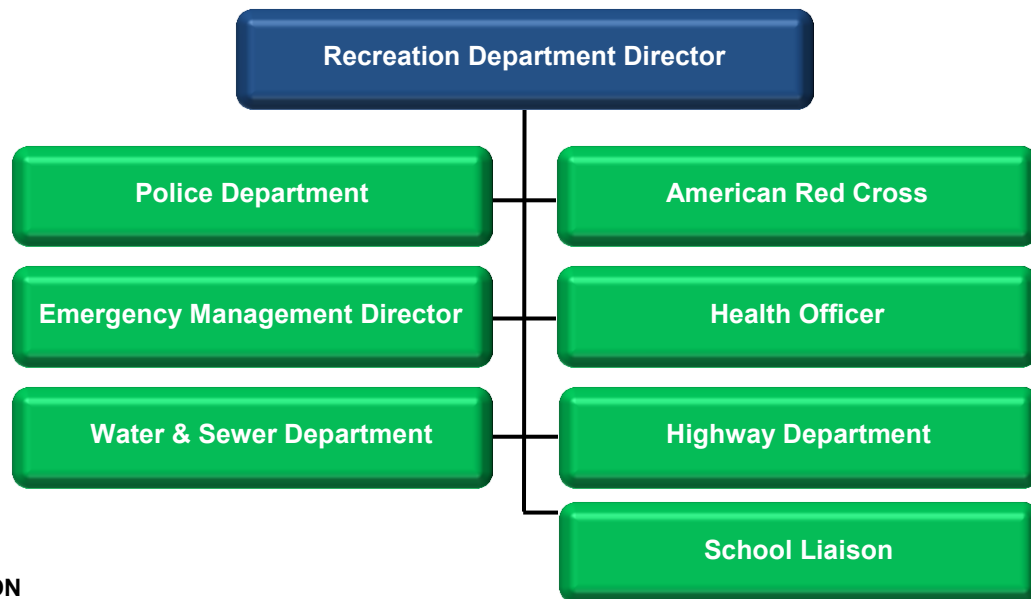


## ESF #11: FOOD & WATER

### GENERAL DESCRIPTION:

**ESF #11** identifies, secures, prepares and/or arranges for transportation of safe food and water supplies for mass feeding to affected areas following a disaster.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

The purpose of *ESF #11* is to identify, secure or prepare for distribution and arrange for transportation of safe food to affected areas in response to a disaster.

#### 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 the authorization of emergency food voucher assistance.

### SITUATION AND PLANNING ASSUMPTIONS

#### SITUATION

A major emergency requiring sheltering of citizens combined with a large number of emergency responders could quickly diminish the Town's abilities to provide potable water and food. No major grocery stores are located in the Community although several small grocery/convenience stores are located in Canaan. The nearest large grocery stores are located in Lebanon (18 miles) or Plymouth (20 miles). The potential always exists for severe winter weather to further hamper the Town's ability to access food and water. In addition, contamination of the water supply could further complicate efforts to secure potable water.

The following local entities regularly serve large quantities of food and may be able to assist in food preparation and distribution:

- Mascoma Area Senior Center
- Local churches
- Cardigan Mountain School
- The Mascoma Valley Regional School District Schools
- Chappy's Concessions
- The American Red Cross utilizing mobile feeding units

### **PLANNING ASSUMPTIONS**

The Town of Canaan assumes that there are many emergency situations that may directly produce severe consequences and could potentially impact the accessibility to adequate water and food for sheltered individuals, emergency responders and victims who are in need of medical attention. The Town further assumes that its ability to produce and deliver adequate water and food could be greatly hampered and outside assistance may be required. Other planning assumptions include the following:

- Affected populations will need a minimum of 1,800 calories and three gallons of liquid per person per day (Federal Response Plan).
- Food and bottled water may be available in homes, stores and bulk distribution centers in the area.
- In addition to substantial disruption to the commercial food supply and distribution network, a major disaster may destroy, partially or totally, food products stored in the affected area.
- An emergency/disaster may disrupt water supplies by damaging distribution systems or contaminating water supplies.
- Disruption of power and fuel may cause problems with the preparation and storage of food.

### **CONCEPT OF OPERATIONS**

#### **GENERAL**

This ESF will coordinate food and potable water supplies to designated sites and coordinate such activities through *ESF #6, Mass Care & Shelter*, with the American Red Cross (ARC) or other facility managers regarding special nutritional requirements, food safety and the issuance of disaster food stamps.

All requests for food, including types, amounts and destination locations, will be processed through *ESF #7, Resource Support*. Food distribution will be coordinated to mirror the existing food distribution system, including currently registered and licensed facilities and ARC shelters.

### **NOTIFICATION AND ACTIVATION**

Upon notification of an emergency or impending incident, the EMD would request activation of *ESF #11*. The Recreation Department Director 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.

### **EMERGENCY RESPONSE ACTIONS**

Activities of *ESF #11* will commence once impacted areas exceed feeding capabilities and have requested assistance. The Recreation Department Director, or a designee, will locate at the EOC as soon as possible after notifications have been made. The Recreation Department Director will ensure that communications interoperability is established and maintained with local command and control, other ESF primary agencies and support agencies, state and federal counterparts and others as deemed necessary according to existing procedures.

### **RECOVERY ACTIONS**

Initiation of recovery operations will occur when feasibly possible and will follow normal field operation protocols. Recovery will include the closing of mass feeding facilities and return to their original state.

### **DEMOBILIZATION**

Partial demobilization would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full demobilization would occur at the termination of the operations requirements and the return of facilities to their normal state.

## **ROLES AND RESPONSIBILITIES**

### **PRIMARY AGENCY**

#### **RECREATION DEPARTMENT DIRECTOR**

##### **PRE-DISASTER**

- Conduct public education campaigns to encourage citizens to compile emergency kits with 72 hours of food and water.
- Work with the American Red Cross to determine mass feeding locations.
- Develop agreements with other municipal water systems to provide water during a shortage.
- Identify private businesses capable of providing and transporting food and water.
- Train staff to set up and operate mass feeding facilities.
- Develop a system for maintaining records of resources requested and received.
- Make pre-disaster arrangements with local agencies providing community meals.
- Identify and schedule disaster response training for *ESF #11*.
- Inventory facilities capable of storing dried, chilled and frozen food.
- Catalog available resources of food, transportation, equipment, storage and distribution facilities.
- Maintain and update this ESF including the list of resources that may be available.

EMERGENCY RESPONSE

- Coordinate provision and distribution of food and potable water and the provision of transportation to distribute food stocks.
- Determine and resolve issues regarding resource shortages and bottlenecks.
- Coordinate feeding operations with the American Red Cross if available.
- Coordinate shipment of (USDA) food to staging areas within the disaster area.
- Initiate direct market procurement of critical food supplies not available from existing inventories.
- Coordinate with *ESF #13, Law Enforcement & Security*, to provide security to prevent theft or hoarding of food and water.
- Coordinate with the Health Officer to assess damage to food and potable water supplies, as necessary.
- Coordinate with *ESF #6, Mass Care & Shelter* and *ESF #15, Volunteers & Donations*, to determine the food needs of the affected population(s).
- Develop a course of action that will ensure timely distribution of food.
- Provide information to the public on the location of mass feeding facilities through the appointed Public Information Officer and *ESF #14, Public Information*.
- Coordinate food and potable water supplied to designated sites and coordinate such activities through *ESF #6, Mass Care & Shelter* with American Red Cross or other facility managers regarding special nutritional requirements, food safety and the issuance of disaster food vouchers.
- Collect and maintain the following ESF status information and coordinate with *ESF #5, Information & Planning*, to ensure inclusion into the Situation Report (SitRep):
  - Number of people and meals served
  - Number of food vouchers distributed to disaster victims
  - Status of feeding operations
  - Unmet needs (staff, equipment, etc.)
  - Staffing and resource capabilities and shortfalls
  - Dietary needs
  - Source of food
- Establish need for and effect replacement of, food products transferred from existing inventories.
- Maintain records of costs incurred during emergency response and determine if costs are eligible for reimbursement by the federal government, state government or other responsible parties.
- Close mass feeding facilities and return them to their original state.
- Evaluate response efforts and the effectiveness of public education on personal preparedness.

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**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR**

- Take command and control of the EOC as needed.
- Coordinate with the Town Administrator on disbursement of funds as needed.

**POLICE DEPARTMENT**

- Provide security to prevent the theft or hoarding of food and water.

**HIGHWAY DEPARTMENT**

- Assist with the provision of water to families with private wells.
- Assist with the acquisition of potable water from outside sources.
- Assist in transportation of food & water to designated shelters.

**HEALTH OFFICER (OR DESIGNEE)**

- Determine the availability of US Department of Agriculture (USDA) foods that are safe for human consumption.
- Witness the destruction of contaminated and embargoed foods.
- Assure all personnel involved in the preparation and distribution of food adhere to appropriate food safety regulations.
- Provide disease surveillance, as needed.
- Provide public notification of food recall and tampering per *ESF #14, Public Information*.
- In coordination with the State, inspect food for safety to include preparation, transportation and storage.
- Assist with the food requirements of the special needs populations.
- Provide health education in the areas of food preparation and storage.

**WATER & SEWER DEPARTMENT**

- Make repairs to damaged water supply systems within the Town's service area.
- Assist with the provision of water to families with private wells.
- Assist with the acquisition of potable water from outside sources.
- Assist in transportation of food & water to designated shelters.

**SCHOOL LIAISON**

- Assist with the distribution of food and water for the sheltered.
- Make available all on-hand food and water supplies.

**AMERICAN RED CROSS**

- Identify locations for mass feeding.
- Identify sources of food and water in advance of an emergency.
- Supply food and water to the Community as available and needed.

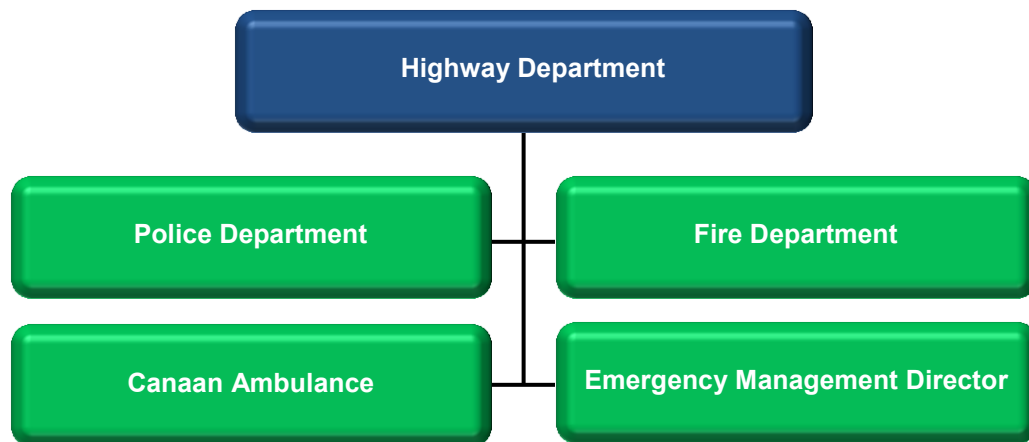
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## ESF #12: ENERGY

### GENERAL DESCRIPTION AND AGENCIES

**ESF #12** 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.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### 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.

#### SCOPE

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

### SITUATION AND PLANNING ASSUMPTIONS

#### SITUATION

A coordinated response of efforts to restore energy services in an emergency or disaster area is necessary to insure the safety and health of the general public. The restoration and continuation of energy services is also critically important for the effectiveness of the emergency response itself.

There are three utilities supplying electrical power to Canaan: Liberty Utilities, PSNH and New Hampshire Electric Coop. The Town of Canaan imports all its energy resources other than wood. Water and wastewater conveyance and treatment systems have standby power systems in case of a power outage.

### PLANNING ASSUMPTIONS

The Town of Canaan assumes that a significant hazard or disaster may occur at any time and depending on the incident, could result in extended power failure and a decrease in the availability of fuel and other energy sources. The Town also assumes that a collaborative effort by all Agencies and if needed, help from outside sources such as private companies, other communities and the State can help emergency responders, the general public and their properties remain safe at the time of a disaster.

Other planning assumptions:

- A severe natural disaster or other significant event can sever electrical power, constraining supply in impacted areas, or in areas with supply links to impacted areas and also affect firefighting, transportation, communication and other lifelines needed for public health and safety.
- There may be widespread and/or prolonged electric power failure.
- There may be hoarding of fuel in the event of a fuel shortage.
- A prolonged power outage during the winter months may require evacuation of residents.
- Energy emergencies may result in:
  - Impaired provision of services essential for health and safety
  - Reduced hours of operation of all sectors of the economy
  - Reduced travel and transportation of goods
- A long-term power outage will have secondary effects, such as fuel and food shortages. Perishable food storage will be limited to facilities with standby generators.
- A long-term fuel supply interruption may have a direct effect on municipal water and wastewater treatment and conveyance systems and a secondary effect on the provision of electric utilities.
- Electricity is produced using several types of fuel; a shortage of any one of the primary fuels could impact the availability of other fuels and also could affect the adequacy of the supply to electric customers in Canaan.
- Private water supplies will be affected during a power outage, as power is required to operate pumps.
- Hazardous conditions may delay energy system restoration.
- Transportation, media and telecommunications could be affected.
- In the event of a long-term power outage, it may necessary to provide transportation for residents who require power for home health care to go to health care facilities with backup power systems.



- A long-term power outage may require the disposal of food in stores, restaurants and homes. The Health Officer will work with the NH Department of Community and Public Health-Bureau of Food Protection, in determining the need to dispose of food in such a situation.

## CONCEPT OF OPERATIONS

### GENERAL

*ESF #12*, 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.

### NOTIFICATION AND ACTIVATION

Upon determination by the Emergency Management Director of an impending or actual incident posing a significant threat to the Town of Canaan, the EMD will request the Highway Department, as the Primary Agency to activate *ESF #12* from the EOC.

Upon activation, the Highway Department will implement existing operating procedures and support agency notification as outlined in existing protocols.

### EMERGENCY RESPONSE ACTIONS

When activating *ESF #12*, the Highway Department will receive and assess requests for energy assistance in affected areas and coordinate with *ESF #7, Resource Support*, to determine the energy needs for the response effort.

The electric utilities will assign emergency response/damage assessment teams to the impacted areas to determine possible affected areas, industries and resources needed for energy restoration.

### RECOVERY ACTIONS

Recovery actions will begin at the discretion of the Highway Department. Though two separate sequence frames, it is not expected that the recovery actions for this ESF will differ from the emergency response actions. Recover will begin when power is restored to major areas of the Town or the energy shortage has subsided.

### DEMOBILIZATION

Demobilization 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 demobilization.

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**ROLES AND RESPONSIBILITIES****PRIMARY AGENCY****HIGHWAY DEPARTMENT****PRE-DISASTER**

- Pre-identify critical public facilities requiring uninterrupted power or priority restoration during emergencies or disasters. Critical facilities in Canaan include:
  - The Emergency Operations Center (EOC)
  - Highway Garage
  - Public Safety Complex
  - Health care facilities
  - Water treatment and distribution facilities
  - Sewage pumping and treatment facilities
  - Buildings serving as public shelters or mass feeding facilities
  - Fueling facilities
- Maintain generators for emergency back up at key facilities.
- Develop advance agreements (MOUs) with utility providers to ensure that critical facilities have priority in restoration efforts.
- Develop advance agreements (MOUs) with local fuel suppliers.
- Develop protocol with utility providers to ensure information is shared during an emergency; identify a single point of contact at Liberty, PSNH and at NH Electric Coop.
- Maintain and keep an up to date a list of energy resources.
- Work with Liberty, PSNH and at NH Electric Coop to ensure rights of ways are maintained to minimize power disruptions.
- Assist the Planning Department in continued enforcement of regulations for undergrounding of utilities.
- Ensure an adequate supply of fuel for emergency response vehicles and equipment during a shortage.
- Develop energy conservation protocols requesting residents reduce power usage prior to potential shortages.
- Consider alternative energy sources.

**EMERGENCY RESPONSE**

- Assess fuel and electrical power damage, energy supply and demand and assist in identifying requirements for restoration.
- 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.
- Assist with transportation and debris removal and maintain roads to allow utilities to get to affected areas.

- Determine priorities for power restoration, resource requests and allocations, as needed.
- Determine the possible energy needs for emergency responders.
- Coordinate with *ESF #8, Health & Medical Services*, for the health and safety of response personnel.
- Coordinate regularly with utilities to determine utility status, customers and areas affected and to determine that response, repair and restoration actions are being undertaken.
- Perform damage assessment.
- Make recommendations to the Emergency Management Director regarding rationing or limiting the use of energy resources.
- Coordinate with *ESF# 1, Transportation*, for information regarding transport of critical energy supplies.
- Provide energy information, education and conservation guidance to the public in coordination with *ESF# 14, Public Information*.
- Collect and provide the following ESF status information and coordinate with *ESF #5, Information & Planning*, to ensure inclusion into the Situation Report (SitRep).
  - Status of energy systems
  - Status of Critical Facilities
  - Number of residents without energy
  - Unmet needs (staff, equipment, etc.)
  - Staffing and resource capabilities and shortfalls

## SUPPORT AGENCIES

### EMERGENCY MANAGEMENT DIRECTOR

- Provide public information on power outages, shelter locations and protective actions through *ESF #14, Public Information*.
- Make the decision and provide information on the need and priority of rationing energy resources based on recommendations from the Highway Department and other Departments.
- Public information and guidance will be provided on protective measures such as:
  - Proper operation and connection of standby generators
  - Shelter and mass care information
  - Dangers of downed power wires
  - Closed roads
  - Proper disposal of perishable goods
  - Estimated length of the outage or shortage
  - Rationing and conservation of fuel supplies
- Coordinate with the Town Administrator to authorize expenditures needed to procure resources.

**POLICE DEPARTMENT**

- Provide for traffic control near downed power lines.
- Provide traffic control at key intersections with traffic lights and major intersections.
- Provide security and enforce rationing at public fuel distribution locations.
- Provide security for areas without power, as staff availability allows.

**FIRE DEPARTMENT**

- Assist with traffic control and provide fire suppression around downed power lines.
- 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.

**CANAAN AMBULANCE**

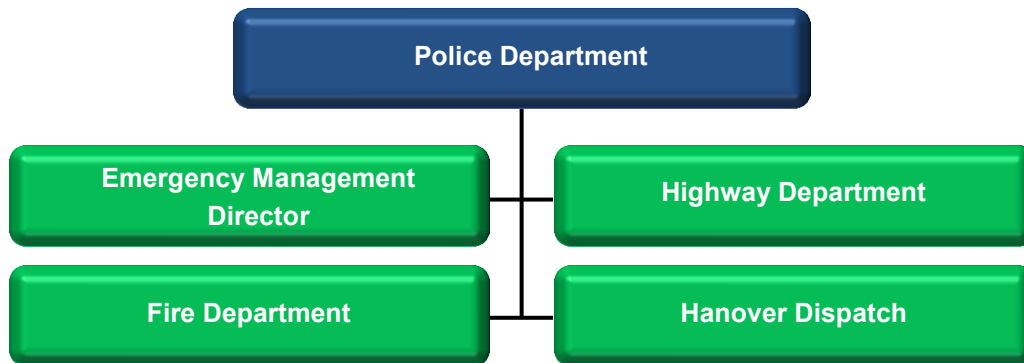
- Provide medical services as needed through *ESF #8, Health & Medical Services*.
- Maintain a list of those requiring power for home health care.
- Provide transport to medical facilities for people requiring power for home health care.

## ESF #13: LAW ENFORCEMENT & SECURITY

### GENERAL DESCRIPTION AND AGENCIES

**ESF #13** provides for the protection of life and property by enforcing laws, orders, ordinances and regulations, including the movement of persons from threatened or hazardous areas; provides for area security, traffic and access control.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

The purpose of *ESF #13* is to provide law enforcement and security through a coordinated emergency response effort.

#### SCOPE

The scope of *ESF #13* shall include police actions to minimize the adverse impact upon a disaster area; and in cooperation with local authorities, to assure the continuity of law enforcement. The aid from Law Enforcement may include manpower, equipment and/or technical expertise.

### SITUATION AND PLANNING ASSUMPTIONS

#### SITUATION

The Police Department consists of a full-time Chief, five full-time sworn officers and eight part-time sworn officers. The Police Chief serves as the operational and administrative head of the department. The Police Department is as well-equipped as any community of comparable size.

The Police Department has Standard Operating Procedures (SOPs) for normal operations in all areas of law enforcement. The Police Department may give mutual aid assistance to neighboring communities or receive assistance from those communities, the Grafton County Sheriff's Department and/or New Hampshire State Police. The Police Station has emergency back-up power.

In a major emergency the Police Department would need additional personnel and equipment to perform its assigned tasks. If mutual aid assistance is unavailable or severely limited due to the nature and size of the emergency, then expedient alternatives need to be developed.

### **PLANNING ASSUMPTIONS**

The Town of Canaan, in conjunction with the State, has primary responsibility for the protection of life and property by enforcing laws, orders and regulations. The Town assumes that law enforcement and security capabilities could be overwhelmed should a very significant emergency occur. Based on this assumption, the Town may need to request assistance from other communities and/or agencies to enforce laws, to regulate the movement of persons from threatened or hazardous areas, to provide security, to control traffic and to acquire control of the emergency situation.

It is further assumed that:

- Disasters and emergencies naturally bring out the curiosity of people in areas both affected and non-affected. The uncontrolled inward flow of unauthorized people is detrimental to the efficient handling of traffic flow in affected areas.
- The flow of emergency personnel and equipment into affected areas is often uncontrolled and may lead to bottlenecks and gridlocks.
- Following a disaster, individuals may enter into an area and engage in looting, armed robbery, arson and other criminal activity.
- Citizens in an affected area may feel that security is not adequate and so be reluctant to evacuate.
- Law enforcement priorities will be based on the life safety of emergency responders and the public, protection of critical infrastructure and facilities and arrest and detainment of law breakers.
- During a disaster, non-emergency calls for service may be deferred or delayed.
- Law enforcement support may be needed for the control of evacuation traffic.

### **CONCEPT OF OPERATIONS**

#### **GENERAL**

Law enforcement and security will be initiated at the lowest operational level by the Police Department. The NH State Police, the National Guard, the Grafton County Sheriff's Office and area Police Departments may be called upon to augment the Canaan police force.

The Canaan Police Department operates under the following authorities: Stafford Act (42 U.S.C. 5121); RSA 105: 13; RSA 48:11-a (extended police authority for in state mutual aid); RSA 105:13A (extended out of state police authority). For more information, see Chapter 9 of this Plan.

### **NOTIFICATION AND ACTIVATION**

Under normal conditions, the Police Department will function under regular standard operating procedures. The police officer working a shift at the time of an impending emergency will likely be the officer notified of an emergency through Hanover Dispatch. He/she will then contact the dispatcher requesting that off-duty personnel be notified, starting with the top of the command and working down through the list.

All responding police personnel will be advised to report to the police station and await assignment, unless instructed otherwise. The on-duty officer will continue to perform duties that he/she feels necessary until instruction is received from a ranking officer.

### **EMERGENCY RESPONSE ACTIONS**

Once *ESF #13* has been activated, the immediate emergency response actions include but are not limited to establishing necessary communications with field personnel, assessing the overall law enforcement needs and response capabilities and notifying the Support Agencies and the EMD.

### **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.

In the post-disaster recovery period, the Police Department will perform the following functions:

- Provide security for disaster-affected areas to prevent vandalism and looting
- Assist in clean-up operations
- Perform such other functions as requested by the EMD to alleviate suffering and return the citizens of Canaan as near to normal conditions as possible
- Perform traffic control for return of evacuees
- Provide access control for affected areas
- Report preparation and documentation of costs

### **DEMOBILIZATION**

Partial demobilization would occur based upon the extent of the current response and recovery actions, at the discretion of the EMD and as recommended by *ESF #13*. Demobilization of this ESF would occur when law enforcement and security needs return to being fully met by the affected primary jurisdictions and when activated resources (i.e., compacts, National Guard personnel, etc.) have been released to normal duty by the primary jurisdiction with concurrence of *ESF #13*.

**PRIMARY AGENCY****POLICE DEPARTMENT****PRE-DISASTER**

- Develop procedures for providing assistance to and requesting assistance from other law enforcement agencies during emergencies.
- Develop traffic control plans for special and regional events.
- Develop procedures for coordinating activities with the Highway Department during major emergencies to insure personnel know which routings are being utilized.
- Maintain an inventory of barricades, signs and other traffic control devices in coordination with the Highway and Fire Departments.
- Identify the special needs population.
- Inspect and maintain all equipment, vehicles and radios.
- Develop and maintain Standard Operating Procedures (SOPs) for emergency conditions.
- Obtain funding and pursue grants to provide the proper equipment for emergency response.

**EMERGENCY RESPONSE**

- Enforce all laws, orders, ordinances and regulations.
- Notify the EMD of the state of readiness and request outside assistance and additional personnel, if necessary
- Report to the EOC when directed by the EMD and coordinate law enforcement resource requests directly or through the EOC.
- Begin call-up off-duty police personnel and disburse personnel and equipment to strategic locations to augment law enforcement capabilities.
- Manage and coordinate the Community's law enforcement requirements in support of the incident/emergency.
- Develop a traffic control plan as necessary for the incident and establish manned- traffic control points with the Fire and the Highway Department.
- Coordinate the use of other police agency and other non-police agency personnel in traffic control operations during emergencies.
- In coordination with *ESF #3, Public Works & Engineering*, determine whether specific road blocks should be manned or barricaded.
- Request additional assistance and coordinate provision of manpower, equipment and/or technical expertise in cooperation with the County Sheriff's Department, the State Police and Special Operations Unit and Mutual Aid Departments to assure the continuity of law enforcement.
- Coordinate resources and provide support to state and federal agencies in response to terrorist incidents/attacks, as needed.
- Ensure that an Incident Action Plan is developed as appropriate and that it is coordinated with *ESF #5, Information & Planning*, for inclusion into the Situation Report (SitRep).



- Provide and issue appropriate identification for emergency services personnel, essential workers and vehicles and determine who is authorized to enter into areas affected by disasters.
- Provide security measures and crowd control in the affected areas as personnel become available, including but not limited to:
  - The immediate area of the incident
  - Pre-identified sensitive/target sites
  - Critical infrastructure and facilities and key resources
  - The Emergency Operations Center (EOC)
  - Damaged and/or evacuated areas
  - Shelter locations
- Assist in public warning and alerting procedures through *ESF #14, Public Information*.
- Investigate violations of state, federal and local laws and refer information to appropriate agencies for prosecution if necessary.
- Work with state, federal and other local agencies to prevent and investigate terrorism.

### **SUPPORT AGENCIES**

#### **EMERGENCY MANAGEMENT DIRECTOR**

- Take command of the EOC and provide operational support and resources, where appropriate.

#### **FIRE DEPARTMENT**

- Provide operational support and resources, where appropriate, in support of the management of *ESF #13*.
- Assist the Police Department with the establishment and manning of traffic control points.

#### **HIGHWAY DEPARTMENT**

- Assist in the provision of transportation resources to support area evacuations by providing road signage and barricades, as needed.
- Provide operational support and resources, where appropriate, in support of the management of *ESF #13*.
- Assist the Police Department with the establishment and manning of traffic control points.
- Provide the necessary equipment and manpower to keep roadways free of debris and/or dangerous materials.

**HANOVER DISPATCH**

- Provide initial notification and ongoing communication to all responders.
- Receive alerts & notifications from various services.
- Dispatch emergency services for Fire, Police and EMS.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e. the Grafton County Communications Trailer and other mobile communications capabilities).

**EQUIPMENT INVENTORY LIST – ESF #13, LAW ENFORCEMENT & SECURITY**

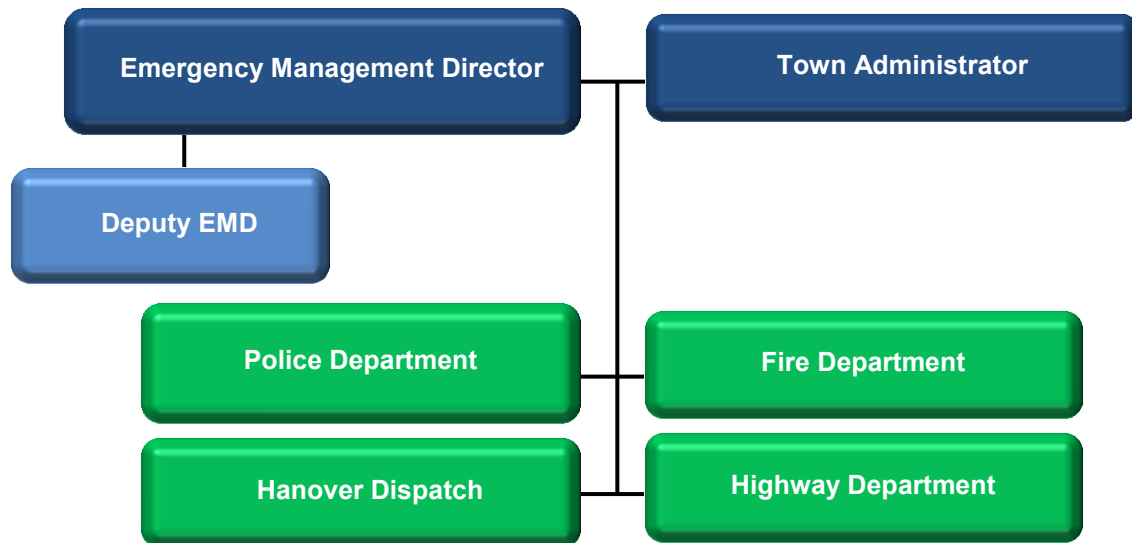
Resource (Equipment)	Model	Capacity	Location	Fuel	FEMA Cost Codes
Police Car	Ford Crown Vic	5	Canaan	Gas	
Police Car	Ford Crown Vic	5	Canaan	Gas	
Police Car	Ford Interceptor	5	Canaan	Gas	
Police Car	Ford Interceptor	5	Canaan	Gas	
Police Car	Ford Expedition	5	Canaan	Gas	

## ESF #14: PUBLIC INFORMATION

### GENERAL DESCRIPTION AND AGENCIES

**ESF #14** 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.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

The purpose of *ESF #14* is to establish uniform policies for the effective development, coordination and dissemination of information to the public in the event of a disaster. This 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.

#### SCOPE

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

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## SITUATION AND PLANNING ASSUMPTIONS

### **SITUATION**

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.

Accurate and expedited dissemination of information is critical, particularly when a terrorist incident has occurred. In the event of a terrorist attack, the public and the media must be provided with accurate and timely information on emergency operations. Establishing and maintaining an effective rumor control mechanism will help clarify emergency information for the public. Initial interaction with the media is likely to be implemented by a Public Information Officer (PIO), as directed by the Incident Commander (IC) in the field in coordination with the EMD.

A terrorist attack would quickly result in federal agencies, particularly the Federal Bureau of Investigation (FBI), which will join into a Unified Command of the incident. A Joint Information Center (JIC) composed of representatives from federal, state and local authorities will be established 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; ongoing communication of accurate and up-to-date information will help calm fears and limit collateral effects of the attack.

### **PLANNING ASSUMPTIONS**

The citizens of Canaan 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.

## CONCEPT OF OPERATIONS

### **GENERAL**

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

#### **LOCAL INFORMATION SUPPORT STRUCTURE:**

The Governor and Homeland Security & Emergency Management will provide the lead in issuing emergency information and instructions through the Emergency Alert System (EAS). However, authorized local officials can activate the local EAS for those emergencies that are local in scope.

#### **STATE INFORMATION SUPPORT STRUCTURE:**

The Department of Safety-Homeland Security & Emergency Management, 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. If a 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.

#### **NOTIFICATION AND ACTIVATION**

In response to an event that would require the activation of the local EOC, the Co-Primary Agencies, the Emergency Management Director and the Town Administrator, or an assigned Public Information Officer (PIO), would initiate notification to support agencies for this ESF.

*ESF #14* may be activated at the request of an appropriate agency when an emergency condition exists and requires the support of *ESF #14*. Deployment of personnel and resources will take place within the framework of the EOC direction and control decision-making process.

The following is a list of the means available to the State and the Community for transmitting and disseminating emergency public information messages:

#### **MEDIA AND OTHER METHODS OF NOTIFICATION:**

- Hanover Dispatch (in coordination with Grafton County CodeRED)
- School Alert System – Alert Now
- Television
  - WMUR-TV, Channel 9 (Manchester)
  - WNNE-TV, Channels 5 & 31 (White River Junctions, VT)
  - WCAX-TV, 3 (Burlington with satellite in White River Junction, VT)
  - NHP-TV, Channel 11 (Durham)
- Radio
  - WFRD, 99.3 FM (Hanover-Lebanon)
  - WSKX, 95.3 FM (Portsmouth)
  - WGXL, 92.3 (Hanover)
  - WSCA, 106.1 (Portsmouth)
  - WNTK, 99.7 (New London)
  - WTSL, 1400 AM (Hanover-Lebanon)
  - 100.5 KIXX, FM (Lebanon)
  - NPR, 91.3 (Hanover)
  - WHOM 94.9 FM (Mt. Washington, NH)

- Newspapers
  - Valley News (Lebanon)
  - Union Leader (Manchester)
- Rumor control
- Public information centers
- Media centers
- Mobile units with public address systems
- Ham radio operators
- Emergency hotlines
- Mass emails, “Canaan email blast”
- Mascoma Listserv
- The Community’s website & social media (PD, FD and Recreation Department on Facebook)

Most families have access to local area electronic and print media. In addition to these resources, back-up means can also be utilized including vehicle-mounted public address systems and door-to-door notifications.

### 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.

### **EMERGENCY RESPONSE ACTIONS**

Upon activation, the Co-Primary Agencies, the Emergency Management Director and Town Administrator, or an assigned Public Information Officer will implement existing operating procedures and support agency notifications as outlined in existing protocols.

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 limited number of media contact persons. Also a method of handling rumors should be established to avoid misinformation being spread.

Because of the possible impact on Canaan, local officials also need to be informed of events happening outside the Community.

### **RECOVERY**

Recovery will begin when the need for information relating to response operations has ceased. Depending on the emergency, both response and recovery information may be needed simultaneously, as response activities may continue in some areas, while recovery activities start in others.

## **DEMOBILIZATION**

Since the need for public information is ongoing through all phases of an emergency, this ESF will be one of the last to be deactivated. All emergency response must be completed; recovery should be well under way and the need for public information must be satisfied before this ESF is deactivated.

## **ROLES AND RESPONSIBILITIES**

### **CO-PRIMARY AGENCIES**

#### **EMERGENCY MANAGEMENT DIRECTOR & TOWN ADMINISTRATOR**

##### **PRE-DISASTER**

- Develop systems to enhance information dissemination during emergency situations.
- Conduct public education programs, develop and distribute educational materials.
- Prepare pre-scripted messages for providing warning and instructions for known hazards.
- Develop methods to alert the deaf, blind and non-English speaking population.
- Brief local media on local warning systems and coordinate procedures for transmitting emergency information to the media.
- Brief town staff on working with the media.
- Identify suitable facilities for a Joint Information Center (JIC) or Media Center.
- Maintain current list of media contacts.
- Recruit and train volunteers to staff a hot line if necessary.

##### **EMERGENCY RESPONSE**

- Gather and analyze all public information and instructions for release.
- Designate a Public Information Officer and provide information to him/her for news releases.
- Approve all communications that are to be disseminated to the public or the media.
- Respond to media and community requests for information.
- Arrange press conferences, interviews, media briefings and tours.
- Assign responsibilities to all personnel participating in public information activities.
- Coordinate with state, federal and private public information systems; establish Joint Information Center as needed.
- Authenticate sources of information and verify accuracy before issuing news releases.
- Take action to prevent the spread of unsubstantiated information.
- Open public information centers in strategic locations of the Town for inquiries by citizens.
- Provide subject matter experts for media interviews and press conferences, as requested and appropriate.
- Provide departmental public information and public education support, as requested, to the State EOC Public Information Officer during an emergency or disaster.
- Establish an emergency media center in the vicinity of the EOC, if necessary.
- Coordinate with *ESF #15* for additional personnel to staff hot lines, phone banks, make door-to-door notifications, etc.

- Conduct media monitoring to determine the need to clarify issues and distribute updated public instructions.
- Manage rumor control through creation of an emergency hotline.
- Provide public information relating to recovery process and programs.
- Assess effectiveness of public information and education programs
- Collect and maintain the following ESF status information and coordinate with *ESF #5, Information & Planning*, to ensure inclusion into the Situation Report (SitRep):
  - o Compile chronology of media releases issued
  - o Schedule of press conferences and releases
  - o Major *ESF #14* issues/activities and unmet needs
  - o Staffing and resource shortfalls

## SUPPORT AGENCIES

### DEPUTY EMD

- Work with the EMD to provide assistance when and wherever needed.
- Work with other ESF agencies as directed to assist in the protection of life and property.
- Offer relief assistance to the EMD when and if needed.

### POLICE DEPARTMENT

- Provide subject matter information and experts for media interviews and press conferences, as requested and appropriate.
- Provide departmental public information and public education support, as requested, to the EMD during an emergency or disaster.

### FIRE DEPARTMENT

- Provide subject matter information and experts for media interviews and press conferences, as requested and appropriate in coordination with the Primary Agency.
- Provide departmental public information and public education support, as requested, to the EMD during an emergency or disaster.

### HIGHWAY DEPARTMENT

- Assist with the staging of public announcements.
- Provide subject matter information and experts for media interviews and press conferences, as requested and appropriate.
- Provide departmental public information and public education support, as requested, to the EMD during an emergency or disaster.

### HANOVER DISPATCH

- Provide initial notification and ongoing communication to all responders.
- Receive alerts & notifications from various services.
- Dispatch emergency services for Fire, Police and EMS.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e. the Grafton County Communications Trailer and other mobile communications capabilities).

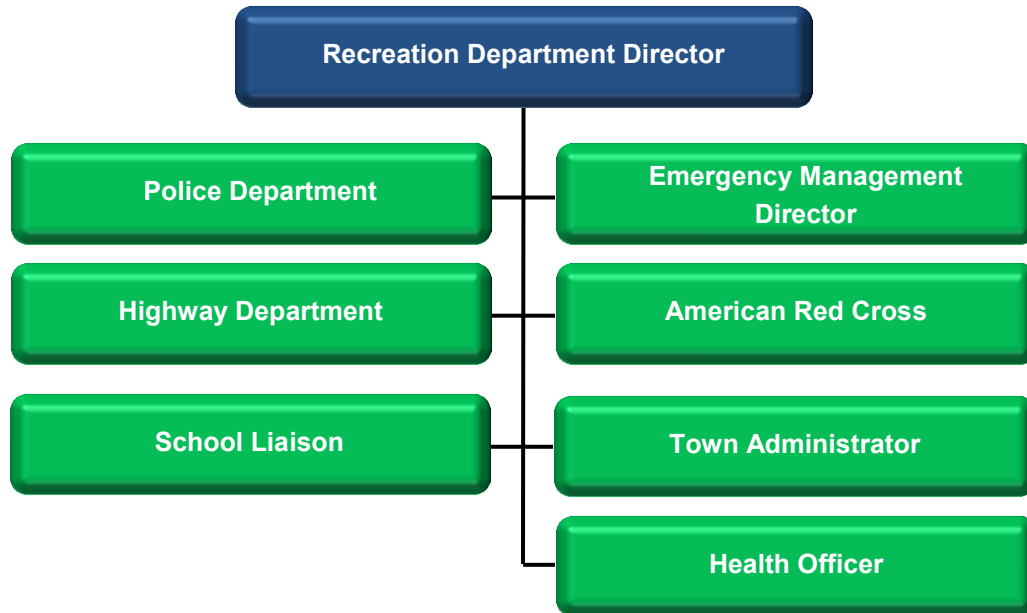


## ESF #15: VOLUNTEERS & DONATIONS

### GENERAL DESCRIPTION AND AGENCIES

**ESF #15** facilitates the delivery of donated goods and volunteer services to support response operations and relief efforts in a disaster.

### PRIMARY & SUPPORT AGENCIES AND ORGANIZATION



### INTRODUCTION

#### PURPOSE

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

#### SCOPE

*ESF #15* 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.

### SITUATION AND PLANNING ASSUMPTIONS

#### SITUATION

A situation that would activate *ESF #15* would be one in which many persons have either been displaced or their source of food, clothing and water were greatly diminished as a result of a hazardous event or emergency incident. In this case, appropriate volunteers and donations would be accepted by the Town on behalf of its disadvantaged citizens.

### **PLANNING ASSUMPTIONS**

This Plan assumes that clothing, food, water, blankets and other basic necessities could be diminished as could be the resources available to obtain more. It is assumed that volunteer organizations and/or individuals would assist in meeting the needs of the public.

Unsolicited shipments of donated goods and large numbers of unaffiliated volunteers may interfere and impede critical disaster response and recovery operations; therefore it is important that a coordinated effort takes place to manage volunteers and donations.

Extraordinary circumstances may require the acceptance of spontaneous volunteers. In addition some spontaneous volunteers may have special qualifications that may be needed during the emergency (i.e. doctor, welder, bus driver). Volunteers with special qualifications will be taken on a case by case basis.

Spontaneous volunteers are those who volunteer during an emergency and are not affiliated with the Town or a voluntary organization. While the intentions of spontaneous volunteers are good, they may pose a liability risk to the Town. Spontaneous volunteers not needed by the Town will be registered in the event they are needed at a later time during the emergency.

## **CONCEPT OF OPERATIONS**

### **GENERAL**

To the extent possible, the Town of Canaan will not operate a system to collect, process and distribute donations to disaster victims. Such a system is best operated by community-based organizations that have successfully handled donations in the past (VOADs, Volunteer NH, the Lion's Club and CERT Programs). Town assistance will be provided in areas such as: traffic control, security and help in identifying facilities to receive, sort and distribute donated goods. Large numbers of donations may be sent directly to the Town itself. The Town will coordinate donation management efforts with volunteer organizations and local agencies.

*ESF #15* will manage and coordinate the provision of donated resources to meet 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.

### **NOTIFICATION AND ACTIVATION**

Upon determination of an impending or actual incident requiring the use of volunteers or donations, the EMD will request that the Recreation Department Director implement *ESF #15* from the EOC. *ESF #15* may be activated at the request of an appropriate official when an emergency condition exists and requires the support of *ESF #15*. Upon activation the *ESF #15* representatives will implement existing operating procedures and support agency notifications.

### **EMERGENCY RESPONSE ACTIONS**

The Recreation Department Director, or his/her designee, will report to the EOC to be briefed by the EMD upon activation of *ESF #15*. The Recreation Department Director as the Primary Agency will

establish operations as soon as possible after the notification and activation of *ESF #15* to update support agency staff and monitor activities. Canaan Hall has been designated as the Volunteer Center and will be utilized unless otherwise compromised.

The Recreation Department Director will determine volunteer and donation needs and available resources and maintain complete logs of actions taken, reports and volunteer and donation resource needs and capabilities in cooperation with *ESF #5, Information & Planning* and *ESF #7, Resource Support*. Coordination with *ESF #7, Resource Support*, may also be necessary to establish warehousing and other requirements and with *ESF #13, Law Enforcement & Security*, to provide for security and safety requirements

### **RECOVERY ACTIONS**

Recovery will begin when the need for volunteers and donated goods has shifted to recovery operations. Depending on the emergency, both response and recovery resources may be needed simultaneously, as response activities may continue in some areas, while recovery activities start in others.

### **DEMOBILIZATION**

This ESF may be deactivated when response activities have ceased, recovery operations are well under way, the need for donated resources related to the emergency have been satisfied and all volunteers have been released. In addition all donations and volunteer hours must have been documented and excess donations have been disposed of.

## **ROLES AND RESPONSIBILITIES**

### **PRIMARY AGENCY**

#### **RECREATION DEPARTMENT DIRECTOR**

##### **PRE-DISASTER**

- Recruit and train volunteers for emergency operations.
- Identify and coordinate with volunteer agencies such as Volunteer New Hampshire, VOAD groups, American Red Cross, CERT Programs, Lions Clubs and the Public School Volunteer program to assist with volunteers and donations.
- Identify possible sites for resource staging areas, distribution centers and a volunteer center.
- Pre-determine method of receiving cash donations and banking procedures that would need to be followed.

##### **EMERGENCY RESPONSE**

- Notify all *ESF #15* support agencies upon activation.
- Determine the need for volunteers including spontaneous volunteers and how they will be used with the assistance of state and local volunteer service groups.
- Determine donation needs and available resources.

- Establish receipt and distribution locations by identifying resource staging areas.
- Report, or send a designee, to the EOC to, to help meet unmet needs of other response agencies through donated goods and services or the use of volunteers. per *ESF#7, Resource Support*
- Establish and supervise a volunteer center.
- Screen, credential and pre-register volunteers according to Town policies; establish and maintain forms for registration of volunteers; gather information to include:
  - Expertise
  - Qualifications
  - Interests
  - Availability
- Brief volunteers on the following:
  - Program mission and disaster responsibility
  - Procedures for time keeping, daily sign-in/out
  - Work schedule and chain of command
  - Safety issues, evacuation procedures, handling of injuries
  - How to respond to media contacts
- Prepare the necessary signage to indicate routes to donations centers and/or staging areas.
- Coordinate with local jurisdictions and volunteer agencies/organizations to identify unmet disaster needs if local resources are inadequate.
- Provide organizational donation phone numbers to the donations phone bank for reference.
- Coordinate with *ESF #14, Public Information*, for the dissemination of information to the public regarding disaster needs.
- Coordinate with *ESF #7, Resource Support*, if necessary to establish warehousing and other requirements.
- Provide and keep copies of receipts for all donations.
- Coordinate with *ESF #1, Transportation*, for the following:
  - Provision of additional transportation resources in support of *ESF #15*
  - Identification or creation of alternate access routes to affected areas, as needed.
- Review and evaluate process and activities of *ESF #15*; hold a post disaster review session with Support Agencies.
- Collect and maintain the following ESF status information and coordinate with *ESF #5, Information & Planning*, to ensure inclusion into the Situation Report (SitRep):
  - Number of volunteers, registered, referred and/or deployed
  - Type, value and amount of goods and services donated
  - Staffing and resource shortfalls
  - Supply and contract costs
  - Major *ESF #15* issues/activities
  - Unmet needs of disaster victims

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**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR**

- Assume command and control at the EOC.
- Notify the Primary Agency regarding needed resources to support other ESFs.
- Provide information through the media on unmet needs and the location of donation and volunteer centers, per *ESF #14, Public Information*.
- Provide information on the procedures for the donation of goods, per *ESF #14, Public Information*.

**POLICE DEPARTMENT**

- Provide security to donation centers or staging areas, as needed and available.

**HIGHWAY DEPARTMENT**

- Assist in the provision of transportation of donated goods.
- Identify location(s) for donated items along with the EMD and the Primary Agency.

**AMERICAN RED CROSS**

- Assist in the collection of donations.
- Provide volunteers, supplies and services.
- Provide organizational donation contact information for reference.
- Coordinate with other jurisdictions and agencies to provide additional assistance .

**SCHOOL LIAISON**

- Provide potential space for storage of donations.
- Provide potential space for "just in time" training of volunteers.
- Assist in the collection of donations.

**HEALTH OFFICER**

- Assist with the appropriate storage of donated foods to insure quality.
- Assist in the collection of donations.

**TOWN ADMINISTRATOR**

- Establish a donations account for receiving monetary donations.
- Determine, in conjunction with the Town Attorney, the procedures for preparing for and handling liability issues involving volunteers that are assisting the Town.
- Establish specific wording for the "*Pay to the Order of:*" line for all checks and other securities so that appropriate information can be provided to potential donors.

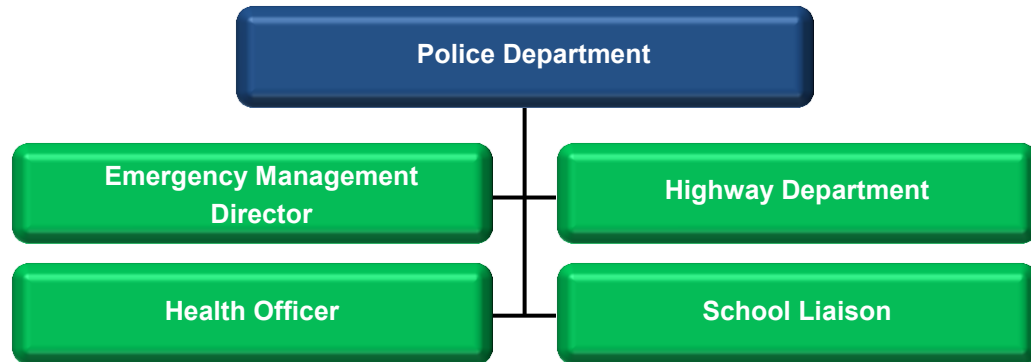
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**ESF #16: ANIMAL HEALTH & SHELTERING**

**GENERAL DESCRIPTION AND AGENCIES**

**ESF #16** provides for a coordinated response in the management and containment of any communicable disease resulting in an animal health emergency and the sheltering of pets.

**PRIMARY & SUPPORT AGENCIES AND ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

To provide a coordinated response in the management and containment of any communicable disease resulting in an animal health emergency affecting the health, welfare and safety of New Hampshire’s livestock, residents and visitors, as well as responding to pet and farm animal care needs before, during and after a significant natural disaster or man-made event.

The purpose of *ESF #16* is to 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:

- 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.
- 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 livestock and citizens.

## SCOPE

*ESF #16* provides the framework for managing and coordinating the activities and resources required to affect the rapid containment of any reportable and/or communicable disease that poses a significant threat to the health and welfare of animals and people. This will include pets (domestic) and livestock. This Emergency Support Function will also provide for the overall management, coordination and prioritization of statewide resources that support pet and farm animal needs in the event of an emergency or disaster. This ESF does not address animal rescue, wildlife or exotic animals, only matters of shelter, health care and transportation.

## SITUATION AND PLANNING ASSUMPTIONS

### SITUATION

The Police Department, with support from the Upper Valley Humane Society, has primary responsibility for the health and well-being of Canaan's animal population. Also, the Police Department has the responsibility, along with the State Veterinarian, of insuring that the citizens of Canaan are protected from any communicable disease that may be spread by animal populations and that could pose a threat to humans.

### PLANNING ASSUMPTIONS

The planning assumption for *ESF #16* is that in a wide-spread disaster, the domestic animal populations could be subject to hunger, illness, lack of water and displacement from their usual environments. These circumstances could lead to poor animal health and disease and could then become a threat to local agriculture and the human population.

## CONCEPT OF OPERATIONS

### GENERAL

*ESF #16* will manage and coordinate all activities/operations involved in animal health emergencies. The State, as requested, will assist when the needs of the local jurisdiction extend beyond its capabilities. This ESF will also provide operational guidelines for the care and support of animals in the event of a disaster.

Emphasis should be placed on having prior arrangements for evacuation, including routes and host sites. Residents with animals need to enact their own personal animal disaster plan in advance. The Police Department may assist in developing such a program.

All persons participating in the collection and supervising care of animals during an emergency will be credentialed and identified as competent by the Police Department.

American Red Cross operated shelters do not take animals; service animals are allowed. Transportation to and from the animal shelter for either pets or their owners is not provided by American Red Cross. Through *ESF #14, Public Information*, the public will be notified of the designated animal shelter(s) and what should be brought to the shelter to accommodate the needs of the pet.



### **NOTIFICATION AND ACTIVATION**

Upon notification the Police Department will notify the EMD and supporting agencies of an impending or actual animal/human health emergency posing a significant threat to Canaan's agricultural health and safety. The EMD will request agency representatives to activate *ESF #16* operations. Upon activation, the Police Department will implement 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.

### **EMERGENCY RESPONSE ACTIONS**

When this Emergency Support Function is activated, the Police Department, as the Primary Agency, will report to the EOC and provide an assessment outlining the urgency of the situation and the staff and equipment needs. The Police Department will establish operations at the EOC as soon as possible after the notification and activation of *ESF #16*.

### **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. Those requirements will include personnel and resources necessary for sentinel surveillance and monitoring for an extended period time, when necessary.

### **DEMOBILIZATION**

Partial demobilization of *ESF #16* would occur based upon the extent of the current response and recovery actions and at the discretion of the EMD. Full demobilization would occur at the termination of the operational elements of *ESF #16*.

## **RESPONSIBILITIES**

### **PRIMARY AGENCY**

#### **POLICE DEPARTMENT**

##### **PRE-DISASTER**

- Coordinate in advance with local kennels and/or agencies on the use of facilities for pet sheltering.
- Maintain lists of volunteers, skills, vehicles and equipment.
- Coordinate with *ESF #14, Public Information*, for the development of public information with pre-scripted messages about animal sheltering needs.
- Identify a network of animal response teams in other communities; establish mutual aid agreements.
- Organize resources (i.e. crates, forms, locations for food donations).

**EMERGENCY RESPONSE**

- Notify the EMD of animal shelter and sites that are being utilized.
- Determine pet shelter needs and facility capabilities.
- Determine response needs and available resources.
- Coordinate with *ESF #14, Public Information*, for the release of public information regarding animal health issues.
- Define incident level and activate appropriate team members.
- Coordinate with *ESF #2, Communications & Alerting* to establish and maintain communications with field operations, as necessary.
- Coordinate with *ESF #3, Public Works & Engineering* to assist in the disposal of animal carcasses and site remediation and to identify means of transportation for large and small animals.
- Coordinate shelter operations for large and small animals including pets and livestock.
- Perform on-site evaluation(s) by conducting shelter inspections to ensure the health, safety and well-being of animals in coordination with the State Veterinarian.
- Provide traffic control operations and enforce quarantine areas, as requested and available.
- Recommend to EMD whether Mutual Aid or State assistance is needed.
- Collect and maintain the following ESF status information and coordinate with *ESF #5, Information & Planning*, to ensure inclusion into the Situation Report (SitRep):
  - Status of quarantine areas, containment and disposal efforts
  - Statistical Information such as:
    - Number of animals culled/destroyed (domestic)
    - Number of infected farms/operations
    - Collateral impacts (e.g., crops)
  - Status of Commissioner's Declaration, Department of Agriculture
  - Allocated resources and unmet needs
  - Staffing and resource shortfalls
  - Number of animals sheltered, treated, rescued and identified

**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR**

- Establish operations at the EOC as necessary, to assist in the implementation of *ESF #16*.
- Coordinate resources and provide support and agency representatives to state and federal agencies, as required.

**HIGHWAY DEPARTMENT**

- Identify burial sites for animals on town or private land.
- Assist with the disposal of large animal carcasses to disposal sites and/or assist in actual disposal operations.
- Provide heavy equipment and personnel for the implementation of this ESF.

**HEALTH OFFICER**

- Coordinate triage and assume authority for all decisions regarding additional medical assistance and mutual aid.
- Coordinate with *ESF #8, Health & Medical Services* 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 the State Veterinarian at the Department of Agriculture if the emergency involves a foreign animal disease outbreak.
- Coordinate with the Commissioner of Agriculture if the emergency involves a foreign animal disease outbreak.
- Coordinate agriculture and animal health resources, as needed, to support local emergency operations.
- Assist the State Veterinarian with quarantine or restrict animal movement, when necessary, for disease control and observation.
- Assist with the disposal of pet or wild animal carcasses.

**SCHOOL LIAISON**

- Provide pet shelter if possible and per MOU with the Town.

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## CHAPTER 3 – HAZARD ANALYSIS & ASSESSMENT

### Table of Contents

INTRODUCTION .....	151
<i>Purpose</i> .....	151
<i>Scope</i> .....	151
<i>Situation</i> .....	151
HAZARD IDENTIFICATION & VULNERABILITY TABLE .....	152
CRITICAL INFRASTRUCTURE & KEY RESOURCES (CIKR) .....	153
<i>Canaan Public Safety Complex – EOC, Fire, Police &amp; Ambulance</i> .....	154
<i>Highway Garage</i> .....	154
<i>Canaan Town Hall – Continuity of Government, Town Records &amp; Possible Secondary EOC</i> .....	154
<i>Mascoma valley regional high school – Primary Shelter</i> .....	154
<i>Other Potential Shelters</i> .....	154
<i>Additional Critical Infrastructure</i> .....	155
CRITICAL INFRASTRUCTURE VULNERABILITY TABLE .....	155
CRITICAL INFRASTRUCTURE MAP AND EVACUATION ROUTES .....	157

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## **INTRODUCTION**

### **PURPOSE**

This Hazard Analysis and Assessment is the basis for both mitigation efforts and emergency operations. Comprehensive hazard analysis merits its own document-length discussion. Consequently, the Canaan Hazard Mitigation Plan (2011), located at the Town Office, should be consulted for 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 in harm's way or needed at the time of an emergency. For purposes of emergency operations planning, basic considerations of this chapter include the following:

- Hazard Identification
- Hazard Vulnerability Table
- Critical Infrastructure Identification
- Critical Infrastructure Vulnerability Table
- Evacuation Routes Mapping

### **SCOPE**

This document applies to all natural and human-caused hazards in Canaan that require response and recovery actions under the EOP. The Canaan Hazard Mitigation Plan of 2011 and/or any subsequent hazard mitigation plan update, as a stand-alone document, is considered an Annex to this EOP.

### **SITUATION**

#### **GOVERNMENT**

The Town of Canaan is governed by a three member Board of Selectmen. The Town also employs a full-time Town Administrator who oversees day to day operations.

#### **POPULATION**

The Community has a stable population of 3,909 residents according to the 2010 Census; the population density is 73.4 persons per square mile.<sup>2</sup> The 2010 Census revealed an increase (+589) over population numbers for 2000.

#### **TRANSPORTATION**

Canaan is traversed mostly by small local and private roads. US Route 4 and State Route 118 run along the south-west corner of Canaan and approximately 17 miles away Interstate 89 can be reached via Exit 17.

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<sup>2</sup> Economic & Labor Market Information Bureau, NH Employment Security, 2013. Community Response Received 6/18/12

**EMPLOYMENT<sup>3</sup>**

Largest Employers*	Product and/or Service
Mascoma Valley Regional School District (117 employees)	Education
Cardigan School (50 employees)	Private School
Barker Steel (40 employees)	Steel Fabrication
Town of Canaan (20 employees)	Municipal Services
Mitchell Paddles, Inc. (5 employees)	Canoe Paddles

**EDUCATION & CHILDCARE FACILITIES<sup>4</sup>**

Schools & Universities	Type of Facility	Grades	Enrollment
Canaan Elementary School	Public	PK-4	279
Indian River School	Public	5-8	391
Mascoma Valley Regional High School	Public	9-12	397
Cardigan Mountain School	Private	6-9	200
Licensed Child Care Facilities	5 facilities; capacity 143		
Dartmouth College (Hanover)	Private Ivy League liberal arts college		
Colby-Sawyer College (New London)	Private four year liberal arts college		
River Valley Technical College (Claremont)	State two year technical community college		

**HAZARD IDENTIFICATION & VULNERABILITY TABLE**

The Town of Canaan completed a comprehensive Hazard Mitigation Plan in 2011 and it was approved by FEMA. The scope of this Plan includes the identification of natural and human-caused hazards affecting the Town, as identified by the Hazard Mitigation Planning Team in 2011.

The most significant hazards in the Town of Canaan, as determined by the hazard mitigation planning team using the Assessment of Vulnerability Table and the Risk Assessment Table are tornadoes & downbursts, flooding (natural) and thunderstorm/lightning/hail. Sixteen hazards were identified during the 2011 Hazard Mitigation process; any of these hazards, if accompanied by power failure, could present a significant hazard in Canaan.

The table below analyzes each hazard according to three factors: the “Human Impact”, the “Property Impact” and the “Economic Impact”. The vulnerability assessment was based on a scale of 1-3, with 1 indicating “limited damage and cost”, 2 indicating “moderate damage and cost” and 3 indicating “high damage and cost”. The vulnerability scores were then calculated by averaging the three columns. Once this was complete, the hazards were analyzed based on the probability to arrive at the final Risk Rating (following page).<sup>5</sup>

<sup>3</sup>Economic & Labor Market Information Bureau, NH Employment Security, 2013, Community Response Received 6/15/12

<sup>4</sup>Ibid

<sup>5</sup> 2011 Canaan Hazard Mitigation Plan; charts provided by Upper Valley Regional Planning Commission



The color coding for the hazards below for the specific analysis done for this Emergency Operations Plan and for Chapter 4 is as follows:

- “Green”** ..... Were grouped together as “Severe Natural Events” for the purpose of this EOP risk analysis and for further discussion in Chapter 4 as it was felt that emergency response actions for each would be similar.
- “Blue”** ..... Were analyzed independent of one another (with the exception of HazMat (Fixed) and HazMat (Transport) which were analyzed together) as it was felt that emergency response action for each would be different.
- “Red”** ..... Not considered for the specific analysis done for this Emergency Operations Plan as it was determined that the need to activate an Emergency Operations Center for events of this kind would be very unlikely.

Assessment of Vulnerability Table						
Scoring	A	B	C	D	E	F
1 = Limited damage & cost 2 = Moderate amount of damage & cost 3 = high damage & cost	Human Impact	Property Impact	Economic Impact	Likelihood of this occurring within 25 years	Average of Human, Property & Business Impact	Risk Rating
<b>Hazards</b>	Probability of death or injury	Physical losses and damages	Cottage businesses & agriculture	Probability	Severity A+B+C/3	Risk Severity x Probability D X E
<b>Tornado &amp; Downburst</b>	3	3	3	3.00	3.0	9.0
<b>Flooding possible natural</b>	2	3	2	3.00	2.3	7.0
<b>Thunderstorm/Lightning/Hail</b>	2	2	2	3.00	2.0	6.0
<b>Severe Winter/Ice Storms</b>	2	2	2	3.00	2.0	6.0
<b>HazMat Spills</b>	3	2	2	2.00	2.3	4.7
<b>Erosion</b>	1	2	1	3.00	1.3	4.0
<b>Extreme Heat</b>	2	1	1	3.00	1.3	4.0
<b>Drought</b>	2	2	2	2.00	2.0	4.0
<b>Wildfire</b>	2	2	2	2.00	2.0	4.0
<b>Natural Contaminants</b>	2	1	1	3.00	1.3	4.0
<b>Dam Failure</b>	3	3	3	1.00	3.0	3.0
<b>Hurricane</b>	3	3	3	1.00	3.0	3.0
<b>Earthquake</b>	3	3	3	1.00	3.0	3.0
<b>Terrorism</b>	3	3	3	1.00	3.0	3.0
<b>Urban Fire</b>	2	3	3	1.00	2.7	2.7
<b>Landslide</b>	1	1	1	1.00	1.0	1.0

### CRITICAL INFRASTRUCTURE & KEY RESOURCES (CIKR)

The CIKR below represent the Emergency Response Facilities (EFRs) that were identified during the 2011 mitigation planning process and were determined to be the most critical facilities for this

Emergency Operations Plan.<sup>6</sup> For all other Critical Infrastructure and Key Resources please refer to the 2011 Canaan Hazard Mitigation Plan.

### **CANAAN PUBLIC SAFETY COMPLEX – EOC, FIRE, POLICE & AMBULANCE**

The Canaan Public Safety Complex has a dedicated EOC space as part of the Canaan Police Station. The Public Safety Complex houses Canaan Police, Fire and Ambulance and is well-equipped to respond to all emergencies. The building is located on US Route 118, Canaan's major highways.

The Public Safety Complex has an emergency generator, kitchen facilities and bathroom and shower facilities; the building is capable accommodating the needs of the EOC staff at all levels of operation.

### **HIGHWAY GARAGE**

Duties performed by the Highway Department include grading roads, vehicular repair and maintenance, filling potholes, cold patching, repairing or replacing culverts and cleaning ditches. Posting of load limits and road closings also fall under the responsibilities of the Road Agent. The Highway Garage has a generator, a base radio, a lunch-room and a restroom.

Heavy equipment, fuel, man-power and other resources located at the Canaan Public Works Garage are vitally important to the Town at the time of an emergency.

### **CANAAN TOWN HALL – CONTINUITY OF GOVERNMENT, TOWN RECORDS & POSSIBLE SECONDARY EOC**

The Canaan Town Hall is critical to the continuation of government and as the repository of town records. The Town Hall does not have an emergency generator.

### **MASCOMA VALLEY REGIONAL HIGH SCHOOL – PRIMARY SHELTER**

The Mascoma Valley Regional High School is the designated primary shelter. The High School is located on 27 Royal Road just off US Route 4. The facility has an emergency generator, kitchen facilities and bathroom and shower facilities. The building can accommodate several hundred persons in an emergency shelter situation and has handicapped facilities. Should the American Red Cross (ARC) or other organizations have available resources, they will accommodate shelter supplies as needed.

### **OTHER POTENTIAL SHELTERS**

The Methodist Church Vestry, the Indian River Middle School, Canaan Hall, the Catholic Church, Canaan Elementary School and the Cardigan Mountain School are designated secondary or potential shelters.

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<sup>6</sup> 2011 Canaan Hazard Mitigation Plan; charts provided by Upper Valley Regional Planning Commission; the 2014 EOP planning team

**ADDITIONAL CRITICAL INFRASTRUCTURE**

Additionally, the waste water treatment facility, the transfer station, bridges on the evacuation routes, dams and communication’s towers were considered to be critical to the emergency response. Please see page 157 for a map of the primary critical facilities and evacuation routes that are located in Canaan.

**CRITICAL INFRASTRUCTURE VULNERABILITY TABLE**

Upon identifying the primary Emergency Support Facilities, the EOP Planning Team determined the hazard risk for each facility, using a ranking of 1-5 with 1 representing a low risk from hazards. The table below shows the vulnerability of each critical facility to possible hazards. The goal was to determine, what if any, of the emergency response facilities would be in harm’s way should a hazardous event occur. Without any one of these facilities, the difficulties of coping with an emergency event would be significantly worsened.

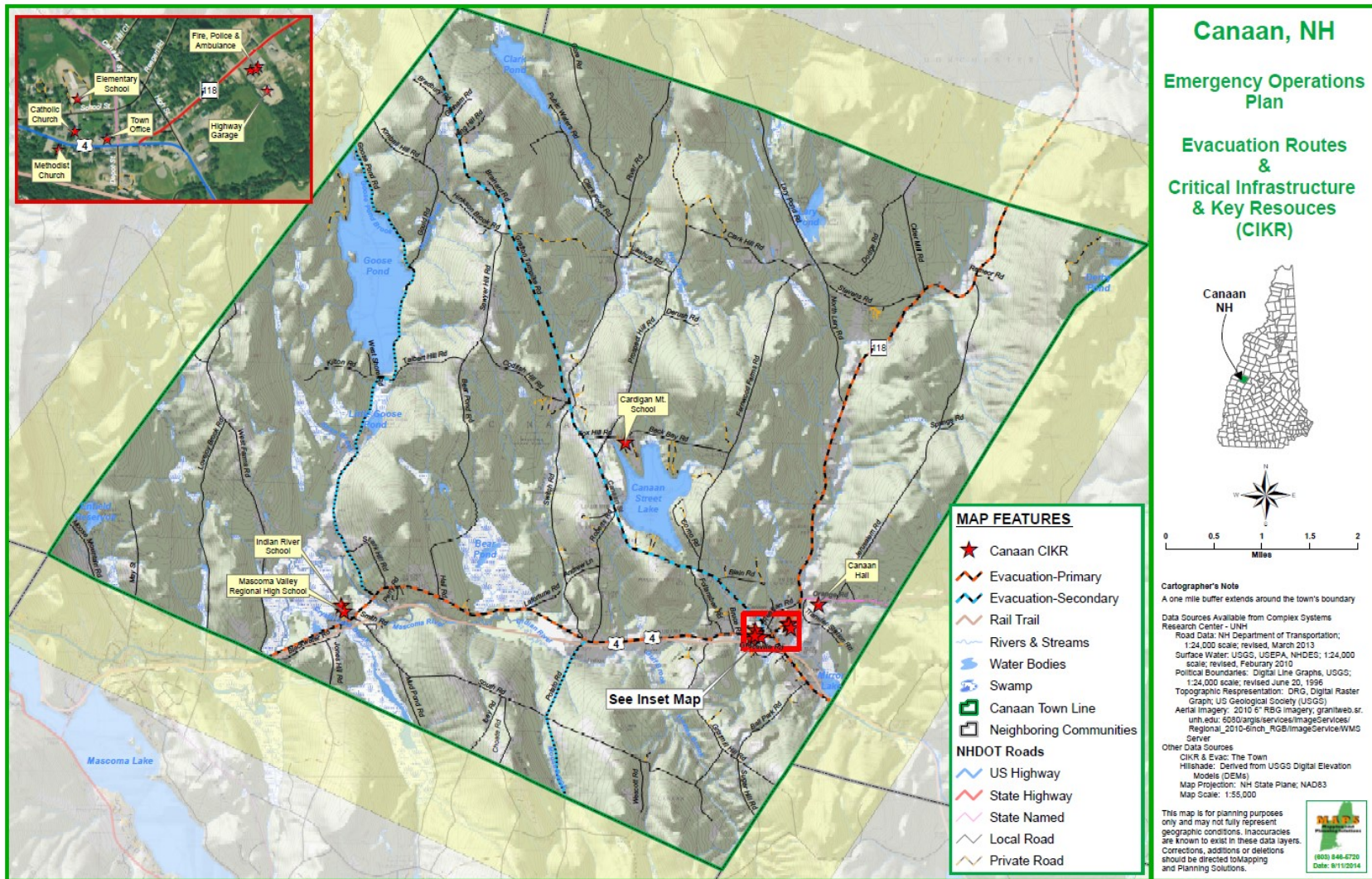
The CIKR analysis revealed that the Town Office was the CIKR that is most vulnerable; many hazards were tied as the most significant hazard threats to the Town’s CIKR (see below)

Canaan Emergency Response Facilities						Risk by Hazard
Risk Scoring	Critical Facility	Town Offices	Public Safety Complex	Highway Garage	Mascoma Valley Regional High School	
1 = Very Low 2 = Low 3 = Moderate 4 = High 5 = Very High	Facility Use at the time of an Emergency	Continuity of Government & Potential EOC	Police / Fire & Primary EOC	Highway Department	Primary Shelter	
Hazards from 2012 Multi-Hazard Mitigation Plan	<b>Tornado &amp; Downburst</b>	3	3	3	3	12
	<b>Thunderstorm/Lightning/Hail</b>	4	2	2	2	10
	<b>Severe Winter/Ice Storms</b>	1	1	1	3	6
	<b>Wildfire</b>	1	1	1	2	5
	<b>Hurricane</b>	3	3	3	3	12
	<b>Earthquake</b>	3	3	3	3	12
	<b>Flooding</b>	3	2	2	3	10
	<b>HazMat Spills</b>	4	3	3	2	12
	<b>Dam Failure</b>	1	1	1	3	6
	<b>Terrorism</b>	3	3	3	3	12
	<b>Urban Fire</b>	4	2	1	1	8
	<b>Pandemic / Epidemic</b>	3	3	3	3	12
	<b>Mass Casualty Incident</b>	4	3	3	2	12
<b>Risk by CIKR</b>		<b>37</b>	<b>30</b>	<b>29</b>	<b>33</b>	<b>129</b>

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### CRITICAL INFRASTRUCTURE MAP AND EVACUATION ROUTES

(Note: Map will be 11" x 17" in the hard copy of the plan)



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## CHAPTER 4 – HAZARD SPECIFIC ANNEXES

### Table of Contents

SEVERE NATURAL EVENTS .....	161
FLOODING .....	163
HAZMAT SPILLS .....	165
DAM FAILURE .....	167
TERRORISM .....	169
URBAN FIRE .....	171
PANDEMIC/EPIDEMIC .....	173
MASS CASUALTY INCIDENT (MCI) .....	175
EXTENDED POWER FAILURE.....	177

The above list and the pages that follow represent the specific hazards that may occur in Canaan and that could require the activation of the EOC. The initial list of hazards was taken from the 2011 Canaan Hazard Mitigation Plan and discussed with the EOP planning team for inclusion in this section. The following changes were made:

- Three additional hazards that were not in the Canaan Hazard Mitigation Plan were added to this annex, *Extended Power Failure and Mass Casualty Incident (MCI) and Pandemic/Epidemic*.
- Five hazards that were in the Canaan Hazard Mitigation Plan were omitted (*Erosion, Extreme Heat, Drought, Natural Contaminants and Landslide*) for the purpose of this annex as it was felt that these hazards would most likely not require the opening of the Emergency Operations Center.
- Severe weather events (*Tornado & Downburst, Thunderstorm/Lightning/Hail, Severe Winter/Ice Storms, Wildfire, Hurricane and Earthquake*) were grouped together as the duties and responsibilities were felt to be similar for each weather category.

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## SEVERE NATURAL EVENTS

- Tornado & Downburst
- Thunderstorm/Lightning/Hail
- Severe Winter/Ice Storms
- Wildfire
- Hurricane
- Earthquake

## SITUATION

Canaan may experience unusually severe weather events during which the residents are unable to travel for essentials such as food or medical care. Extreme hot or cold temperatures could also occur thus putting the Community's elderly and special needs citizens at risk, particularly when combined with power outages.

Other significant weather events such as hurricanes, tornados, downbursts (micro- and macro-) and earthquakes may also occur but are less likely to be at severe magnitudes. The potential also exists for fires, both structural and wildfire, to result from severe lightning, fallen trees and downed power lines, high winds and human causes.

## RESPONSIBILITIES

### GENERAL RESPONSIBILITIES FOR ALL DEPARTMENTS

- Maintain accurate and up-to-date records of:
  - Total man-hours
  - Total equipment hours
  - Cost of materials
- Monitor weather and notify the Emergency Management Director of impending severe weather or potential wildfire
- Assess the impending weather event and take initial response measures
- Provide initial response and assessment and report to the EMD
- Inform the EMD of all actions taken and assist the EMD as directed
- Implement storm coverage Standard Operating Procedures/Guidelines
- Evaluate personnel status; call back off duty personnel as needed
- Assemble available equipment and check operation
- Ensure all vehicles are fueled prior to the weather event or potential wildfire
- Prepare and test communications systems in the EOC

### FIRE DEPARTMENT RESPONSIBILITIES

- Prepare generators for use
- Activate hazardous materials response, if necessary
- Assist with evacuations as needed
- Control any resulting fires and protect exposures
- Coordinate utility service requirements
- Establish perimeters for forest fires

- Implement the Mass Casualty Plan if necessary
- Initiate search and rescue of affected area(s) if needed
- Provide command and control of the scene if warranted
- Rescue trapped occupants if structural fire occurs

#### **POLICE DEPARTMENT RESPONSIBILITIES**

- Assist in providing emergency information to residents
- Establish and maintain a security perimeter control
- Execute traffic control and redirection as needed
- Evaluate parking ban requirements
- Assist with evacuations if necessary
- Patrol and search for abandoned vehicles or hazards
- Provide security to severely damaged areas
- Recommend public restrictions to the Emergency Management Director
- Assist the Fire Department & the Highway Department as needed

#### **HIGHWAY DEPARTMENT RESPONSIBILITIES**

- Maintain, clear and sand roadways for regular vehicular and emergency vehicle access
- Monitor utility services and coordinate activities and efforts to restore power if applicable
- Coordinate efforts to remove downed trees if applicable
- Inform the Emergency Management Director of road and highway conditions
- Assist with barricading roadways and other traffic control issues in coordination with the Police Department
- Assist the Fire Department with equipment and personnel
- Inspect and assess structural stability of buildings, bridges, dams and other infrastructure in conjunction with the Fire Department
- Conduct post incident clean-up for return to public use

#### **EMERGENCY MANAGEMENT DIRECTOR RESPONSIBILITIES**

- Determine the extent of the emergency
- Activate and staff the EOC upon notification of a pending weather event or wildfire
- Activate the appropriate ESFs for the situation
- Notify the Town Administrator
- Notify NH Homeland Security that the EOC has been activated
- Request and coordinate state and/or federal resources as required
- Assemble all available equipment lists and track deployment of equipment
- Assemble all available personnel lists and track deployment of personnel
- Coordinate emergency transportation with bus companies as needed
- Contact the special needs community and elder citizens who may need assistance
- Authorize public restrictions as needed
- Release public information bulletins for the public
- Determine the stability of temporary shelters with Fire Department
- Activate emergency shelters with assistance from ARC as needed
- Assess the requirements for fuel, food, water, warming and cooling at the shelter and for emergency responders
- Approve shelter instructions for residents
- Provide support to the Fire Department & the Highway Department

## FLOODING

### SITUATION

Canaan is vulnerable to flooding which may result in restricted travel ways, structural flooding and possible evacuation. Pre-identified floodplain areas, severe storms, rapid snow melt, ice jams and the swelling of brooks and streams may all contribute to flooding emergencies.

### RESPONSIBILITIES

#### GENERAL RESPONSIBILITIES FOR ALL DEPARTMENTS

- Maintain accurate and up-to-date records of:
  - Total man-hours
  - Total equipment hours
  - Cost of materials
- Provide initial response and assessment and report to the Emergency Management Director
- Take initial response measures
- Monitor the situation and report actions taken to the Emergency Management Director
- Assist the Emergency Management Director as directed
- Implement Standard Operating Procedures/Guidelines as needed
- Evaluate personnel status; call back off duty personnel as needed
- Assemble available equipment and check operation
- Ensure all vehicles are fueled and ready for use
- Prepare and test communications systems in the EOC
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need

#### FIRE DEPARTMENT RESPONSIBILITIES

- Perform water rescue(s) if needed
- Assist with the evacuation of flooded areas
- Assist with the assessment of damaged buildings
- Evaluate hazardous materials storage for impact from flooding
- Assist with notification of residents

#### POLICE DEPARTMENT RESPONSIBILITIES

- Establish perimeter security of evacuated or flooded areas
- Assist with the evacuation of flooded areas
- Establish traffic rerouting and roadway blockade as needed
- Provide on-scene security
- Assist with notification of residents

***HIGHWAY DEPARTMENT RESPONSIBILITIES***

- Assess road and bridge conditions
- Monitor river elevations and dams
- Monitor erosion and roadway stability
- Maintain storm drain system
- Assist with heavy equipment
- Fill/disperse sandbags
- Assist the Police Department in blockade of roads

***EMERGENCY MANAGEMENT DIRECTOR RESPONSIBILITIES***

- Determine the extent of the emergency
- Consider activating and staffing the EOC
- Notify the Town Administrator
- Contact the special needs community and elder citizens who may need assistance
- Release public information bulletins for the public
- Monitor weather and flood conditions
- Solicit and coordinate state and/or federal assistance if required
- Assemble all available equipment lists and track deployment of equipment
- Track the deployment of personnel working the emergency

## HAZMAT SPILLS

### 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 and be brought about by motor vehicle or aircraft accidents involving hazardous materials and/or oil and fuel spills. To add to the potential in Canaan, NH Route 4 travels through Town; Route 4 and other major byways are used by both large and small vehicles carrying an assortment of hazardous materials.

### RESPONSIBILITIES

#### GENERAL RESPONSIBILITIES FOR ALL DEPARTMENTS

- Maintain accurate and up-to-date records of:
  - Total man-hours
  - Total equipment hours
  - Cost of materials
- Provide initial response and assessment and report to the EMD
- Take initial response measures
- Monitor the situation and report actions taken to the Emergency Management Director
- Assist the EMD as directed
- Implement Standard Operating Procedures/Guidelines as needed
- Evaluate personnel status; call back off duty personnel as needed
- Assemble available equipment and check operation
- Ensure all vehicles are fueled and ready for use
- Prepare and test communications systems in the EOC
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need
- Assist the Emergency Management Director with the communication of local health risks if they arise from the situation

#### FIRE DEPARTMENT RESPONSIBILITIES

- Take command and control of the scene as needed
- Notify the Emergency Management Director of protective actions that should be taken
- Coordinate and request mutual aid response from Upper Valley Regional Emergency Services Association (Fire Mutual Aid)
- Coordinate and request assistance from the Midwestern NH HazMat Response Team.
- Coordinate with state and federal agencies in mitigating the release of toxic elements

#### POLICE DEPARTMENT RESPONSIBILITIES

- Establish on-scene and perimeter security
- Coordinate mutual aid response of law enforcement agencies
- Coordinate state police response when applicable
- Conduct criminal investigation if appropriate

***HIGHWAY DEPARTMENT RESPONSIBILITIES***

- Assist with personnel and equipment
- Provide containment materials for spills if requested
- Assist police with road closures, redirecting and reopening as needed

***EMERGENCY MANAGEMENT DIRECTOR RESPONSIBILITIES***

- Determine the extent of the emergency
- Consider activating and staffing the EOC
- Notify the Town Administrator
- Contact the special needs community and elder citizens who may need assistance
- Release public information bulletins for the public
- Assist with state and federal agencies as required
- Assist fire and police as requested
- Initiate and assist in long-term strategy planning for the affected area

## **DAM FAILURE**

### **SITUATION**

In Canaan, the potential exists for dam failure in several locations in Town. Of significance would be a failure of Goose Pond Dam and Crystal Lake Dam (Enfield), which could potentially flood parts of West Canaan and Cummings Pond (Lyme) and Canaan Street Lake Dam, which could both potentially flood Canaan Center.

### **RESPONSIBILITIES**

#### **GENERAL RESPONSIBILITIES FOR ALL DEPARTMENTS**

- Maintain accurate and up-to-date records of:
  - Total man-hours
  - Total equipment hours
  - Cost of materials
- Provide initial response and assessment and report to the EMD
- Take initial response measures
- Monitor the situation and report actions taken to the Emergency Management Director
- Assist the EMD as directed
- Implement Standard Operating Procedures/Guidelines as needed
- Evaluate personnel status; call back off duty personnel as needed
- Assemble available equipment and check operation
- Ensure all vehicles are fueled and ready for use
- Prepare and test communications systems in the EOC
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need
- Assist the Emergency Management Director with the communication of local health risks if they arise from the situation

#### **FIRE DEPARTMENT RESPONSIBILITIES**

- Initial response and assessment
- On scene command
- Search and rescue
- Implement Mass Casualty Plan if necessary

#### **POLICE DEPARTMENT RESPONSIBILITIES**

- Provide security to severely damaged areas
- Assist the Fire Department and the Highway Department
- Contact the special needs community and elder citizens who may need assistance
- Control and redirect traffic as needed

**HIGHWAY DEPARTMENT RESPONSIBILITIES**

- Assess the damage to the failed facility
- Prepare personnel and equipment upon notification
- Notify the EMD
- Clear debris from incident site
- Look into alternate water supply
- Assess the damage to the Town's water supply
- Respond and assess damage to roads
- Monitor dam(s)
- Monitor utility services and coordinate activities Construct barricades and detours where needed
- Maintain roadway passage
- Assist police department in traffic control

**EMERGENCY MANAGEMENT DIRECTOR RESPONSIBILITIES**

- Determine the extent of the emergency
- Activate and staff the EOC upon notification
- Notify the Town Administrator
- Release public information bulletins for the public
- Solicit state and/or federal resources as required
- Activate emergency shelters with assistance from ARC as needed
- Assemble all available equipment lists and track deployment of equipment
- Assemble all available personnel lists and track deployment of personnel
- Coordinates emergency transportation with bus companies as needed
- Advise the Building Inspector of the need to assess structural stability of buildings, bridges and dams



## **TERRORISM**

### **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. A terrorism event could damage buildings and harm people, but could also potentially change the very nature of the Community. See Chapter 6 for more information on Terrorism.

### **RESPONSIBILITIES**

#### **GENERAL RESPONSIBILITIES FOR ALL DEPARTMENTS**

- Maintain accurate and up-to-date records of:
  - Total man-hours
  - Total equipment hours
  - Cost of materials
- Provide initial response and assessment and report to the Emergency Management Director
- Take initial response measures
- Monitor the situation and report actions taken to the Emergency Management Director
- Assist the Emergency Management Director as directed
- Implement Standard Operating Procedures/Guidelines as needed
- Evaluate personnel status; call back off duty personnel as needed
- Assemble available equipment and check operation
- Ensure all vehicles are fueled and ready for use
- Prepare and test communications systems in the EOC
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need

#### **FIRE DEPARTMENT RESPONSIBILITIES**

- Take command and control of the incident in a unified approach with the Police Department until state and/or federal assistance arrives
- Control fires and hazardous materials response as needed
- Perform search and rescue operations if needed
- Activate the Mass Casualty Plan if needed
- Assist to evacuate area if required

#### **POLICE DEPARTMENT RESPONSIBILITIES**

- Take command and control of the incident in a unified approach with the Fire Department until state and/or federal assistance arrives
- Investigate for further threat or threats
- Evaluate other potential targets
- Assist in evacuation if required
- Coordinate mutual aid law enforcement agencies
- Conduct criminal investigations
- Provide facilities for long term investigation

**HIGHWAY DEPARTMENT RESPONSIBILITIES**

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

**EMERGENCY MANAGEMENT DIRECTOR RESPONSIBILITIES**

- Determine the extent of the emergency
- Consider activating and staffing the EOC
- Notify the Town Administrator & NH Homeland Security
- Contact the special needs community and elder citizens who may need assistance
- Coordinate evacuation and sheltering process if necessary
- Coordinate American Red Cross activities
- Release informational bulletins for the public
- Request and coordinate assistance from state and federal agencies
- Track the deployment of personnel and equipment
- Develop strategic plan for the incident
- Assist Fire and Police Department as required

## **URBAN FIRE**

### **SITUATION**

The potential exists for an urban fire in the Village of Canaan. Older structures are built close together within the Village area. In addition, water resources may be limited should a large urban fire occur. 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.

### **RESPONSIBILITIES**

#### **GENERAL RESPONSIBILITIES FOR ALL DEPARTMENTS**

- Maintain accurate and up-to-date records of:
  - Total man-hours
  - Total equipment hours
  - Cost of materials
- Provide initial response and assessment and report to the Emergency Management Director
- Take initial response measures
- Monitor the situation and report actions taken to the Emergency Management Director
- Assist the Emergency Management Director as directed
- Implement Standard Operating Procedures/Guidelines as needed
- Evaluate personnel status; call back off duty personnel as needed
- Assemble available equipment and check operation
- Ensure all vehicles are fueled and ready for use
- Prepare and test communications systems in the EOC
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need

#### **FIRE DEPARTMENT**

- Take command and control of the incident in a unified approach with the Police Department
- Perform rescue and extrication as required
- Implement the Mass Casualty Plan if necessary
- Suppress and control any resulting fires
- Initiate hazardous materials response if necessary
- Notify and coordinate regional and state agencies regarding hazardous materials

#### **POLICE DEPARTMENT**

- Take command and control of the incident in a unified approach with the Fire Department
- Provide interior and outer perimeter control
- Reroute traffic around site of accident
- Notify and coordinate state law enforcement agencies
- Investigate collision and/or fatalities

**HIGHWAY DEPARTMENT**

- Assist police with road closures
- Provide containment materials for spills if requested
- Salt roadway if requested
- Assist with post clean-up and opening of roadway if requested

**EMERGENCY MANAGEMENT DIRECTOR**

- Determine the extent of the emergency
- Consider activating and staffing the EOC
- Notify the Town Administrator
- Release public information bulletins for the public
- Request state/federal assistance and coordinate efforts
- Track progress of restoration
-

**PANDEMIC/EPIDEMIC**

**SITUATION**

The potential exists for epidemic and/or pandemic in Canaan. The scenery and natural beauty of the Community brings visitors from all over the world and Cardigan Mountain School brings students from parts of the world. The Addition of weekend, summer and winter visitors adds to the probability that an epidemic or pandemic could affect the Community.

**RESPONSIBILITIES**

**ALL DEPARTMENTS RESPONSIBILITIES**

- Maintain accurate and up-to-date records of:
  - o Total man-hours
  - o Total equipment hours
  - o Cost of materials
- Monitor health conditions within the Community and report to the Emergency Management Director
- Provide initial response and assessment and report to the EMD
- Take initial response measures
- Inform the EMD of all actions taken and assist the EMD as directed
- Implement Standard Operating Procedures/Guidelines as needed
- Evaluate personnel status; call back off duty personnel as needed
- Assemble available equipment and check operation
- Ensure all vehicles are fueled and ready for use
- Prepare and test communications systems in the EOC
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need
- Assist the Emergency Management Director with the communication of local health risks as needed

**FIRE DEPARTMENT RESPONSIBILITIES**

- Assist the Police Department with any traffic issues as needed

**POLICE DEPARTMENT RESPONSIBILITIES**

- Increase patrol services and visibility in and around any quarantined areas of Canaan

**HIGHWAY DEPARTMENT RESPONSIBILITIES**

- Assist the Police Department with any traffic issues as needed

**EMERGENCY MANAGEMENT DIRECTOR RESPONSIBILITIES**

- Determine the extent of the emergency
- Consider activating and staffing the EOC
- Notify the Town Administrator
- Contact the special needs community and elder citizens who may need assistance
- Release public information bulletins for the public
- Notify the Upper Valley Public Health Network
- Notify the Health Officer
- Notify local Emergency Responders
- Notify the Medical Reserve Corp / MACE
- Notify area hospitals
- Request and coordinate state/federal assistance
- Coordinate American Red Cross services if required
- Open temporary shelters if required
- Open inoculation centers if required
- Assist medical personal in the establishment of quarantine units
- Develop and implement an emergency services plan to include the coordinated procurement of and distribution means of vital supplies

## **MASS CASUALTY INCIDENT (MCI)**

### **SITUATION**

The potential exists for a Mass Casualty Incident within Canaan, particular involving mass transportation such as tour and school busses or incidents involving recreational activities or large gatherings of people.

### **RESPONSIBILITIES**

#### **GENERAL RESPONSIBILITIES FOR ALL DEPARTMENTS**

- Maintain accurate and up-to-date records of:
  - Total man-hours
  - Total equipment hours
  - Cost of materials
- Provide initial response and assessment and report to the Emergency Management Director
- Take initial response measures
- Monitor the situation and report actions taken to the Emergency Management Director
- Assist the Emergency Management Director as directed
- Implement Standard Operating Procedures/Guidelines as needed
- Evaluate personnel status; call back off duty personnel as needed
- Assemble available equipment and check operation
- Ensure all vehicles are fueled and ready for use
- Prepare and test communications systems in the EOC
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need

#### **FIRE DEPARTMENT**

- Take command and control of the incident in a unified approach with the Police Department
- Perform rescue and extrication as required
- Implement the Mass Casualty Plan if necessary
- Suppress and control any resulting fires
- Initiate hazardous materials response if necessary
- Notify and coordinate regional and state agencies regarding hazardous materials

#### **POLICE DEPARTMENT**

- Take command and control of the incident in a unified approach with the Fire Department
- Provide interior and outer perimeter control
- Reroute traffic around site of accident
- Notify and coordinate state law enforcement agencies
- Investigate collision and/or fatalities

**HIGHWAY DEPARTMENT**

- Assist police with road closures
- Provide containment materials for spills if requested
- Salt roadway if requested
- Assist with post clean-up and opening of roadway if requested

**EMERGENCY MANAGEMENT DIRECTOR**

- Determine the extent of the emergency
- Consider activating and staffing the EOC
- Notify the Town Administrator
- Release public information bulletins for the public
- Request state/federal assistance and coordinate efforts
- Track progress of restoration



## **EXTENDED POWER FAILURE**

### **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. Extended power failure, particularly when combined with poor weather conditions, could pose a particular threat to the Community's elderly and/or handicapped populations.

### **RESPONSIBILITIES**

#### **GENERAL RESPONSIBILITIES FOR ALL DEPARTMENTS**

- Maintain accurate and up-to-date records of:
  - Total man-hours
  - Total equipment hours
  - Cost of materials
- Provide initial response and assessment and report to the Emergency Management Director
- Take initial response measures
- Monitor the situation and report actions taken to the Emergency Management Director
- Assist the Emergency Management Director as directed
- Implement Standard Operating Procedures/Guidelines as needed
- Evaluate personnel status; call back off duty personnel as needed
- Assemble available equipment and check operation
- Ensure all vehicles are fueled and ready for use
- Prepare and test communications systems in the EOC
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need

#### **FIRE DEPARTMENT RESPONSIBILITIES**

- Offer assistance as needed to restore power

#### **POLICE DEPARTMENT RESPONSIBILITIES**

- Increase patrol services and visibility
- Call back off duty personnel if required

#### **HIGHWAY DEPARTMENT RESPONSIBILITIES**

- Monitor and assist the repair of services
- Offer assistance as needed to restore power

**EMERGENCY MANAGEMENT DIRECTOR RESPONSIBILITIES**

- Determine the extent of the emergency
- Consider activating and staffing the EOC
- Notify the Town Administrator
- Contact the special needs community and elder citizens who may need assistance
- Release public information bulletins for the public
- Initiate long-term strategic planning for the affected area
- Open temporary shelters if required
- Request and coordinate state/federal assistance
- Coordinate American Red Cross services if required
- Develop a restoration priorities plan
- Track progress of restoration
- Develop and implement an emergency services plan to include the coordinated procurement of and distribution means of vital services

## CHAPTER 5 - RADIOLOGICAL PROTECTION ANNEX

### Table of Contents

PURPOSE .....	181
AUTHORITY .....	181
SITUATION AND ASSUMPTIONS .....	181
ORGANIZATION AND RESPONSIBILITIES .....	182
CONCEPT OF OPERATIONS .....	182

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## **PURPOSE**

The purpose of this Radiological Protection Annex is to provide for the necessary organized effort to minimize and remediate the effects of radiation on people and resources through the detection and implementation of protective measures.

## **AUTHORITY**

The authorities for this Radiological Protection Annex to the Emergency Operation Plan (EOP) are those as stated in Chapter 9 of this EOP.

## **SITUATION AND ASSUMPTIONS**

In this increasingly dangerous world, there exists a potential for conditions to make themselves present which would constitute the declaration of a National Security Emergency. Under such conditions, the need to detect and measure radiation may become vital to protect the health and safety of the public and maintain continuity of government.

Various radioactive materials are transported into, out of and through New Hampshire. There is a realistic possibility for an occurrence of incidents or accidents in the transportation and use of these materials.

Even though it is unlikely that such events would pose a serious threat to the health and safety of the people of this Community, it is necessary that the state and local governments be able to detect radiation, to assess its seriousness and to take appropriate protective and remedial actions.

The use of nuclear energy for commercial nuclear power production warrants emergency preparedness planning in the event that such facilities experience an accident that releases, or threatens to release, radioactive materials to the environment.

There are currently four nuclear power plants in New England that could pose a threat in the event of such an uncontrolled release to the environment. They are: Seabrook Station (Seabrook, NH), Vermont Yankee (Vernon, VT), the MIT Research Reactor (Cambridge, MA) and the Pilgrim Generating Station (Plymouth, MA). These power plants are not close enough to Canaan to be a significant concern.

In the event of a National Security Emergency, response to and recovery from an uncontrolled radiological environment would require that the majority of protective warnings, guidance and measures be initially taken at the state and local levels of government.

In the event of a serious peacetime radiological emergency, Canaan would receive assistance from state and federal governments and other local jurisdictions and from the commercial nuclear power industry if applicable, all of who have highly sophisticated capabilities for detecting, measuring and monitoring radiation.

## **ORGANIZATION AND RESPONSIBILITIES**

The organization for response to a radiological emergency condition is dependent upon the type of hazard. Representative responsibilities include, but are not limited to, the following elements:

- Coordination of response activities
- Establishment of data analysis
- Damage estimation and assessment
- Provision for radiation monitoring equipment
- Establishment of comprehensive personnel training
- Programs for emergency response personnel

The New Hampshire Office of Homeland Security & Emergency Management is responsible for coordinating the logistical matters regarding the development, implementation and maintenance of the State's Radiological Protection Annex. This annex to the State Emergency Operations Plan has been developed and is maintained by the New Hampshire Office of Homeland Security & Emergency Management.

## **CONCEPT OF OPERATIONS**

The management of radiological emergencies involves three critical activities, as follows:

- Environmental surveillance
- Personnel radiation exposure control
- Protective measures

The direction and control function in the emergency response and the coordination of the emergency response to an identified radiological hazard emergency is accomplished by the Emergency Management Director until a time at which the State's Radiological Protection Annex is activated.

This Emergency Operations Plan serves as the overall local planning document for the coordination of preparedness and emergency response activities for all man-made or natural hazards as outlined in Chapter 3. The local Emergency Management Director, or designee, performs the administration of this Plan's EOP Radiological Protection Annex. The Emergency Management Director is responsible for coordinating and ensuring the development and maintenance of the local Radiological Protection Annex and the Hazard Specific Annex in Chapter 4 of this Plan.

## CHAPTER 6 - TERRORISM ANNEX

### Table of Contents

INTRODUCTION .....	185
<i>Co-Primary Agencies</i> .....	185
<i>Support Agencies</i> .....	185
<i>State Lead Agencies</i> .....	185
<i>Purpose</i> .....	185
<i>Scope</i> .....	185
<i>Structure</i> .....	185
TERRORISM HAZARDS .....	187
<i>Hazard Analysis and Assessment</i> .....	187
<i>Situation</i> .....	187
SITUATION AND PLANNING ASSUMPTIONS.....	192
<i>Situation</i> .....	192
<i>Planning Assumptions</i> .....	192
CONCEPT OF OPERATIONS .....	193
<i>General</i> .....	193
<i>Organization</i> .....	193
ROLES AND RESPONSIBILITIES.....	198
<i>General</i> .....	198
<i>Interagency Coordination</i> .....	198
<i>The Canaan Co-Primary Agencies</i> .....	199
<i>Responsibilities</i> .....	199
AUTHORITIES AND REFERENCES.....	202
<i>Plans</i> .....	202
<i>SOPs/SOGs</i> .....	202

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## **INTRODUCTION**

### **CO-PRIMARY AGENCIES**

**Fire Department  
Police Department**

### **SUPPORT AGENCIES**

**Emergency Management Director  
Canaan Ambulance  
Board of Selectmen  
Town Administrator  
Highway Department  
Health Officer  
School Liaison  
Water & Sewer**

### **STATE LEAD AGENCIES**

**Department of Justice (DOJ)  
Office of the Attorney General (AG)  
NH State Police  
NH Homeland Security & Emergency Management**

### **PURPOSE**

This Terrorism Annex is to ensure that the Canaan Emergency Operations Plan (EOP) is adequate to respond to threats of and acts of terrorism within the Town. This document:

- Defines response and recovery actions.
- Generally describes operational procedures.
- Defines Emergency Support Functions.

The Town of Canaan 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.

### **SCOPE**

This document applies to all threats or acts of terrorism that require response and recovery actions under the EOP.

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.

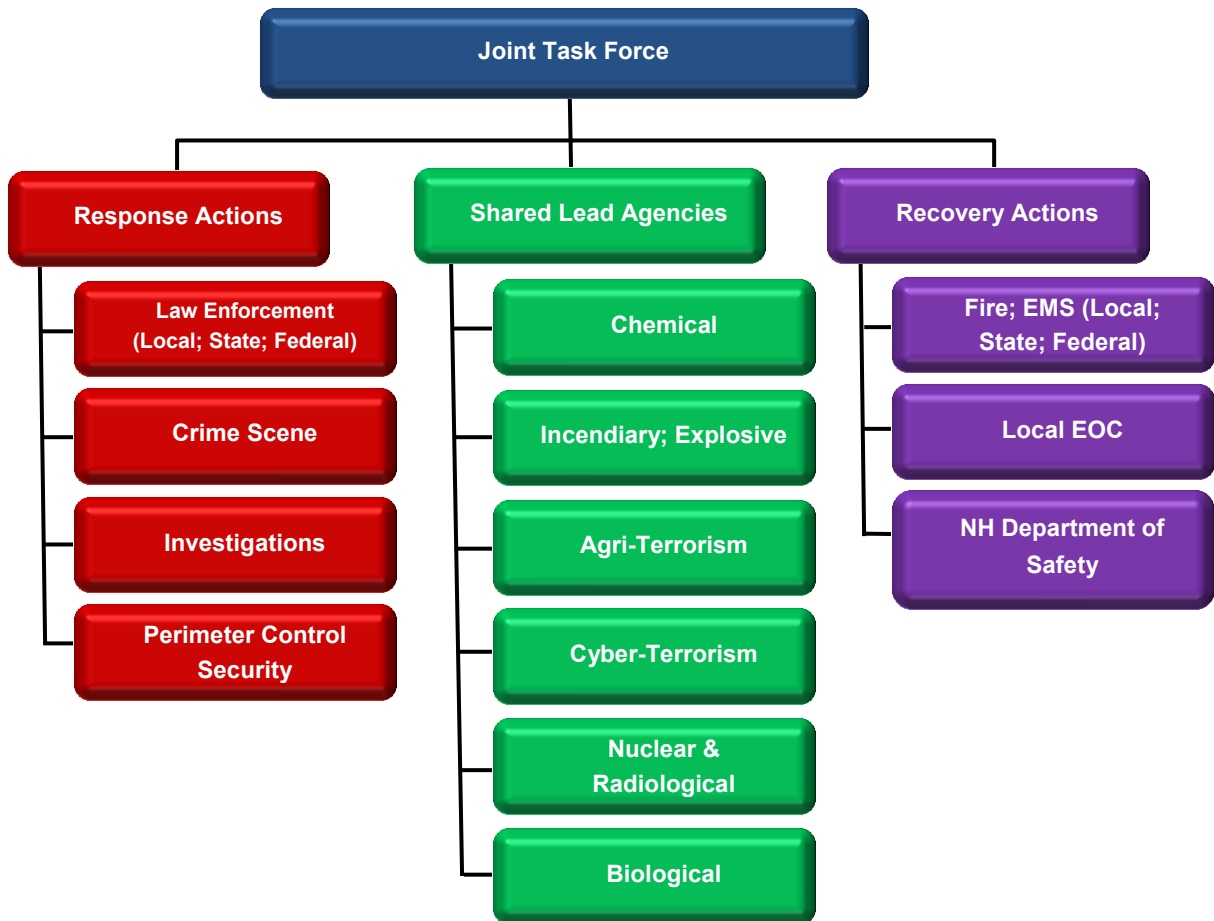
### **STRUCTURE**

The Terrorism Annex to the EOP is a comprehensive summary on 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).

- Response actions include measures to identify, acquire and plan the use of resources needed to anticipate, prevent and/or resolve a threat or act of terrorism.
- The laws of the United States assign primary authority to the Federal Government to prevent and respond to acts of terrorism; state and local governments provide assistance, as required.
- Response actions are predominantly law enforcement oriented and address both initial and continuing actions associated with the terrorist event.

Recovery actions include measures to protect public health and safety, restore essential government services and provide emergency relief to governments, businesses and individuals affected by the terrorism event.

- The laws of the United States assign primary authority to the states to respond both initially and on a continuing basis to the recovery requirements of terrorism; the Federal Government provides assistance as required.
- Recovery actions can and often do, operate concurrently with Response Actions. The chart below illustrates the relationships between the two components and is based on a unified command or management organizational structure.



## **TERRORISM HAZARDS**

### **HAZARD ANALYSIS AND ASSESSMENT**

An act of terrorism, particularly an act directed against a large population area within the Town of Canaan involving 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 CBRNE/WMD, Cyber- and/or Agro-terrorism may overwhelm existing federal capabilities as well.

The target and intended consequences (loss of life, injury, property destruction/damage, disruption of services) will heavily influence the means (e.g. gun, fire, explosive, chemical or biological agents, etc.) chosen to carry out a terrorist act. To cause serious impact that overwhelms a local jurisdiction's capability and requires state and federal assistance, it is likely that the terrorist(s) will use a weapon of mass destruction (WMD).

### **SITUATION**

#### **TERRORISM**

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.

#### **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, 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. They are described in law as:

##### **INCENDIARY/EXPLOSIVES**

The easiest to obtain and use of all weapons is still a conventional explosive device, or Improvised Explosive Device (IED), which may be used to cause massive local destruction or to disperse chemical, biological, or radiological agents. The components are readily available, as are detailed instructions on constructing such a device. Improvised explosive devices are categorized as being explosive or incendiary, employing high or low filler explosive materials to explode and/or cause fires. Projectiles and missiles, including aircraft used against high-profile targets such as buildings, monuments and special events, also can cause explosions and fires. Bombs and firebombs are cheap and easily constructed, involve low technology and are the terrorist weapon most likely to be encountered. Large, powerful devices can be outfitted with timed or remotely triggered detonators and can be designed to be activated by light, pressure,

movement, or radio transmission. The potential exists for single or multiple bombing incidents in single or multiple municipalities. Historically, less than five percent of actual or attempted bombings were preceded by a threat. Explosive materials can be employed covertly with little signature and are not readily detectable. Secondary explosive devices may also be used as weapons against responders and the public in coincident acts. Other diversionary events or attacks could also be aimed at responders.

#### **COMBINED HAZARDS**

WMD agents can be combined to achieve a synergistic effect – greater in total effect than the sum of their individual effects. They may be combined to achieve both immediate and delayed consequences. Mixed infections or toxic exposures may occur, thereby complicating or delaying diagnosis. Casualties of multiple agents may exist; casualties may also suffer from multiple effects, such as trauma and burns from an explosion, which exacerbate the likelihood of agent contamination. Attacks may be planned and executed so as to take advantage of the reduced effectiveness of protective measures produced by employment of an initial WMD agent. Finally, the potential exists for multiple incidents in single or multiple municipalities.

#### **BIOLOGICAL**

Recognition of a biological hazard can occur through several methods, including identification of a credible threat, discovery of bioterrorism evidence (devices, agent, clandestine lab), diagnosis (identification of a disease caused by an agent identified as a possible bioterrorism agent) and detection (gathering and interpretation of public health surveillance data). When people are exposed to a pathogen such as anthrax or smallpox, they may not know that they have been exposed and those who are infected, or subsequently become infected, may not feel sick for some time. This delay between exposure and onset of illness, the incubation period, is characteristic of infectious diseases. The incubation period may range from several hours to a few minutes, depending on the exposure and pathogen. Unlike acute incidents involving explosives or some hazardous chemicals, the initial detection and response to a biological attack on civilians is likely to be made by direct patient care providers and the public health community. Terrorists could also employ a biological agent that would affect agricultural commodities over a large area (e.g., wheat rust or a virus affecting livestock), potentially devastating the local or even national economy. The response to agricultural bioterrorism should also be considered during the planning process. Responders should be familiar with the characteristics of the biological agents of greatest concern for use in a bioterrorism event. Unlike victims of exposure to chemical or radiological agents, victims of biological agent attack may serve as carriers of the disease with the capability of infecting others (e.g., smallpox, plague).

<b>Stated Threat to Release a Biological Agent</b>
<b>Unusual Occurrence of Dead or Dying Animals</b>
<b>Unusual Casualties</b> <ul style="list-style-type: none"> <li>• Unusual illness for region/area</li> <li>• Definite pattern inconsistent with natural disease</li> </ul>
<b>Unusual Liquid, Spray, Vapor, or Powder</b> <ul style="list-style-type: none"> <li>• Spraying; suspicious devices, packages, or letters</li> </ul>

**CHEMICAL**

Chemical agents are intended to kill, seriously injure, or incapacitate people through physiological effects. A terrorist incident involving a chemical agent will demand immediate reaction from emergency responders - firefighters, police, hazardous materials (HazMat) teams, emergency medical services (EMS) and emergency room staff—who will need adequate training and equipment. Hazardous chemicals, including industrial chemicals and agents, can be introduced via aerosol devices (e.g., munitions, sprayers, or aerosol generators), breaking containers, or covert dissemination. Such an attack might involve the release of a chemical warfare agent, such as a nerve or blister agent or an industrial chemical, which may have serious consequences.

Early in an investigation, it may not be obvious whether an infectious agent or a hazardous chemical caused an outbreak; however, most chemical attacks will be localized and their effects will be evident within a few minutes. There are both persistent and non-persistent chemical agents. Persistent agents remain in the affected area for hours, days, or even forever. Non-persistent agents have high evaporation rates, are lighter than air and disperse rapidly, thereby losing their ability to cause casualties after 10 to 15 minutes, although they may be more persistent in small, unventilated areas.

<b>Stated Threat to Release a Chemical Agent</b>
<b>Unusual Occurrence of Dead or Dying Animals</b> <ul style="list-style-type: none"> <li>• For example, lack of insects, dead birds</li> </ul>
<b>Complaint of Product Tampering</b> <ul style="list-style-type: none"> <li>• Unexplained/Unusual odor</li> <li>• Unusual taste</li> </ul>
<b>Unexplained Casualties</b> <ul style="list-style-type: none"> <li>• Multiple victims</li> <li>• Surge of similar 911 calls</li> <li>• Serious illnesses</li> <li>• Nausea, disorientation, difficulty breathing, or convulsions</li> <li>• Definite casualty patterns</li> </ul>
<b>Unusual Liquid, Spray, Vapor, or Powder</b> <ul style="list-style-type: none"> <li>• Droplets, oily film</li> <li>• Unexplained odor</li> <li>• Low-lying clouds/fog unrelated to weather</li> </ul>
<b>Suspicious Devices, Packages, or Letters</b> <ul style="list-style-type: none"> <li>• Unusual metal debris</li> <li>• Abandoned spray devices</li> <li>• Unexplained munitions</li> </ul>

**NUCLEAR AND RADIOLOGICAL**

The difficulty of responding to a nuclear or radiological incident is compounded by the nature of radiation itself. In an explosion, the fact that radioactive material was involved may or may not be obvious, depending upon the nature of the explosive device used. The presence of a radiation hazard is difficult to ascertain, unless the responders have the proper detection equipment and have been trained to use it properly. Although many detection devices exist, most are designed to detect specific types and levels of radiation and may not be appropriate for measuring or ruling out the presence of radiological hazards.

The scenarios constituting an intentional nuclear/radiological emergency include the following:

- Use of an **improvised nuclear device (IND)** includes any explosive device designed to cause a nuclear yield. Depending on the type of trigger device used, either uranium or plutonium isotopes can fuel these devices. While “weapons-grade” material increases the efficiency of a given device, materials of less than weapons grade can still be used.

- Use of a **radiological dispersal device (RDD)** includes any explosive device utilized to spread radioactive material upon detonation. By placing radiological material in close proximity, any improvised device could be used.
- Use of a **simple RDD** that spreads radiological material without the use of an explosive. Any nuclear material (including medical isotopes or waste) can be used in this manner.

<b>Stated Threat to Deploy a Nuclear or Radiological Device</b>
<b>Presence of Nuclear or Radiological Equipment</b> <ul style="list-style-type: none"> <li>• Spent fuel canisters or nuclear transport vehicles</li> </ul>
<b>Radiological Sickness Symptoms</b> <ul style="list-style-type: none"> <li>• Burns, nausea, hair loss</li> </ul>
<b>Detonation of a Nuclear Device</b>
<b>Nuclear Placards/Warning Materials Along with Otherwise</b>
<b>Unexplained Casualties</b>

**CYBER-TERRORISM**

Cyber-terrorism involves the malicious use of electronic information technology to commit or threaten to commit acts dangerous to human life, or against a nation’s critical infrastructures in order to intimidate or coerce a government or civilian population to further political or social objectives (FBI NIPC, Congressional testimony, August 29, 2001). As with other critical infrastructure guidance, most cyber protection guidance focuses on security measures to protect computer systems against intrusions, denial of service attacks and other forms of attack rather than addressing issues related to contingency and consequence management planning.

<b>Stated Threat of a Cyber-terrorism Attack</b>
<b>Detection of a Computer Virus by a Software Program</b>
<b>Unexplained Malfunctioning of a Computer Control System That Could Result in Injury or Death</b> <ul style="list-style-type: none"> <li>• 9-1-1 System</li> <li>• Streetlights</li> <li>• Air Traffic Control System</li> </ul>
<b>Collapse of Infrastructure Computer System</b> <ul style="list-style-type: none"> <li>• Electric Power Grid</li> <li>• Nuclear Power Plant</li> <li>• Water Treatment Plant</li> </ul>
<b>Collapse of Vital Computer Databases</b>

**AGRI-TERRORISM**

Any terrorist act using biological agents, achieved by poisoning the food or water supplies or by introducing diseases among livestock. This can involve the use of chemical or biological agents.

<b>Stated Threat to Release a Chemical/Biological Agent into the Agriculture Industry</b>
<b>Unusual Liquid, Spray, Vapor or Powder</b>
<b>Unexplained Presence of Dead or Dying Animals, Birds and/or Insects</b>
<b>Presence of Abandoned Spray Devices</b>

**OTHER TERRORISM HAZARDS**

Although it is not realistically possible to plan for and prevent every conceivable type of terrorist attack, it is anticipated that future terrorism attempts could range from simple, isolated attacks to complex, sophisticated, highly coordinated acts of destruction using multiple agents aimed at one or multiple targets. Therefore, the plans developed for terrorist incidents must be broad in scope yet flexible enough to deal with the unexpected. These considerations are particularly important in planning to handle the consequences of attacks using low-tech devices and delivery, assaults on public infrastructure and cyber terrorism. In these cases, the training and experience of the responders may be more important than detailed procedures.

***Low-Tech Devices and Delivery***

Planning for the possibility of terrorist attacks must consider the fact that explosives can be delivered by a variety of methods. Most explosive and incendiary devices used by terrorists would be expected to fall outside the definition of a WMD. Small explosive devices can be left in packages or bags in public areas for later detonation, or they can be attached directly to a suicide bomber for detonation at a time and place when and where the terrorist feels that maximum damage can be done. The relatively small size of these explosive devices and the absence of specific security measures in most areas make these types of terrorist attacks extremely difficult to prevent. Small explosive devices can also be brought onto planes, trains, ships, or buses, within checked bags or hand carried. Although present airline security measures minimize the possibility of explosives being brought on board airliners, planners will need to consider the level of security presently employed on ships, trains and buses within their jurisdictions. Larger quantities of explosive materials can be delivered to their intended target area by means of car or truck bombs.

***Infrastructure Attacks***

Potential attacks on elements of the nation's infrastructure require protective considerations. Infrastructure protection will involve proactive risk management actions to prevent the destruction of or incapacitating damage to networks and systems that serve our communities.

Infrastructure protection often is more focused on security, deterrence and law enforcement than on emergency preparedness and response. The State of New

Hampshire's departments and agencies must develop contingency plans in the event critical infrastructures are brought down as the result of a terrorist incident.

Presidential Decision Directive 63 was issued in May 1998. It established the Critical Infrastructure Assurance Office (CIAO) and outlined steps to be taken to protect critical infrastructures from disruptions that could have serious public health and safety, economic, or national security impacts.

## **SITUATION AND PLANNING ASSUMPTIONS**

### **SITUATION**

Until such time as an incident is determined to be an act of terrorism, response operations will be implemented under the Canaan EOP and its ESF components.

The Co-Primary Agencies will coordinate with the support agencies to identify potential requirements to implement increased readiness operations.

### **PLANNING ASSUMPTIONS**

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 CBRNE/WMD, Cyber- and/or Agro-terrorism are involved.

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. Control of these perimeters may be enforced by different authorities, which may impede the overall response if adequate coordination is not established.

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.

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.



## **CONCEPT OF OPERATIONS**

### **GENERAL**

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

The Canaan Co-Primary Agencies will maintain the Town's lead responsibility for response management to threats or acts of terrorism until a time at which state and regional agencies take over control and responsibility. Joint command is likely in many terrorism events and it is anticipated that components of this EOP will be functional.

This EOP Terrorism Annex provides a graduated flexible response and recovery actions to the full range of incidents. An act of terrorism exceeding the local capability to resolve automatically goes to the state level for assistance. It is likely that in a terrorism event, state agencies will quickly assume control.

### **ORGANIZATION**

#### **FUNCTIONAL ORGANIZATION – EOC ORGANIZATION CHART**

The EOC Organization Chart details the overall response structure of the EOC involving the threat of or actual occurrence of a terrorist incident in Canaan. Direction and control remains the responsibility of the Emergency Management Director with implementation and coordination conducted from the designated support agencies and regional and state officials. Please refer to Chapter 9 for the EOC Organization Chart.

#### **INTERAGENCY COORDINATION**

Under the Basic Plan of the Canaan 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.

#### **OPERATIONAL FACILITIES/SITES**

##### **FBI – JOINT OPERATIONS CENTER (JOC)**

The JOC is 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.

The location of the JOC will be based upon the location of the incident and current threat specific information.

##### **JOINT INFORMATION CENTER (JIC)**

The JIC is 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 (possibly the National Guard Armory).

### CANAAN EMERGENCY OPERATIONS CENTER

The Canaan EOC will be located at the Public Safety Complex (police training room) or the Public Safety Complex (fire training room). In the event that the Public Safety Complex is compromised, the EOC will be located at the Town Offices.

### WARNING

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.

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.

The Co-Primary Agencies, the Canaan Fire and Police Departments, will be notified of any suspected terrorist threats or incidents in the Town of Canaan.

The FBI will notify state and local law enforcement officials regarding potential terrorist threats.

### NOTIFICATION AND ACTIVATION

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 Homeland Security Advisor and the appropriate state and local agencies as the situation warrants.

The EMD will partially or fully activate the local EOC, based upon specific threat information received. The decision to partially or fully activate the EOC will be based on the advice of the Homeland Security Advisor for New Hampshire.

In May 2011, the Department of Homeland Security did away with the eight-year old color-coded Homeland Security Advisory System (HSAS). To replace HSAS, the Department created the National Terrorism Alert System (NTAS) in an effort to better communicate specific information about the nature of a terrorist threat and to provide this information in a clear and timely fashion.

NTAS offers only two alerts:

- **Imminent Threat Alert.** Warns of a credible, specific and impending threat against the United States.
- **Elevated Threat Alert.** Warns of a credible threat against the United States.

With each alert, there is a brief summary of the threat, information on the affected area, preparedness steps that the public can take and an expiration of date of the alert. Additional details on the nature of the threat and the actions being taken. NTAS alerts are issued only when credible information is available about specific threats to the U.S.

## COMMUNICATIONS

*ESF #2, Communications & Alerting*, is tasked with the responsibility to establish and maintain a secure communications capability for the Town, which includes voice, data, video and fax.

*ESF #2, Communications & Alerting*, will coordinate measures to ensure communications interoperability among the response agencies.

## PLAN IMPLEMENTATION

### RESPONSE ACTIONS

The Co-Primary Agencies assigned for response actions are the Canaan Police and Fire Departments for general threats or acts of terrorism within the Town of Canaan.

State lead agency assignments for response actions are the Department of Justice (DOJ), the Office of the Attorney General (AG), Homeland Security & Emergency Management (HSEM) and the NH State Police for general threats or acts of terrorism within the State of New Hampshire.

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:

- Biological, nuclear, radiological and food and product tampering terrorist acts shared leads are with Department of Health and Human Services (DHHS).
- Chemical, incendiary and explosive terrorist acts shared lead is the Department of Safety – Fire Marshal's Office.
- Agro-terrorist acts shared lead is the Department of Agriculture, Markets and Food.
- Cyber-Terrorism shared lead is the Department of Administrative Services and the Division of Information Management.

### 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.

## RECOVERY ACTIONS

The Canaan EMD shall ensure that the Canaan EOP is adequate to recover from the consequences of terrorism.

The Canaan EMD, with the support of all agencies in the Canaan EOP, shall act in support of the response team until such time as the Department of Justice, the Attorney General and the NH State Police shall transfer the Lead Agency role to HSEM.

## SPECIALIZED TEAMS

- NH National Guard; 12<sup>th</sup> Civil Support Team
- NH State Police - Canine Unit
- Midwest NH HazMat Response Team
- NH State Police SWAT Team
- FEMA Urban Search & Rescue

## INCIDENT PHASES

### PRE-INCIDENT

A credible or significant threat may be presented in verbal, written, intelligence-based or other form.

In response to a credible or significant threat involving CBRNE/WMD/Cyber- or Agro-terrorism, the Canaan Co-Primary Agencies will 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.

The Co-Primary Agencies maintain a contact listing of local, federal and state law enforcement agencies. State and federal agencies will provide the initial notification of a threat or occurrence of terrorism to local and state law enforcement authorities

### TRANS-INCIDENT (SITUATIONS INVOLVING A TRANSITION FROM A THREAT TO AN ACT OF TERRORISM)

The EMD 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).

If an act of terrorism becomes imminent and causes the Governor to direct Homeland Security & Emergency Management (HSEM) to implement a State EOP, then HSEM will initiate procedures to activate additional ESFs and a Disaster Field Office (DFO) if necessary. Coordination will be conducted from the designated state facility.

As the situation warrants, the EMD will coordinate with the Town Administrator and Board of Selectmen-Chair 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.

**POST-INCIDENT**

An incident is defined as follows:

- The detonation of an explosive device, utilization of a CBRNE/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).

Or

- The detonation of an explosive device, utilization of a CBRNE WMD, introduction of an Agro-terrorism agent or other destructive event, with or without warning, that results in substantial injury or death (e.g., major consequences: Federal response).

Once an incident has occurred, the Canaan EMD will provide a Liaison to the local EOC and/or the FBI JOC, as needed. The NH State Police will contact local, state and federal agencies of the detonation of an explosive device, using a CBRNE WMD, introduction of an Agro-terrorism agent or other destructive event.

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:

- Site Decontamination
- Site Demolition or Restoration
- Memorial Services
- Victim Compensation and Disaster Assistance
- Temporary Housing Assistance
- Long-term Medical Monitoring and Surveillance

The Canaan Co-Primary Agencies will coordinate with the NH State Police and 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.

The Canaan Co-Primary Agencies, in coordination with the NH State Police will coordinate with DOJ to initiate victim assistance programs, as appropriate.

**DEMOBILIZATION**

If an act of terrorism does not occur, the responding elements will demobilize when the Canaan EMD, in consultation with the NH State Police and the Governor, issues a cancellation notification to the appropriate ESF agencies. ESF agencies will coordinate with the EOC Operations Officer and demobilize according to establish SOPs/SOGs.

If an act of terrorism occurs, then each ESF structure demobilizes at the appropriate time according to established SOPs/SOGs. Following ESF demobilization, 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).

## ROLES AND RESPONSIBILITIES

### GENERAL

Upon activation of Canaan EOP (either in whole or in part), Town departments designated as Primary and Support Agencies for the EOP will effectively carry out their missions and assigned roles and responsibilities, as directed/requested.

The ESFs will provide support within the scope of their agencies' statutory authority and assigned mission.

This section only outlines those Agencies that have roles and responsibilities specific to a response to terrorism incident. These roles and responsibilities are in addition to those outlined in the Basic Plan and ESF specific components of the Canaan EOP.

### INTERAGENCY COORDINATION

The EOC is the focal point for interagency and intergovernmental coordination between the following:

- FBI Joint Operations Center (JOC)
- Local Emergency Operations Center (EOC)
- Other Law Enforcement Command Posts
- Other Community's Emergency Operation Centers
- FEMA Disaster Field Office (DFO)

The JOC structure includes the following standard groups:

- Command
- Operations
- Support
- Recovery

Representation within the JOC may include federal, state and local agencies with support roles. Selected federal, state and local agencies may be requested to serve in the JOC Command Group, the JOC Support group/Media component and the JOC Recovery Management Group.

To maintain consistency in the management of the incident, the JOC should continue to operate as structured; however, leadership of the JOC may pass to FBI dependent on the situation. Local and State Police and state agencies in support of the JOC will continue to operate, but under FBI role designation and direction.

Response issues that affect multiple agency authorities and areas of expertise will be discussed by the FBI and the JOC Command Group working in consultation with local, state and federal representatives. While the FBI on-scene commander (FBI - OSC) retains authority to make federal response decisions at all times, operational decisions are made cooperatively to the greatest extent possible.

The FBI - OSC and the senior FEMA official will provide, or obtain resolution of conflicts in priorities for allocation of critical federal resources between response and recovery requirements, disseminating threat information with designated ESFs and other local/state departments, as appropriate.

The FBI will provide training to emergency response personnel that includes but is not limited to the following:

- Crime scene preservation
- Evidence collection and chain of custody
- Victim interviews
- Combined epidemiological/criminal investigations
- Implementation plans and procedures to prevent, contain and/or mitigate the chemical, biological, or radiological agent introduced into the agricultural and livestock environment

In the event that an Agro-Terrorism incident involves a zoonotic disease, coordination with *ESF #8, Health & Medical Services*, may be necessary to address the public health risks and for the dissemination of emergency public health information.

### THE CANAAN CO-PRIMARY AGENCIES

The Canaan Fire Department and the Canaan Police Department are the Co-Primary Agencies assigned to implement and coordinate the response functions.

During the response, the Co-Primary Agencies coordinate closely with state law enforcement authorities and other state agencies for law enforcement resolution. If state or federal agencies are involved, then the Co-Primary Agencies will also coordinate with them. The Co-Primary Agencies are responsible for the incident site and may modify the Command Post to function as a Joint Operations Center (JOC).

### RESPONSIBILITIES

#### CANAAN CO-PRIMARY AGENCIES - FIRE & POLICE DEPARTMENTS

##### JOINT DUTIES

- Work closely with NH State Police, DOJ and FBI with respect to terrorist acts.
- Provide liaison personnel to the local EOC at terrorist incidents.
- Coordinate the threat assessment.
- Work closely with the NH State Police and FBI in assessing threats.
- Participate in EOC/ESF operations, as outlined in the Canaan EOP.
- Implement response actions.
- Establish and maintain a secure communications capability to include voice and data.

##### FIRE DEPARTMENT

- Coordinate additional assistance and resources from un-impacted jurisdictions to include but not limited to the following:
  - Detection and monitoring equipment
  - Decontamination equipment and supplies
- Coordinate the provision of decontamination assistance to hospitals, first responders and when necessary, private facilities.
- Establish and maintain environmental health hazards remediation, as needed.

- Assist in the overall management, response and recovery of terrorist incidents involving radiological materials, to include:
  - Detection of on-scene radioactive debris
  - Recommendations on protective actions
  - Determination of health risk/consequences to the public and first responders.
- Assume the shared role with the Police Department in the response and recovery of a biological terrorist incident, based on advice that is given, to include:
  - Disease control and prevention.
  - Quarantine and isolation.
  - Facilitate with the dispersal of the Strategic National Stockpile (SNS).
  - Management of immunization clinics.
- Coordinate with *ESF #10, Hazardous Materials*, to ensure safe entry to the incident site, as necessary.
- Assist the Medical Examiner's Office in the proper disposal of contaminated human remains, clothing and miscellaneous items, as needed.
- For Hazardous Materials events, establish decontamination of contaminated victims and emergency response personnel.
- Coordinate with the Regional Coordinating Committee to implement the Mass Inoculation Plan, as appropriate.
- Provide detection and monitoring services, equipment and personal protective equipment (PPE), as needed and available.

**POLICE DEPARTMENT**

- Serve as the primary agency for criminal activity, investigations and prosecution until the FBI assumes control.
- Assist the NH State Police and FBI with crime scene management.
- Serve as the lead agency for ordinance control and mitigation.

**CANAAN SUPPORT AGENCIES: EMD, CANAAN AMBULANCE, BOARD OF SELECTMEN, TOWN ADMINISTRATOR, HIGHWAY DEPARTMENT, HEALTH OFFICER, SCHOOL LIAISON & WATER & SEWER**

**ALL SUPPORT AGENCIES**

- Assist the Co- Primary Agencies and all regional, state and federal agencies as required.

**EMERGENCY MANAGEMENT DIRECTOR**

- Provide information to the Selectmen and/or Town Administrator for press releases.
- Provide information to the Joint Operations Center for media and public information.

**CANAAN AMBULANCE**

- Assist with the dispersal of the Strategic National Stockpile (SNS).
- Assist with the management of immunization clinics.
- Assist with quarantine and isolation.
- Assist with disease control and prevention.



**BOARD OF SELECTMEN & THE TOWN ADMINISTRATOR**

- Liaison with the Joint Information Center Public Information Officer (PIO) and assist as needed/directed regarding the collection and dissemination of public information.
- Assist JIC in keeping media and public informed through JIC designated and approved briefings and press conferences.

**HIGHWAY DEPARTMENT**

- Establish and maintain the integrity of the Town's road and bridge infrastructure.
- Control access points in coordination with the Co-Primary Agencies.
- Provide equipment as necessary for other functions.
- Assist in evacuation procedures as needed.

**HEALTH OFFICER**

- Assist the Medical Examiner's Office in the proper disposal of contaminated human remains, clothing and miscellaneous items, as needed.
- Assist Health and Human Services in the efforts to ensure there is no uptake of chemical, radiological or biological agents into the food chain or the food supply as advised.
- Assist the Department of Agriculture and the Department of Health to implement plans and procedures to prevent, contain and/or mitigate the chemical, biological, or radiological agent introduced into the agricultural and livestock environment.
- In the event that an Agro-Terrorism incident involves a zoonotic disease, coordinate with *ESF #8, Health & Medical Services*, to address the public health risks and for dissemination of emergency public health information and personal protective actions that may be necessary.

**SCHOOL LIAISON**

- Prepare school for sheltering.
- Inform EMD of state of activities at the school.
- Prepare to lock down, if necessary.

**SEWER & WATER**

- Contaminants in water supply
- Assist in maintaining the security of the water and sewer systems
- Assist in providing safe water supply.

## ***AUTHORITIES AND REFERENCES***

### **PLANS**

- Canaan Emergency Operations Plan.
- Canaan Radiological Protection Annex (Chapter 5).
- Canaan Hazard Specific Annex (Chapter 4).

### **SOPs/SOGs**

- Emergency Support Functions (ESFs)
- Canaan Fire Department Standard Operating Guidelines
- Canaan Police Standard Operating Procedures

## CHAPTER 7 - EMERGENCY OPERATIONS CENTER GUIDELINES ANNEX

### Table of Contents

INTRODUCTION .....	205
EOC OPERATIONAL LEVEL.....	205
EOC ALERT LIST – LOCAL.....	206
EOC ALERT LIST – OTHER (STATE, REGIONAL, FEDERAL, ETC.).....	206
EOC – ACTIVATION PROCEDURES.....	207
<i>Activate communications equipment</i> .....	207
<i>Enact the message flow system (recording messages)</i> .....	207
<i>Set up maps</i> .....	207
<i>Logs &amp; status boards</i> .....	207
<i>Prepare a shift schedule</i> .....	207
<i>Announce the briefing schedule</i> .....	208
<i>Provide staff necessities</i> .....	208
EOC SECURITY .....	208

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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

EOC Operational Levels	Description	Associated Local Actions
<b>Level 1</b>	Consist of the daily operations agencies must carry out, in absence of an emergency situation, to ensure readiness.	Preparedness, planning, training and exercise activities are being conducted. Assessing local conditions.
<b>Level 2</b>	Monitoring phase triggered by the potential for an event that could threaten life, property, or the environment.	Local agencies and ESFs that would need to take action, as part of their everyday responsibilities will be notified and acknowledge receipt of notification.
<b>Level 3</b>	Partial activation of the EOC. Triggered by highly probable hazardous conditions and a strong potential for property damage or loss of life.	All ESF primary agencies are notified. The EOC is staffed with assigned personnel and the necessary ESFs.
<b>Level 4</b>	Full activation of the EOC. Triggered by extremely hazardous conditions that are imminent or occurring. Highest state of alert.	All primary and support agencies under the <i>EOP</i> are notified. The EOC will be on full activation with 24-hour staffing by assigned personnel and all necessary ESFs.

**EOC ALERT LIST – LOCAL**

<b>EMERGENCY OPERATIONS CENTER (EOC) ALERT LIST - LOCAL</b>				
<b>Name</b>	<b>Title</b>	<b>Phone (work)</b>	<b>Phone (home)</b>	<b>Cell</b>
Bill Bellion	Fire Chief & Emergency Management Director	603-523-4850	603-523-7184	603-304-9375
Sam Frank	Police Chief	603-523-7400		603-304-6671
George Lazarus	Deputy Emergency Management Director	603-443-1156	603-632-5462	603-443-1156
Mike Samson	Town Administrator	603-523-4501	603-217-0526	603-707-9349
Bob Scott	Highway Department	603-523-4344	603-523-4301	603-304-5004
John Coffey	Waste Water & Sewer Department	603-304-9380	603-526-7803	
Leif Jopek	Ambulance Director	603-523-8808		403-260-2800
Kati Jopek	Recreation Director	603-523-4501		603-306-6606
Bill Wilson	Health Officer & Building Inspector	603-523-4501		603-707-9349
Patrick Andrew	School Liaison	603-632-5663	603-632-7293	603-340-1230

**EOC ALERT LIST – OTHER (STATE, REGIONAL, FEDERAL, ETC.)**

<b>EMERGENCY OPERATIONS CENTER (EOC) ALERT LIST - OTHER</b>			
<b>Name</b>	<b>Title</b>	<b>Phone (work)</b>	<b>Cell</b>
Paul Hatch	Homeland Security Representative	603-223-3635	603-419-9407
24-Hour Duty Officer	Homeland Security Duty Officer	800-852-3792	
Bruce Pollock	American Red Cross (VT)	802-254-2377	802-379-4464
Ian Dyar	American Red Cross (NH)	603-225-6697	603-545-5793
NH State Police-Troop F	Canine Unit	603-846-3333	
Wesley Miller	Upper Valley Regional PHN	603-448-8810	
Tony Stiles	Grafton Country Sheriff's Office	787-2111 x561	616-3223
Doug Hackett	Hanover Dispatch	603-640-3333	

## **EOC – ACTIVATION PROCEDURES**

### **ACTIVATE COMMUNICATIONS EQUIPMENT**

Test communications equipment:

- Local and Regional Dispatch
- Hanover Dispatch
- Telephones
- Computer / Internet
- Backup generator

### **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.

### **SET UP MAPS**

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

### **LOGS & STATUS BOARDS**

Maintain the following:

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

### **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 members 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.

**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.

**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.

**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 who to admit.



## CHAPTER 8 – RESOURCE INVENTORY

### Table of Contents

CATEGORIZED RESOURCE INVENTORY LIST .....	211
ALPHABETICAL RESOURCE INVENTORY LIST .....	217

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**CATEGORIZED RESOURCE INVENTORY LIST**

Business/Agency	Contact	Location	Phone	Cell
<b>American Red Cross</b>				
American Red Cross	Ian Dyar	New Hampshire	800-262-2442	225-6697
American Red Cross	Bruce Pollock	Vermont	802-660-9130	802-254-2377
<b>Auto Parts &amp; Service</b>				
Mike's Garage	Mike Rogers	Canaan Center	603-523-7022	
J's Auto	Dan Jameson	Rt. 4 Canaan	603-523-4208	
Peanut's Auto		Rt. 4 west Canaan	603-632-4966	
Mascoma Auto		Rt. 4 west Canaan	603-632-4810	
Shaker Valley Auto		Enfield, NH	603-632-4352	
Brownie's Auto Parts		Enfield ,NH	603-632-7788	
J& B Autoworx	Joe Tetrault	Enfield ,NH	603-632-7557	
Jim's Garage		West Canaan	603-632-7957	
R&L Auto Towing		Canaan, NH	603-523-7985	
<b>Blasting Contractor</b>				
Maine Drilling & Blasting		Gardiner, ME	800-370-2338	
<b>Boats</b>				
NH Fish & Game		Concord, NH	271-3422	
NH Marine Patrol			293-3037	
<b>Building Inspector(s)</b>				
Town of Canaan	Bill Wilson	Canaan, NH	603-523-4501	
<b>Church</b>				
Canaan Assembly of God	Kevin McCullough	Rt. 4 Canaan, NH	603-523-4870	
Faith Baptist Church	Dr. Kevin Schwamb	Canaan St.	603-523-4447	
St Mary's Catholic Church	Johnny Vadakkan	Rt. 4 Canaan, NH	603-523-9955	
United Methodist Church		Rt. 4 Canaan, NH	603-523-7890	
<b>Concrete</b>				
Bishop Concrete	Terry Bishop	Prospect Hill	603-523-4201	

Business/Agency	Contact	Location	Phone	Cell
<b>Contractors</b>				
Aaron Allen Timber framing	Aaron Allen	Grafton Turnpike	523-4063	
Denis Salvail	Denis Salvail	Grist Mill Hill Rd	523-7077	
DMS Contractors	Mike Farnsworth		523-9222	
MTD Maintenance	Matt Dow	Canaan on the Common	523-4392	
<b>County</b>				
County Sheriff			800-564-6911	
<b>Cranes &amp; Riggings</b>				
Hutch Crane service	West Lebanon		800-639-0712	603-298-5581
Valley Crane Service	Vernon, VT		802-258-9055	
<b>Divers</b>				
NH Fish & Game			271-3421	
NH State Police			525-5555	
<b>EMS &amp; Medical</b>				
Dartmouth Hitchcock Air Response Team (DART)		Hanover, NH	800-650-3222	
Canaan FAST	Mike Eastman	Canaan	603-523-8808	406-260-2800
Boston Med Flight		Boston, MA	800-233-8998	
Life flight of Maine		Portland, ME	207-785-2288	
North Country Life Flight				
Disaster Behavioral Health Response Team (DBHRT)			800-852-3782; 271-2231	
S.O.L.O.		Conway	447-6711	
Hanover Dispatch	Doug Hackett	Hanover	603-643-2222	
Lebanon Dispatch	Doug Albanese	Lebanon Dispatch	603-448-1212	
Regional Coordinating Committee	Chris Christopoulos	Lebanon Fire Dept.	603-448-8810	
AVPHAC	Wes Miller	DHMC	603-650-4105	
<b>Fire Mutual Aid</b>				
Hanover Dispatch	Doug Hackett	Hanover	603-643-2222	
Lebanon Dispatch	Doug Albanese	Lebanon	603-448-1212	

Business/Agency	Contact	Location	Phone	Cell
<b>Food</b>				
Canaan Center Store		Canaan Center	603-523-7413	
Canaan Food Mart		Rt. 4	603-523-4939	
Evans Express Mart		RT 4 Canaan	603-523-7578	
Papa Z's	Dave Zani	Rt. 118	603-523-9011	
Pleasant Valley store	Steve Ibey	Rt. 4 West Canaan	603-632-7507	
Price Chopper		Rt. 12A West Lebanon	603-298-9675	
Shaw's		Benning Dr. (West Lebanon)	603-298-0388	
Coo-Op Food Store	Hanover	45 S Park Main Off	603-643-2667	
Hannaford's		Market St (West Lebanon)	603-298-6642	
Lebanon Village Marketplace		2 Mascoma St (Lebanon)	603-448-9600	
<b>Fuel (Gas, Diesel, Home Heating, Propane)</b>				
Patriot Fuel	Charlie Gillingham	Rt. 4 West Canaan	603-632-4318	
Irving Oil		Lebanon	888-310-1924	
Dead River		1 Main St (West Lebanon)	603-298-9503	
Rymes Propane		1 Glen Rd. (West Lebanon)	603-298-8234	
Suburban Propane		424 Miracle Mile	603-448-4708	
Simple Energy		112 n Main (West Lebanon)	603-298-2155	
Young's Propane		White River, VT	802-478-0661	
<b>Funeral Home</b>				
Ricker Funeral Home		433 Rt. 4 Enfield	603-632-7639	
Ricker Funeral Home		56 School St (Lebanon)	603-448-1568	
Cremation Society of New Hampshire		Boscawen NH	800-493-8001	
<b>Generators</b>				
Cummins Northeast Inc.		66 Benning St (Lebanon)	603-298-6626	
<b>Gravel, Sand, etc.</b>				
Twin State Sand and Gravel		Elm St. (West Lebanon)	603-298-8705	
Richard Remacle		531 Jerusalem Rd	603-523-7512	

Business/Agency	Contact	Location	Phone	Cell
Philp Salvail		Grist Mill Hill Rd	603-304-5511	
Dave Zani		27 Apple Blossom Lane	603-523-7094	
<b>Heavy Equipment</b>				
Richard Remacle		531 Jerusalem Rd	603-523-7512	
Philp Salvail		Grist Mill Hill Rd	603-304-5511	
Dave Zani		27 Apple Blossom Lane	603-523-7094	
Hammond Grinding and Recycling		11 Hammonds Way	603-523-4353	
<b>Lodging</b>				
Fireside Inn And Suites		25 Airport Road (Lebanon)	603-298-5900	
Residence Inn		32 Centerra Parkway	603-643-4511	
Courtyard Hanover		10 Morgan Dr. (Lebanon)	603-5600	
Baymont Inn and Suites		45 Airport Rd. (Lebanon)	800-337-0300	
Days Inn		135 Rt. 120N (Lebanon)	603-448-5070	
<b>News Media</b>				
The Valley News		24Interchange Drive	603-298-8711	
WGXL 92.3		31 Hanover St (Lebanon)	603-448-1400	
WXLF 95.3		Hartford VT	603-298-0123	
WHDQ 106.1		Claremont, NH	603-298-0332	
<b>Off Road Vehicles</b>				
Cardigan Mt Snowmobile Club	Keith Monmaney	Canaan NH		
Canaan FAST Inc.		Canaan NH	603-523-8808	406-260-2800
<b>Rotary, Masons &amp; Other Clubs &amp; Service Agencies</b>				
Canaan Lions Club		Canaan NH	603-523-7720	603-530-1206
<b>Rubbish Haulers</b>				
Waste Management		Londonderry	800-443-5515	

Business/Agency	Contact	Location	Phone	Cell
<b>Schools</b>				
Mascoma School District	Patrick Andrew	Enfield SAU 62	603-632-5563	603-304-1230
Mascoma VRHS	Jim Collins	Canaan NH	603-632-4308	603-340-1231
Canaan Elem School	Sharyn Orvis	Canaan, NH	603-523-4312	
<b>Snowmobiles &amp; ATVs</b>				
<b>State &amp; Federal Agencies</b>				
DRED NH Forests & Lands	Brad Simpkins	Concord, NH	271-2214	
Local DRED Forest Ranger				
Homeland Security	24-Hour Duty Officer	Concord, NH	800-852-3792	
Homeland Security	State EOC	Concord, NH	800-852-3792	
Homeland Security				
NH Public Works Mutual Aid				
NH Fish & Game		Concord, NH	271-3422; 271-3421	
NH DOT (local)				
NH Highway Department (DOT)		Concord, NH	271-3734	
NH State Police	Duty Officer	Concord, NH	271-3636; 800-525-5555	
Public Health Network				
State Fire Marshall		Concord, NH	271-3294	
USDA-FS; Fire Planner	Erin Lane	Campton	536-6260	393-0372
USDA-FS; Forest Technician	John Neely	Campton	536-6261	
<b>Towing</b>				
R&L Towing		Andrew Lane	523-7985	
Mascoma Auto Sales	Kirk Hersey	West Farms Rd	632-4810	
Grizzaffi's		Lebanon	603-448-5900	

Business/Agency	Contact	Location	Phone	Cell
<b>Towns (area)</b>				
Enfield	Town Clerk		632-5001	
Orange	Town Clerk		523-4404	
Grafton	Town Clerk		523-7270	
Dorchester	Town Clerk		786-9476	
<b>Tree Service</b>				
Fox Tree Service		Enfield	603-632-7468	
Chippers Inc.		Enfield Smith PD.	603-448-4800	
Bartlett Tree Experts		New London	603-526-2416	
<b>TV &amp; Radio</b>				
WMUR		Manchester		
Channel 3		Burlington		
94.9		Portland, Me		
Kiss 102.3		Lancaster	669-9999	
<b>Utilities (Electric, Phone)</b>				
Fairpoint			866-534-2944	
NH Electric Coop			800-698-2007	800-343-6432
PSNH			800-662-7764	
PSNH Municipal Emergency			800-386-4086	
Time Warner Cable			800-627-2288	
Verizon			555-1515	



**ALPHABETICAL RESOURCE INVENTORY LIST**

Business/Agency	Contact	Location	Phone	Cell	Category
<b>A-D</b>					
94.9		Portland, Me			TV & Radio
Aaron Allen Timber framing	Aaron Allen	Grafton Turnpike	523-4063		Contractors
American Red Cross	Ian Dyar	New Hampshire	800-262-2442	225-6697	American Red Cross
American Red Cross	Bruce Pollock	Vermont	802-660-9130	802-254-2377	American Red Cross
AVPHAC	Wes Miller	DHMC	603-650-4105		EMS & Medical
Bartlett Tree Experts		New London	603-526-2416		Tree Service
Baymont Inn and Suites		45 Airport Rd. (Lebanon)	800-337-0300		Lodging
Bishop Concrete	Terry Bishop	Prospect Hill	603-523-4201		Concrete
Boston Med Flight		Boston, MA	800-233-8998		EMS & Medical
Brownie's Auto Parts		Enfield ,NH	603-632-7788		Auto Parts & Service
Canaan Assembly of God	Kevin McCullough	Rt. 4 Canaan, NH	603-523-4870		Church
Canaan Center Store		Canaan Center	603-523-7413		Food
Canaan Elem School	Sharyn Orvis	Canaan, NH	603-523-4312		Schools
Canaan FAST	Mike Eastman	Canaan	603-523-8808	406-260-2800	EMS & Medical
Canaan FAST Inc.		Canaan NH	603-523-8808	406-260-2800	Off Road Vehicles
Canaan Food Mart		Rt. 4	603-523-4939		Food
Canaan Lions Club		Canaan NH	603-523-7720	603-530-1206	Rotary, Masons & Other Clubs & Service Agencies
Cardigan Mt Snowmobile Club	Keith Monmaney	Canaan NH			Off Road Vehicles
Channel 3		Burlington			TV & Radio
Chippers Inc.		Enfield Smith Pd.	603-448-4800		Tree Service
Coo-Op Food Store	Hanover	45 S Park Main Off	603-643-2667		Food
County Sheriff			800-564-6911		County
Courtyard Hanover		10 Morgan Dr. (Lebanon)	603-5600		Lodging
Cremation Society of New Hampshire		Boscawen NH	800-493-8001		Funeral Home

Business/Agency	Contact	Location	Phone	Cell	Category
Cummins Northeast Inc.		66 Benning St. (Lebanon)	603-298-6626		Generators
Dartmouth Hitchcock Air Response Team (DART)		Hanover, NH	800-650-3222		EMS & Medical
Dave Zani		27 Apple Blossom Lane	603-523-7094		Gravel, Sand, etc.
Dave Zani		27 Apple Blossom Lane	603-523-7094		Heavy Equipment
Days Inn		135 Rt. 120N (Lebanon)	603-448-5070		Lodging
Dead River		1 Main St west (Lebanon)	603-298-9503		Fuel (Gas, Diesel, Home Heating, Propane)
Denis Salvail	Denis Salvail	Grist Mill Hill Rd	523-7077		Contractors
Disaster Behavioral Health Response Team (DBHRT)			800-852-3782; 271-2231		EMS & Medical
DMS Contractors	Mike Farnsworth		523-9222		Contractors
Dorchester	Town Clerk		786-9476		Towns (area)
DRED NH Forests & Lands	Brad Simpkins	Concord, NH	271-2214		State & Federal Agencies
<b>E-L</b>					
Enfield	Town Clerk		632-5001		Towns (area)
Evans Express Mart		RT 4 Canaan	603-523-7578		Food
Fairpoint			866-534-2944		Utilities (Electric, Phone)
Faith Baptist Church	Dr. Kevin Schwamb	Canaan St, Canaan, NH	603-523-4447		Church
Fireside Inn And Suites		25 Airport Road (Lebanon)	603-298-5900		Lodging
Fox Tree Service		Enfield	603-632-7468		Tree Service
Grafton	Town Clerk		523-7270		Towns (area)
Grizzaffi's		Lebanon	603-448-5900		Towing
Hammond Grinding and Recycling		11 Hammonds Way	603-523-4353		Heavy Equipment
Hannaford's		Market St West (Lebanon)	603-298-6642		Food
Hanover Dispatch	Doug Hackett	Hanover	603-643-2222		EMS & Medical
Hanover Dispatch	Doug Hackett	Hanover	603-643-2222		Fire Mutual Aid
Homeland Security	24-Hour Duty Officer	Concord, NH	800-852-3792		State & Federal Agencies

Business/Agency	Contact	Location	Phone	Cell	Category
Homeland Security	State EOC	Concord, NH	800-852-3792		State & Federal Agencies
Homeland Security					State & Federal Agencies
Hutch Crane service	West Lebanon		800-639-0712	603-298-5581	Cranes & Riggings
Irving Oil		Lebanon	888-310-1924		Fuel (Gas, Diesel, Home Heating, Propane)
J& B Autoworx	Joe Tetrault	Enfield ,NH	603-632-7557		Auto Parts & Service
Jim's Garage		West Canaan	603-632-7957		Auto Parts & Service
J's Auto	Dan Jameson	Rt. 4 Canaan	603-523-4208		Auto Parts & Service
Kiss 102.3		Lancaster	669-9999		TV & Radio
Lebanon Dispatch	Doug Albanese	Lebanon Dispatch	603-448-1212		EMS & Medical
Lebanon Dispatch	Doug Albanese	Lebanon	603-448-1212		Fire Mutual Aid
Lebanon Village Marketplace		2 Mascoma St (Lebanon)	603-448-9600		Food
Life flight of Maine		Portland, ME	207-785-2288		EMS & Medical
Local DRED Forest Ranger					State & Federal Agencies
<b>L-P</b>					
Maine Drilling & Blasting		Gardiner, ME	800-370-2338		Blasting Contractor
Mascoma Auto		Rt.4 west Canaan	603-632-4810		Auto Parts & Service
Mascoma Auto Sales	Kirk Hersey	West Farms Rd	632-4810		Towing
Mascoma School District	Patrick Andrew	Enfield SAU 62	603-632-5563	603-304-1230	Schools
Mascoma VRHS	Jim Collins	Canaan NH	603-632-4308	603-340-1231	Schools
Mike's Garage	Mike Rogers	Canaan Center	603-523-7022		Auto Parts & Service
MTD Maintenance	Matt Dow	Canaan on the Common	523-4392		Contractors
NH DOT (local)					State & Federal Agencies
NH Electric Coop			800-698-2007	800-343-6432	Utilities (Electric, Phone)
NH Fish & Game		Concord, NH	271-3422		Boats
NH Fish & Game			271-3421		Divers

Business/Agency	Contact	Location	Phone	Cell	Category
NH Fish & Game		Concord, NH	271-3422; 271-3421		State & Federal Agencies
NH Highway Department (DOT)		Concord, NH	271-3734		State & Federal Agencies
NH Marine Patrol			293-3037		Boats
NH Public Works Mutual Aid					State & Federal Agencies
NH State Police			525-5555		Divers
NH State Police	Duty Officer	Concord, NH	271-3636; 800-525-5555		State & Federal Agencies
North Country Life Flight					EMS & Medical
Orange	Town Clerk		523-4404		Towns (area)
Papa Z's	Dave Zani	Rt. 118	603-523-9011		Food
Patriot Fuel	Charlie Gillingham	Rt. 4 (West Canaan)	603-632-4318		Fuel (Gas, Diesel, Home Heating, Propane)
Peanut's Auto		Rt. 4 west Canaan	603-632-4966		Auto Parts & Service
Philp Salvail		Grist Mill Hill Rd	603-304-5511		Gravel, Sand, etc.
Philp Salvail		Grist Mill Hill Rd	603-304-5511		Heavy Equipment
Pleasant Valley store	Steve Ibey	Rt. 4 (West Canaan)	603-632-7507		Food
Price Chopper		Rt12A (West Lebanon)	603-298-9675		Food
PSNH			800-662-7764		Utilities (Electric, Phone)
PSNH Municipal Emergency			800-386-4086		Utilities (Electric, Phone)
Public Health Network					State & Federal Agencies
<b>R-Z</b>					
R&L Auto Towing		Canaan, NH	603-523-7985		Auto Parts & Service
R&L Towing		Andrew Lane	523-7985		Towing
Regional Coordinating Committee	Chris Christopoulos	Lebanon Fire Dept.	603-448-8810		EMS & Medical
Residence Inn		32 Centerra Parkway	603-643-4511		Lodging
Richard Remacle		531 Jerusalem Rd	603-523-7512		Gravel, Sand, etc.
Richard Remacle		531 Jerusalem Rd	603-523-7512		Heavy Equipment
Ricker Funeral Home		433 Rt. 4 Enfield	603-632-7639		Funeral Home

Business/Agency	Contact	Location	Phone	Cell	Category
Ricker Funeral Home		56 School St (Lebanon)	603-448-1568		Funeral Home
Rymes Propane		1 Glen Rd (West Lebanon)	603-298-8234		Fuel (Gas, Diesel, Home Heating, Propane)
S.O.L.O.		Conway	447-6711		EMS & Medical
Shaker Valley Auto		Enfield, NH	603-632-4352		Auto Parts & Service
Shaw's		Benning Dr. (West Lebanon)	603-298-0388		Food
Simple Energy		112 n Main (West Lebanon)	603-298-2155		Fuel (Gas, Diesel, Home Heating, Propane)
St Mary's Catholic Church	Johnny Vadakkan	Rt. 4 Canaan, NH	603-523-9955		Church
State Fire Marshall		Concord, NH	271-3294		State & Federal Agencies
Suburban Propane		424 Miracle Mile	603-448-4708		Fuel (Gas, Diesel, Home Heating, Propane)
The Valley News		24Interchange Drive	603-298-8711		News Media
Time Warner Cable			800-627-2288		Utilities (Electric, Phone)
Town of Canaan	Bill Wilson	Canaan, NH	603-523-4501		Building Inspector(s)
Twin State Sand and Gravel		Elm St (West Lebanon)	603-298-8705		Gravel, Sand, etc.
United Methodist Church		Rt. 4 Canaan, NH	603-523-7890		Church
USDA-FS; Fire Planner	Erin Lane	Campton	536-6260	393-0372	State & Federal Agencies
USDA-FS; Forest Technician	John Neely	Campton	536-6261		State & Federal Agencies
Valley Crane Service	Vernon, VT		1-802-258-9055		Cranes & Riggings
Verizon			555-1515		Utilities (Electric, Phone)
Waste Management		Londonderry	800-443-5515		Rubbish Haulers
WGXL 92.3		31 Hanover St (Lebanon)	603-448-1400		News Media
WHDQ 106.1		Claremont, NH	603-298-0332		News Media
WMUR		Manchester			TV & Radio
WXLF 95.3		Hartford, VT	603-298-0123		News Media
Young's Propane		White River, VT	1-802-478-0661		Fuel (Gas, Diesel, Home Heating, Propane)

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## CHAPTER 9 – ADMINISTRATIVE DOCUMENTS & REFERENCE MATERIALS

### Table of Contents

ADMINISTRATIVE DOCUMENTS.....	225
<i>Record of Revisions &amp; Changes</i> .....	225
<i>Statement of Adoption</i> .....	225
<i>Signatories to the Canaan Emergency Operations Plan</i> .....	226
<i>NIMS Resolution</i> .....	227
<i>Annual Concurrence Year One – May 2015</i> .....	229
<i>Annual Concurrence Year Two – May 2016</i> .....	231
<i>Annual Concurrence Year Three – May 2017</i> .....	233
<i>Annual Concurrence Year Four – May 2018</i> .....	235
REFERENCE MATERIALS .....	237
<i>Shelter Recommendations</i> .....	237
<i>Acronyms &amp; Abbreviations</i> .....	239
<i>Definitions</i> .....	241
<i>Authority of Emergency Response Agencies</i> .....	253
<i>Emergency Management Statutes – Chapter 21 P</i> .....	255
<i>Incident Command System (ICS) &amp; Emergency Support Functions (ESFs)</i> .....	259

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## ADMINISTRATIVE DOCUMENTS

### RECORD OF REVISIONS & CHANGES

Emergency Operations Plan	2004
Emergency Operations Plan (This Plan; ESF Format):	2014

### STATEMENT OF ADOPTION

This publication of the Canaan, NH 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 Canaan, NH.

#### Statement of Adoption

Adopted this day, the \_\_\_\_\_ of \_\_\_\_\_, 2014

\_\_\_\_\_  
Robert Reagan  
Chairman of the Board of Selectmen

\_\_\_\_\_  
Scott Borthwick  
Member of the Board of Selectmen

\_\_\_\_\_  
David McAllister  
Member of the Board of Selectmen

\_\_\_\_\_  
Michael Samson  
Town Administrator

\_\_\_\_\_  
William Bellion  
Emergency Management Director

*\*Signatures are scanned-original signatures on file.*

**SIGNATORIES TO THE CANAAN EMERGENCY OPERATIONS PLAN**

Name	Position	Signature
<p><b>The signatures below indicate the signee has read the Canaan Emergency Operations Plan 2014 and understands his/her responsibilities as outlined in the Plan. (P) = Primary Agency</b></p>		
Bill Bellion (P)	Fire Chief & Emergency Management Director	
Sam Frank	Police Chief	
George Lazarus	Deputy EMD	
Mike Samson	Town Administrator / Deputy Health Officer	
Bob Scott	Highway Department	
John Coffey	Waste Water & Sewer Department	
Leif Jopek	Ambulance Director	
Kati Jopek	Recreation Director	
Bill Wilson	Building Inspector & Health Officer	
Patrick Andrew	School Liaison	

*\*Signatures are scanned-original signatures on file.*

**NIMS RESOLUTION****Adoption of the National Incident Management System**

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

WHEREAS; Emergency response to critical incidents, whether natural or man-made, 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.

**National Incident Management System (NIMS)**

Adopted this day, the \_\_\_\_\_ of \_\_\_\_\_, 2014

\_\_\_\_\_  
Robert Reagan  
Chairman of the Board of Selectmen

\_\_\_\_\_  
Scott Borthwick  
Member of the Board of Selectmen

\_\_\_\_\_  
David McAllister  
Member of the Board of Selectmen

\_\_\_\_\_  
Michael Samson  
Town Administrator

\_\_\_\_\_  
William Bellion  
Emergency Management Director

*\*Signatures are scanned-original signatures on file.*

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**ANNUAL CONCURRENCE YEAR ONE – MAY 2015**

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

Canaan, NH  
Emergency Operations Plan

Date \_\_\_\_\_

**Reviewed and Approved by the Emergency Management Director**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Emergency Management Director*

**Concurrence of Approval by the Board of Selectmen**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Board of Selectmen-Chair*

**EOC Alert List Review & Update:**

\_\_\_\_\_      \_\_\_\_\_  
*Date*                      *Initials*

**Resource Inventory List Review & Update:**

\_\_\_\_\_      \_\_\_\_\_  
*Date*                      *Initials*

*Please use reverse side for additional notes*





**ANNUAL CONCURRENCE YEAR TWO – MAY 2016**

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

Canaan, NH  
Emergency Operations Plan

Date \_\_\_\_\_

**Reviewed and Approved by the Emergency Management Director**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Emergency Management Director*

**Concurrence of Approval by the Board of Selectmen**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Board of Selectmen-Chair*

**EOC Alert List Review & Update:**

\_\_\_\_\_      \_\_\_\_\_  
*Date*                      *Initials*

**Resource Inventory List Review & Update:**

\_\_\_\_\_      \_\_\_\_\_  
*Date*                      *Initials*

*Please use reverse side for additional notes*      





**ANNUAL CONCURRENCE YEAR THREE – MAY 2017**

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

Canaan, NH  
Emergency Operations Plan

Date \_\_\_\_\_

**Reviewed and Approved by the Emergency Management Director**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Emergency Management Director*

**Concurrence of Approval by the Board of Selectmen**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Board of Selectmen-Chair*

**EOC Alert List Review & Update:**

\_\_\_\_\_      \_\_\_\_\_  
*Date*                      *Initials*

**Resource Inventory List Review & Update:**

\_\_\_\_\_      \_\_\_\_\_  
*Date*                      *Initials*

*Please use reverse side for additional notes*





**ANNUAL CONCURRENCE YEAR FOUR – MAY 2018**

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

Canaan, NH  
Emergency Operations Plan

Date \_\_\_\_\_

**Reviewed and Approved by the Emergency Management Director**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Emergency Management Director*

**Concurrence of Approval by the Board of Selectmen**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Board of Selectmen-Chair*

**EOC Alert List Review & Update:**

\_\_\_\_\_      \_\_\_\_\_  
*Date*                      *Initials*

**Resource Inventory List Review & Update:**

\_\_\_\_\_      \_\_\_\_\_  
*Date*                      *Initials*

*Please use reverse side for additional notes*





## REFERENCE MATERIALS

### SHELTER RECOMMENDATIONS

A comprehensive Shelter Plan should include (but not be limited to) such items as:

- Memorandums of Understanding (MOU) between the Shelter and other authorities, i.e. the Town.
- Inventories of available resources, i.e., cots, blankets, pillows, food, water, etc.
- Lists of available volunteer and staff members along with their contact numbers.
- Transportation resources that will enable the transport of not only goods and services to the shelter but also evacuees.
- Disaster welfare and inquiry forms and documents that will enable loved ones to connect with one another, for example the American Red Cross “Safe & Well Program”.
- Floor plans of the facility.
- Pre-determined instructions to evacuees on what to bring to the shelter.
- Pre-determined information on pet sheltering.
- Instructions for use of alternative shelter facilities.
- Pre-determined locations for the storage of stockpiles of food, water and other donations.
- Pre-determined plan of action to accommodate the special needs individuals and those with special dietary needs.
- Basic first aid accommodations and contact numbers for medical and mental health assistance.
- Pre-planned agreements with Law Enforcement for security measures and traffic control at the shelter.
- Pre-planned agreements with the Fire Department for fire surveillance at the shelter.
- Systems that can verify and credential volunteers who will help out at the shelter.
- Provisions to insure proper food inspection, safety and serving and lists of resources and contacts that will help insure the proper handling and safety of food.
- Pre-planned registration procedures to document evacuees and staff.
- Identified means of public communication to keep evacuees informed within the shelter.
- A Shelter “Start-up Kit” along with its location and an inventory of kit items such as:
  - *White board*
  - *Poster paper*
  - *Gloves*
  - *Clip boards*
  - *Plastic trash bags*
  - *Flash lights*
  - *Scissors, staplers*
  - *Registration materials*
  - *Snacks-coffee, tea, cookies*
  - *ID badges*
  - *Painter’s and duct tape*
  - *Toiletries (diapers, toilet paper, waterless sanitizer, sanitary napkins, etc.)*
  - *Flip chart*
  - *Whistle*
  - *Markers, colored pens, pencils, pens, paper*
  - *Cleaning supplies (all-purpose cleaner)*
  - *Battery operated radios& batteries*

In addition to the provision of shelter and mass care services, other items may need to be addressed in the Shelter Plan. For example, evacuees may need assistance with clothing, basic medical attention, prescription medicines, mental health services, temporary housing and other support services. Some of the services may be provided by the same volunteer organizations that are operating shelters.

The American Red Cross publishes standards for temporary shelters. The following is a basic list of suggested criteria for shelter selection:

- **Condition / location of the shelter**
  - Structurally sound and in a safe condition
  - Not located in an area prone to flooding, or where flooding can cut off access to the facility
  - Not located in a hazardous material risk area
  
- **Characteristics of the shelter**
  - Have adequate sleeping space
  - Have sufficient restrooms for the population housed
  - Have adequate climate control system
  - Have a kitchen/ dining area
  - Have shower facilities
  - Telephone service
  - Adequate parking
  - Generated

**ACRONYMS & ABBREVIATIONS**

ACS	Acute Care Site
ARC	American Red Cross
ARES	Amateur Radio Emergency Service
BOCA	Building Officials and Code Administrators
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
CIKR	Critical Infrastructure & Key Resources
CIP	Capital Improvements Program
COG	Continuity of Government; also Council of Governments
COOP	Continuity of Operations
DES	Department of Environment Services
DFO	Disaster Field Office
DHHS	Department of Health and Human Services
DHS	Department of Homeland Security
DMCR	Disaster Management Central Resource
DOD	Department of Defense
DOE	Department of Energy
DOJ	Department of Justice
DOT	Department of Transportation
DPP	Domestic Preparedness Program
DRC	Disaster Recovery Center
DRED	Department of Resources & Economic Development
EAS	Emergency Alert System
EMA	Emergency Management Agency
EMD	Emergency Management Director
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
ESF	Emergency Support Functions
FEMA	Federal Emergency Management Agency
FOC	Field Operations Center
FOG	Field Operating Guide
FRERP	Federal Radiological Emergency Response Plan
NRP	National Response Plan
GIS	Geographic Information System
HSAS	Homeland Security Advisory System (former color-coded system)
HazMat	Hazardous Material(s)

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HMGP.....	Hazard Mitigation Grant Program
HSEM.....	Homeland Security Emergency Management
IAP.....	Incident Action Plan
IC.....	Incident Commander
ICC.....	Incident Command Center
ICS.....	Incident Command System
JIC.....	Joint Information Center
MA.....	Mutual Aid
MCI.....	Mass Casualty Incident
MOA.....	Memorandum of Agreement
MOU.....	Memorandum of Understanding
NAWAS.....	National Warning System
NFA.....	National Fire Academy
NFIP.....	National Flood Insurance Program
NGVD.....	National Geodetic Vertical Datum of 1929
NHDOT.....	NH Department of Transportation
NIMS.....	National Incident Management System
NTAS.....	National Terrorism Advisory System
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
POD.....	Point of Distribution
PPE.....	Personal Protective Equipment
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
SLG.....	State and Local Guide
SOG.....	Standard Operating Guide
SOP.....	Standard Operating Procedure
USDA.....	US Department of Agriculture
USDA-FS.....	USDA-Forest Service
USGS.....	United States Geological Society
VOAD.....	Volunteer Organization Active in Disasters
WMD.....	Weapon(s) of Mass Destruction



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**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)

**Citizen Emergency Response Team (CERT)** – Group of citizen volunteers who offer assistance during disasters or major emergencies.

**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** – A Civil Disturbance is 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 1TBD). 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 1TBD.)

**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 & 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 - Safe & Well 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 (POD, Point of Distribution)** – Facilities operated by local governments, local churches, community-based organizations and voluntary agencies for providing donated goods directly to disaster victims.

**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 1TBD).

**Fixed Nuclear Facility (FNF)** – A fixed nuclear facility may be 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 hazardous material is any 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.

**Improvised Explosive Device (IED)** - An improvised explosive device (IED) attack is a "homemade" bomb and/or destructive device to destroy, incapacitate, harass, or distract. IEDs are used by criminals, vandals, terrorists, suicide bombers and insurgents. Because they are improvised, IEDs can come in many forms, ranging from a small pipe bomb to a sophisticated device capable of causing massive damage and loss of life. IEDs can be carried or delivered in a vehicle; carried, placed, or thrown by a person; delivered in a package; or concealed on the roadside. The term IED came into common usage during the Iraq War that began in 2003.

**Incident Action Plan (IAP)** – 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 (ICP)** – The Incident Command Post is the location where primary command functions are made. This 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)** – An Incident Command System is 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 Mutual Aid Agreement is 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 implements 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)** – The National Disaster Medical System is 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 National Emergency Operations Center is an EOC for DHS/FEMA, which provides a centralized point of direction and control for federal response operations. The NEOC was formerly known as the National Interagency Emergency Operations Center (NIEOC).

**National Flood Insurance Program (NFIP)** – The National Flood Insurance Program is 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.

**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.

**Point of Distribution (POD)** - \_Facilities operated by local governments, local churches, community-based organizations and voluntary agencies for providing donated goods directly to disaster victims.

**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** – The Primary Agency is 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.

**Reception Center** – A Reception Center is a donations management facility to receive specific, undesigned 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.

**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.

**Ultra high frequency (UHF)** – Ranges from 300 MHz to 3,000 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.

**Unified Command (UC)** – 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)** – 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 Vulnerability Analysis is 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.

**Weapon of Mass Destruction (WMD)** – 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.

## AUTHORITY OF EMERGENCY RESPONSE AGENCIES

Position/Agency	Authorities	Authority
Governor	* Delegation of Authority to BEM Director.	RSA 21 P-37
	* Declaration of State of Emergency.	
	* Ordering Evacuation.	
	* Ordering other Protective Actions.	
Department of Agriculture	* Regulation of Food Handling, Preparation, Storage, & Distribution.	RSA 426
	* Environmental Sampling.	RSA 107
Department of Education	* Assist in Coordination of Emergency Response Activities of School Districts.	RSA 21
Department of Employment Security	* Actions & Provisions as Specified in the Disaster Relief Act of 1974.	RSA 108
Department of Environmental Services	* Control of Public Water Supplies.	RSA 149
	* Environmental Sampling.	
Department of Health & Human Services: Division of Community & Public Health Services	* Radiological Waste Disposal.	RSA 125
	* Transportation of Patients and Use of Vehicles as Ambulances.	RSA 151
	* Response Expenses.	RSA 161
	* Reciprocal Agreements.	
Division of Human Services	* Emergency Social Services.	RSA 161
	* Referral services for Evacuees.	RSA 126
	* Emergency Shelter.	
Department of Resource & Economic Development	* Access & Traffic Control in State Parks & Forests.	RSA 218 RSA 12
Department of Safety Division of Fire Safety & Emergency Management	* Direction of Emergency Response Organization.	RSA 21
	* Control of Emergency Communications.	
	* Request Federal and Regional Assistance.	
	* Actions & Provisions of the Disaster Relief Act of 1974.	RSA 108
	* NH Radiological Emergency Response Plan.	RSA 21/125
Pupil Transportation	* Direct Resources of Bus Services.	RSA 265
State Police	* Access Control.	RSA 106
	* Support to Local Police.	
	* Support to Traffic Control.	
	* Crime Prevention & Control.	
	* Request for Regional Law Enforcement Assistance.	NESPAC
Emergency Management	* Local Organization for Emergency Management	RSA 21-P:39
	* Immunity and Exemption	RSA 21-P:41

Position/Agency	Authorities	Authority
Department of Transportation	* Utilize Traffic Control Devices.	RSA 228
	* Clearing Roads of Vehicles, Debris, & Snow.	
	* Installing Evacuation Route Signs.	
Fish & Game Department	* Support DPHS Special Environmental Sampling & Monitoring of Shellfish.	RSA 206
	* Access & Traffic Control in Remote Areas.	RSA 211
	* Notification & Evacuation of Individuals in Outdoor Recreational Areas.	RSA 208
NH National Guard	* Mobilization of Reserves for Protracted Emergency Period. General Support.	RSA 110
Fire Department	* NH Statutes and Codes; Chapter 154, Fire Wards, Firefighters and Fire Hazards * Authority of Fire Officer in Charge; RSA154:7.	Chapter 154 RSA 154:1 to 154:34
Police Department	* NH Statutes and Codes; Title VII, Chapter 105 A – Police Officers and Watchmen * Authority of Fire Officer in Charge; RSA 154:7	Chapter 105 A
Public Utilities Commission	* Consider Implementation of Emergency Regulations.	RSA 107:B
	* Provide State Emergency Response Organization additional Nuclear Facility Onsite Information.	
	* Monitor Performance of Utilities Emergency Response.	
Civil Air Patrol	* Transportation of Passengers & Equipment.	LOA
	* Aerial Reconnaissance of Surface Traffic.	
	* Air & Ground Search and Rescue.	
	* Airborne Damage Assessment.	
	* Aerial Radiological Monitoring.	
	* Radio Communication Support.	
U.S. Coast Guard	* Controlling Access to EPZ by Sea.	Title 33, CFR Parts 165.20 & 160.111
	* Marine Emergency Notification to Commercial & Pleasure Craft.	
Federal Agencies	* Authorities of Public Law 93-288, as amended, <i>the Robert T. Stafford Disaster Relief &amp; Emergency Assistance Act.</i>	PL 93-288
<b>*RSA = (New Hampshire Revised Statutes Annotated) of the State Emergency Management Act</b>		

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**EMERGENCY MANAGEMENT STATUTES – CHAPTER 21 P**

Selected sections pertaining to Local Emergency Management

**21-P: 34 Purposes**

The emergency management powers are conferred upon the governor and upon other executive heads of governing bodies of the state; the creation of local organizations for emergency management in the political subdivisions of the state is authorized

**21-P: 35 Definitions**

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

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

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

**21-P: 39 Local Organization for Emergency Management.**

- I. Each political subdivision of the state shall establish a local organization for emergency management in accordance with the state emergency management plan and program. Each local organization for emergency management shall have a local director who shall be appointed and removed by the county commissioners of a county, the city council of a city, or board of selectmen of a town and who shall have direct responsibility for the organization, administration and operation of such local organization for emergency management, subject to the direction and control of such appointing officials. Each local organization shall have jurisdiction only within its respective political subdivision and the director appointed by that political subdivision shall be responsible to his or her appointing authority. The appointing authority may appoint one of its own members or any other citizen or official to act as local director and shall notify the state director in writing of such appointment. If a local director is removed, the state director shall be notified immediately. Each local organization for emergency management shall perform emergency management functions within the territorial limits of the political subdivision within which it is organized.
- II. Until a local director has been appointed, the chief elected official shall be directly responsible for the organization, administration and operation of such local organization for emergency management.
- III. In carrying out the provisions of this subdivision, each political subdivision in which any disaster as described in RSA 21-P:35, V occurs may enter into contracts and incur obligations necessary to combat such disaster, protecting the health and safety of persons and property and providing emergency assistance to the victims of such disaster. Each political subdivision may exercise the powers vested under this section in the light of the exigencies of the extreme emergency situation without regard to time-consuming procedures and formalities prescribed by law, excepting mandatory constitutional requirements, pertaining to the performance of public work, entering into contracts, the incurring of obligations, the employment of temporary workers, the rental of equipment, the purchase of supplies and materials and the appropriation and expenditure of public funds.

- IV. In carrying out the provisions of this subdivision, each political subdivision in which any disaster as described in RSA 21-P:35, V occurs may meet at any place within or without the territorial limits of such political subdivision and shall proceed to establish and designate by ordinance, resolution, or other manner, alternate or substitute sites or places as the emergency temporary location or locations of such government where all or any part of the public business may be transacted and conducted during the emergency situation. Such sites or places may be within or without the territorial limits of such political subdivision, but shall be within this state.

#### **21-P: 40 Mutual Aid Arrangements**

The local director of each local organization for emergency management may, with the approval of the commissioner and in collaboration with other public and private agencies within this state, develop or cause to be developed mutual aid arrangements for reciprocal emergency management aid and assistance in case of disaster too great to be dealt with unassisted. Such arrangements shall be consistent with the state emergency management plan and program and in time of emergency it shall be the duty of each local organization for emergency management to render assistance in accordance with the provisions of such mutual aid arrangements. Parties shall be entitled to the same immunities and exemptions as provided in RSA 21-P:41.

#### **21-P: 41 Immunity and Exemption**

- I. All functions under this subdivision and all other activities relating to emergency management are hereby declared to be governmental functions. Neither the state nor any of its political subdivisions nor any agency of the state or political subdivision, nor any private corporations, organizations, or agencies, nor any emergency management worker complying with or reasonably attempting to comply with this subdivision, or any order or rule adopted or regulation promulgated pursuant to the provisions of this subdivision, or pursuant to any ordinance relating to precautionary measures enacted by any political subdivision of the state, shall be liable for the death of or injury to persons, or for damage to property, as a result of any such activity. The provisions of this section shall not affect the right of any person to receive benefits to which he or she would otherwise be entitled under this subdivision, under the workers' compensation law, or under any retirement law, nor the right of any such person to receive any benefits or compensation under any act of Congress.
- II. Any requirement for a license to practice any professional, mechanical, or other skill shall not apply to any authorized emergency management worker who shall, in the course of performing his or her duties as such, practice such professional, mechanical, or other skill during an emergency.
- III. As used in this section the term "emergency management worker" includes any full or part-time paid, volunteer, or auxiliary employee of this state, other states, territories, possessions, the District of Columbia, the federal government, any neighboring country, or of any political subdivision of such entities, or of any corporation, agency or organization, public or private, performing emergency management services at any place in this state subject to the order or control of, or pursuant to a request of, the state government or any of its political subdivisions.
- IV. Dentists licensed in this state, nurses registered in this state, student nurses undergoing training at a licensed hospital in this state, or emergency medical care providers licensed under RSA 153-A, during any emergency, shall be regarded as authorized emergency management workers and while so engaged may practice, in addition to the authority granted them by other statutes, administration of anesthetics; minor surgery; intravenous, subcutaneous and intramuscular procedures; and oral and topical medication under the general but not necessarily direct supervision of a member of the medical staff of a legally incorporated and licensed hospital of this state and to assist such staff members in other medical and surgical procedures.
- V. Any emergency management worker, performing emergency management services at any place in this state pursuant to agreements, compacts or arrangements for mutual aid and assistance, to which the state or one



of its political subdivisions is a party, shall possess the same powers, duties, immunities and privileges the worker would ordinarily possess if performing his or her duties in the state or political subdivision in which normally employed or rendering services.

VI. Any emergency management worker shall:

(a) If the worker is an employee of the state, have the powers, duties, rights and privileges and receive the compensation incidental to his or her employment;

(b) If the worker is an employee of a political subdivision of the state, whether serving within or without such political subdivision, have the powers, duties, rights, privileges and immunities and receive the compensation incidental to his or her employment; and

(c) If the worker is not an employee of the state or one of its political subdivisions, be entitled to the same rights as to compensation for injuries as are provided by law for the employees of this state. The emergency management personnel shall, while on duty, be subject to the operational control of the authority in charge of emergency management activities in the area in which they are serving and shall be reimbursed for all actual travel and subsistence expenses incurred under orders issued by the director.

#### **Section 21-P: 42 Private Liability**

Any person owning or controlling real estate or other premises or private property who grants a license or privilege or otherwise permits the designation or use of the whole or any part or parts of such real estate or premises or private property for the purpose of compliance or attempting to comply with this subdivision during an actual or impending emergency or practice exercise, together with his or her successors in interest, if any, shall not be civilly liable for negligently causing the death of, or injury to, any person on or about such real estate or premises or private property or loss of, or damage to, the property of such person.

#### **Section 21-P: 43 Appropriations and Authority to Accept Services, Gifts, Grants and Loans**

Each political subdivision may make appropriations in the manner provided by law for making appropriations for the ordinary expenses of such political subdivision for the payment of expenses of its local organization for emergency management. Whenever the federal government or any federal agency or officer offers to the state, or through the state to any of its political subdivisions, services, equipment, supplies, materials, or funds by way of gift, grant, or loan for purposes of emergency management the state, acting through the governor, commissioner, or such political subdivision, acting with the consent of the governor and through its executive officer, city council, or board of selectmen, may accept such offer, subject to the terms of the offer and the rules and regulations, if any, of the agency making the offer. Whenever any person, firm or corporation offers to the state or to any of its political subdivisions services, equipment, supplies, materials, or funds by way of gift, grant, or loan for purposes of emergency management the state, acting through the governor, or such political subdivision, acting through its executive officer, city council, or board of selectmen, may accept such offer, subject to its terms.

#### **Section 21-P: 44 Utilization of Existing Services and Facilities**

In carrying out the provisions of this subdivision, the governor, executive heads of state agencies and local executive officers of the political subdivisions of the state shall utilize the services, equipment, supplies and facilities of existing departments, offices and agencies of the state and its political subdivisions to the maximum extent practicable and the officers and personnel of all such departments, offices and agencies are directed to cooperate with and extend such services and facilities to the governor and to the emergency management organizations of the state upon request.

**Section 21-P: 45 Enforcement**

It shall be the duty of every organization for emergency management established under this subdivision and of the officers of such organization to execute and enforce such orders, rules and regulations as may be made by the governor under authority of this subdivision or RSA 4:45.

**Section 21-P: 46 New Hampshire Emergency Response and Recovery Fund**

There is hereby established a New Hampshire emergency response and recovery fund. The fund shall provide a source for the matching funds required as a commitment to secure Federal Emergency Management Agency relief assistance grants for costs incurred in disasters declared by the President of the United States. The fund shall be non-lapsing and continually appropriated to the department of safety.

**Section 21-P: 47 Penalty**

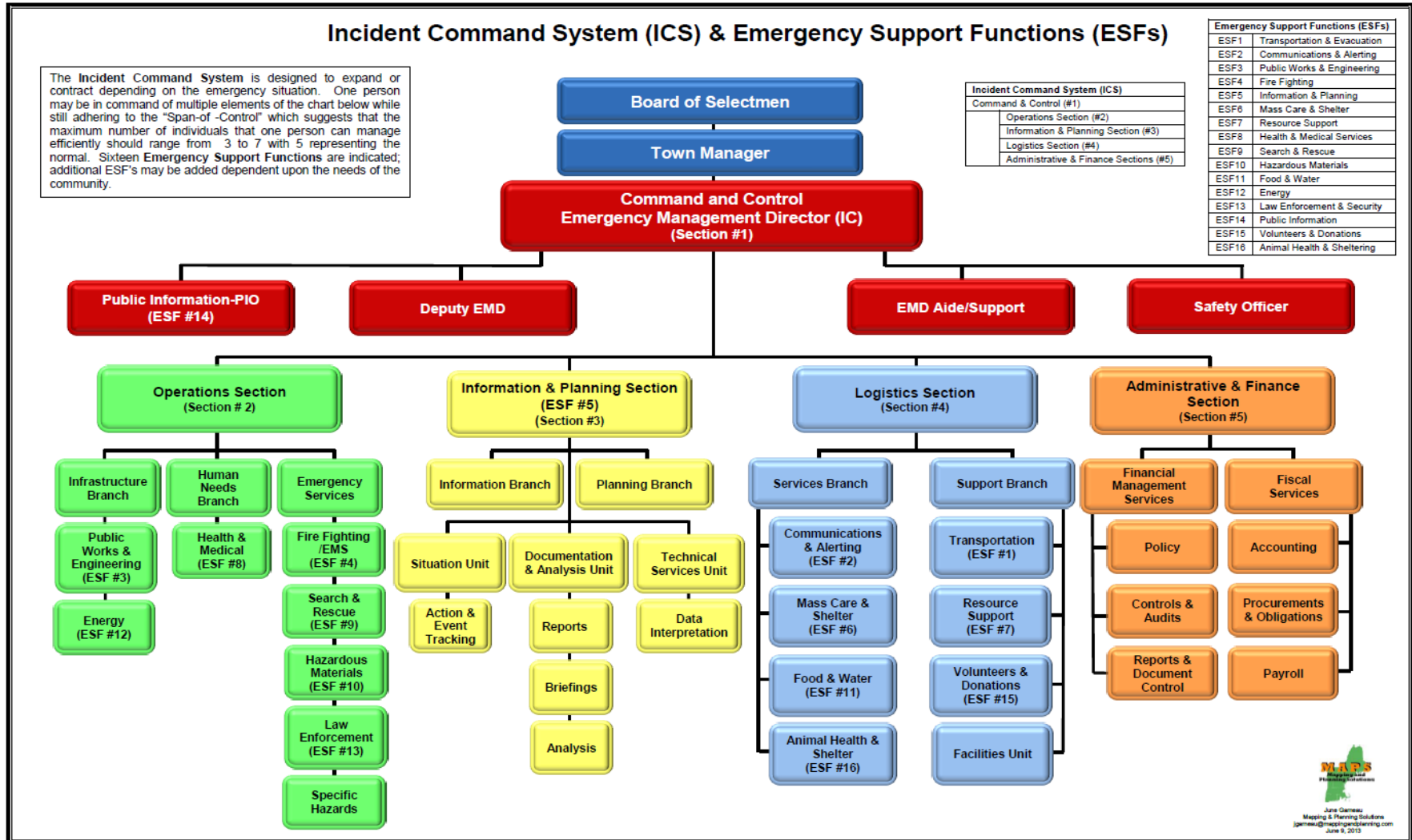
If any person violates or attempts to violate any order, rule, or regulation made pursuant to this subdivision, such person shall be guilty of a misdemeanor.

**Sections of the Emergency Management Statutes, Section 21 P that were omitted from this Plan include:**

- **21-P:36 Division of Homeland Security & Emergency Management**
- **21-P:36-a Assistant Director of the Division of Homeland Security & Emergency Management; Retirement System** [Repealed 2012, 226:4, III, eff. June 16, 2012.]
- **21-P:37 Emergency Management Powers Conferred**
- **21-P:37-a State Policy for Service Animals**
- **21-P:37-b Agreement Resulting From Disaster Declaration**
- **21-P:38 Emergency Management Powers and Duties Regarding Communications Systems**
- **21-P:48 Advisory Council on Emergency Preparedness and Security**

**INCIDENT COMMAND SYSTEM (ICS) & EMERGENCY SUPPORT FUNCTIONS (ESFs)**

*Please note: this chart is generic and meant for any town; it is understood that certain positions may not be available in every town.*



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## CHAPTER 10 – ICS & OTHER FORMS

### Table of Contents

ICS FORMS TYPICALLY INCLUDED IN INCIDENT ACTION PLANS (IAPs).....	263
<i>ICS 202: INCIDENT OBJECTIVES</i> .....	263
<i>ICS 203: ORGANIZATION ASSIGNMENT LIST</i> .....	265
<i>ICS 204: ASSIGNMENT LIST</i> .....	267
<i>ICS 205: INCIDENT RADIO COMMUNICATIONS PLAN</i> .....	269
<i>ICS 205A: COMMUNICATIONS LIST</i> .....	271
<i>ICS 206: MEDICAL PLAN</i> .....	273
<i>ICS 208: SAFETY MESSAGE/PLAN</i> .....	275
<i>ICS FORM 209 – INCIDENT STATUS SUMMARY</i> .....	277
<i>ICS FORM 214 – UNIT LOG</i> .....	279
OTHER FORMS.....	281
<i>DAILY SHELTER RPORT</i> .....	281
<i>RECEIPT OF DONATED GOODS &amp; CASH</i> .....	283
<i>VOLUNTEER REGISTRATION FORM</i> .....	285
<i>AMERICAN RED CROSS SAFE &amp; WELL</i> .....	287

For additional ICS Forms go the National Incident Management System (NIMS) Incident Command System Forms Booklet which contains a complete collection of reproducible ICS forms:

[http://www.fema.gov/media-library-data/20130726-1922-25045-7047/ics\\_forms\\_12\\_7\\_10.pdf](http://www.fema.gov/media-library-data/20130726-1922-25045-7047/ics_forms_12_7_10.pdf)

For ICS Forms in word-fillable format, go to:

<http://training.fema.gov/EMIWeb/is/ICSResource/icsforms.htm>

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**ICS FORMS TYPICALLY INCLUDED IN INCIDENT ACTION PLANS (IAPS)**

**ICS 202: INCIDENT OBJECTIVES**

<b>1. Incident Name</b>	<b>2. Operational Period:</b>	<b>Date From:</b>	<b>Date To:</b>
		<b>Time From:</b>	<b>Time To:</b>
<b>3. Objective(s):</b>			
<b>4. Operational Period Command Emphasis</b>			
General Situational Awareness			
<b>5. Site Safety Plan Required?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Approved Site Safety Plan(s) Located at:</b>			
<b>6. Incident Action Plan</b> (the items checked below are included in this Incident Action Plan)			
<input type="checkbox"/> ICS 202	<input type="checkbox"/> ICS 206	<u>Other Attachments:</u>	
<input type="checkbox"/> ICS 203	<input type="checkbox"/> ICS 207	_____	
<input type="checkbox"/> ICS 204	<input type="checkbox"/> ICS 208	_____	
<input type="checkbox"/> ICS 205	<input type="checkbox"/> Map/Chart	_____	
<input type="checkbox"/> ICS 205A	<input type="checkbox"/> Weather Forecast/Tides/Currents	_____	
<b>7. Prepared by:</b> Name: _____ Position/Title: _____			
<b>8. Approved by Incident Commander:</b> Name: _____ Signature: _____			
ICS 202	IAP Page _____	<b>Date/Time:</b> _____	

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**ICS 203: ORGANIZATION ASSIGNMENT LIST**

<b>1. Incident Name:</b>		<b>2. Operational Period:</b> Date From :		Date To:
		Date From :		Date To:
<b>3. Incident Commander(s) and Command Staff:</b>		<b>7. Operations Section:</b>		
IC/UCs		Chief		
		Deputy		
Deputy		Staging Area		
Safety Officer		<b>Branch</b>		
Public Info. Officer		Branch Director		
Liaison Officer		Deputy		
<b>4. Agency/Organization Representatives:</b>		Division/Group		
Agency/Organization	Name	Division/Group		
		Division/Group		
		Division/Group		
		Division/Group		
		<b>Branch</b>		
		Branch Director		
		Deputy		
<b>5. Planning Section:</b>		Division/Group		
Chief		Division/Group		
Deputy		Division/Group		
Resources Unit		Division/Group		
Situation Unit		Division/Group		
Documentation Unit		<b>Branch</b>		
Demobilization Unit		Branch Director		
Technical Specialists		Deputy		
		Division/Group		
		Division/Group		
		Division/Group		
<b>6. Logistics Section:</b>		Division/Group		
Chief		Division/Group		
<b>Deputy</b>		<b>Air Operations Branch</b>		
<b>Support Branch</b>		Air Ops Branch Dir.		
Director				
Supply Unit				
Facilities Unit		<b>8. Finance/Administration Section:</b>		
Ground Support Unit		Chief		
<b>Service Branch</b>		Deputy		
Director		Time Unit		
Communications Unit		Procurement Unit		
Medical Unit		Comp/Claims Unit		
Food Unit		Cost Unit		
<b>9. Prepared by:</b> Name: _____ Position/Title: _____				
Signature: _____				
ICS 203	IAP Page _____	Date/Time: _____		

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**ICS 206: MEDICAL PLAN**

<b>1. Incident Name:</b>	<b>2. Operational Period:</b> Date From: _____ Date To: _____						
	Time From: _____	Time To: _____					
<b>3. Medical Aid Stations:</b>							
Name	Location	Contact Number(s)/Frequency	Paramedics on Site?				
			Yes No				
			Yes No				
			Yes No				
			Yes No				
			Yes No				
			Yes No				
<b>4. Transportation</b> (indicate air or ground):							
Ambulance Service	Location	Contact Number(s)/Frequency	Level of Service				
			ALS BLS				
			ALS BLS				
			ALS BLS				
			ALS BLS				
<b>5. Hospitals:</b>							
Hospital Name	Address,	Contact Number(s)/	Travel Time		Trauma Center	Burn	Heli-Pad
	Latitude & Longitude	Frequency				Center	
	If Heli-pad		Air	Ground			
					Yes	Yes	Yes
					Level: ____	No	No
					Yes	Yes	Yes
					Level: ____	No	No
					Yes	Yes	Yes
					Level: ____	No	No
					Yes	Yes	Yes
					Level: ____	No	No
<b>6. Special Medical Emergency Procedures</b>							

<b>6. Special Medical Emergency Procedures (continued)</b>		
Check box if aviation assets are utilized for rescue. If assets are used, coordinate with Air Operations.		
<b>7. Prepared by</b> (Medical Unit Leader): Name: _____ Signature: _____		
<b>8. Approved by</b> (Safety Officer): Name: _____ Signature: _____		
<b>ICS 206</b>	<b>IAP Page</b> _____	<b>Date/Time:</b> _____



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**ICS FORM 209 – INCIDENT STATUS SUMMARY**

<b>INCIDENT STATUS SUMMARY</b> <b>FS-5100-11</b>												
1. Date/Time		2. Initial <input type="checkbox"/> Update <input type="checkbox"/> Final <input type="checkbox"/>			3. Incident Name				4. Incident Number			
5. Incident Commander		6. Jurisdiction		7. County		8. Type incident			9. Location		10. Started Date/Time	
11. Cause	12. Area Involved	13. % Controlled		14. Expected Containment Date/Time		15. Estimated Controlled Date/Time			16. Declared Controlled Date/Time			
17. Current Threat					18. Control Problems							
19. Est. Loss		20. Est. Savings		21. Injuries		Deaths		22. Line Built		23. Line to Build		
24. Current Weather WS                  Temp		25. Predicted Weather WS                  Temp			26. Cost to Date			27. Est. Total Cost				
WD                  RH		WD                  RH										
28. Agencies												
Resources										Total		

Kind of Resource	SR	ST	S R	ST	SR	S T	S R	ST	S R	S T	S R	ST	SR	S T	S R	ST	SR	ST	S R	S T	S	
ENGINES																						
DOZERS																						
CREWS Number of Crews:																						
Number of Crew Personnel:																						
HELICOPTERS																						
AIR TANKERS																						
TRUCK COS.																						
RESCUE/MED.																						
WATER TENDERS																						
OVERHEAD PERSONNEL																						
TOTAL PERSONNEL																						
30. Cooperating Agencies																						
31. Remarks																						
32. Prepared by					33. Approved by										34. Sent to:							
															Date		Time			By		



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**OTHER FORMS****DAILY SHELTER RPORT****DAILY SHELTER REPORT***Town of Canaan*

Shelter Location: \_\_\_\_\_ Date of Report: \_\_\_\_\_

Current Status:

Anticipated Needs:

Number of persons sheltered:            Today: \_\_\_\_\_            To Date: \_\_\_\_\_

Number of meals served:            Today: \_\_\_\_\_            To Date: \_\_\_\_\_

Problems/ Concerns:

Plan:

Person Completing Report: \_\_\_\_\_

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**VOLUNTEER REGISTRATION FORM**

**VOLUNTEER REGISTRATION  
EMERGENCY OPERATIONS PROGRAM**  
*Town of Canaan*

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Contact Number: \_\_\_\_\_

**PLEASE CHECK ANY OF THE FOLLOWING IN WHICH YOU HAVE EXPERTISE AND TRAINING.**

- \_\_\_\_ First Aid (current card: Yes\_\_\_ No\_\_\_)
- \_\_\_\_ CPR (current card: Yes\_\_\_ No\_\_\_)
- \_\_\_\_ Triage
- \_\_\_\_ Construction
- \_\_\_\_ Search & Rescue
- \_\_\_\_ Law Enforcement
- \_\_\_\_ Multi-Lingual (Languages: \_\_\_\_\_)
- \_\_\_\_ Food Preparation
- \_\_\_\_ Bus/Truck Driver
- \_\_\_\_ Commercial Driver's License
- \_\_\_\_ Ham Radio Operator

- \_\_\_\_ Structural Engineer
- \_\_\_\_ Shelter Management
- \_\_\_\_ Waste Disposal
- \_\_\_\_ Recreational Leader
- \_\_\_\_ Physician
- \_\_\_\_ Nurse
- \_\_\_\_ Mental Health Worker
- \_\_\_\_ Other \_\_\_\_\_
- \_\_\_\_ Other \_\_\_\_\_
- \_\_\_\_ Other \_\_\_\_\_
- \_\_\_\_ Other \_\_\_\_\_

Do you have equipment or access to equipment or materials which could be used in an emergency?  
Yes: \_\_\_ No: \_\_\_

Please list equipment and materials

\_\_\_\_\_  
\_\_\_\_\_

Special Interests

\_\_\_\_\_  
\_\_\_\_\_

Availability

\_\_\_\_\_  
\_\_\_\_\_

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## AMERICAN RED CROSS SAFE &amp; WELL

American Red Cross  
**Safe and Well Registration Form**

**“Have you contacted your loved ones yet?”**

The American Red Cross can assist you in telling your loved ones that you are safe and well. If you complete this form, your information will be entered into the American Red Cross Safe and Well website at [www.redcross.org/safeandwell](http://www.redcross.org/safeandwell) where your loved ones can search for information about you. Family members or loved ones will enter your name and address or phone number. Results will show your first and last name, the date and time of registration, and the messages you selected to tell your story. Other identifying information, such as your current location, date of birth, email address, and phone number will not be made available to those who search. The American Red Cross may use this information to provide disaster relief services such as family reunification, and may share it with other organizations involved in providing disaster relief.

ARC Instructions for Using Form			
Use this form when there is no internet connectivity available and someone wishes to register on the Safe and Well website. Forms should be taken to the nearest location for data entry into the Safe and Well website. Treat the form as confidential information and shred it following data entry.			
CLIENT INFORMATION			
FIRST NAME (N/A IF REGISTERING AS AN ORGANIZATION)		LAST NAME (OR ORGANIZATION NAME)	
EMAIL ADDRESS (SUGGESTED)		DATE OF BIRTH (SUGGESTED)	
PRE-DISASTER HOME INFORMATION			
PRIMARY PHONE	WORK PHONE (SUGGESTED)	OTHER PHONE (SUGGESTED)	
HOME ADDRESS	CITY	STATE	ZIP
BEST CURRENT CONTACT INFORMATION			
ADDRESS	CITY	STATE	ZIP
SAFE AND WELL MESSAGES			
(Check boxes next to the appropriate messages to make your selections)			
<input type="checkbox"/> I am safe and well <input type="checkbox"/> Family and I are safe and well <input type="checkbox"/> Currently at shelter <input type="checkbox"/> Currently at home <input type="checkbox"/> Currently at family member/friend's house <input type="checkbox"/> Currently at a hotel <input type="checkbox"/> I am safe and in the process of evacuating		<input type="checkbox"/> I am evacuating to a shelter <input type="checkbox"/> I am evacuating to the house of a family member/friend <input type="checkbox"/> I have evacuated and I am safe <input type="checkbox"/> I am currently/remaining at home <input type="checkbox"/> Will make phone calls when able <input type="checkbox"/> Will email when able <input type="checkbox"/> Will mail letter/postcard when able	
CUSTOM MESSAGE			
You may also add your own short message, up to 255 characters. Please take care that your message is appropriate for the public, and do not include names or details if doing so could be harmful to you or others.			
<hr/> <hr/> <hr/>			
For ARC Use Only			
Date and Time Entered	DRO Number /Location	Print Name or Enter DSHR No.	

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*Town of Canaan from the top of Mount Cardigan  
Photo Credit: Mark Karl, <http://makarl.wordpress.com/2012/10/30/hiking-trip-to-cardigan-mountain/>*

**The Town of Canaan**

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