

**2019**

**ALBANY  
EMERGENCY  
OPERATIONS PLAN**

**Final  
July 10,  
2019**

THE OWNER OF THIS COPY OF THE PLAN IS:

Name \_\_\_\_\_

Title \_\_\_\_\_

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*

# ALBANY EMERGENCY OPERATIONS PLAN – 2019

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## ACKNOWLEDGEMENTS

This Plan is an updated plan based on the 15 ESF format of the 2015 State EOP template.

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### Albany Emergency Operations Planning Team

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

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- Domenic Richardi.....Carroll County Sheriff
- Kathleen Golding.....Town Administrator
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- Cathy Ryan.....Board of Selectmen
- Steve Knox.....Citizen
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- Ben Crole .....Firefighter
- Robert Garland .....Firefighter
- Garrett Meador .....Firefighter
- Amanda LoRusso .....Firefighter
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- Philip McCaffrey.....Firefighter
- Philip Remington.....Firefighter
- Heidi Lawton .....NH-HSEM
- Olin Garneau .....MAPS
- June Garneau .....MAPS

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 Albany also thanks the Federal Emergency Management Agency and NH Homeland Security & Emergency Management as the primary funding sources for the Plan.

### **Acronyms and abbreviations associated with titles above:**

CCSO .....	Carroll County Sheriff’s Office
HSEM .....	Homeland Security & Emergency Management
MAPS .....	Mapping and Planning Solutions
SAU .....	School Administrative Unit

*For more acronyms and abbreviations see Chapter 9*

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# CHAPTER 1 – INTRODUCTION

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**FOREWORD**



The **Albany Emergency Operations Plan (EOP)** establishes a framework for local government to provide assistance in an expeditious manner to save lives and to protect property in the event of a disaster. The Town of Albany 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.

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

- Albany Emergency Operations Plan 2019..... the Plan or this Plan
- Albany ..... the Town
- Emergency Management Director ..... the EMD
- 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

**This Plan addresses one jurisdiction, the Town of Albany, NH.**

## **EMERGENCY OPERATIONS PLAN (EOP) DEFINITION**

The Albany, NH Emergency Operations Plan, hereafter referred to as the EOP or the Plan, 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. The EOP is applicable to natural disasters such as earthquakes, hurricanes and tornadoes; human-caused incidents such as civil disturbances; and technological situations such as hazardous materials incidents (including terrorism), power failures and national security emergencies.

The EOP describes the basic mechanisms and structures by which the Town 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 Lead or Co-Lead 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 Lead 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 of Albany, 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 potentials 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 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

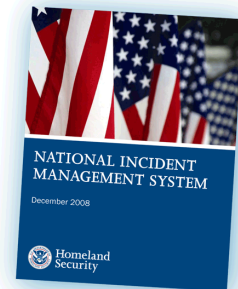
- The scope of this EOP: Addresses the emergencies and disasters likely to occur as described in *Chapter 2, Critical Infrastructure & Key Resources & Hazard Analysis*.
- Includes those actions that support local and state government efforts to save lives, protect public health and safety and protect 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 provides a means to coordinate the efforts of individual agencies as they work toward the common goal of stabilizing the incident and protecting life and property.

The command function is directed by the Incident Commander (IC), who is the person in charge at the incident and who must be fully qualified to manage the response. The Incident Command 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 Albany 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, Introduction**, describes the definition, purpose, scope, relationship to NIMS & ICS, the situation and planning assumptions.
- **Chapter 2, Critical Infrastructure & Key Resources & Hazard Analysis**, identifies critical facilities and key resources that may be needed at the time of an emergency, identifies hazards within the Town, and an assessment of the critical facilities vulnerability.
- **Chapter 3, Concept of Operations**, describes plan implementation, the phases of emergency management and the organization and assignment of responsibilities including a Continuity of Operations Plan (COOP) and Continuity of Government Plan (COG).
- **Chapter 4, Administrative & Finance**, includes administrative, finance and logistics, plan management and lists of authorities and references.
- **Chapter 5, General Responsibilities**, includes the “general responsibilities” for all Lead and Support Agencies that are identified within the Plan.
- **Chapter 6, Emergency Support Functions (ESFs)**, delineates Lead and/or Co-Lead 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 6. 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: Emergency Management*

*ESF #6: Mass Care, Housing & Human Services*

*ESF #7: Resource Support*

*ESF #8: Health & Medical*

*ESF #9: Search & Rescue*

*ESF #10: Hazardous Materials*

*ESF #11: Agriculture, Natural & Cultural Resources*

*ESF #12: Energy*

*ESF #13: Public Safety & Law Enforcement*

*ESF #14: Volunteer & Donations Management*

*ESF #15: Public Information*

- **Chapter 7, Hazard Specific Annex**, describes specific hazard situations and emergency responder check lists of responsibilities for each identified hazard.
- **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 Adoption, signatory page, NIMS resolution, acronyms, terms and definitions, emergency authorities and statutes and annual review forms.
- **Chapter 10, ICS & Miscellaneous Forms**, includes commonly used ICS forms and other forms as requested by the Town.

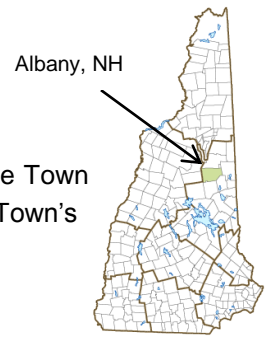
## SITUATION

### TOWN GOVERNMENT

A three-member Board of Selectmen governs the Town of Albany while a full-time Town Administrator handles the day-to-day business of the Community. The Town's departments include, but are not limited to, Planning, Zoning and Conservation.

### THE TOWN

Albany is a beautiful community located in Carroll County in the east-central part of New Hampshire. Albany is bordered to the east by Conway, to the south by Tamworth and Madison, to the north by Hale's Location and Bartlett and to the west by a small part of Sandwich, Waterville Valley and Livermore. The Town is probably most well-known for the scenic Kancamagus Highway and the White Mountain National Forest.



### DEMOGRAPHICS & HOUSING

Over the last 30 years, the population of Albany has increased; the population increased from 383 in 1980 to 735 in 2010, an increase of 352 according to US Census 2010. Albany's population in 2016 was estimated to be 723. The American Community Survey (ACS) 2012-2016 estimates a total of 543 housing units, most of which are single family (432). Multiple-family structures total 25 and mobile homes and other housing units number 86. The median household income is estimated to be \$55,357 (ACS 2012-2016) and the median age is 42.8 years.

### EDUCATION & CHILD CARE

There are no public schools in Albany; all students are tuitioned to Conway schools. There is however one private school, the Waldorf School. There are no licensed child care facilities in Albany according to the Economic & Labor Market Information Bureau, Community Response, 2017.

### NATURAL FEATURES

The Town of Albany covers approximately 75.4 square miles of land area and 0.4 square miles of inland water. The Community is dominated by the mountains and hills of central New Hampshire, the largest peak being Mount Chocorua at 3,474' above sea level. The lowest elevation in Town is 680' above sea level near the center of the Town.

### TRANSPORTATION

There are three major roadways which run through Albany; NH Route 113, NH Routes 16 and NH Route 112. NH Route 113 cuts off the south-east corner of Albany from Conway and continues into Madison. NH Route 16 runs with Route 113 from Conway, but branches off and continues through Albany until eventually heading south into Tamworth. NH Route 112, or the Kancamagus Highway, also begins in Conway, running along the entire top of Albany until heading into Livermore in the north-west corner of the Town. All of Albany's major roadways carry a considerable amount of traffic and tourists and serve as major traffic corridors to other parts of New England.

Other smaller and less travelled roadways lend access to other areas of the Town. All roadways in Albany are susceptible to hazards such as road flooding and high winds leading to downed trees in the roadways and potential hazardous materials spills.

### **SITUATION SUMMARY**

The Town faces a wide-range of risks which may pose a significant threat to the population and property. 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 Albany 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 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, human-caused 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 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 Organizations Active in Disasters (VOAD), etc.) will provide 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.
- A Unified Command (UC) may be activated if needed and would include multiple agencies and jurisdictions.
- 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. Local governments may declare a state of emergency if the situation warrants, provided there is a local-level regulation or ordinance that allows it.

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## CHAPTER 2 – CRITICAL INFRASTRUCTURE & KEY RESOURCES AND HAZARD ANALYSIS

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**CRITICAL INFRASTRUCTURE & KEY RESOURCES (CIKR)**

**EMERGENCY OPERATION CENTERS**

The Town of Albany maintains an Emergency Operations Center (EOC) as part of their 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 Town’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.

The Town Hall Conference Room is the designated EOC for Albany. If need be, and the Conference Room is not available, the Town Hall Meeting Room may be used as secondary EOC. 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.

The Town Hall Conference Room has a generator, bathroom facilities and kitchen facilities. The building is capable of accommodating the basic needs of the EOC staff at all levels of operation. The Town Hall Meeting Room has a space for sheltering, bathrooms and a kitchen, but no generator.

Within the EOC, the Emergency Management Director (EMD) works closely with all emergency response managers as the Town prepares for and responds to emergencies. The Town of Albany does not have an appointed Emergency Management Director, the responsibility falls within the scope of the Board of Selectmen.



**LAW ENFORCEMENT**

Albany does not have a municipal Police Department. All law enforcement activities are carried out by either Carroll County Sheriff’s Office (CCSO) (contracted) or the NH State Police. CCSO and NH State Police self-dispatch. For ease in this Plan CCSO will take the lead role in law enforcement for the Town of Albany.

**FIRE, EMS & MEDICAL FACILITIES**

Albany does not maintain either a municipal Fire Department or Emergency Medical Services. All fire calls and emergency medical services are carried out by Conway Fire Rescue. Conway Fire Rescue is dispatched by Carroll County Dispatch.



Albany’s closest medical facility is Memorial Hospital in Conway (11 miles, 25 beds). For HazMat related incidences, the Conway Fire Rescue will contact Carroll County HazMat team for assistance.

**ALBANY ROAD AGENT**

Although Albany does not maintain a municipal Highway Department, the Town contracts with a contracted Road Agent for road and plowing services. The Road Agent’s mission is to support the citizens of Albany through the safe operation, proper maintenance and future development of highway, supporting infrastructure and utilities in a manner that is cost conscious without sacrificing quality. Albany is not a member of the NH Public Works Mutual Aid Program.

Duties performed by the Road Agent include grading roads, filling potholes, cold patching, repairing or replacing culverts and cleaning ditches. Posting of load limits, road closings and sanitation also fall under the responsibilities of the Road Agent.

Heavy equipment and other resources owned by the Road Agent are vitally important to the Town at the time of an emergency.

**EMERGENCY SHELTER(S)**

The primary shelter is the location to which evacuees are directed at the time of an emergency. In Albany, the designated primary shelter is the Town Hall Meeting Room. Should American Red Cross (ARC) and Carroll County Coalition for Public Health have available resources, they will accommodate shelter supplies as needed.



Residents would be urged to seek alternative arrangements with friends and family. Area hotels, motels and inns also may be available and used in an emergency if necessary and available.

**ADDITIONAL CRITICAL INFRASTRUCTURE**

Additionally, bridges on the evacuation routes, dams and communications towers were considered to be critical to the emergency response.

## HAZARD ANALYSIS & ASSESSMENT

### 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 Albany Hazard Mitigation Plan (2017), located at the Town Hall, 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 Threat Analysis
- CIKR Hazard Risk Assessment

### ALBANY'S HAZARDS

The 2017 Albany Hazard Mitigation Plan (HMP) identifies 13 natural hazards, as listed in the table on the following page. Multiple hazards were also added to the table as they were felt to be of importance. Based on the topography and the climate of Albany, it is very likely there will be future disaster events.<sup>1</sup> According to the table on the following page, Severe Winter Storms & Ice Storms, Severe Thunderstorms & Lightning and High Winds (windstorm) are the most likely natural hazards to occur in Albany.

Using the 2013 State Hazard Mitigation Plan and a list of human-caused hazards that have potential to affect Albany, an analysis was done to determine which hazards may not require the opening of the Emergency Operations Center; these are indicated in **RED** font in the table on the following page and are not included in *Chapter 7, the Hazard Specific Annex*.

### CRITICAL INFRASTRUCTURE HAZARD RISK ASSESSMENT

Primary Critical Infrastructure and Key Resources (CIKR) and evacuation routes within Albany were identified. In addition, the extent of risk exposure to each of the identified hazards for the Town's Critical Infrastructure & Key Resources was assessed using a scale of 1-3, with 1 being "Low" and 3 being "High" as seen on page 23. The analysis revealed that the Town Hall is Albany's CIKR most susceptible to a hazard and that Wildfire is the largest hazard risk to the Town. It is noted that evacuation routes, bridges and other CIKR may also be at risk.

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<sup>1</sup> Town of Albany, Hazard Mitigation Plan Update 2017; Mapping and Planning Solutions

Table 3.1 - Hazard Threat Analysis						
Hazards which are most likely to affect the Community			<i>A natural hazard is a source of harm or difficulty created by a meteorological, environmental or geological event.</i>			
Hazards which may affect the Community						
Hazards which are less likely to affect the Community						
Scoring for Probability (Columns A, B, C & D)	Column A	Column B	Column C	Column D	Columns A+B+C/3	Columns D x E
1=Very Low (0-20%)	What is the probability of death or injury?	What is the probability of physical losses & damage?	What is the probability of interruption of service?	Probability of this occurring within 25 years	Average of Human, Property & Business Impact	Relative Threat
2=Low (21-40%)						
3=Moderate (41-60%)						
4=High (61-80%)	Human Impact	Property Impact	Business Impact	Probability of Occurrence	Severity	Risk Severity x Occurrence
5=Very High (81-100%)						
Natural Hazards						
1) Severe Winter Storms & Ice Storms	2.0	3.0	3.0	5.0	2.7	13.3
2) Severe Thunderstorms & Lightning	2.0	3.0	3.0	4.0	2.7	10.7
3) High Wind (windstorm)	1.0	3.0	2.0	5.0	2.0	10.0
4) Flooding (riverine, local road, beaver dam)	2.0	2.0	2.0	3.0	2.0	6.0
5) Downburst & Tornado	2.0	3.0	3.0	2.0	2.7	5.3
6) Hurricane & Tropical Storms	2.0	3.0	3.0	1.0	2.7	2.7
7) Extreme Temperatures (hot & cold)	2.0	1.0	1.0	2.0	1.3	2.7
8) Earthquake	2.0	3.0	3.0	1.0	2.7	2.7
9) Wildfire	2.0	3.0	2.0	1.0	2.3	2.3
10) Landslide & Mudslide (Passaconaway Rd.)	2.0	3.0	1.0	1.0	2.0	2.0
11) Erosion (Swift River, camps & homes)	2.0	3.0	1.0	1.0	2.0	2.0
12) Hailstorm	1.0	2.0	2.0	1.0	1.7	1.7
13) Drought	1.0	1.0	1.0	1.0	1.0	1.0
Human-Caused Hazards						
1) Hazardous Materials - Fix Location	3.0	5.0	3.0	2.0	3.7	7.3
2) Extended Power Failure (>3 days)	2.0	1.0	3.0	3.0	2.0	6.0
3) Hazardous Materials - Transport	2.0	3.5	3.0	2.0	2.8	5.7
4) Epidemic & Pandemic	4.0	1.0	3.0	2.0	2.7	5.3
5) Terrorism	5.0	5.0	5.0	1.0	5.0	5.0

**CRITICAL INFRASTRUCTURE & KEY RESOURCES - HAZARD VULNERABILITY**

<b>Emergency Response Facilities (ERF)</b>				
<b>ERFs are primary facilities and resources that may be immediately needed during an emergency response.</b>				
<b>Map ID</b>	<b>Facility</b>	<b>Expected use of the Facility</b>	<b>Hazard Risk</b>	
1	Albany Town Hall & Chapel (no generator)	Primary EOC & Primary Shelter	All Hazards & Wildfire	2
2	Aviation Drive	Heli Landing Zone	All Hazards	1
NM	Conway	Fire Department	All Hazards	1
NM	Conway Village Fire District	EMS	All Hazards	1
NM	Carroll County Sheriff's Office (Ossipee)	Sheriff & Dispatch Facility	All Hazards	1
NM	Conway Village Fire Department & PD	Communication	All Hazards	1
NM	Memorial Hospital (Conway)	Medical	All Hazards	1
NM	NH State Police (Troop E, Tamworth)	Police	All Hazards & Wildfire	2

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## CHAPTER 3 – CONCEPT OF OPERATIONS

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**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 Lead, Co-Lead, 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 are located in *Chapter 6, Emergency Support Functions*.

Each ESF has been assigned a number of responsibilities to support response operations in an emergency situation. The designated Lead 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 Lead and Support Agency assignments for each of the ESFs are identified in the ESF Matrix in *Chapter 6, Emergency Support Functions*.

**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**

Emergency management operations are carried out within five distinct phases: prevention, mitigation, preparedness, response, and recovery.



**PREVENTION**

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

**PREPAREDNESS / PROTECTION**

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

**MITIGATION**

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

**RESPONSE**

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

**RECOVERY**

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

**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 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 town departments having Lead or Co-Lead 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 town departments, advise the Town Administrator and the 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 town 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 (WHITE SECTION OF EOC 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.

**OPERATIONS SECTION (RED SECTION OF EOC 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 (BLUE SECTION OF EOC 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 (YELLOW SECTION OF EOC CHART IN CHAPTER 9)**

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

**ADMINISTRATIVE & FINANCE SECTION (GREEN SECTION OF EOC 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 section 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 chart in Chapter 9 represents a “generic” representation of the ICS command structure; positions in this chart may not exist in every community.

## 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:

- Carroll County Dispatch and/or Conway Police Dispatch Center would be alerted to the emergency by E-911, town departments, citizen reports, from state agencies or other sources.
- Carroll County Dispatch will dispatch Carroll County Sheriff's Office (CCSO) if necessary and Conway Police Dispatch Center will alert Conway Fire Rescue and/or mutual aid as required. Conway Fire Rescue and/or the CCSO will contact the Emergency Management Director (Board of Selectmen) if the situation warrants. The Emergency Management Director would contact the Road Agent if needed.
- Depending on the severity of the incident, the Emergency Management Director will initiate further notifications and/or activations (partial or full) of the EOC and activate the appropriate ESFs, including notification to Lead Agencies.
- Upon activation, ESF Lead Agencies will notify and activate Support Agencies as described in detail under the ESF components of the EOP.

## 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 Lead 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 Lead and/or Co-Lead roles and responsibilities, as specified in the EOP, will deploy to the EOC and activate the EOP and relevant SOPs/SOGs.

## LOCAL TO STATE AND FEDERAL INTERFACE

Once a local EOC is activated, the NH State EOC at (603) 271-2231 will be notified immediately. The linkage within the local EOC and the State EOC will be established and maintained. Whenever possible, the EMD 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 and the offices of NH Homeland Security 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 the Town.

### **CONTINUITY OF OPERATIONS (COOP)**

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 the Board of Selectmen and the EMD of Albany 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 of Albany. 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 sustainability 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.
- 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 emergency response.

In Albany, the role of Emergency Management Director (EMD) falls upon the Board of Selectmen who will exercise direction and control and will coordinate with the Town Administrator. In the event the Emergency Management Director (Chairman of the Board of Selectmen) is not available, the position of acting EMD is filled in succession as listed below, unless the situation warrants an alternate line of succession.

- 1<sup>st</sup> ..... Members of the Board of Selectmen or designee
- 2<sup>nd</sup> ..... Town Administrator
- 3<sup>rd</sup> ..... Health Officer
- 4<sup>th</sup> ..... Forest Fire Warden

**RECOVERY AND DEMOBILIZATION**

Recovery and demobilization of emergency operations is dependent on a wide range of variables that must be satisfied before such an event may occur. Although recovery operations may be initiated during response operations some basic principles should be followed before recovery and demobilization occur:

**RECOVERY**

- All health and safety issues must be resolved.
- All essential services and facilities are re-established and operational.

**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 EMD in coordination with appropriate local, state and federal agencies and at the termination of operational elements in the EOC.



## CHAPTER 4 – ADMINISTRATIVE & FINANCE

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## ADMINISTRATIVE, FINANCE & LOGISTICS

### ADMINISTRATIVE

During an emergency or 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. At a minimum, the following should take place:

- With the guidance of the EMD, all department heads shall 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**
  - **Pre-disaster photographs**
  - **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 shall provide damage estimates to public and private infrastructure.
- Local response elements shall 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 shall be submitted to the State EOC.
- Training of emergency operations staff shall 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 shall 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 Lead and/or Co-Lead agencies for the ESFs, conducting emergency support activities, shall 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.
- 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, shall 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 operation.
- The EMD shall 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 governmental agencies and other organizations; mutual aid agreements are an essential component of emergency management planning. 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.

## PLAN MANAGEMENT

### DEVELOPMENT

The EMD shall 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 Lead, Co-Lead and/or Support Agencies within the functional ESFs, as assigned.

In addition, the development shall include the coordination between local, state and federal governments to ensure the necessary link with all jurisdictions having emergency response capabilities.

### MAINTENANCE

All Lead, Co-Lead 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 shall conduct the overall plan review and report to the Town Administrator and the Board of Selectmen with recommended revisions on an annual basis.

The EMD shall request from the Lead, Co-Lead and Support agencies the necessary updates as noted below.

- Review of the functional ESFs by the respective Lead, Co-Lead and Support Agencies shall 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 shall be conducted within forty-five (45) days of the actual emergency.
- 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 Lead, Co-Lead 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, associated ESFs 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 shall utilize annual training and exercise to evaluate the Town's capability to respond to minor, major and catastrophic disasters. The EMD shall coordinate the training of local and volunteer personnel on their roles and responsibilities in the five phases of emergency management (prevention, preparedness, response, recovery and mitigation).

Training and exercise programs will help ensure the operational readiness of the Town's emergency response. Through the design and delivery of courses, professional development seminars and workshops and hazard specific exercises (e.g., flooding or dam failure).

After each hazard-specific exercise, participants shall provide input into the development of an After-Action Report (AAR) that captures recommended changes to existing policies, plans and procedures or guidelines.

## **AUTHORITIES AND REFERENCES**

### **STATUTES AND REGULATIONS**

*Chapter 9, Administrative Annex*, includes a 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.
- NH Local Emergency Operations Plan Template, February 2015

## LOCALLY IDENTIFIED REFERENCES, GUIDELINES, AGREEMENTS & PLANS

- Standard Operating Procedures and/or Guidelines (SOPs/SOGs)
  - Conway Fire Rescue Standard Operating Guidelines (SOGs)
  - Carroll County Sheriff's Office Standard Operating Procedures (SOPs)
  - NH State Police Standard Operating Procedures (SOPs)
- Emergency Alert and Warning Systems
  - NH Emergency Notification System (NH ENS)
  - National Oceanic & Atmospheric Agency (NOAA)
  - National Weather Service (NWS)
  - Integrated Public Alert & Warning System (IPAWS)
  - Amateur Radio Systems
  - School reverse calling system "School Messenger Communicate"
- Interagency Agreements/Compacts/Mutual Aid Agreements
  - Ossipee Valley Mutual Aid
  - Mt. Washington Valley Mutual Aid
- Plans
  - SAU 9, Emergency Operations Plan, March 2017
  - Albany Emergency Operations Plan, 2012
  - Albany Hazard Mitigation Plan Update, 2017
  - Carroll County Coalition for Public Health Emergency Response Annex:
    - Point of Distribution Appendix
    - Risk Communication Appendix
    - Isolation & Quarantine Appendix
    - Mass Fatality Appendix
    - Medical Surge Appendix

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## CHAPTER 5 – GENERAL RESPONSIBILITIES

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**ALL LEAD & 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 own equipment.
- Train department personnel and maintain training records.
- Develop and maintain the personnel notification procedures lists for their departments.
- Establish written Standard Operating Procedures or Standard Operating Guidelines.

**TOWN ADMINISTRATOR & BOARD OF SELECTMEN****SUPPORT FOR ESF #3, 5, 7 & 14****PRE-DISASTER**

- Provide leadership for disaster mitigation programs.
- Coordinate with the EMD to establish and equip the Emergency Operations Center (EOC) and a Secondary Emergency Operations Center.
- Coordinate with the EMD to maintain the Emergency Operations Plan (EOP) in working order.

**EMERGENCY RESPONSE**

- Provide leadership for disaster emergency response.
- Issue a Declaration of Local State of Emergency if warranted.
- Support management efforts and the financial needs of the emergency.
- Maintain the operation of town government during the emergency.
- Coordinate financial support for emergency response and recovery operations.
- Direct the implementation of protective actions for public safety.
- In coordination with the EMD, determine the need for evacuation, issue appropriate orders to residents per *ESF #15, Public Information* regarding when to evacuate, where to go, what to bring and when to anticipate return to evacuated areas.
- Issue such orders and proclamations necessary to conserve essential on-hand resources.
- Acquire private resources as needed.
- Authorize the release of excess resources to neighboring communities and/or the state.

**EMERGENCY MANAGEMENT DIRECTOR****LEAD FOR ESF #1, 5, 7, 11 & 12; SUPPORT FOR ESF #2, 3, 4, 6, 8, 9, 10, 13, 14 & 15****PRE-DISASTER**

- Provide leadership for disaster mitigation programs and trainings.
- Coordinate with the Town Administrator and the Board of Selectmen to establish and equip the Emergency Operations Center (EOC).
- Establish an EOC Plan and perform practice drills to ensure 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 and the Board of Selectmen 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 and the Board of Selectmen, determine the location of 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 may be needed at the EOC.
- Obtain and refresh WebEOC training and ensure all EOC staff members are adequately trained.
- Establish and maintain records of persons with disabilities and other functional needs citizens.
- Provide outreach programs to educate the Community on disaster preparedness and mitigation.
- Prepare and test a Shelter Plan in coordination with American Red Cross and the Shelter Coordinator.
- Pre-designate and train shelter staff to open and maintain shelter operations.

**EMERGENCY RESPONSE**

- Notify the Town Administrator and the Board of Selectmen of the emergency and the need to activate the EOC.
- Activate the 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 (HSEM) 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 HSEM.
- 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, the Board of Selectmen and the designated PIO per *ESF #15, Public Information*.
- Assume overall direction and control of evacuation procedures per *ESF #1, Transportation*.
- In coordination with the Town Administrator and the Board of Selectmen, determine the need for evacuation, issue appropriate orders to residents per *ESF #15, Public Information* regarding when to evacuate, where to go, what to bring and when to anticipate return to evacuated areas.
- 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.
- Implement a message delivery system to ensure emergency response communications within and outside of the EOC per *ESF #5, Emergency Management*.
- Collect and provide ESF status information for inclusion into Situation Reports (SitReps).
- Maintain all record keeping and documentation necessary for application for Federal Disaster Assistance.
- Establish recovery and demobilization procedures.
- Activate *ESF #6, Mass Care, Housing & Human Services* and coordinate the efforts that are necessary to open and maintain a shelter as needed.
- Designate a "Shelter Coordinator" if necessary to coordinate shelter operations.
- Designate a "Volunteer Coordinator" if necessary to coordinate volunteer and donations management.
- Designate a Public Information Officer (PIO) if necessary to communicate with the public and the media.

## ROAD AGENT

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

#### PRE-DISASTER

- Consider joining NH Public Works Mutual Aid Program
- Maintain public works mutual aid agreements with neighboring towns.
- Provide and maintain an up-to-date Road Agent 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.
- 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 at risk dams, if applicable.
- Identifying temporary landfill sites.

**EMERGENCY RESPONSE**

- Report to the EOC when requested by the EMD.
- Disperse equipment and manpower to strategic locations, under direction of the Incident Commander and the EMD.
- Provide heavy equipment support for fire suppression operations as needed.
- Coordinate regional or neighboring town public works mutual aid.
- Keep the streets clear of debris.
- Assist Carroll County Sheriff's Office (CCSO) and Conway Fire Rescue in determining alternate routes capable of handling evacuation traffic.
- Repair damage to critical town infrastructure (i.e. roads, water and sewer systems.) and/or protect such facilities from further damage.
- Assist with the acquisition and setting up of refrigeration equipment required for temporary mortuary facilities.
- Assist CCSO and Conway Fire Rescue with traffic control; deploy personnel to erect barricades and signs as requested.
- Coordinate the acquisition and transport of water from outside sources to areas affected by water shortages or contamination in cooperation with the Health Officer.
- 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.
- In coordination with the EMD, designate and prepare suitable locations where state and federally provided mobile homes may be placed for long term shelter accommodations.
- Provide equipment and assistance for the burial of dead animals.
- Coordinate the restoration of utility services with the local utility companies per *ESF #12, Energy*.

**CARROLL COUNTY SHERIFF'S OFFICE (CCSO)****LEAD FOR ESF #13; SUPPORT FOR ESF #1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14 & 15****PRE-DISASTER**

- Conduct training and test exercises in coordination with the Emergency Management Director.
- Maintain up-to-date inventory of department personnel and equipment.
- Maintain police mutual aid agreements.
- 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.
- Assist in notification and emergency warning through the use of loudspeakers and/or door-to-door canvassing.
- Provide security as needed:
  - At the EOC
  - At the Shelter
  - At temporary mortuary facilities
  - To prevent the contamination of the public water supply
  - In damaged or evacuated areas.
- Report to the Emergency Operations Center when requested by the EMD.
- Provide traffic control for evacuation routes and determine alternate routes capable of handling evacuation traffic.
- Enforce mandatory evacuation when lawfully ordered.
- Notify public bus services to cease normal operations within the Town, if applicable.
- Cause the removal of disabled vehicles blocking evacuation routes.
- Coordinate regional police mutual aid.

**CONWAY FIRE RESCUE**

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

**PRE-DISASTER**

- Develop and maintain a Mass Casualty Incident (MCI) Plan.
- Train and assign radiological personnel and maintain radiological equipment.
- Conduct fire inspections and fire drills per SOGs.
- Maintain medical supplies and equipment that will be needed at the time of an emergency in good working condition.
- Maintain mutual aid agreements with other fire departments, Ossipee Valley Mutual Aid and Mount Washington Valley Mutual Aid.
- Reduce the risk of wildfires through enforcement of outdoor burning statutes.
- Review and update SOGs on an annual basis.
- Update and maintain a list of functional needs residents in the Community.

**EMERGENCY RESPONSE**

- Contain and extinguish all fires.
- Assist CCSO in providing traffic and crowd control, as available.
- Assist with the enforcement of restrictions and the evacuation of effected areas.
- Disperse equipment and manpower to strategic locations, as necessary.
- Provide a monitoring capability for radiological accidents or incidents.
- Coordinate fire mutual aid at the time of an emergency.
- Assist in search and rescue operations as needed per *ESF #9, Search & Rescue*.
- 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 #15, Public Information*.
- Assist with the evacuation and relocation of the functional needs population and those living in nursing homes and/or assisted living facilities.
- Report utility power outages to appropriate utility companies, per *ESF #12, Energy*.
- 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.
- Perform all administrative and operational functions of EMS.
- Provide medical assistance and personnel as needed and in coordination with *ESF #8, Health & Medical*, based on availability.
- Assist with the transportation of non-ambulatory patients needing relocation.
- Assess level of victim injury or illness and recommend the appropriate medical facility for care.
- Coordinate with other area hospitals if as necessary to receive patients.
- Ensure the triage, treatment and transport of victims is in accordance with established protocols.
- Assure that the functional needs population is being addressed.
- Monitor the safety and health of emergency responders.
- Establish first aid stations, as necessary.

**HEALTH OFFICER****LEAD FOR ESF #8; SUPPORT FOR ESF #5, 6, 7, 10, 11, 14 & 15****PRE-DISASTER**

- Enforce public health standards.
- Coordinate with the Carroll County Coalition for Public Health to develop and assist in the development of local and regional pandemic planning.
- Coordinate with Carroll County Coalition for Public Health for recommended inoculations or immunizations.
- 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, Housing & Human Services*.
- Serve as liaison with the Carroll County Coalition for Public Health and with Memorial Hospital.
- 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.
- Report to the EOC as requested, or send a representative.
- With assistance from local, regional, state and private organizations, such as the NH Department of Health & Human Services (NH-DHHS), the NH State Medical Examiner, NH Department of Environmental Services (NH-DES), American Red Cross and the Carroll County Coalition for Public Health, assist with the following:
  - Inoculation or immunization programs at the time of an emergency.
  - The inspection of food, water, drugs and other consumables exposed to the hazard.
  - The monitoring of food handling, health and sanitation conditions in emergency mass care facilities.
  - The mass storage of fatalities.
  - Measures to prevent or control disease vectors such as mosquitoes, flies and rodents.
  - Issuance of "boil orders" for drinking water.
  - Development of a Mental Health Crisis Counseling Team.
  - Activation of the Medical Reserve Corp (MRC).
  - Activation of the Multi-Agency Coordinating Entity (MACE).
  - The removal and disposal of animal carcasses.

**SCHOOL DISTRICT LIAISON*****SUPPORT FOR ESF #1, 5, 7 & 14*****PRE-DISASTER**

- Maintain a School Emergency Operations Plans which includes a School Evacuation Plan.
- Conduct test exercises of the school EOP as coordinated by the Fire Chief, Police Chief and EMD.
- Designate a school representative(s) that would report to the EOC at the time of an emergency.
- Coordinate public outreach education programs both pre- and post-disaster to minimize the impact of disasters.

**EMERGENCY RESPONSE**

- Evacuate students if necessary per the school's Evacuation/Emergency Operations Plan.
- Prepare the school for use as an emergency transportation point.
- Report to the EOC or send designee, when requested by the EMD.
- Coordinate with EMD for mass transportation as needed per *ESF #1, Transportation*.
- Identify security requirements per *ESF #13, Public Safety & Law Enforcement*.
- Identify fire protection issues and notify Conway Fire Rescue per *ESF #4, Firefighting*.

**SHELTER COORDINATOR (AS DESIGNATED BY THE EMD)****LEAD FOR ESF #6; SUPPORT FOR ESF #5 & 7****PRE-DISASTER**

- Conduct test exercises at the shelter as coordinated by the Fire Chief, Police Chief and EMD.
- With the EMD and American Red Cross (ARC), develop a Shelter Plan to be used at the shelter.
- Practice and test the Shelter Plan in coordination with ARC and the EMD.
- Pre-designate and train shelter staff to open and maintain shelter operations.
- Prepare the shelter by having on hand necessary shelter items such as cots, blankets, pillows, food, water, charging stations, etc.
- Prepare a plan to move the shelter should the primary shelter become compromised.
- Participate in shelter training as coordinated by the EMD, the Carroll County Coalition for Public Health and American Red Cross.
- Obtain additional cots and blankets from American Red Cross, State Emergency Management and the Carroll County Coalition for Public Health as needed.

**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.
- Coordinate the transportation of goods, services and people to shelter sites per *ESF #1, Transportation*.
- Register and track shelter occupants.
- Recommend to the general public what items should be brought to shelters per *ESF #15, Public Information*.
- Submit daily mass care facility reports to the EMD for inclusion in the SitRep per *ESF #5, Emergency Management*, which include shelter occupants, number of meals served and condition of the facility and identification of any unmet needs.
- Coordinate the provision of pet sheltering and advise the general public on pet sheltering locations and requirements per *ESF #15, Public Information*.
- Establish a system and assist in answering disaster welfare inquiries, in coordination with American Red Cross and coordinate efforts to establish "Safe & Well" information.
- Identify and request additional resources through *ESF #7, Resource Support*.
- Maintain communications between the shelter(s) and the EOC and designate an EOC representative to report on behalf of the shelter operations.
- Work with the Health Officer to ensure the safety of food provided at the shelter according to state laws and protocols; ARC will not accept food that is not prepared by a licensed kitchen.
- Identify security requirements and notify CCSO per *ESF #13, Public Safety & Law Enforcement*.
- Coordinate with *ESF #8, Health & Medical*, for the treatment of ill and or injured patients at the shelter and to arrange transportation as needed.
- Identify fire protection issues and notify Conway Fire Rescue per *ESF #4, Firefighting*.
- Coordinate with *ESF #7, Resource Support* and *ESF #15, Volunteer & Donations Management* to obtain necessary resources for shelter evacuees.

**PUBLIC INFORMATION OFFICER ((PIO) AS DESIGNATED BY THE EMD)****LEAD FOR ESF #15; SUPPORT FOR ESF #5 & 7****PRE-DISASTER**

- Maintain an accurate roster of media contacts to provide to the EMD for inclusion in the Resource Inventory List in this EOP.
- 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.
- Develop pre-scripted messages for the most likely occurring hazards.
- Identify a location for a media center.

**EMERGENCY RESPONSE**

- Serve as the sole and official voice of the Town for the release of information to the general public and the media as coordinated, reviewed and approved by the EMD.
- Gather information from all sources on the emergency or disaster situation and release information in a timely manner to the news media upon approval of the EMD.
- Prepare news releases for review by the EMD.
- Authenticate sources of information and verify accuracy before issuing news releases.
- Arrange regular media briefings for review of pertinent information with approval from the EMD.
- Report to the EOC and work closely with the EMD in order to ensure the accuracy of information per *ESF #5, Emergency Management*.
- Monitor media coverage of the emergency situation for accuracy and issue corrections as necessary; include social media and internet sites.
- Open Public Information Centers (PIC) in strategic locations for inquiries by citizens if necessary.
- Establish and staff phone line(s) to provide accurate and timely information to the public.
- Coordinate with PIOs from other jurisdictions in the preparation and issuing of joint news releases.
- Work with local media to provide emergency warning, information and instructions, upon approval by the EMD.

**VOLUNTEER COORDINATOR (AS DESIGNATED BY THE EMD)****LEAD FOR ESF #14; SUPPORT FOR ESF #5 & 7****PRE-DISASTER**

- Identify volunteer groups with the ability to assist the Town in an emergency.
- 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 #14, Volunteer & Donations Management*.
- Notify pre-identified volunteers to assist in emergency operations.
- Ensure that all volunteers are registered and hours are tracked (for matching funds).
- Identify the abilities of spontaneous volunteers that may come to assist and assign them as appropriate.
- Ensure that all volunteers are appropriately assigned to areas that are within their training and abilities.
- Seek credentials from all volunteers, including medical and mental health workers.
- Ensure that all volunteers comply with accepted safety practices.
- Coordinate response efforts of volunteer 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 the future.

**CARROLL COUNTY DISPATCH**

**LEAD FOR ESF #2; SUPPORT FOR ESF #1, 3, 4, 5, 7, 9, 10, 13 & 15**

**PRE-DISASTER**

- Provide emergency operations training to communications staff.
- Research alternate means of communications.
- Work with the MIS Director to ensure 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 CCSO, Conway Fire Rescue and the Road Agent upon request.
- Provide backup communications for the Town, i.e., mobile communications capabilities.
- Provide and receive information from WebEOC, the National Weather Service (NWS) and or State Emergency officials via the NAWAS and other systems and notify the appropriate officials.
- Prevent unnecessary communications in the event of an emergency.

**AMERICAN RED CROSS**

**SUPPORT FOR ESF #5, 6, 7, 8 & 14**

**PRE-DISASTER**

- Assure emergency blood bank supplies at Memorial Hospital.
- Provide mass care and shelter training.
- Work with the Shelter Coordinator and EMD to prepare a Shelter Plan.
- 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 a data base for the Safe & Well Program.
- Assist the Town with guidance in support of managing emergency shelter operations.

**CARROLL COUNTY COALITION FOR PUBLIC HEALTH**

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

**PRE-DISASTER**

- Coordinate with the Town on pandemic planning.
- Offer continued trainings regarding the Carroll County Coalition for Public Health Emergency Preparedness Annex and other health related issues.

**EMERGENCY RESPONSE**

- Serve as the liaison for health and medical issues with the Health Officer.
- Team up regular trained volunteers with spontaneous volunteers to eliminate extra training.
- Support American Red Cross and EMS on health and medical issues, as requested.
- Request activation of the Medical Reserve Corp (MRC) teams.
- Activate the Multi-Agency Coordination Entity (MACE) if needed.

**MEMORIAL HOSPITAL**

**SUPPORT FOR ESF #5, 7 & 8**

**PRE-DISASTER**

- Prepare and practice the hospital Emergency Operations Plan.
- Work with the Carroll County Coalition for Public Health to prepare and maintain the Public Health Emergency Preparedness Annex.

**EMERGENCY RESPONSE**

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

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## CHAPTER 6 – EMERGENCY SUPPORT FUNCTIONS

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**ESF MATRIX**

ESF MATRIX - Albany, NH		Town Administrator & Board of Selectmen	Emergency Management Director	Road Agent	Carroll County Sheriff's Office (CCSO)	Conway Fire Rescue	Health Officer	School District Liaison	Shelter Coordinator (as designated by the EMD)	Public Information Officer (PIO) (as designated by the EMD)	Volunteer Coordinator (as designated by the EMD)	Carroll County Dispatch	American Red Cross	Carroll County Coalition for Public Health	Memorial Hospital
	<p><b>L = Lead Agency</b>  <b>CL = Co-Lead Agencies</b>  <b>S = Support Agency</b></p>														
ESF1	Transportation		L	S	S	S		S				S			
ESF2	Communications & Alerting		S	S	S	S						L			
ESF3	Public Works & Engineering	S	S	L	S	S						S			
ESF4	Firefighting		S	S	S	L						S			
ESF5	Emergency Management	S	L	S	S	S	S	S	S	S	S	S	S	S	S
ESF6	Mass Care, Housing & Human Services		S	S	S	S	S		L				S	S	
ESF7	Resource Support	S	L	S	S	S	S	S	S	S	S	S	S	S	S
ESF8	Health & Medical		S	S	S	CL	CL						S	S	S
ESF9	Search & Rescue		S	S	S	L						S			
ESF10	Hazardous Materials		S	S	S	L	S					S			
ESF11	Agriculture, Natural & Cultural Resources		L	S	S	S	S								
ESF12	Energy		L	S	S	S									
ESF13	Public Safety & Law Enforcement		S	S	L	S						S			
ESF14	Volunteer & Donations Management	S	S	S	S		S	S		L			S		
ESF15	Public Information		S	S	S	S	S		L			S			

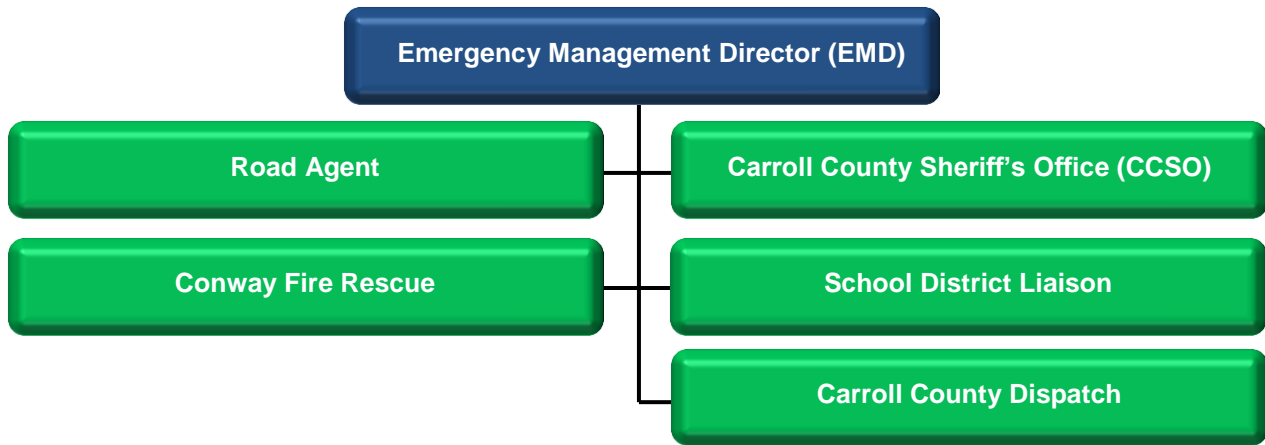
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**ESF #1: TRANSPORTATION**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & SUPPORT AGENCIES AND ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

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

**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 towns 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 Albany that might require evacuation would include:

- Waldorf School
- Conway Middle School (Albany students)
- Conway Elementary (Albany students)
- Huttoopia Campground
- Lodging facilities
- Five White Mountain National Forest Campgrounds and multiple trails and trail systems
- 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 major evacuation routes for Albany are designated as:

**Albany Primary Evacuation Routes**

- NH Route 16
- NH Route 112
- NH Route 113

**Albany Secondary Evacuation Routes**

- None

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.

**PLANNING ASSUMPTIONS**

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

- 1) *Some 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 localized systems and activities will be hampered by damaged transportation infrastructure and disrupted communications systems. There may be a shortage of fuel.
- The non-ambulatory residents living in the Town may require evacuation assistance.
- Most residents will evacuate by private vehicle.
- Evacuation of livestock and household pets may be required and will be coordinated with *ESF #6, Mass Care, Housing & Human Services* and *ESF #11, Agriculture, Natural & Cultural Resources*. This effort may require specialized transportation assets.
- Evacuation routes will be made 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, if any, (not otherwise involved in the emergency) will be available for use.

- Buses, trucks and other transportation resources are potentially available from the Transportation Coordinator at SAU 9 and the Blue Loon as well as other local agencies that have access to mass transportation assets and/or trucks. (see Resource Inventory in Chapter 8)
- Transportation staging areas (i.e., pick-up, drop-off points) will be established as needed.
- Public information regarding evacuation will be provided via *ESF #15, 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.

## CONCEPT OF OPERATIONS

### GENERAL

In accordance with the Albany 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 Albany EOC. It is important that the Road Agent maintains close coordination with the local EOC, in order to support the EMD.

### ORGANIZATION

In accordance with the organizational chart at the beginning of this ESF, the EMD will activate ESF Support Agencies as needed. Components of the organization for *ESF #1* may include Evacuation, Staging, Reception and Sheltering Areas, and related Field Operations.

## PHASED ACTIVITIES

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### PREVENTION PHASE

- Provide public outreach and education to increase awareness and preparedness of evacuation procedures.

### PREPAREDNESS PHASE

- The EMD will pre-identify a Transportation Coordinator who will be available to assist at the time of an emergency.
- The EMD, along with the Transportation Coordinator if designated, will establish mutual aid agreements with state and private companies that may be called upon at the time of an emergency.

- The EMD, along with the Transportation Coordinator if designated, will develop and maintain lists of public and private transportation resources such as:
  - Buses, vans and other passenger vehicles
  - Handicap accessible vehicles
  - Box trucks, tractor trailer and flatbed trucks
  - Refrigerated trucks
  - Dump trucks
  - Trailers
  - Snowmobiles, ATVs, Boats and other off-road vehicles

### RESPONSE PHASE

- The EMD will coordinate transportation activities from the EOC as the Lead Agency for *ESF #1*.
- The EMD will coordinate with *ESF #3, Public Works & Engineering*, to establish emergency access to an impacted area (i.e. building temporary roads into an affected area).
- The Road Agent, Conway Fire Rescue and CCSO will conduct an immediate survey of streets to determine traffic capabilities, available roads and necessary route closures.
- If transportation requests exceed the capabilities of the Town, the EMD will contact area towns, NH Public Works Mutual Aid, Homeland Security & Emergency Management (HSEM) and other mutual aid systems for assistance.

### RECOVERY PHASE

- The EMD will assist, coordinate and facilitate the transportation needs required to return evacuees to affected areas.
- Demobilization would occur when:
  - All transportation needs have been met
  - A detailed cost accounting has been documented
  - The operational elements at the EOC have been terminated.

### MITIGATION PHASE

- Post-demobilization, the EMD and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) the EMD and Support Agencies will review and update this ESF to increase its effectiveness.

## ROLES AND RESPONSIBILITIES

### LEAD AGENCY

#### EMERGENCY MANAGEMENT DIRECTOR (EMD)

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Coordinate the emergency transport of materials, personnel and equipment.
- Coordinate overall direction of the evacuation procedures.
- Determine the approximate numbers of people involved.
- Assess transportation needs and coordinate with public and private entities to secure resources.
- Activate *ESF #6, Mass Care, Housing & Human Services* to begin sheltering procedures if needed.
- Instruct the EOC, Support Agencies and operational staff to implement evacuation procedures.
- Notify State Emergency Management and request state and/or federal assistance.
- Provide for tracking of people transported.
- Identify and assist those functional needs persons needing assistance to relocate.
- Disseminate information and instructions to the public through *ESF #15, Public Information* and a designated Public Information Officer (PIO) including recommended evacuation routes, road and weather conditions, what residents should bring with them and available public transportation.
- Collect and maintain the following ESF status information to ensure inclusion into the Situation Report (SitRep).
  - Status of roads, bridges, critical facilities and evacuation routes
  - Road closures and traffic control points
  - Designation of staging areas
  - Major *ESF #1* issues, activities and unmet needs

### SUPPORT AGENCIES

#### CARROLL COUNTY SHERIFF'S OFFICE (CCSO)

- In coordination with the Road Agent, determine usable routes for evacuation and the transportation of supplies and equipment and determine traffic routes for evacuees.
- 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.
- Assign personnel to monitor and control traffic in staging areas such as parking areas, pick-up and drop-off points and location of essential equipment.
- Arrange for the removal of disabled vehicles blocking evacuation and transportation routes.

#### CONWAY FIRE RESCUE

- In coordination with the Road Agent, determine usable routes for evacuation and the transportation of supplies and equipment and determine traffic routes for evacuees.
- Provide personnel to assist CCSO in maintaining traffic control points.



- Provide recommendations on areas to be evacuated due to hazardous materials accidents in concert with additional agencies.
- Assign personnel, in accordance with CCSO, to monitor and control traffic in staging areas such as parking areas, pick-up/drop-off points and location of essential equipment.
- Assist those functional needs persons needing assistance to relocate.
- Assist in the transport of non-ambulatory persons from the area of evacuation.
- Provide health and medical services per *ESF #8, Health & Medical*.
- Provide medical transportation as needed.

#### **ROAD AGENT**

- Assess the level of damage to the Town's transportation infrastructure and report to the EOC.
- 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 Law Enforcement for road closures and evacuation routes.
- Recommend priorities for restoration of local streets and roads.
- Arrange for emergency fuel resources through *ESF #12, Energy*, if needed.
- In coordination with CCSO & Conway Fire Rescue, determine usable routes for both evacuation and the transportation of supplies and equipment and determine traffic routes for evacuees.
- 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 CCSO.
- Repair damaged evacuation routes and remove debris and obstructions.
- Clear parking areas at the shelters, if necessary.
- Request assistance from local contractors for personnel and equipment, if necessary.
- Document all transportation expenses incurred under emergency conditions.

#### **CARROLL COUNTY DISPATCH**

- Receive alerts & notifications from various services.
- Provide initial notification and ongoing communication to all responders.
- Dispatch emergency services for CCSO, Conway Fire Rescue and the Road Agent upon request.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e., mobile communication capabilities).
- Assist in providing public alerting in accordance with *ESF #2, Communications & Alerting*.

#### **SCHOOL DISTRICT 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 prepare the school for use as an emergency transportation pick-up point or shelter.
- Coordinate with the EMD to provide for tracking of people transported.
- Provide a representative at the EOC for school issues.

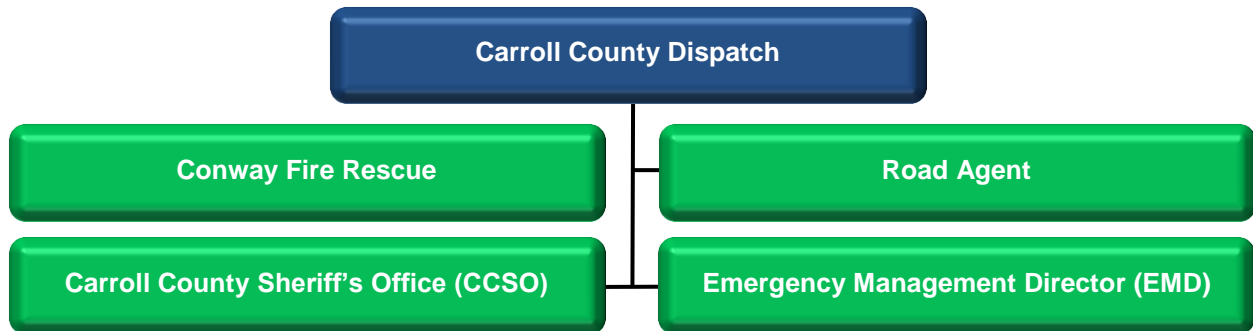
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**ESF #2: COMMUNICATIONS & ALERTING**

**GENERAL DESCRIPTION AND AGENCIES**

*ESF #2* addresses the provision of communication resources and coordination to support local collaboration and information sharing. *ESF #2* is also responsible for the provision of emergency alerting and notifications to the public and response personnel as well as the back-up, restoration and repair of some communication infrastructure.

**LEAD & 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**

Carroll County Dispatch, Conway Fire Rescue, Carroll County Sheriff's Office and NH State Police currently utilize radio networks for conducting day-to-day operations. Some of these departments have base stations and mobiles for dispatching field forces and interfacing with other systems, both regional mutual aid and state agencies.

Carroll County Sheriff's Office (CCSO) maintains radio communications with the NH State Police, NH Fish & Game, USFS, Marine Patrol, NH Forests and Lands and other surrounding Police and Fire Departments.

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 the E 911 Call Center and passed on to Carroll County Dispatch for dispatching to the appropriate departments. Upon receipt of information regarding an emergency situation, Conway Fire Rescue and/or CCSO will then request Dispatch to notify the Emergency Management Director and other responding departments as needed. Conway Fire Rescue and CCSO could also contact the EMD directly if the situation warrants.

Since it cannot be determined in advance which systems may remain operational, alternatives should be developed prior to an 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 cellular 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 Lead Agency and with the appropriate Support Agencies.

### **ORGANIZATION**

In accordance with the organizational chart at the beginning of this ESF, the Lead Agency will activate ESF Support Agencies as needed. Components of the organization for *ESF #2* may include the Carroll County Dispatch, alternative dispatch centers and related Field Operations.

## **PHASED ACTIVITIES**

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

**PREVENTION PHASE**

- Ensure the availability of appropriate communications equipment for all emergency responders.
- Develop a redundant communications system that can be utilized in the event of a complete communications failure.
- Periodically review SOPs/SOGs and update according to new equipment and community needs.

**PREPAREDNESS PHASE**

- The EMD will fund and obtain radio communications equipment as recommended.
- The EMD will designate two representatives to the NH Emergency Notification System (ENS).
- The EMD will provide public education for residents to add cell numbers, emails and unlisted numbers to the ENS.
- Periodically test, maintain and have ready all communications equipment in working order.
- Prepare a list of additional communications systems and/or equipment that can be utilized should available equipment becomes inoperable at the time of an emergency.
- Keep an up-to-date list of contact information for all emergency responders, tech advisors and agencies that may be needed at the time of an emergency (see EOC Alert List in *ESF #5, Emergency Management*).
- Ensure the availability of replacement parts, batteries, etc. that may be needed to continue emergency communications at the time of an emergency.

**RESPONSE PHASE**

- Upon notification of an emergency alert, the Lead Agency will establish communication links with the following if necessary:
  - Support Agencies for this ESF
  - Memorial Hospital
  - American Red Cross & C3PH
  - Local Amateur Radio Operators
  - State EOC & WebEOC
  - Police, Public Works & Fire Mutual Aid Systems
  - Surrounding Community EOCs
  - Emergency Response Personnel
  - Local Schools
- The EMD will take charge of EOC operations and fill operational staff positions as necessary.
- The EMD will determine which, if any, other officials and staff should be notified or requested.
- The EMD will consider seeking the Chairman of the Board of Selectmen authorization to declare a local state of emergency, if necessary.

**RECOVERY PHASE**

- Based on the emergency situation, the Lead Agency in concurrence with the Support Agencies will direct recovery actions and notifications.
- Full demobilization would occur at the termination of the operational 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.

**MITIGATION PHASE**

- Post-demobilization, Carroll County Dispatch and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) Carroll County Dispatch and Support Agencies will review and update this ESF to increase its effectiveness.

**ROLES AND RESPONSIBILITIES****LEAD AGENCY****CARROLL COUNTY DISPATCH**

- Receive alerts & notifications from various services.
- Provide initial notification and ongoing communication to all responders.
- Organize and control emergency communications.
- Dispatch emergency services for CCSO, Conway Fire Rescue and the Road Agent upon request.
- Communicate with local emergency medical facilities to ensure readiness as needed.
- Coordinate with other agencies to limit any unnecessary use of communication resources that are not related to the protection of life or property.
- Research and obtain additional communication resources, if needed.
- Coordinate emergency alerting to the public.
- Open communication lines with Carroll County Coalition for Public Health for future assistance if needed.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e., mobile communication capabilities).
- Assist in providing public alerting in accordance with *ESF #2, Communications & Alerting*.

**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Establish direction and control at the EOC.
- Coordinate with Homeland Security & Emergency Management for additional communications support as needed through WebEOC and other communication channels as available.
- Open communication lines with the regional office of American Red Cross for future assistance as needed.
- Open communication lines with local ham radio operators if needed.
- Coordinate with area EOC's for additional communications support as needed.

**CONWAY FIRE RESCUE**

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

**CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

- Alert the EMD of any notifications that are received.
- Upon notification of an emergency alert, make required notification per SOPs.
- Activate mutual aid notifications as needed.
- Provide communication equipment for first responders, as needed.

**ROAD AGENT**

- Receive notification from Board of Selectmen or other Town officials.
- Participate in emergency communications training.
- Provide communication equipment for first responders, as needed.

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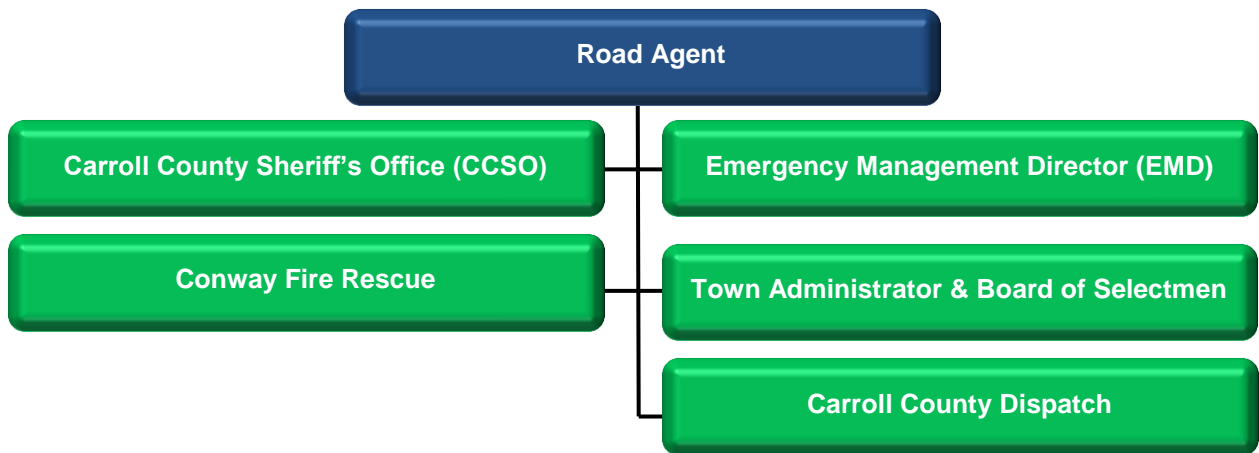


**ESF #3: PUBLIC WORKS & ENGINEERING**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & SUPPORT AGENCIES AND ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

The purpose of *ESF #3* is 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 and critical facilities; emergency ice, snow and debris removal.

**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 and emergency contracting.
- Temporary construction of emergency access routes necessary for passage of emergency response personnel.
- Assist in the emergency restoration of critical public utility services, including electric, telephone, gas, supply of potable water and provisions of water for firefighting.

- Establishing priorities and/or allocating of transportation resources, determining the priority of highway repair, conducting damage assessment and coordinating emergency management activities with neighboring jurisdictions.
- 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 Albany 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 Road Agent has an assortment of heavy equipment including dump trucks (of varying size), one 1-ton truck, a backhoe, a chipper, a loader, a grader and an assortment of other miscellaneous equipment. The Road Agent's mission is to support the citizens of Albany 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.

Albany is not a member of NH Public Works Mutual Aid. Albany's Road Agent may have to rely on outside engineering services at the time of an emergency.

### **PLANNING ASSUMPTIONS**

Sufficient resources may not be available in Albany to meet public works and engineering needs at the time of an emergency; neighboring jurisdictions, 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 Road Agent 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:

- Debris removal and emergency road repairs will be given priority in order to support immediate lifesaving emergency response activities.
- The Road Agent may have to seek private resources for repairs or rebuilding of transportation assets.

- Privately owned buildings serving the public may be declared unsafe by Conway Fire Rescue, 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 by more qualified individuals.
- The Road Agent 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.
- 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, Emergency Management*, in order to provide damage assessment information to the EOC.

### **ORGANIZATION**

In accordance with the organizational chart at the beginning of this ESF, the Road Agent will activate Support Agencies; the EMD will activate other ESFs as needed. Components of the organization for *ESF #3* may include Staging Areas and related Field Operations.

## **PHASED ACTIVITIES**

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

**PREVENTION PHASE**

- 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.
- Inspect and maintain all town-owned bridges.

**PREPAREDNESS PHASE**

- Pre-identify temporary landfill sites.
- Adopt procedures to ensure fueling capabilities during an electrical outage.
- Periodically test, maintain and have ready all communications equipment in working order.
- Maintain an inventory of public and private equipment that can be used at the time of an emergency.
- Establish a damage assessment team and descriptive criteria for damage assessment of drainage systems, bridges and roadways.
- Maintain a supply of barricades, signs and temporary fencing for emergency use.
- Maintain inventory of all public utilities, bridges and roadway conditions.
- Maintain public works mutual aid agreements.
- Identify alternate EOC representatives in the event of extended EOC operations.

**RESPONSE PHASE**

- Upon determination of an impending or actual incident requiring public works and engineering capabilities, the EMD will request agency representatives to implement *ESF #3*.
- The Road Agent will compile and evaluate damage assessments from other town departments and staff and establish communications with field units and/or facilities.
- The Road Agent will coordinate additional engineering and construction resources as needed and provide support and personnel in response to disasters, including terrorist incidents/attacks.

**RECOVERY PHASE**

- Based on the emergency situation, the EMD in concurrence with the Road Agent will direct recovery actions and notifications.
- 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
  - A post-incident review including a damage assessment report with assistance from federal, state and local officials if warranted.
- Full demobilization would occur at the termination of the operations elements at the local EOC.

**MITIGATION PHASE**

- Post-demobilization, the Road Agent and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) the Road Agent and Support Agencies will review and update this ESF to increase its effectiveness.

**ROLES AND RESPONSIBILITIES****LEAD AGENCY****ROAD AGENT**

- 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, as available.
- Provide staff and equipment as available to assist other departments.
- Manage the disposal of debris from private and public property.
- Coordinate with contractors and provide appropriate invoicing for reimbursement.
- Collect and maintain the following ESF status information to ensure inclusion into the Situation Report (SitRep) and report to the EMD.
  - Status of debris removal activities.
  - Status of: critical infrastructure, emergency access routes, local roads, NH DOT Roads and public utility restoration.
  - Unmet needs, expended resources and any surpluses.

**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Establish direction and control at the EOC as needed.
- 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.

**CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

- Provide personnel and equipment to assist, as needed and as available.
- Provide security in affected areas if needed.
- Assist residents with re-entry and removal of personal items from affected structures.
- Coordinate traffic control activities.
- Coordinate with the Road Agent and other departments to assess the situation.

**TOWN ADMINISTRATOR & BOARD OF SELECTMEN**

- Provide personnel and equipment to assist, as needed and as available.
- Assist with documentation, organization and damage assessment.
- Provide information as the designated Public Information Officer (PIO), per *ESF #15, Public Information*.
- Provide financial guidance and funding as needed to support the emergency.

**CONWAY FIRE RESCUE**

- Coordinate the re-entry into affected structures.
- Assist with extrication from motor vehicles or buildings as needed.
- Establish a perimeter around damaged structures or facilities determined to be an immediate threat or hazard to public safety.
- Provide personnel and equipment assist, as needed and as available.

**CARROLL COUNTY DISPATCH**

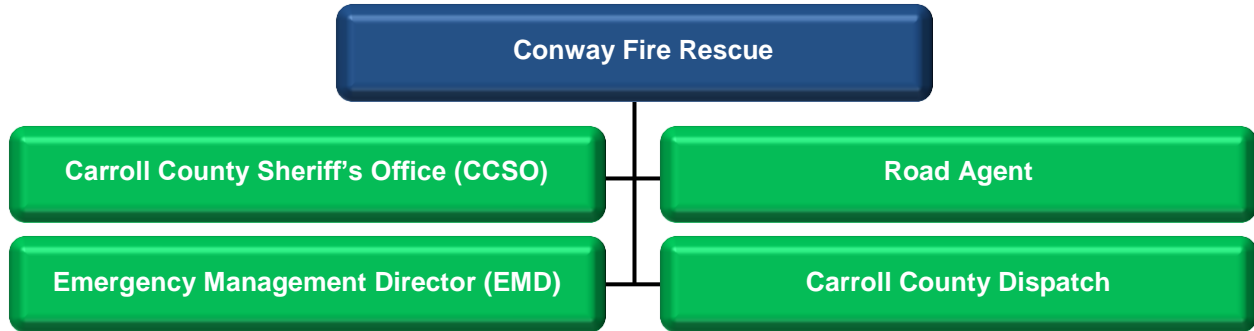
- Receive alerts & notifications from various services.
- Provide initial notification and ongoing communication to all responders.
- Dispatch emergency services for CCSO, Conway Fire Rescue and the Road Agent upon request.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e., mobile communication capabilities).
- Assist in providing public alerting in accordance with *ESF #2, Communications & Alerting*.

**ESF #4: FIREFIGHTING**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & SUPPORT AGENCIES AND ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

The purpose of *ESF #4* is 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, human-caused 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**

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

Albany does not maintain either a municipal Fire Department or Emergency Medical Services. All fire calls and emergency medical services are carried out by Conway Fire Rescue which provides quality fire and medical services to the residents and visitors of Albany 24 hours a day, 365 days a year. Conway Fire Rescue is dispatched by Carroll County Dispatch with initial alert from Conway Police Dispatch Center on a case by case basis. Conway Fire Rescue relies on the Carroll County HazMat Team to provide the Town with the appropriate HazMat Team for HazMat related incidents. Conway

Fire Rescue is as well-equipped to perform its assigned functions as any community of comparable size.

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

### **PLANNING ASSUMPTIONS**

Conway Fire Rescue is the largest single source of manpower available to 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 human-caused.
- 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.
- 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 and debris in roadways; damaged areas will be restricted and not readily accessible except in some cases by air.

## **CONCEPT OF OPERATIONS**

### **GENERAL**

Conway Fire Rescue is the Lead Agency responsible for local operations to mitigate the effects of urban and wildland fire incidents in Albany.



## ORGANIZATION

In accordance with the organizational chart at the beginning of this ESF, Conway Fire Rescue will notify the EMD who may activate the EOC, other ESFs and Support Agencies as needed. Components of the organization for *ESF #4* may include Staging Areas, Evacuation, Sheltering, Public Information, Law Enforcement and related Field Operations.

## PHASED ACTIVITIES

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### PREVENTION PHASE

- 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 conditions prevail.
- Provide training in all aspects of firefighting including fire suppression, HazMat response, search & rescue and incident command.
- Maintain running cards for the proper response to fire incidents.
- Develop and maintain mutual aid agreements with other departments.
- Review and update Standard Operating Guidelines on an annual basis.

### PREPAREDNESS PHASE

- Develop and maintain emergency management plans, procedures and supplies as they relate to emergencies and disasters.
- Assist owners or operators of commercial and industrial facilities that may require a special fire protection plan.
- Maintain up-to-date information on types and quantities of hazardous materials present in the Community (Tier II reporting).
- Maintain an up-to-date list of all available firefighting resources including equipment and personnel.
- Obtain floor plans for facilities that may involve an extensive search.
- Test, inspect and maintain all firefighting apparatus and resources on a regular basis.
- Maintain a stockpile of specialized supplies.
- Identify alternate EOC representatives in the event of extended EOC operations.

### RESPONSE PHASE

- Begin call up of all Conway Fire Rescue personnel.
- Contact US Forest Service for all fires on the White Mountain National Forest.
- Implement SOGs and mutual aid agreements as necessary.
- Activate an Incident Command Post in accordance with the Incident Command System (ICS) in close proximity to the incident site.

- Forward pertinent information to the EMD who may request activation of the EOC and appropriate ESFs.
- The Fire Chief, or designee, will report to the EOC when requested by the Emergency Management Director and delegate the on-scene command of the department to the next qualified member.
- Upon recommendation of the Conway Fire Rescue, begin emergency communications and alerting procedures per *ESF #2, Communications & Alerting*.

### RECOVERY PHASE

In the post-disaster recovery period, Conway Fire Rescue 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 Albany to as near normal conditions as possible.
- Full demobilization would occur at the termination of incidents in the field and of the operational elements at the local EOC.

### MITIGATION PHASE

- Post-demobilization, Conway Fire Rescue and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) Conway Fire Rescue and Support Agencies will review and update this ESF to increase its effectiveness.

## ROLES AND RESPONSIBILITIES

### LEAD AGENCY

#### CONWAY FIRE RESCUE

- Extinguish and contain all fires.
- Assist with vehicular and building extrications as necessary.
- Coordinate all fire service activities.
- Contact US Forest Service for all fires on the White Mountain National Forest.
- Receive the notification of an actual or impending emergency and forward it to the Emergency Management Director per discretion of the Fire Chief.
- Disburse personnel and equipment to predetermined strategic locations.
- Assist in the evacuation of buildings and/or areas as needed.
- Respond to HazMat accidents/incidents.
- Conduct search and rescue operations per *ESF #9, Search & Rescue*.
- Provide first response, immediate medical stabilization and medical care for victims and responders.
- Provide medical treatment as needed and available.
- Provide rehab for the emergency responders.
- Provide medical transportation for the Town of Albany.

- Request additional medical transportation if needed.
- Report power outages to Eversource.
- Begin public alerting procedures per guidelines in accordance with the EMD as outlined in *ESF #2, Communications & Alerting*.
- Begin call-up of additional department personnel and recruit additional personnel as needed.
- Conduct arson investigation if necessary in coordination with the Fire Marshal.
- In consultation with qualified personnel, assess the damage to fire equipment and facilities if needed and recommend condemnation of unsafe buildings.
- Provide personnel to other emergency services to augment their capabilities, if available.
- Collect and maintain the following *ESF #4* status information to ensure inclusion into the Situation Report (SitRep) and report to the EMD:
  - Damage assessment information
  - Status of critical areas (i.e. fire station, communications and storage areas)
  - Status of firefighting activities and operational facilities (i.e., staging areas)
  - Major *ESF #4* issues; staffing and resource shortfalls, capabilities and unmet needs
  - Allocated and requested firefighting resources.

## SUPPORT AGENCIES

### EMERGENCY MANAGEMENT DIRECTOR (EMD)

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Establish direction and control at the EOC as needed.
- Provide operational support at the EOC to assist in the implementation of *ESF #4*.
- Coordinate with Homeland Security & Emergency Management for additional assistance if needed.

### CARROLL COUNTY SHERIFF'S OFFICE (CCSO)

- Coordinate traffic and crowd control.
- Coordinate emergency transportation routes.
- Assist with arson investigations in coordination with the Fire Chief & Fire Marshal.

### ROAD AGENT

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

### CARROLL COUNTY DISPATCH

- Receive alerts & notifications from various services.
- Provide initial notification and ongoing communication to all responders.
- Dispatch emergency services for CCSO, Conway Fire Rescue and the Road Agent upon request.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e., mobile communication capabilities).
- Assist in providing public alerting in accordance with *ESF #2, Communications & Alerting*.

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

Resource (Equipment)	Model	Capacity	Location	Fuel	FEMA Cost Codes
Engine 1	1995 Luverne	1500/ 1000	CFD	Diesel	8692
Engine 2	2000 E-One	1250/ 1000	CFD	Diesel	8691
Tank 1	2013 International/ HME	1000/2800	CFD	Diesel	8690
Rescue 1	2009 HME	n/a	CFD	Diesel	8696
Tower 3	1989 Grumman	95 platform	CFD	Diesel	8694
Forestry 1	2013 GMC with BB4 pump	250	CFD	Gas	8808
Car 1	2013 GMC Yukon	Command Post	CFD	Gas	8076
Car 2	2005 GMC Yukon	SUV	CFD	Gas	8076
Boat 1	2013 Mercury RIB	35hp outboard	CFD	Gas	8147+8149
Raft	2014 NRS Otter	14 foot raft	CFD	N/A	8147

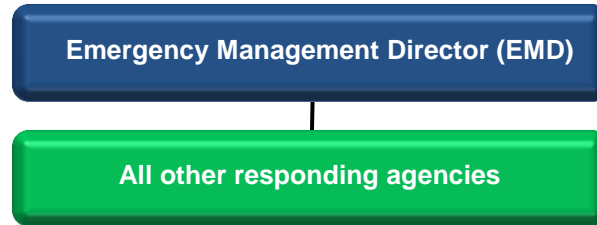
\*Note: Engine 1 and Tower 3 will likely be replaced by a single, new vehicle in April or May 2019

## ESF #5: EMERGENCY MANAGEMENT

### GENERAL DESCRIPTION AND AGENCIES

**ESF #5** addresses the coordination of local incident management and response efforts to support local efforts. It encompasses the coordination of activities identified in the EOP; the operation of the EOC; incident action planning; situational awareness and information sharing.

### LEAD & 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 (SitRep) 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 (SME) 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 are 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 Albany, 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 Lead 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 Lead 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 systems
  - Status of communications systems.

### **ORGANIZATION**

In accordance with the organizational chart at the beginning of this ESF, the EMD will activate ESF Support Agencies as needed. Components of the organization for *ESF #5* may include a Unified Command, a Joint Operation Center, Public Information Centers and related Field Operations.

### **PHASED ACTIVITIES**

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### **PREVENTION PHASE**

- Prepare and maintain maps, displays, reference materials, databases and other information sources for use during an emergency.
- Develop a system for collecting and analyzing information.
- Train team members in use of data collection and analysis systems (tabletop and/or full scale drills).
- Review and maintain the Emergency Operations Plan on an annual basis.

**PREPAREDNESS PHASE**

- Maintain an inventory of both public and private equipment and technology personnel that can be called upon at the time of an emergency. (Resource Inventory List, Chapter 8)
- 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
  - Portable battery-powered radio(s)
  - Supply of batteries and other energy essentials
  - Telephones, radios, fax machines and other communications equipment
  - Maps, US Census Data and other reference materials.
- Periodically test, maintain and have ready all equipment in working order.

**RESPONSE PHASE**

- The initial actions include the activation of the ESF and the processing, collecting and dissemination of information.
- Maintain chronological event logs, status boards and maps.
- Set up the phones lines necessary for emergency communications and reporting.
- Upon determination of an impending or actual incident requiring the activation of *ESF #5*, the EMD will gather personnel needed to meet the needs of the EOC including, but not limited to:
  - Secretarial or skilled office help
  - “Runners” who can relay messages quickly to Support Agencies
  - A designated Public Information Officer (PIO) to prepare for and activate *ESF #15*
  - Members of the Planning Board or GIS expert to assist with mapping.
- Activate and test communications equipment:
  - Local & Regional Dispatch
  - Telephones
  - Computers & Internet Connections
  - Backup generators.
- Establish a check-in and check-out procedure to ensure that everyone entering the EOC signs an Attendance Log Sheet and provide a means of identification for the EOC staff so that security knows who to admit.
- Establish the need for and provide security for the EOC through *ESF #13, Public Safety & Law Enforcement*.
- Establish an effective message system that ensures a disciplined flow of incoming and outgoing messages.
- Prepare a shift schedule and provide basic food, water and medical services for the EOC staff.
- Establish and announce regularly scheduled briefings for agencies involved in the incident.
- Establish and announce regularly scheduled briefings for citizens of the Community and the media per *ESF #15, Public Information*.



**RECOVERY PHASE**

- Based on the emergency situation, the EMD in concurrence with the other Support Agencies will direct recovery actions and notifications.
- Full demobilization would occur at the termination of the operational elements at the local EOC.

**MITIGATION PHASE**

- Post-demobilization, the EMD and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) the EMD and Support Agencies will review and update this ESF to increase its effectiveness.

**ROLES AND RESPONSIBILITIES**

**LEAD AGENCY**

**EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Assemble a team to assist in the gathering and dissemination of information.
- Develop and revise Situation Reports (SitRep) 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 HSEM 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 and media through *ESF #15, Public Information*.
- 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**

### **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 Chapter 5 for more information on individual department responsibilities.**

**The EOC Alert List located on following page**

**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>Phone (cell)</b>
Stephen Solomon	Fire Chief (Conway)	447-2681	452-5165	986-6736
Rick Hiland	Selectboard - Chair		447-4833	491-2650
Cathy Ryan	Selectboard		447-6728	986-6861
Joe Ferris	Selectboard		447-3659	662-8321
Tara Taylor				
Kathleen Goulding	Town Administrator	447-6038		986-5048
Curtis Coleman	Road Agent	447-5936	447-1922	662-3220

**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>
Heidi Lawton	Homeland Security Field Rep.	223-3631	419-0950
24-Hour Duty Officer	Homeland Security	800-852-3792	-
Frank Grima	American Red Cross	889-6664	812-1874
Duty Officer	NH State Police - Troop E	323-3333	-
Dispatch	Carroll County Sheriff's Office	539-2284	-
Duty Officer	Memorial Hospital	356-5461	-
Thomas Trask	DNCR Ranger	227-8737	-
Jeff Jones	C3PH	301-1252	-

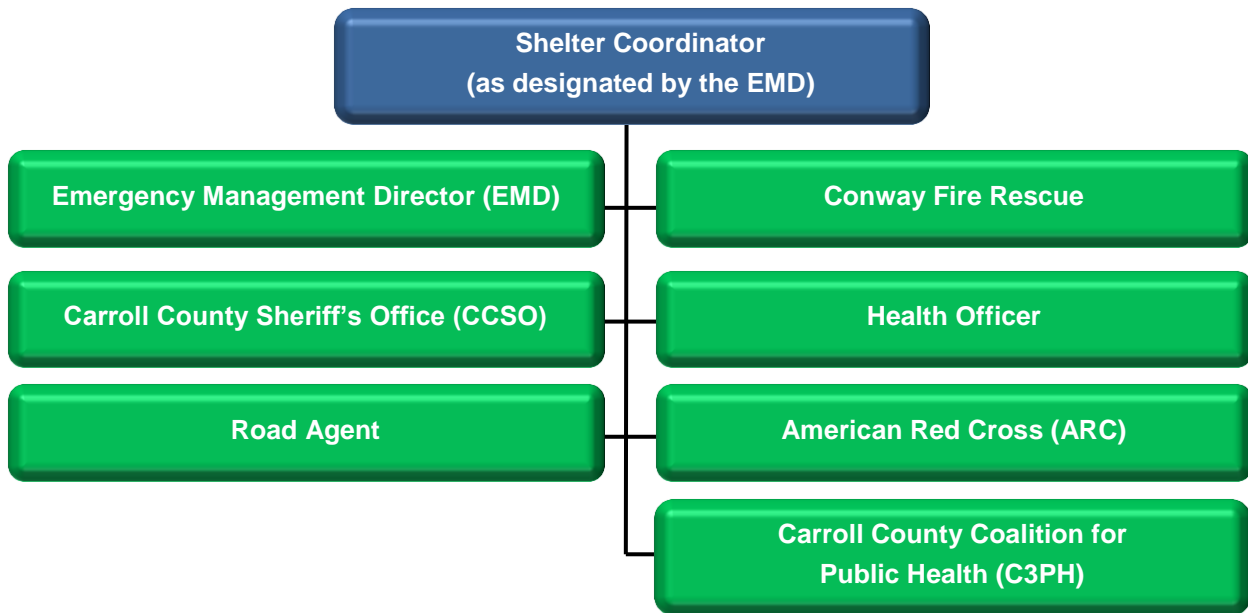
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**ESF #6: MASS CARE, HOUSING & HUMAN SERVICES**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & SUPPORT AGENCIES AND ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

The purpose of *ESF #6* is 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, American Red Cross (ARC) 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 Shelter Coordinator 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, Albany could require the assistance of ARC. 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 States Congress, American Red Cross Act of January 5, 1905 and the Disaster Relief Act of 1974. ARC also assumes Lead 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 primary shelter is the location to which evacuees are directed at the time of an emergency. 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.

For local emergencies, the designated primary shelter is the Town Hall Meeting Room. If the need arises and the meeting room is not available, a secondary shelter will be determined as needed and available.

In the unlikely event that the Town Hall Meeting Room is compromised, there may be other private or public buildings that could be expediently upgraded to provide shelter, such as area hotels, other schools, churches, inns and motels and regional shelters. In the case of an emergency, the population would be advised to seek shelter in the best available facility.

### **PLANNING ASSUMPTIONS**

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.
- American Red Cross will begin provision of mass care and shelter services in response to requests from emergency management officials at the local, state or federal level; ARC will respond to requests for disaster assistance within approximately two hours; actual assistance from ARC will be dependent upon the nature of the hazard, the size of the hazard's geographical area and the availability of staff. American Red Cross in the local area can be contacted at 800-464-6692; if possible, advanced calling may expedite the response from ARC.

- ARC can either support or manage shelter operations. ARC will manage facilities which have a pre-established agreement. ARC will support all other shelter facilities if available and enact a shelter agreement to manage if needed.
- Shelters may be opened in response to emergencies outside of the Town.
- Long term mass care may be required following some disasters.
- American Red Cross will not accept food that is not prepared by a licensed kitchen.
- Mass care facilities will receive priority consideration for structural inspections to ensure the 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

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 Shelter Coordinator, along with supporting staff, will advise the public through *ESF #15, 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.)

The Town of Albany 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 Shelter Coordinator, the EMD, 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 Albany currently does not store any shelter supplies. Inventory and other resources (i.e., medical) may be available from the Carroll County Coalition for Public Health, American Red Cross and/or the State EOC.

Shelters operated by American Red Cross and most other organized volunteer groups will allow pets in crates, provided they are not in the general population area where only service animals are allowed. American Red Cross has access to disaster supplies for pets. Pet sheltering in shelter facilities is dependent on the agreement with the shelter.

If the Town allows and there is adequate space, pets can be housed in a separate section of the shelter. In Albany's case, it is expected that the Chapel may be used for pet sheltering. 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.

### **ORGANIZATION**

In accordance with the organizational chart at the beginning of this ESF, the Shelter Coordinator, as designated by the EMD, will activate ESF Support Agencies as needed. Components of the organization for *ESF #6* may include Public Information Centers, Mass Care Facilities, Pet Sheltering Facilities, Family Assistance Centers and Cooling and Warming Centers.

### **PHASED ACTIVITIES**

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### **PREVENTION PHASE**

- The EMD will pre-designate a Shelter Coordinator.
- The EMD, along with a pre-designated Shelter Coordinator (if available) will:
  - Coordinate with American Red Cross (ARC) and the Carroll County Coalition for Public Health (C3PH) to designate a primary shelter, a secondary shelter and a shelter location for household pets.
  - Secure a Memorandum of Understanding (MOU) to use buildings that are designated as shelters if not owned by the Town.
  - Develop a plan for relocation of evacuees during and after the emergency to ensure an accurate tracking procedure.
  - Develop MOUs with area veterinarians and other local professionals who can accommodate pet sheltering.
  - Develop a list of all pet friendly hotels and motels in the area.
  - Identify a network of animal response teams in other communities; establish mutual aid agreements.



- Develop and maintain an MOU with the local humane society.
- Maintain a complete list of public, private and volunteer agencies and companies that can assist with *ESF #6* such as:
  - American Red Cross
  - Carroll County Coalition for Public Health
  - Local Veterinarians
  - Local Humane Societies
  - Mental Health Counselors
  - Facilities that can provide for food storage (i.e., freezer space)
  - Facilities that can assist with the acquisition of potable water
  - Facilities that can assist with the acquisition of pet supplies and food.

### PREPAREDNESS PHASE

- The EMD, along with a pre-designated Shelter Coordinator (if available) will:
  - Develop and maintain a primary shelter and shelter plan.
  - Establish a supply of cots, blankets and pet supplies (i.e., crates, bowls, etc.) and an appropriate storage location.
  - 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.
  - Prepare a shelter kit with items recommended by American Red Cross (see Chapter 9)
  - Coordinate with *ESF #15, Public Information*, for the development of public information with pre-scripted messages about evacuee and pet sheltering needs.
  - Organize resources (i.e. crates, forms, locations for food donations).

### RESPONSE PHASE

- The EMD will designate a Shelter Coordinator if one has not been pre-designated.
- The EMD will notify Homeland Security & Emergency Management, the Carroll County Coalition for Public Health, American Red Cross and other volunteer agencies as needed of the activation of *ESF #6*.
- The designated Shelter Coordinator will notify *ESF #6* Support Agencies of plan implementation and share information about what has occurred and initial response actions.
- The designated Shelter Coordinator will activate the Shelter Plan.
- The designated Shelter Coordinator will open communications lines to the shelter; if normal communications systems are damaged, activate components of *ESF #2, Communications & Alerting*, to facilitate the staffing of the shelter.
- The EMD will designate a Public Information Officer (PIO) to assist with communications to the general public or the news media per *ESF #15, Public Information*.

### RECOVERY PHASE

Recovery operations, as determined by the Shelter Coordinator in coordination with the Support Agencies for this ESF, may be initiated during response operations and may include, but not be limited to the following:

- Assistance to evacuees in returning to their homes.
- 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) through American Red Cross or other agencies.
- 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*.
- The compilation of documents, records, costs, and all expenses that may or may not be eligible for reimbursement.
- Assurance that all health and safety issues are resolved prior to full demobilization and that all essential services and facilities are re-established and operational.
- Full demobilization would occur at the termination of the operational elements at the local EOC and when the shelter facility has been returned to its pre-disaster use.

### MITIGATION PHASE

- Post-demobilization, the Shelter Coordinator and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) the Shelter Coordinator and Support Agencies will review and update this ESF to increase its effectiveness.

## ROLES AND RESPONSIBILITIES

### LEAD AGENCY

#### SHELTER COORDINATOR (AS DESIGNATED BY THE EMD)

- 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.
- Coordinate the transportation of goods, services and people to shelter sites per *ESF #1, Transportation*.
- Register and track shelter occupants.
- Recommend to the general public what items should be brought to shelters per *ESF #15, Public Information*.
- Coordinate the provision of pet sheltering and advise the general public on pet sheltering locations and requirements per *ESF #15, Public Information*.
- Establish a system and assist in answering disaster welfare inquiries, in coordination with American Red Cross and coordinate efforts to establish "Safe & Well" information.
- Participate in shelter training as coordinated by the EMD, the Carroll County Coalition for Public Health and American Red Cross.
- Identify and request additional resources through *ESF #7, Resource Support*.
- Maintain communications between the shelter(s) and the EOC and designate an EOC representative to report to the EOC on behalf of the shelter operations.
- Identify security requirements and notify CCSO per *ESF #13, Public Safety & Law Enforcement*.

- Work with the Health Officer to ensure the safety of food provided at the shelter according to state laws and protocols.
- Coordinate with *ESF #8, Health & Medical*, for the treatment of ill and or injured patients at the shelter and arrange for transportation as needed.
- Identify fire protection issues and notify Conway Fire Rescue per *ESF #4, Firefighting*.
- Obtain additional cots and blankets from American Red Cross, State Emergency Management and the Carroll County Coalition for Public Health as needed.
- Coordinate with *ESF #7, Resource Support* and *ESF #15, Volunteer & Donations Management* to obtain necessary resources for shelter evacuees.
- Submit daily mass care facility reports for inclusion in the Situation Report (SitRep) per *ESF #5, Emergency Management*, that includes:
  - Number of shelter occupants and meals served
  - Resources received and consumed or expended
  - Condition of the facility
  - Identification of any unmet needs

### SUPPORT AGENCIES

#### EMERGENCY MANAGEMENT DIRECTOR (EMD)

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Establish direction and control at the EOC.
- Designate or pre-designate a Shelter Coordinator, if needed.
- Coordinate with the Shelter Coordinator and *ESF #15, Public Information* to recommend to the general public what items should be brought to shelters.

#### CARROLL COUNTY SHERIFF'S OFFICE (CCSO)

- 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 via the use of 2-way radios, if needed.
- Provide assistance with pet sheltering as available.

#### CONWAY FIRE RESCUE

- 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, as available.
- Coordinate the treatment of ill and or injured patients at the shelter per *ESF #8, Health & Medical*.
- Make arrangements per *ESF #8, Health & Medical*, for the medical transport of patients from the shelter to area medical facilities.

**ROAD AGENT**

- Assist in obtaining and delivering shelter equipment & supplies.
- 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.

**HEALTH OFFICER**

- Inspect all shelter facilities in advance of and during occupancy to assess health and safety concerns.
- Inspect food preparation activities (per State of NH guidelines).
- Ensure 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, the Carroll County Coalition for Public Health, American Red Cross and other agencies.
- Participate in basic food-safety training as coordinated by the EMD, the Carroll County Coalition for Public Health, American Red Cross and other agencies.
- Monitor conditions including food in the shelter(s) and make recommendations to assure the health and safety of the sheltered.

**AMERICAN RED CROSS (ARC)**

- 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 and 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 and provide emergency assistance for other essential needs.
- 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 and provide exercise support to the Community.
- 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.

**CARROLL COUNTY COALITION FOR PUBLIC HEALTH (C3PH)**

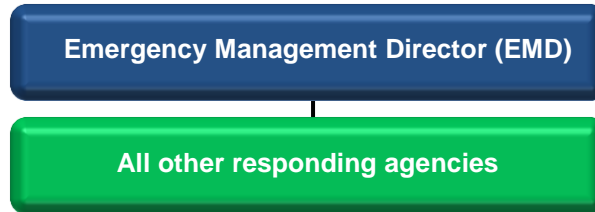
- Provide shelter supplies as available.
- Coordinate shelter surveillance.
- Support the functional needs population in the shelter.
- Work with the Health Officer to insure food safety and sanitation at the shelter.
- Request assistance from the Medical Reserve Corp (MRC) as available.
- Provide assistance with this ESF as available.

**ESF #7: RESOURCE SUPPORT**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & 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 governments, 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**

In an emergency situation, the Town of Albany 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 recommendations of NH Homeland Security & Emergency Management (HSEM).

Should the emergency situation warrant an evacuation of the major portion of the population to neighboring or regional facilities, those resources deemed in excess to the needs of the jurisdiction would be transferred to the hosting community.

## PLANNING ASSUMPTIONS

General assumptions for *ESF #7* are as follows:

- An emergency or disaster can occur in Albany at any time which may create significant degrees of human suffering, property damage and economic hardship to individuals, local government and the business community.
- The nature of the emergency might be such that the Town would have to survive for an extended period of time on current resources available until outside assistance can be obtained.
- Rationing of resources may become a necessity until outside assistance from federal, state or regional sources becomes available.
- Generally, people will cooperate with official regulations restricting the use of essential resources during an emergency.
- The Town 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 of Albany, in conjunction with the State, is primarily responsible for natural, human-caused 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 HSEM 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 NH HSEM of the situation and the potential need for assistance is essential.

### ORGANIZATION

In accordance with the organizational chart at the beginning of this ESF, the EMD will activate ESF Support Agencies as needed. Components of the organization for *ESF #7* may include Staging Areas, Holding Areas and related Field Operations.

## PHASED ACTIVITIES

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### PREVENTION PHASE

- Maintain the Resource Inventory List (Chapter 8) in an up-to-date condition identifying and assessing available resources and facilities that are necessary for the emergency response.
- Review and maintain the Emergency Operations Plan on an annual basis.

### PREPAREDNESS PHASE

- Maintain an inventory of both public and private equipment that can be called upon at the time of an emergency.
- Periodically test, maintain and have ready all equipment in working order.

### RESPONSE PHASE

- Initial actions include the activation of the ESF and the processing of resource requests.
- The EMD will notify local, state and federal agencies as needed regarding the emergency and the anticipated resource requirements.
- The EMD will request staff to come to the EOC to provide logistical support as required.
- The EMD, with support staff, will provide continuous control and accountability of equipment, personnel, goods and services in support of the disaster.

### RECOVERY PHASE

- 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.
- Partial demobilization could 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.

### MITIGATION PHASE

- Post-demobilization, the EMD and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) the EMD and Support Agencies will review and update this ESF to increase its effectiveness.

## ROLES AND RESPONSIBILITIES

### LEAD AGENCY

#### EMERGENCY MANAGEMENT DIRECTOR (EMD)

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- 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 from the Board of Selectmen.
- Place town personnel on standby or direct to staging areas with some facilities staffed for immediate response.
- Monitor, track and provide logistical support for 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 communication resources in coordination with *ESF #2, Communications & Alerting*.
- Provide transportation resources in coordination with *ESF #1, Transportation*.
- Provide food for resource staff in coordination with *ESF #6, Mass Care, Housing & Human Services*.
- Provide fuel in coordination with *ESF #12, Energy*, for resource vehicles.
- Ensure security for staging areas and facilities in coordination with *ESF #13, Public Safety & Law Enforcement*.
- In coordination with the Town Administrator and the Board of Selectmen, issue such 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 the use of essential utility services.
- Ensure that essential resources are returned to their primary use once they are no longer needed for the emergency.

### SUPPORT AGENCIES

#### ALL OTHER RESPONDING DEPARTMENTS

- Provide the EMD with current and appropriate information on resource availability and shortfalls.  
**(All Agencies)**
- Provide personnel and equipment in the implementation of *ESF #7. (All Agencies)*

#### CARROLL COUNTY SHERIFF'S OFFICE (CCSO)

- Provide security for resources and staging areas as required per *ESF #13, Public Safety & Law Enforcement*.
- Provide traffic control for the movement of resources to and from staging areas.



**CONWAY FIRE RESCUE**

- Assist CCSO with traffic control for the movement of resources to and from staging areas, as available.

**ROAD AGENT**

- Maintain liaison with local contractors and equipment dealers.
- Assist the EMD in maintaining a list of construction equipment and personnel available locally.

**TOWN ADMINISTRATOR & BOARD OF SELECTMEN**

- Work with the EMD to approve and disburse funds both during and after the emergency as needed.

**A complete Resource Inventory List can be found in Chapter 8 of this Plan.**

**Please refer to “General Responsibilities” in the Chapter 5 for more information on individual department responsibilities.**

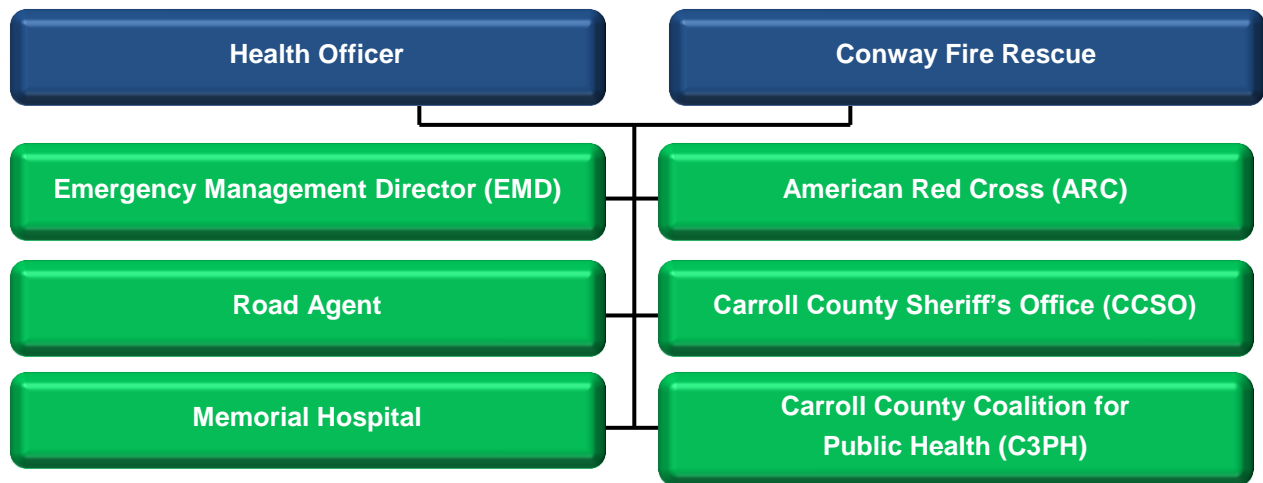
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**ESF #8: HEALTH & MEDICAL**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & SUPPORT AGENCIES & ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

The purpose of *ESF #8* is to coordinate the delivery of both primary and supplemental health, medical and basic human services to individuals, families, 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.

## SITUATION AND PLANNING ASSUMPTIONS

### SITUATION

The Town of Albany handles emergency medical services (EMS) services through Conway Fire Rescue. Emergency responders are certified to various levels of emergency medical care from EMT to Paramedic and are as well equipped to perform their assigned functions as any community of a comparable size. The Town also relies on Conway Fire Rescue for medical transportation for the victims of an emergency and may need to call upon other EMS agencies to assist in overwhelming situations.

The Town of Albany has an appointed Health Officer and a Deputy Health Officer.

Residents of the Town of Albany rely chiefly on the medical services provided at Memorial Hospital (Conway) which maintains its own emergency response plan. There are registered nurses and physicians that live in the Community and/or nearby who could be used to augment the medical capability in addition to volunteers with first aid training, providing professional licensure is provided.

A major emergency affecting Albany 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 Department of Health and Human Services and the Carroll County Coalition for Public Health. The Disaster Mortuary Response Team (DMRT), the Disaster Medical Assistance Team (DMAT) and other federal services may be activated through the State EOC.

The Carroll County Coalition for Public Health is a collaborative of municipal, health, human services and other agencies in the region that encompasses 19 municipalities. Through the Carroll County Coalition for Public Health, these municipalities have agreed to develop a regional plan to address public health emergencies, the Regional Public Health Emergency Response Annex, which 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 EOC within the region.

The local EOC will be responsible for supporting the MACE in coordination, staffing, communications, resource dispatching and tracking, information collection, analysis and dissemination. In a public health emergency the local EOC, through 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.

Planning assumptions include, but are not limited to the following:

- A Mass Casualty Incident (MCI) could occur anywhere in Albany and could include hazardous materials or a large number of persons.
- Temporary mortuary facilities or storage areas may need to be established, in the event of a large amount of fatalities.
- Albany's diverse population includes the elderly who may have increased health needs.
- 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.
- The NH State Police will provide law enforcement protection for the National Guard to protect the transport of the Strategic National Stockpile (SNS).
- 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 Albany (such as Memorial Hospital, the NH Department of Health and Human Services or Carroll County Coalition for Public Health) could potentially be available to support the provision of the mass administration of immunizations and/or medications. The Kennett Middle School is a designated Point of Dispensing (POD).
- Most people will seek medical care on their own.
- 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 (should show licensure).

### **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 Plan 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 human-caused 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 the Health Officer and Conway Fire Rescue in coordination with the EMD, the Town Administrator and the Board of Selectmen. 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.

### **ORGANIZATION**

In accordance with the organizational chart at the beginning of this ESF, the Support Agencies will be activated as needed by the Lead Agencies. Components of the organization for *ESF #8* may include Triage, Sheltering (pet and human), Points of Dispensing, Medical Transportation, Law Enforcement, Quarantine and related Field Operations.

### **PHASED ACTIVITIES**

These activities are the responsibility of the Lead Agencies (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### **PREVENTION PHASE**

- Conway Fire Rescue will maintain training programs to ensure adequate EMS response for all types of disasters.
- The Health Officer will 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.
- Conway Fire Rescue and the Health Officer will coordinate immunization campaigns and shelter-in-place as recommended prior to emergency events.
- Conway Fire Rescue and the Health Officer will maintain a complete data base of essential resources that may be needed at the time of an emergency.
- The Health Officer will educate the public about maintaining safe and adequate supplies of food and water.

### **PREPAREDNESS PHASE**

- Conway Fire Rescue and the Health Officer will assess options for obtaining adequate medical supplies prior to a disaster.
- Conway Fire Rescue will maintain all EMS equipment and vehicles in order to ensure readiness at the time of an emergency.
- Conway Fire Rescue, the EMD and CCSO will coordinate to develop a functional needs list and specific needs for the evacuation of the functional needs population from their homes.

- Conway Fire Rescue and the Health Officer will take part in and/or conduct specialized training by the Carroll County Coalition for Public Health, American Red Cross and other agencies.
- Conway Fire Rescue will periodically test, maintain and have ready all equipment in working order.

### **RESPONSE PHASE**

- Initial actions include the activation of the ESF and the provision of medical services related to the emergency.
- The EMD will request staff to report to the EOC to provide support for the situation as required.
- The EMD will notify local, state and federal agencies as needed regarding the emergency and any anticipated needs.
- The Health Officer will contact DHHS, Carroll County Coalition for Public Health, emergency shelters, school nurses and home health nursing services as the emergency warrants.

### **RECOVERY PHASE**

Recovery will begin when:

- The immediate health needs of the Town have been met.
- There is no longer a threat of the spread of disease or other health crisis.
- Proper medical treatments for casualties caused by a disaster situation have been provided.
- Procedures for the handling of fatalities have been completed.
- Full demobilization would occur when all health needs have been met and at the termination of the operational elements at the local EOC.

### **MITIGATION PHASE**

- Post-demobilization, Conway Fire Rescue, the Health Officer and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) Conway Fire Rescue, the Health Officer and Support Agencies will review and update this ESF to increase its effectiveness.

## **ROLES AND RESPONSIBILITIES**

### **CO-LEAD AGENCIES**

#### **HEALTH OFFICER (CO-LEAD)**

- Assess the health needs and the capabilities on-hand and report them to the EOC.
- Establish communications and serve as the liaison with key health and medical organizations (EMS, Memorial Hospital, C3PH, NH-DHHS, the NH Medical Examiner, home health care agencies, psychiatric / mental health and social service providers).
- Coordinate the use of outside assets as needed.

- In coordination with other state, federal, regional and private organizations such as the NH Department Health & Human Services, Carroll County Coalition for Public Health and American Red Cross, perform and/or assist with the following functions:
  - 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 communicable disease and make determinations about needed immunizations and medical countermeasures.
  - Provide assessment and recommendations concerning potential health effects and remedial actions associated with water-borne pollutants.
  - Coordinate medical countermeasure campaigns or isolations/quarantines as needed at the time of the emergency.
  - Conduct epidemic intelligence, evaluation and detection of communicable diseases during a public health incident.
  - Ensure that health surveillance systems are operational.
  - Coordinate inspection of food, water, drugs and other consumables exposed to the hazard.
  - Monitor food handling and sanitation in emergency facilities.
  - Assist with the evacuation of the functional needs population residing in private homes.
- Ensure that the health needs of the EOC staff are met.
- Coordinate with C3PH and with the EMD to designate a temporary morgue facility or call HSEM for assistance.
- Coordinate with NH DHHS to determine the need for quarantine and request isolation/quarantine.
- Develop health-related information for dissemination through *ESF #15, Public Information*.
- Receive and act on any Health Alert Notices (HAN) from the Division of Public Health Services.
- Condemn private septic systems that have been damaged by the disaster event.
- Assist with debris management.
- Support and monitor the disposal of disaster debris, landfill materials and similar items to preserve public health.
- Coordinate with homeowners on testing of private wells that have been damaged by the disaster event.
- Collect and maintain the following ESF status information to ensure inclusion in the Situation Report (SitRep) and report to the EMD:
  - An overall assessment of health issues concerning the Community
  - Report on communications with NH DHHS, C3PH, Memorial Hospital, public schools, nursing homes, etc.
  - Number of casualties, injuries and fatalities
  - Health risks, current and potential
  - Identification of unmet needs.



**CONWAY FIRE RESCUE**

- Perform all administrative and operational functions of EMS.
- Coordinate emergency health and medical functions with the Health Officer.
- Assess level of victim injury or illness and recommend the appropriate medical facility for care.
- Gather information concerning injuries and fatalities resulting from emergency situations and forward this information to the EOC as soon as possible.
- Assess the medical capabilities on-hand and report these to the EOC.
- Manage the staging facility for triage and points of dispensing if necessary.
- Manage the isolation and decontamination of victims of a hazardous material incident.
- Monitor the safety and health of emergency responders.
- Ensure the triage, treatment and transport of victims is in accordance with established protocols.
- Assure treatment of victims of a hazardous material incident or infectious disease outbreak.
- Make requests for additional medical assistance, equipment, supplies and health manpower.
- Assure that the needs of the functional needs populations are being addressed (i.e. children, dialysis patients, disabled persons, homebound patients, persons with limited English proficiency, the elderly, and patients dependent on home health care services).
- Establish first aid stations, as necessary and prepare for state and federal on-site assistance.
- Evaluate response efforts.
- Respond with HazMat equipment if needed.
- Assist with extrication and rescues as needed.
- Assist with traffic control and transportation as available.

**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Provide direction and control at the EOC.
- Assist with the coordination of outside assistance.
- Contact NH Homeland Security & Emergency Management as needed.
- Request medical assistance from members of the Community as available.
- Request the activation of the FEMA Region One-Disaster Mortuary Response Team (DMORT), the Disaster Medical Assistance Team (DMAT), the Medical Reserve Corp (MRC), Community Emergency Response Teams (CERT) and other federal response services as needed through the State EOC.

**CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

- Provide security at points of dispensing to guard against theft.
- Identify and secure access routes needed for emergency responders.
- Request additional law enforcement if needed.
- For local HazMat or mass casualty incidents, assist the EMD and Conway Fire Rescue as needed.

**ROAD AGENT**

- Assist Conway Fire Rescue by making sure the roads are clear for them to perform their duties.
- Assist CCSO with traffic control.
- Assist with the acquisition and set up of refrigeration equipment required for temporary holding facilities for human remains.
- Support and monitor the disposal of disaster debris, landfill materials and similar items to preserve public health.

**CARROLL COUNTY COALITION FOR PUBLIC HEALTH (C3PH)**

- Coordinate the operation of any regional health incident.
- Establish points of dispensing (PODs) for vaccines and medication.
- Maintain the regional public health annex.
- Assist with morgue facilities.
- Report the presence of communicable diseases to the NH Department of Health and Human Services.
- Establish an Alternative Care Site (ACS) if the hospital(s) becomes overwhelmed.
- Request that the EMD activate the Medical Reserve Corp or Community Emergency Response Teams.
- Activate MACE.

**MEMORIAL HOSPITAL**

- Provide expert medical care and advice as the primary hospital for Albany.
- Coordinate with the Town of Albany on Mass Casualty Incidents.
- Provide advice and participate with Carroll County Coalition for Public Health.
- 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 (ARC)**

- Provide mass care and 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**

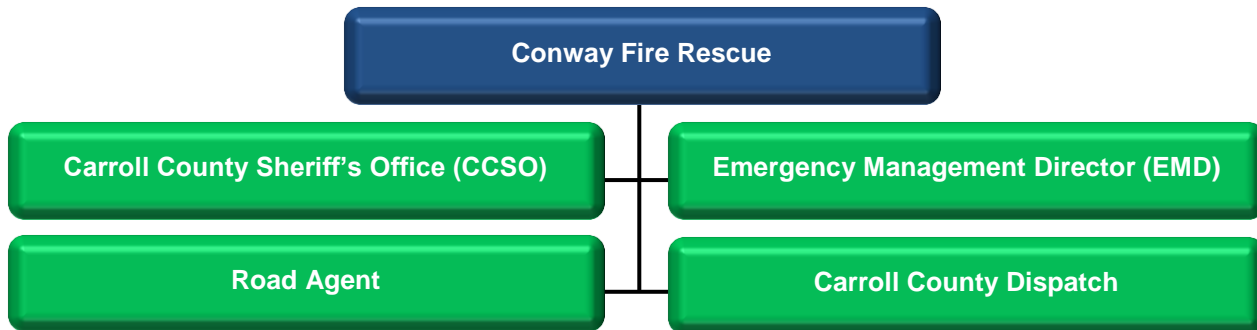
Resource (Equipment)	Model	Capacity	Location	Fuel	FEMA Cost Codes
Ambulance 1	2015 Chevy/ GEV		CFD	Diesel	8041
Ambulance 2	2015 Chevy/ Autotronics		CFD	Diesel	8041

**ESF #9: SEARCH & RESCUE**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & SUPPORT AGENCIES AND ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

The purpose of *ESF #9* is 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**

Albany 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 areas of the Town as a result of many factors including a large scale separate emergency within the Community.

The topography, the climate of Albany (which ranges from hot and humid summer conditions to winter blizzard conditions), the abundance of hiking trails, boating, bicycling and snowmobile trails, 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 & Game is state mandated as the lead on any search and rescue in New Hampshire.

## PLANNING ASSUMPTIONS

An emergency or disaster can occur in Albany 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.

Further assumptions include the following:

- Any persons lost and in need of rescue would likely be impacted by weather conditions and could be difficult to reach.
- People may be lost, injured 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 and other outdoor recreationists 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 may establish a Unified Command upon arrival on the scene.

Urban Search and Rescue is the responsibility of Conway Fire Rescue. Additional assistance is available from NH Homeland Security & Emergency Management who will contact, the FEMA Urban Search and Rescue Team (deployed out of Beverly, MA and activated through the FEMA Regional Office in Boston, MA). These Urban Search and Rescue incidents include but are not limited to collapsed structures.

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

Recovery of human remains will be performed in cooperation with the Office of the NH State Medical Examiner and the Carroll County Attorney's Office, by state law.

## ORGANIZATION

In accordance with the organizational chart at the beginning of this ESF, Conway Fire Rescue will notify the EMD who will activate ESF Support Agencies as needed. Components of *ESF #9* may include Staging Areas, Health & Medical, Public Information, Volunteer & Donations, Law Enforcement and related Field Operations.

## PHASED ACTIVITIES

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### PREVENTION PHASE

- Make arrangements for responders to obtain building plans to be used during emergencies.
- 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.

### PREPAREDNESS PHASE

- Develop and maintain emergency management plans, procedures and supplies as they relate to search and rescue.
- Maintain an up-to-date list of all available firefighting resources including equipment and personnel for search and rescue.
- Test, inspect and maintain all firefighting apparatus and resources on a regular basis.
- Maintain a stockpile of specialized SAR equipment and supplies in readiness condition.
- Maintain a list of SAR resources including but not limited to:
  - Mountain Rescue Service (Conway)
  - S.O.L.O (Conway)
  - New England Canine (activated by Fish & Game)
  - Boats (Marine Patrol)
  - Heavy Equipment Operators
  - Off Road Vehicles
  - Engineering Resources
  - Aircraft
  - Mass Care Resources

### RESPONSE PHASE

- Notify NH Fish & Game if the situation warrants.
- Notify DNCR if the situation warrants.
- Notify Marine Patrol and/or NH Fish & Game for the recovery and investigation of water fatalities.
- Begin call up of all Conway Fire Rescue personnel.
- Implement SOGs and mutual aid agreements as necessary.

- Activate an Incident Command Post in accordance with the Incident Command System (ICS) in close proximity to the search and rescue site.
- Stage the necessary resources as needed for the scope of the search, depending on the location and conditions on the ground.
- Forward pertinent information to the EMD who may request activation of the EOC and appropriate ESFs.
- The Fire Chief, or an appointed designee, will report to the EOC when requested by the Emergency Management Director and delegate the on-scene command of the department to the next qualified member.
- Establish communications with field command and control elements and other activated Lead and Support agencies.

### RECOVERY PHASE

- Initiate recovery efforts when it is determined that the search and rescue operation is complete or the emergency conditions have stabilized or are improving.
- 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.
- Full demobilization would occur at the termination of incidents in the field and of the operational elements at the local EOC.

### MITIGATION PHASE

- Post-demobilization, Conway Fire Rescue and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) Conway Fire Rescue and Support Agencies will review and update this ESF to increase its effectiveness.

## ROLES AND RESPONSIBILITIES

### LEAD AGENCY

#### CONWAY FIRE RESCUE

- Determine and mobilize resources, personnel and equipment that will be needed for SAR.
- Advise NH Fish & Game of any wilderness or water search and rescue event.
- Notify DNCR if the situation warrants.
- Coordinate and initiate all wildland and water search and rescue operations until responsibility is assumed by 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 CCSO to provide manpower, equipment and technical assistance for large-scale search and rescue efforts.
- Provide health and medical services per *ESF #8, Health & Medical*, to ensure the proper health and safety of emergency responders and victims.
- Provide rehab for the emergency responders.
- Provide medical transportation for the Town of Albany.

- Request additional medical transportation as needed.
- Ensure the structural integrity of buildings and/or structures involved with search and rescue operations in coordination with other departments and/or agencies as needed.
- Coordinate with *ESF #1, Transportation* and *ESF #13, Public Safety & Law Enforcement*, to determine transportation and traffic control requirements.
- Coordinate with *ESF #13, Public Safety & Law Enforcement*, for security issues around the search site.
- Coordinate with *ESF #14, Volunteer & Donations Management*, for volunteer assistance in search and rescue if needed.
- Provide personal protective equipment for rescue personnel if warranted.
- Collect and maintain the following ESF status information to ensure inclusion in the Situation Report (SitRep) and report to the EMD:
  - Number of victim rescues attempted and completed
  - Status of rescue operations
  - 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 and unmet needs.

## SUPPORT AGENCIES

### EMERGENCY MANAGEMENT DIRECTOR (EMD)

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Support *ESF #9* by providing assistance as needed.
- Provide direction and control at the Emergency Operations Centers.
- Coordinate with the NH HSEM if the situation warrants.
- Coordinate with American Red Cross for mass care support for responders, victims and volunteers, per *ESF #6, Mass Care, Housing & Human Services*.

### CARROLL COUNTY SHERIFF'S OFFICE (CCSO)

- Coordinate with Conway Fire Rescue to provide manpower, equipment and technical assistance for large-scale search and rescue efforts.
- Establish a perimeter and provide access control to SAR sites.
- Determine and mobilize resources, personnel and equipment that may be needed.
- Determine and control transportation and traffic control requirements.
- Provide investigative services in missing person's cases and/or criminal offenses.

### ROAD AGENT

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

**CARROLL COUNTY DISPATCH**

- Receive alerts & notifications from various services.
- Provide initial notification and ongoing communication to all responders.
- Dispatch emergency services for CCSO, Conway Fire Rescue and the Road Agent upon request.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e., mobile communication capabilities).
- Assist in providing public alerting in accordance with *ESF #2, Communications & Alerting*.

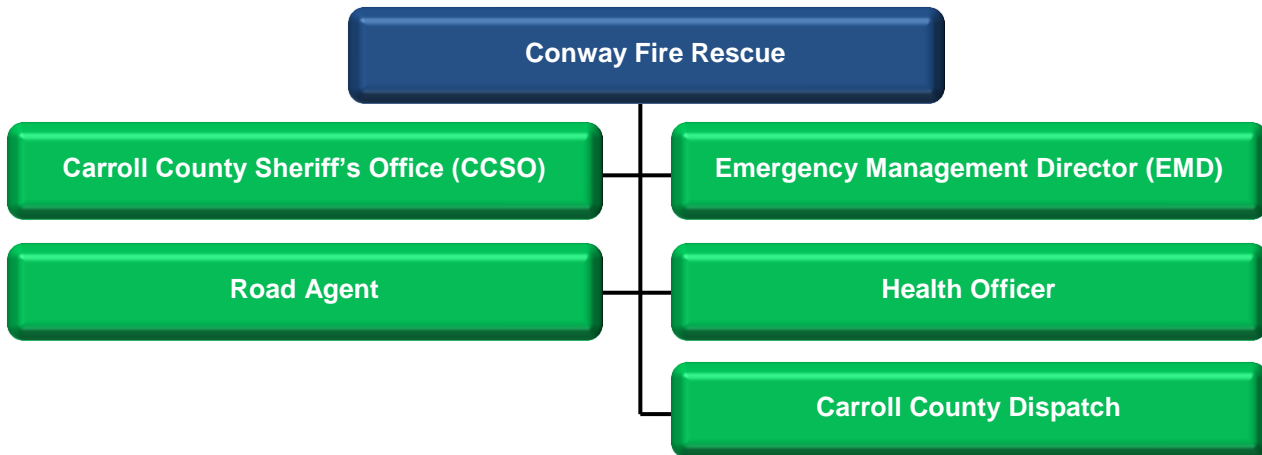


**ESF #10: HAZARDOUS MATERIALS**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & 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, human-caused, 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 incident 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 Albany 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 Albany:

- Hazardous materials are found throughout Albany. 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.
- Albany has minimal industry and minimal fixed hazardous materials storage.
- Minor spills resulting from motor vehicle accidents and other sources are handled routinely by Conway Fire Rescue.
- Federal law requires the use of the Incident Command System at all HazMat incidents.
- Although members of Conway Fire Rescue have received training in HazMat Response, the Department can only guarantee a defensive response to a HazMat incident and decontamination for response personnel.
- Conway Fire is a lead participant in the Regional Hazardous Materials Response Team.

### PLANNING ASSUMPTIONS

The Town of Albany 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 from 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.
- Once local jurisdictions have exhausted all of their resources, 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 ensure the safety of the public but also to ensure the safety of emergency responders. Standard HazMat Operating Procedures and Best Practices form the basis for response to a hazardous materials incident.

### ORGANIZATION

In accordance with the organizational chart at the beginning of this ESF, Conway Fire Rescue will notify the EMD who will activate ESF Support Agencies as needed. Components of the organization for *ESF #10* may include Staging Areas, Law Enforcement, Sheltering and related Field Operations.

## PHASED ACTIVITIES

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### PREVENTION PHASE

- On an annual basis, receive and maintain any Tier II data reporting information on hazardous materials used and stored in Albany for use in emergency planning.
- 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.
- Make arrangements for facilities that utilize hazardous materials to obtain building plans.

### PREPAREDNESS PHASE

- Develop and maintain emergency management plans, procedures and supplies as they relate to HazMat.
- 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 all HazMat equipment for readiness.
- Maintain a list and stockpile of HazMat resources and specialized supplies.

**RESPONSE PHASE**

- Notify state and regional resources if the situation warrants (i.e., Carroll County HazMat Team, NH Department of Safety, NH Department of Environmental Services, any company manufacturers, US EPA).
- Begin call up of all Conway Fire Rescue personnel.
- Implement SOGs and mutual aid agreements as necessary.
- Activate an Incident Command Post in accordance with the Incident Command System (ICS) in close proximity to the HazMat site.
- Stage the necessary resources as needed for the scope of the event, depending on the location and conditions on the ground.
- Forward pertinent information to the EMD who may request activation of the EOC and appropriate ESFs.
- In coordination with the EMD, establish evacuation, sheltering, selective sheltering and shelter in place depending on the situation through *ESF #6, Mass Care, Housing & Human Services*.
- Establish the need for decontamination and/or medical treatment through *ESF #8, Health & Medical*.
- The Fire Chief, or an appointed designee, will report to the EOC when requested by the Emergency Management Director and delegate the on-scene command of the department to the next qualified member.
- Establish communications with field command and control elements and other activated Lead and Support agencies.
- For Weapons of Mass Destruction (WMD) incidents, the 12<sup>th</sup> Civil Support Team (CST) may be called upon for assistance.

**RECOVERY PHASE**

- Recovery will begin when all HazMat releases are isolated, cleanup has begun and it is considered safe for citizens to re-enter peripheral areas.
- Recovery would occur when all hazardous materials have been cleaned to the extent that they no longer pose a threat to human, animal or environmental health and when personnel have been decontaminated and the damage has been assessed.
- Full demobilization would occur at the termination of incidents in the field and of the operational elements at the local EOC.

**MITIGATION PHASE**

- Post-demobilization, Conway Fire Rescue and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) Conway Fire Rescue and Support Agencies will review and update this ESF to increase its effectiveness.

**ROLES AND RESPONSIBILITIES****LEAD AGENCY****CONWAY FIRE RESCUE**

- Control the event by isolating the incident and denying entrance until a time at which specialized teams arrive to assume a Unified Command.
- Establish zones for controlling contamination (hot, warm and cold zones).
- Contact the NH State Fire Marshal who will contact the appropriate HazMat team and others if additional resources are needed.
- Provide health and medical services per *ESF #8, Health & Medical*, to ensure the health and safety of the general public and response personnel.
- Provide rehab for the emergency responders.
- Provide medical transportation for the Town of Albany.
- Request additional medical transportation as needed.
- Determine affected area and protective actions and restrict access to affected areas.
- In coordination with other departments, ensure the structural integrity of buildings and/or structures involved in a hazardous materials incident.
- Ensure that response personnel wear appropriate clothing and personal protective equipment.
- Coordinate with *ESF #1, Transportation* and *ESF #3, Public Works & Engineering*, during HazMat scenarios that involve transportation incidents to obtain resources and information about the transportation system and highway and weather conditions.
- 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.
- Perform or assist in decontamination.
- Assess damage to equipment and facilities if necessary.
- Compile records of events and related costs.
- Determine liability and recovery costs from responsible private parties or the state and federal Governments.
- Collect and maintain the following ESF status information to ensure inclusion into the Situation Report (SitRep) and report to the EMD:
  - 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, shortfalls and unmet needs
  - Allocation of HazMat resources
  - Status of operation facilities (i.e. staging areas, fixed/mobile command posts)

**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Support *ESF #10* by providing assistance as needed.
- Provide direction and control at the Emergency Operations Center.
- Coordinate with NH HSEM for additional resources as needed.

**CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

- 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 needed.

**ROAD AGENT**

- Provide heavy equipment and materials for spill containment.
- Provide or obtain engineering resources to support the situation.
- Provide personnel as needed and available.
- Isolate storm drains in the release area to prevent water contamination.

**HEALTH OFFICER**

- Ensure the health and safety of volunteers, including health risk assessment, injury prevention and mental health services.
- Provide and assist in the dissemination of public health personal protective actions as needed per *ESF # 15, Public Information*.
- Ensure sanitation measures and the safety of the public's food and water.

**CARROLL COUNTY DISPATCH**

- Receive alerts & notifications from various services.
- Provide initial notification and ongoing communication to all responders.
- Dispatch emergency services for CCSO, Conway Fire Rescue and the Road Agent upon request.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e., mobile communication capabilities).
- Assist in providing public alerting in accordance with *ESF #2, Communications & Alerting*.

**ESF #11: AGRICULTURE, NATURAL & CULTURAL RESOURCES**

**GENERAL DESCRIPTION:**

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

**LEAD & SUPPORT AGENCIES AND ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

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

**SCOPE**

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

## SITUATION AND PLANNING ASSUMPTIONS

### SITUATION

Should a significant natural or human-caused emergency occur, it could quickly overwhelm local government resources and their capability to provide necessary services, leading to a disaster situation. Such an emergency necessitates a plan to mitigate the situation utilizing state and/or federal assistance.

An emergency of this magnitude will pose a threat to the residents and visitors of the Town and the State and to all facets of New Hampshire agriculture and economy. Such emergencies could involve crops, agricultural wastes/discharge, nurseries, pesticides, orchards, maple groves, animal feeds, animal welfare, injured/displaced animals, dead animals, zoonotic disease, public health, wild animal, natural resource and other related issues. These emergencies could also place the Town and the State's economy and access to food at risk. In addition, the cultural resources of Albany and New Hampshire could be jeopardized or significantly affected during an emergency incident.

Local, state, private sector, and volunteer agencies that are assigned responsibilities involving emergency agriculture and natural resource issues are expected to have established operating procedures specifying their emergency support actions; these agencies should also be able to communicate and coordinate actions in an emergency to best utilize available capabilities.

The town of Albany has a contracted Animal Control Officer (ACO), if needed the ACO will call in additional professional services. The nearest humane society (Conway Humane Society in Conway) and local veterinarians (North Country Animal Hospital and Conway Veterinarian) may be available to assist during an emergency.

Several cultural and natural resources in Albany may require aid at the time of an emergency including, but not limited to:

- **Cultural**
  - Town Hall & Chapel
  - Albany Town Chapel
  - Albany Covered Bridge
  - Kancamagus Highway
  - Small produce farms
- **Natural**
  - Swift River
  - Outdoor Recreation
  - White Mountains National Forest
  - Albany Town Forest

### PLANNING ASSUMPTIONS

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.



Other planning assumptions for *ESF #11* include, but are not limited to, the following:

- An emergency or disaster may adversely affect agricultural livestock or poultry; domestic plants or crops; and/or the wild flora or fauna.
- Lives of animals may be threatened; the disruption of evacuation or the interruption/destruction of the various businesses involving animals may occur.
- Substantial damage to domestic or wild plants/crops could have a significant and long-lasting negative impact on the economy through the disruption of the food supply, trade, and tourism.
- Natural or human-caused disasters may negatively impact wild or domestic plants/crops; the various animal industry and companion animal populations; and/or wildlife populations.
- A natural, accidental, or intentional (agro terrorism) introduction of a disease may threaten domestic and/or wild animals or plants.
- Any zoonotic disease, naturally occurring or intentionally introduced, may threaten public health as well as animal health.
- Efficient response and recovery efforts will aid the rapid return to economic soundness of the livestock, poultry, and/or companion animal industries; of agronomic and horticultural crops; and of wild flora and fauna. Such response will also afford public health protection, and support the benefit of the human-animal bond of companion animals in the human recovery process following a disaster.
- Activities associated with the ongoing protection, preservation, conservation and rehabilitation of natural and cultural resources are crucial to economic and human well-being and the cultural significance of the Community and State.

**CONCEPT OF OPERATIONS**

**GENERAL**

*ESF #11* will be organized and operate as a team, although divided into four primary functions:

Primary Function	Coordinated by	Main Phone
<b>1) Responding to animal and plant diseases and pests</b>	NH Department of Agriculture, Markets & Food (DAMF)	(603) 271-3551
<b>2) Ensuring the safety and security of the commercial food supply</b>	NH Department of Agriculture, Markets & Food (DAMF)	(603) 271-3551
	NH Department of Health & Human Services (DHHS)	(603) 271-9200
<b>3) Protecting natural and cultural resources</b>	NH Department of Cultural and Natural Resources (DNCR)	(603) 271-2392
	NH Archives and Records Management	603-271-2236
<b>4) Providing for the safety and well-being of livestock</b>	NH Department of Agriculture, Markets & Food (DAMF)	(603) 271-3551

A Unified Command will be used to the greatest extent possible to manage *ESF #11* assets in the field due to the number and variety of government and private sector organizations that may be involved.

If criminal or terrorist activity is suspected in connection with a disease event, the Carroll County Sheriff's Office and/or the NH State Police will be advised immediately. They will work closely with the responding veterinary or plant diagnostics staff to ensure the proper handling and packing of any samples and their shipment to the appropriate research laboratory for testing and forensic analysis.

### **ORGANIZATION**

In accordance with the organizational chart at the beginning of this ESF, the EMD will activate this ESF and notify Support Agencies as needed. Components of the organization for *ESF #11* may include a Joint Operations Center, a Unified Command, Evacuation, Staging, Reception and Sheltering, Specialized and Mutual Aid Teams such as the NH Disaster Animal Response Team (DART), private contractors and related Field Operations.

### **PHASED ACTIVITIES**

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

#### **PREVENTION PHASE**

- Develop and maintain a database of locations and contact information for animal and agricultural premises, cultural and natural resources, including supporting industries, veterinary medical and non-medical volunteers and agencies that will provide care and rescue assistance.
- Pre-identify arrangements for evacuation, including routes and host sites for the domestic large-animal population.
- Encourage residents with animals to establish their own personal animal disaster plan in advance.
- Work with DNCR, arborists and foresters to learn how to identify invasive forest species and how to assess tree damage following an ice storm or wind event, etc.

#### **PREPAREDNESS PHASE**

- Develop and maintain a list of emergency animal shelters and confinement areas for livestock and poultry in the Community or nearby.
- Coordinate with *ESF #14, Volunteer & Donations Management*, concerning storage of animal and plant-related donated goods preceding a known disaster.
- Maintain personnel and equipment in a state of readiness.
- Stage resources in known or anticipated areas of need.
- Develop procedures to protect the public from communicable diseases.

**RESPONSE PHASE**

- The EMD will activate the EOC if necessary and determine the need to activate *ESF #11*.
- Coordinate with state, federal or private organizations that are needed to assist with *ESF #11*.
- Provide a needs assessment outlining the urgency of the situation and the staff and equipment needs.
- Coordinate the assignments of veterinary personnel to assist in delivering on-going animal control and health care to sick/injured or abandoned animals and performing veterinary preventative medicine activities.
- Suspend operations of meat, poultry, and egg-processing plants as appropriate (beef and dairy farms in town).

**RECOVERY PHASE**

- Demobilization of this ESF will occur when:
  - Site remediation and restoration is complete.
  - Lost or damaged equipment and personnel injuries are identified and tracked.
  - An extended monitor period has been established.
  - A detailed cost accounting has been documented.
  - The operational elements at the EOC have been terminated.

**MITIGATION PHASE**

- Post-demobilization, the EMD and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) the EMD and Support Agencies will review and update this ESF to increase its effectiveness.

**ROLES AND RESPONSIBILITIES****LEAD AGENCY****EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Establish direction and control at the EOC as needed.
- Contact State Emergency Management and other state agencies as warranted.
- Coordinate resources and provide support to state and federal agencies, as required.
- Define incident level and activate appropriate team members.
- Determine response needs and available resources.
- Coordinate with *ESF #15, Public Information*, for the release of public information regarding animal health issues.
- 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 animals including livestock.
- 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.
- Collect and maintain the following ESF status information and coordinate with *ESF #5, Emergency Management*, 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
    - Number of animals sheltered, treated, rescued and identified
    - Collateral Impacts (e.g., crops).
  - Allocated resources and unmet needs.

### SUPPORT AGENCIES

#### CARROLL COUNTY SHERIFF'S OFFICE (CCSO)

- Provide protective perimeter in areas that are known to require quarantine.
- Provide security to protect quarantined areas.

#### ROAD AGENT

- Work with town officials to identify possible burial sites for animals on town or private land.
- Assist with the disposal of large animal carcasses to disposal sites.
- Provide heavy equipment and personnel to assist in the implementation of this ESF.

#### CONWAY FIRE RESCUE

- Provide appropriate personal protective equipment and clothing when necessary.
- Provide medical transportation as needed.
- Provide health and medical services per *ESF #8, Health & Medical*.
- Coordinate triage and assume authority for decisions on medical assistance and mutual aid.
- Request additional medical transportation as needed.

#### HEALTH OFFICER

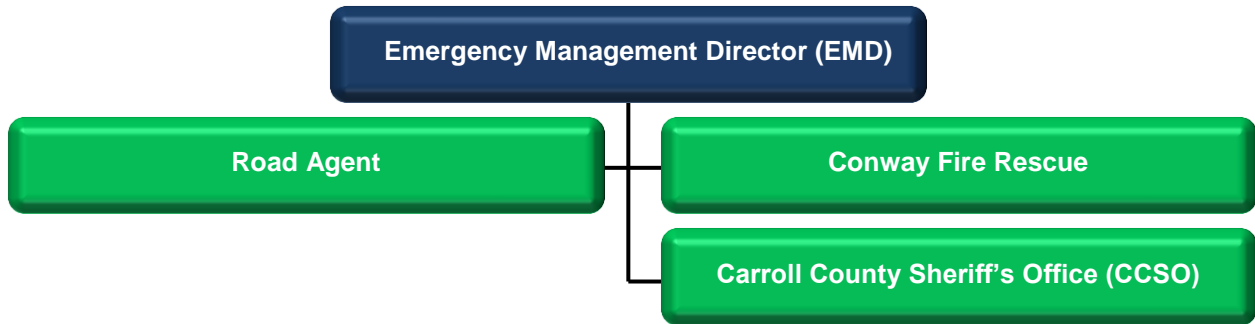
- In conjunction with state and local authorities, coordinate with *ESF #8, Health & Medical* regarding issues such as public health and safety issues that may arise from a zoonotic disease, obtaining additional medical supplies, critical incident stress management, etc., as needed.
- Perform on-site evaluation(s) by conducting shelter inspections to ensure the health, safety and well-being of animals.
- Coordinate with the State Veterinarian at the Department of Agriculture if the emergency involves a foreign animal disease outbreak.
- Coordinate agriculture and animal health resources, as needed, to support local operations.
- Assist the State Veterinarian with quarantine or restrict animal movement, when necessary, for disease control and observation.
- Assist with the disposal of pet, livestock wild animal carcasses.

**ESF #12: ENERGY**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & SUPPORT AGENCIES AND ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

The purpose of *ESF #12* is 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 ensure 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 is one utility supplying electrical power to Albany; Eversource. The Town of Albany imports all its energy resources other than wood.

### PLANNING ASSUMPTIONS

The Town of Albany 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 during 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 a 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.
- 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 Albany.
- Public water supplies in the Town could be affected during a power outage or fuel shortage; however the public water supply does have generation.
- 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 be 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 will require the disposal of food in stores, restaurants and homes. The Health Officer will work with the NH Department of Public Health-Bureau of Food Protection to determine 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.

### ORGANIZATION

In accordance with the organizational chart at the beginning of this ESF, the EMD will activate ESF Support Agencies as needed. Components of *ESF #12* may include Evacuation (if there is an extended period of power loss), Staging, Sheltering, Fire Prevention and related Field Operations.

## PHASED ACTIVITIES

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### PREVENTION PHASE

- Pre-identify critical public facilities requiring uninterrupted power or priority restoration during emergencies or disasters. Critical facilities in Albany include, but may not be limited to:
  - The Office Building (Town Government, EOC & Shelter)
  - Senior centers, nursing homes and assisted living complexes with vulnerable populations
  - Vulnerable populations who need power for health needs
  - Private contractors who may be able to provide emergency fuel
  - Fueling facilities such as NH DOT and local gas stations that are commonly used by emergency response personnel.
- Develop protocols with utility providers to ensure information is shared during an emergency; identify a single point of contact at Eversource.
- Maintain and keep an up to date a list of energy resources.
- Department heads will coordinate with the Town Administrator to develop a maintenance program for generators at key critical facilities.
- Eversource will work to ensure that rights of ways are maintained to minimize power disruptions.

**PREPAREDNESS PHASE**

- Maintain generators for emergency back up at key facilities, if available.
- Pre-develop energy conservation protocols outlining requirements for the reduction of power usage.

**RESPONSE PHASE**

- The EMD, or his assigned designee, will coordinate directly with the power companies to perform a needs assessment and to determine timelines for power restoration.
- The EMD will coordinate with *ESF #3, Public Works & Engineering*, to establish emergency access to impacted areas (i.e. building temporary roads into an affected area).
- The Road Agent, Conway Fire Rescue and CCSO will conduct an immediate survey of streets to determine if downed trees, limbs and power lines require the closure of roads.

**RECOVERY PHASE**

- Demobilization of this ESF will occur when:
  - All energy related issues are resolved and power is restored to major areas of the Town.
  - All transportation routes are deemed safe for travel.
  - The energy shortage has subsided.
  - Any persons sheltered as a result of long-term power failure have returned to their homes.
  - A detailed cost accounting has been documented
  - The operational elements at the EOC have been terminated.

**MITIGATION PHASE**

- Post-demobilization, the EMD and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) the EMD and Support Agencies will review and update this ESF to increase its effectiveness.

**ROLES AND RESPONSIBILITIES****LEAD AGENCY****EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- 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.
- Assess fuel and electrical power damage, energy supply and demand and assist in identifying requirements and priorities for restoration.
- Make recommendations regarding rationing or limiting the use of energy resources.



- Provide public information on power outages and protective actions through *ESF #15, Public Information* to include measures such as:
  - Education and conservation guidance to the public
  - 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 *ESF #1, Transportation*, for the transport of critical energy supplies.
- Coordinate regularly with utilities to determine utility status, customers and areas affected and to determine that response, repair and restoration actions are being undertaken.
- Collect and maintain the following ESF status information to ensure inclusion into the Situation Report (SitRep):
  - Status of energy systems
  - Status of Critical Facilities
  - Number of residents without energy
  - Staffing and resource capabilities, shortfalls and unmet needs.

## SUPPORT AGENCIES

### CONWAY FIRE RESCUE

- Assist with traffic control and fire suppression for and around downed power lines.
- Assist the general public with the proper use of generators as available.
- Provide medical transportation to medical facilities for individuals who require power for home health care.
- 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.
- Provide medical treatment per *ESF #8, Health & Medical*.

### CARROLL COUNTY SHERIFF'S OFFICE (CCSO)

- Provide for traffic control near downed power lines.
- Provide security and enforce rationing at public fuel distribution locations.

### ROAD AGENT

- Provide damage assessment and provide this information to the EMD.
- Assist with traffic control near downed power lines, as available.
- Identify locations that can be used for debris storage and/or disposal.
- Track the use of all personnel and equipment used for possible future reimbursement.
- Provide assistance with transportation, debris removal and other needs to assist utilities.
- Clear roadways of debris, snow and other obstacles for power restoration.

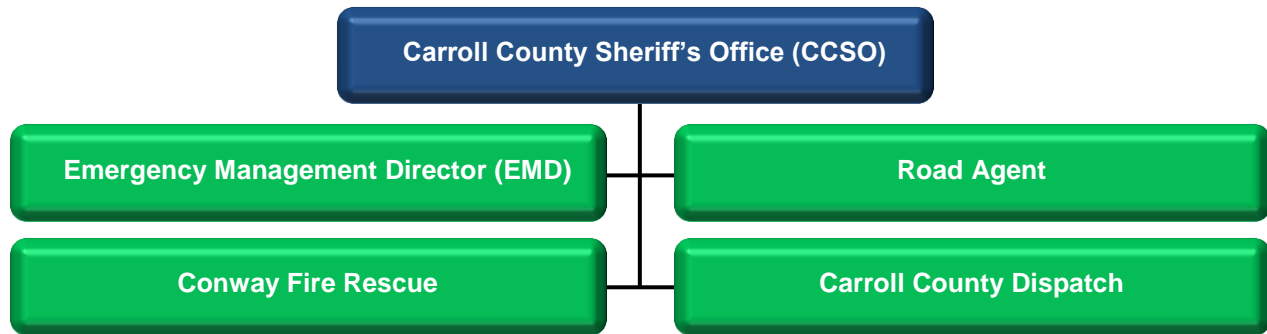
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**ESF #13: PUBLIC SAFETY & LAW ENFORCEMENT**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & 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**

Albany does not have a municipal Police Department. All law enforcement activities are carried out by the Carroll County Sheriff's Office (CCSO) (contracted) or the NH State Police, Troop E. CCSO and the NH State Police are both self-dispatched.

All law enforcement entities have Standard Operating Procedures (SOPs) for normal operations in all areas of law enforcement. CCSO may give mutual aid assistance to neighboring communities or receive assistance from those communities.

In a major emergency CCSO 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 Albany, 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 significant emergency occur. Based on this assumption, the Town in coordination with CCSO 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 and for community reception and care facilities.

## **CONCEPT OF OPERATIONS**

### **GENERAL**

Law enforcement and security will be initiated at the lowest operational level. CCSO may call upon NH State Police and area Police Departments to augment law enforcement situations in Albany.

Response actions for a terrorism event are predominately law enforcement oriented and address both initial and continuing actions associated with the terrorist event. Response and recovery actions to terrorist events will be conducted in accordance with established policies, plans, procedures and guides.

CCSO, in coordination with the Board of Selectmen, will maintain the Town's lead responsibility for response management to threats or acts of terrorism until a time at which other state, federal and regional agencies establish a Unified Command. CCSO, in coordination with the EMD and other Support Agencies, will have the responsibility for all recovery actions. 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 and federal agencies will quickly assume control.

Specialized teams that may be available to CCSO for emergency events, including terrorism, include but are not limited to:

- Carroll County Sheriff's Office
  - Canine Unit
- NH State Police Troop E
  - Canine Unit
  - SWAT Team
  - Major Crimes Unit
  - Explosive Ordinance Disposal (EOD)
- US-Forest Service
- NH Fish & Game
- NH Forest & Lands (DNCR)
- NH Marine Patrol (Department of Safety)
- NH National Guard.

CCSO 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.

## ORGANIZATION

In accordance with the organizational chart at the beginning of this ESF, CCSO will activate ESF Support Agencies as needed. Components of *ESF #13* may include Criminal Investigation, Unified Command, Traffic Control and related Field Operations.

## PHASED ACTIVITIES

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

## PREVENTION PHASE

- 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 and maintain Standard Operating Procedures (SOPs) for emergency conditions.
- Obtain funding and pursue grants to provide the proper equipment for emergency response.

**PREPAREDNESS PHASE**

- Develop procedures for coordinating activities with the Board of Selectmen and/or the Road Agent during major emergencies to ensure personnel know which routings are being utilized.
- Inspect and maintain all equipment, vehicles and radios.
- Ensure an adequate supply of fuel for emergency response vehicles.
- Assist the Waldorf School with emergency planning and response.
- Practice fire and evacuation drills with the Waldorf School on a regular basis.
- Establish SOPs for active shooter response as it relates to not only school situations, but also violent intruders at other establishments and events.

**RESPONSE PHASE**

- Unless otherwise instructed, request that responding police personnel report to the scene of the emergency or staging area and await assignment.
- The on-duty officer will continue to perform duties that he/she feels necessary until instruction is received from a ranking officer.
- Establish necessary communications with field personnel, assessing the overall law enforcement needs and response capabilities and notify the Support Agencies and the EMD.

**RECOVERY PHASE**

- In the post-disaster recovery period, CCSO will perform the following functions:
  - Provide security for disaster-affected areas to prevent vandalism and looting.
  - Perform traffic control for return of evacuees.
  - Provide access control for affected areas.
  - Report preparation and documentation of costs.
- Demobilization of this ESF would occur when:
  - Law enforcement and security needs are fully met.
  - When activated resources (i.e., compacts, National Guard personnel, etc.) have been released to normal duty by the primary jurisdiction.

**MITIGATION PHASE**

- Post-demobilization, CCSO and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) CCSO and Support Agencies will review and update this ESF to increase its effectiveness.

**ROLES AND RESPONSIBILITIES****LEAD AGENCY****CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

- Enforce all laws, orders, ordinances and regulations
- Manage and coordinate law enforcement requirements in support of the incident/emergency.
- Notify the EMD of the state of readiness.
- Begin call-up off-duty police personnel and disburse personnel and equipment to strategic locations to augment law enforcement capabilities.
- Activate the necessary procedures and plans to respond to an active shooter situation in coordination with the White Mountain Waldorf School and other responders.
- Report to the EOC when requested by the EMD and coordinate law enforcement resource requests through the EOC.
- Develop a traffic control plan as necessary for each incident and establish manned-traffic control points with Conway Fire Rescue and the Road Agent.
- Coordinate the use of other police agency and 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 State Police 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.
- 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 key resources
  - The Emergency Operations Center (EOC)
  - Damaged and/or evacuated areas
  - Shelter locations.
- 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.
- Ensure that an Incident Action Plan is developed as appropriate and that it is coordinated with *ESF #5, Emergency Management*, for inclusion into the Situation Report (SitRep).

**SUPPORT AGENCIES****EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Establish direction and control at the EOC as needed.
- Contact State Emergency Management if the situation warrants.

**CONWAY FIRE RESCUE**

- Provide operational support and resources in support of *ESF #13*.
- Assist CCSO with the establishment and manning of traffic control points.
- Provide health and medical services per *ESF #8, Health & Medical*.
- Provide medical transportation as needed.
- Request additional medical transportation as needed.
- Provide trained and equipped personnel for Rescue Task Force (RTF) operations.

**ROAD AGENT**

- Provide operational support and resources in support of *ESF #13*.
- Maintain an inventory of barricades, signs, and other traffic control devices.
- Provide road signage and barricades as available and as needed.
- Assist CCSO 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.

**CARROLL COUNTY DISPATCH**

- Receive alerts & notifications from various services.
- Provide initial notification and ongoing communication to all responders.
- Dispatch emergency services for CCSO, Conway Fire Rescue and the Road Agent upon request.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e., mobile communication capabilities).
- Assist in providing public alerting in accordance with *ESF #2, Communications & Alerting*.

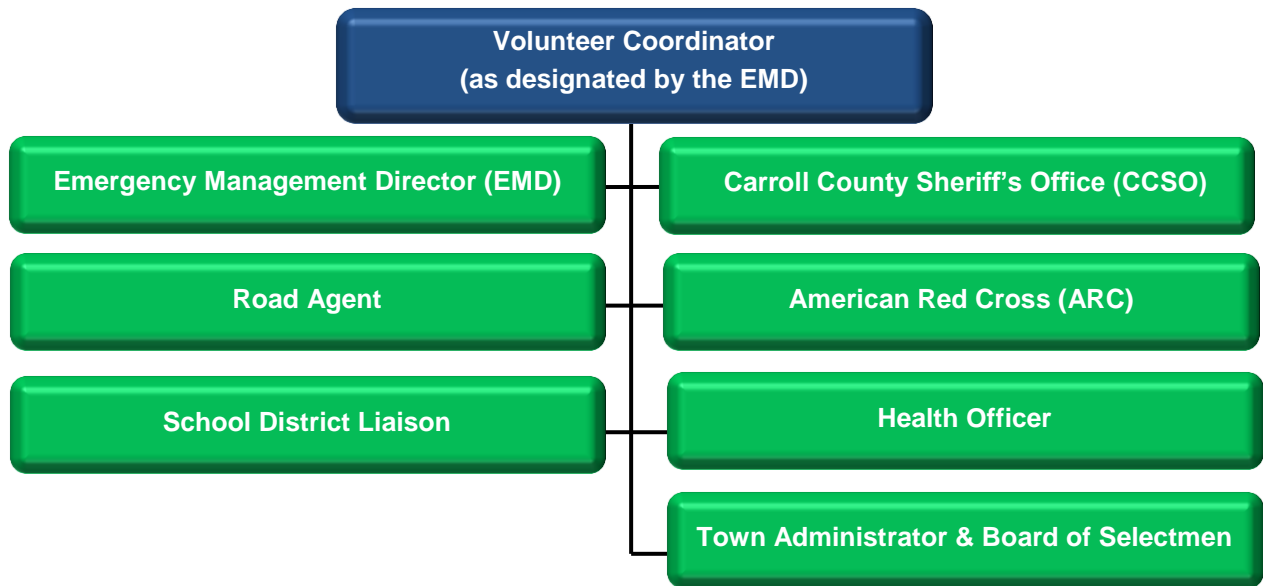


**ESF #14: VOLUNTEER & DONATIONS MANAGEMENT**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & SUPPORT AGENCIES AND ORGANIZATION**



**INTRODUCTION**

**PURPOSE**

The purpose of *ESF #14* is to provide the facilitated delivery of donated goods and volunteer services to support response operations and relief efforts in a disaster.

**SCOPE**

*ESF #14* 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 #14* 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 affected citizens; therefore, it is important that a coordinated effort takes place to manage volunteers and donations.

Extraordinary circumstances may require the acceptance of spontaneous volunteers. Spontaneous volunteers are those who volunteer during an emergency and are not affiliated with the Town or a volunteer organization. Some spontaneous volunteers may have special qualifications that may be needed during the emergency (i.e. doctor, welder, bus driver).

### **PLANNING ASSUMPTIONS**

This Plan assumes that clothing, food, water, blankets and other basic necessities could be diminished as a result of the emergency. Other assumptions include the following:

- 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 that would assist in meeting the needs of the public.
- The ability to obtain resources could be hampered.
- Volunteer organizations and/or individuals would assist in meeting the needs of the public.
- Unsolicited shipments of donated goods and large numbers of unaffiliated or spontaneous volunteers may interfere and impede critical disaster response and recovery operations and 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; volunteers with special qualifications will be taken on a case by case basis.

### **CONCEPT OF OPERATIONS**

#### **GENERAL**

The Town will operate a system to collect, process and distribute donations to disaster victims with the assistance of individuals and other community or faith-based organizations. Town assistance will be provided in areas such as: traffic control, security and help in identifying facilities to receive, sort and distribute donated goods.

Bona-fide volunteers working for the Town of Albany may be covered under the Town's liability policy presuming they have been acting within the scope of their assigned responsibilities. The volunteers may be entitled to accident and injury claim compensation. Reference should be made to the Town's legal documentation regarding volunteers.

## ORGANIZATION

In accordance with the organizational chart at the beginning of this ESF, the EMD with the Volunteer Coordinator will call for the activation of this ESF and will then activate the ESF Support Agencies as needed. Components of the organization for *ESF #14* may include Staging, Warehousing, Volunteer Management, Phone Banks, Volunteer Centers and related Field Operations.

## PHASED ACTIVITIES

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### PREVENTION PHASE

- The EMD will consider and assign a candidate for the position of Volunteer Coordinator.
- Work with town officials to determine the type of donations that will be accepted.
- The EMD, along with a pre-designated Volunteer Coordinator (if available) will:
  - Recruit and train volunteers for emergency operations.
  - Identify and coordinate with volunteer agencies who may assist including: American Red Cross, area Rotary and Lions Clubs, Public School Volunteer program, etc.

### PREPAREDNESS PHASE

- The EMD, along with a pre-designated Volunteer Coordinator (if available) will pre-identify possible sites for resource staging areas, distribution centers and a volunteer center.
- The Town Administrator and the Board of Selectmen will determine, in conjunction with the Town Attorney if needed, the procedures for preparing for and handling liability issues involving volunteers that are assisting the Town.

### RESPONSE PHASE

- The EMD will activate the EOC and request the designated Volunteer Coordinator to activate *ESF #14*.
- The Volunteer Coordinator will coordinate with *ESF #7, Resource Support* to establish warehousing capabilities and to obtain other resources as needed.
- The Volunteer Coordinator will coordinate with *ESF #13, Public Safety & Law Enforcement*, to provide for security and safety requirements.

### RECOVERY PHASE

Demobilization of this ESF will occur when:

- The need for volunteers and donated goods has ended.
- All volunteers have been released.
- Excess donations have been disposed of.
- A detailed cost accounting of all donations and volunteer hours has been documented.
- The operational elements at the EOC have been terminated.

**MITIGATION PHASE**

- Post-demobilization, the Volunteer Coordinator and Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) the Volunteer Coordinator and Support Agencies will review and update this ESF to increase its effectiveness.

**ROLES AND RESPONSIBILITIES****LEAD AGENCY****VOLUNTEER COORDINATOR (AS DESIGNATED BY THE EMD)**

- Coordinate planning and oversee the operation of the volunteer and donations program.
- Determine volunteer needs, including spontaneous volunteers and how they will be used.
- Determine donation needs and available resources and establish receipt and distribution locations.
- Prepare the necessary signage to indicate routes to donations centers and/or staging areas.
- Contact the regional CERT (Community Emergency Response Team) team if available and needed.
- Report, or send a designee, to the EOC to report to the EMD.
- 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 (send to the PIO).
- Coordinate with local jurisdictions and volunteer agencies/organizations to identify unmet disaster needs if local resources are inadequate.
- Coordinate the provisioning and operation of a donated goods and volunteer services call center, with assistance from office staff.
- Coordinate with *ESF #1, Transportation* for the provision of additional transportation resources in support of this ESF.
- Coordinate with the EMD through *ESF #15, Public Information*, for the dissemination of information to the public regarding disaster needs.
- Coordinate with *ESF #7, Resource Support*, to help meet unmet needs of other response agencies through donated goods and services or the use of volunteers.
- Screen, credential and pre-register volunteers according to Town's policies; establish and maintain forms for registration of volunteers; gather information to include:
  - Expertise
  - Qualifications
  - Interests
  - Availability.
- Provide and keep copies of receipts for all donations.

- Collect and maintain the following ESF status information to ensure inclusion into the Situation Report (SitRep) and report to the EMD:
  - Number of volunteers, registered, referred and/or deployed
  - Type, value and amount of goods and services donated
  - Staffing and resource shortfalls and unmet needs
  - Supply and contract costs
  - Major *ESF #14* issues/activities.

## **SUPPORT AGENCIES**

### **EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Establish direction and control at the EOC.
- Designate and activate the Volunteer Coordinator.
- Establish communications with NH HSEM and other state or private agencies as needed to augment available resources.
- Work with the Volunteer Coordinator to identify location(s) for donated items and warehousing.
- Per *ESF #15, Public Information*, provide information on unmet needs, the location of donation and volunteer centers and information on the procedures for the donation of goods.

### **CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

- Provide security to any donations center or staging areas, as needed and available.
- Provide background or record checks on volunteers if time and staffing allows.

### **ROAD AGENT**

- Assist in the transportation of donated goods.
- Assist in the identification of location(s) for the storage of donated items.

### **HEALTH OFFICER**

- Assist with the appropriate storage of donated foods to ensure quality.
- Assist in the collection of donations, as available.

### **SCHOOL DISTRICT LIAISON**

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

### **AMERICAN RED CROSS (ARC)**

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

**TOWN ADMINISTRATOR & BOARD OF SELECTMEN**

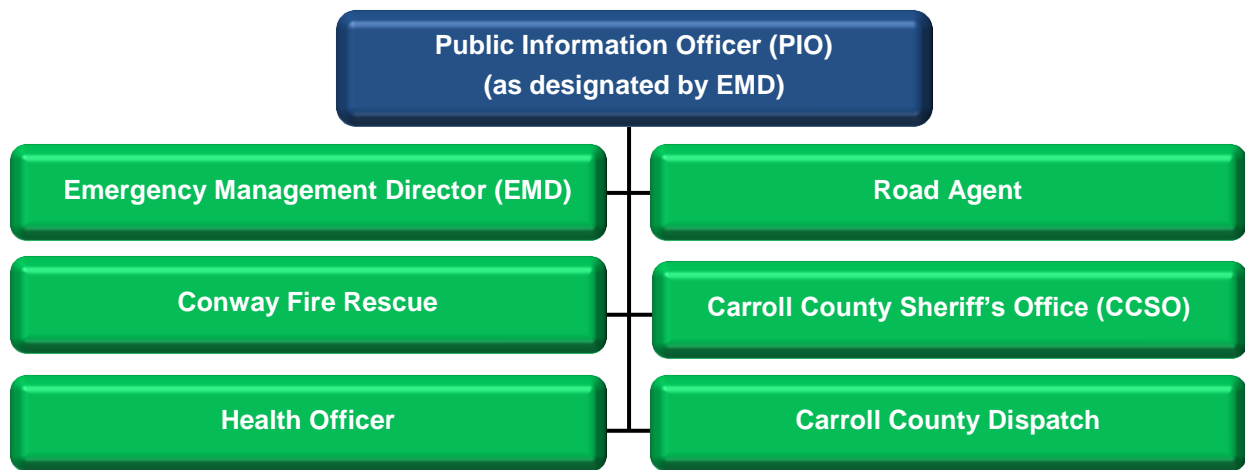
- Establish a separate donations account for receiving monetary donations at a local banking facility.
- Establish specific wording for the “*Pay to the Order of:*” line for all checks and other securities so that appropriate information can be provided to potential donors.

**ESF #15: PUBLIC INFORMATION**

**GENERAL DESCRIPTION AND AGENCIES**

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

**LEAD & 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 community 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 may 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 will involve many state, municipal and private sector agencies. This ESF identifies those agencies and their responsibilities.

## SITUATION AND PLANNING ASSUMPTIONS

### SITUATION

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

The accurate and expedited dissemination of information is critical during a disaster or emergency, particularly when a terrorist incident has occurred. The public and the media must be provided with accurate and timely information.

A terrorist attack would quickly result in federal agencies, particularly the Federal Bureau of Investigation (FBI), to join into a Unified Command. A Joint Information Center (JIC) may be established and would be composed of representatives from federal, state and local authorities for the purpose of managing the dissemination of information to the public, media and businesses that are potentially affected by the incident.

### PLANNING ASSUMPTIONS

The preservation of life and property may hinge on instructions and directions given by authorized officials. Other assumptions include the following:

- Establishing and maintaining an effective rumor control mechanism will help clarify emergency information for the public.
- Major disasters and terrorist events are automatically major news stories.
- An act of terrorism may cause widespread panic and ongoing communication of accurate and up-to-date information will help calm fears and limit collateral effects of the attack.
- An emergency or disaster may cause extensive damage to life and property.
- Communications and transportation access will likely be disrupted or destroyed.

## CONCEPT OF OPERATIONS

### GENERAL

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



**INFORMATION AND SUPPORT STRUCTURE****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.

**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 a 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.

State agencies with specific ESFs or other response roles will provide staff support for the State's emergency public information efforts.

The Governor and NH Homeland Security & Emergency Management (HSEM) will provide the lead in issuing emergency information and instructions through the Emergency Alert System (EAS). The EAS may also be activated by the National Weather Service in Gray, ME.

**LOCAL INFORMATION SUPPORT STRUCTURE:****LOCAL MEANS FOR TRANSMITTING AND DISSEMINATING EMERGENCY INFORMATION:**

- NH Emergency Notification System (NH ENS)
- Reverse calling at the School (School Messenger Communicate)
- Television
  - WMUR-TV, Channel 9 (Manchester)
  - WCSH-TV, Channel 6 (Portland)
  - Public-TV, Channel 1301 (cable only Valley Vision)
- Radio
  - WMWV, 93.5 & 95.3 FM (Conway)
  - Magic, 104.5 FM (Conway)
  - NHPR, 99.5 FM (Jackson)
  - WHOM 94.9 FM (Mt. Washington)
- Newspapers
  - Conway Daily Sun
  - Union Leader (Manchester)
- Door-to-door Notifications
- Citizen Information Center
- Media Centers & Emergency Hotlines
- Ham Radio Operators
- The Community's website, [www.Albanynh.org](http://www.Albanynh.org)
- Facebook: Town

## ORGANIZATION

In accordance with the organizational chart at the beginning of this ESF, the EMD and a designated Public Information Office (PIO) will call for the activation of this ESF and notify the Support Agencies. Components of *ESF #15* may include Media Centers, Public Information Centers, Information Hotlines and Phone Banks, Computer and Internet Centers, Volunteer Centers and related Field Operations.

## PHASED ACTIVITIES

These activities are the responsibility of the Lead Agency (unless otherwise indicated). It is however expected that all departments will be pro-active in reviewing their own facilities, equipment and resources.

### PREVENTION PHASE

- The EMD, along with a pre-designated PIO (if available) shall:
  - Develop systems to enhance information dissemination during emergency situations.
  - Conduct public education programs, develop and distribute educational materials.
  - Develop methods to alert the deaf, blind and non-English speaking population.
  - Maintain a current list of media contacts.

### PREPAREDNESS PHASE

- EMD will prepare a list of possible individuals that would be able to serve as a Public Information Officer (PIO).
- The EMD, along with a designated PIO (if available) shall:
  - Prepare pre-scripted messages for providing warning and instructions for known hazards.
  - Recruit and train volunteers to staff hot lines.
  - Brief town staff on working with the media.
  - Pre-identify suitable facilities for a Joint Information Center (JIC) or Media Center.

### RESPONSE PHASE

- The EMD will activate the EOC and will designate and/or request the Public Information Officer to activate *ESF #15*.
- The designated PIO, with assistance from the EMD will:
  - Prioritize information and communicate this information to the public and the media based on these priorities:
    - First priority will be given to the protection of life and property such as evacuation routes and sources of emergency assistance.
    - Later priorities will be based on the emergency situation to include general information, what steps are being taken to remedy the situation and the overall status of the response.
  - Coordinate with other departments to establish a location for media briefings and to establish traffic control and security.
  - Coordinate with other departments to establish accurate and timely information and make every effort to avoid the spread of rumors.

- Coordinate with other departments to gather information from outside the jurisdiction to evaluate the impact of this information on the Town of Albany; this is particularly important should events be more regional in nature.
- Prepare for extensive media coverage depending on the extent of the emergency.
- The EMD or designee will approve all communications to be disseminated to either the public or the media.
- The designated Public Information Officer will remain as the single media and public contact person to avoid confusing and misleading statements.

### RECOVERY PHASE

Recovery & demobilization of this ESF will occur when:

- The need for information relating to both response and recovery operations has ceased.
- The operational elements at the EOC have been terminated.

### MITIGATION PHASE

- Post-demobilization, the EMD and the designated PIO, along with other Support Agencies will review the response effort for future emergency planning.
- While conducting an After Action Report (AAR) the EMD and the designated PIO, along with other Support Agencies will review and update this ESF to increase its effectiveness.

## ROLES AND RESPONSIBILITIES

### LEAD AGENCY

#### PUBLIC INFORMATION OFFICER ((PIO) AS DESIGNATED BY EMD)

- Report to the EOC to obtain briefing on the situation as directed by the EMD.
- Become familiar with the general organization of structure and the objectives for the incident being managed.
- Gather and analyze all public information and instructions for release.
- Respond to media and community requests for information as pertinent to the Town of Albany and in coordination with the EMD.
- Arrange press conferences, interviews, media briefings and tours.
- Assign responsibilities to all personnel participating in public information activities.
- Prepare all public information announcements and press releases; review them with EMD.
- Authenticate sources of information and verify accuracy before issuing news releases.
- Brief local media on local warning systems and coordinate procedures for transmitting emergency information to the media.
- Take action to prevent the spread of unsubstantiated information and conduct media monitoring to determine the need to clarify issues.
- Open public information centers in strategic locations of the Town for inquiries by citizens.
- In coordination with the EMD, provide Subject Matter Experts (SMEs) for media interviews and press conferences, as requested and appropriate.
- 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 to ensure inclusion into the Situation Report (SitRep) and report to the EMD:
  - Media releases issued
  - Schedule of press conferences and releases
  - *ESF #15* issues/activities/unmet needs

## **SUPPORT AGENCIES**

### **EMERGENCY MANAGEMENT DIRECTOR (EMD)**

- Notify the Town Administrator, the Board of Selectmen and surrounding town EMDs of all EOC activations.
- Designate the Public Information Officer, either prior to an emergency event or during.
- Approve all communications that are to be disseminated to the public and the media.
- Coordinate with state, federal and private public information systems.
- Inform the Board of Selectmen and Town Administrator of all media and public releases.
- Establish a Joint Information Center (JIC) as needed.

### **CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

- Provide SMEs and subject matter information for media interviews, press conferences, public information and educational support, as requested and appropriate.
- Provide traffic control and security as needed for media and public briefings.

### **CONWAY FIRE RESCUE**

- Provide SMEs and subject matter information for media interviews, press conferences, public information and educational support, as requested and appropriate.

### **ROAD AGENT**

- Assist with the staging for public and media announcements.
- Provide SMEs and subject matter information for media interviews, press conferences, public information and educational support, as requested and appropriate.

### **HEALTH OFFICER**

- Provide SMEs and subject matter information for media interviews, press conferences, public information and educational support, as requested and appropriate.
- Collaborate on the creation of press releases and information on communicable diseases and immunizations.

### **CARROLL COUNTY DISPATCH**

- Receive alerts & notifications from various services.
- Provide initial notification and ongoing communication to all responders.
- Dispatch emergency services for CCSO, Conway Fire Rescue and the Road Agent upon request.
- Coordinate the emergency communications system.
- Provide backup communications for the Town (i.e., mobile communication capabilities).
- Assist in providing public alerting in accordance with *ESF #2, Communications & Alerting*.

## CHAPTER 7 – HAZARD SPECIFIC ANNEX

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The above list and the pages that follow represent the specific hazards that may occur in Albany and that could require the activation of the EOC. The initial list of hazards was taken from the 2017 Albany Hazard Mitigation Plan and discussed with the EOP planning team for inclusion in this section. The following changes were made:

- One additional hazard that was not in the Albany Hazard Mitigation Plan was added to this annex: *Mass Casualty Incident (MCI)*.
- Six hazards that were in the Albany Hazard Mitigation Plan were omitted (*Extreme Temperatures (hot & cold), Landslide & Mudslide (Passaconaway Rd.), Erosion (Swift River, camps & homes), Hailstorm, Drought and Epidemic & Pandemic*) 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 (*Severe Winter Storms & Ice Storms, Severe Thunderstorms & Lightning, High Wind (windstorm), Downburst & Tornado, Hurricane & Tropical Storms, Earthquake and Wildfire*) were grouped together as the duties and responsibilities were felt to be similar for each weather category.

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## SEVERE NATURAL EVENTS

- Severe Winter Storms & Ice Storms
- Severe Thunderstorms & Lightning
- High Winds (windstorm)
- Downburst & Tornado
- Hurricane & Tropical Storms
- Earthquake
- Wildfire

## SITUATION

Albany 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 functional needs citizens at risk, particularly when combined with power outages.

Other significant weather events such as hurricanes, tornadoes, 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 reports and notify the EMD 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

### CONWAY FIRE RESCUE

- 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

**CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

- 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

**ROAD AGENT**

- 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 CCSO
- Assist Conway Fire Rescue with equipment and personnel
- Inspect and assess structural stability of buildings, bridges, dams and other infrastructure in conjunction with other departments or agencies
- Conduct post incident clean-up for return to public use

**EMERGENCY MANAGEMENT DIRECTOR**

- Determine the extent of the event
- 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 and the Board of Selectmen
- Notify NH Homeland Security that the EOC has been activated
- Request and coordinate state and/or federal resources as required
- Assemble all available equipment resources and track deployment of equipment and personnel
- Coordinate emergency transportation with bus companies as needed
- Contact the functional needs community and elder citizens who may need assistance
- Authorize public restrictions as needed
- Release information bulletins for the public
- Determine the stability of temporary shelters
- Activate emergency shelters with assistance from American Red Cross 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 all responding departments



## **FLOODING (RIVERINE, LOCAL ROAD, BEAVER DAM)**

### **SITUATION**

Albany is vulnerable to flooding from several types of events including local road flooding, riverine flooding and beaver dam flooding. Local roads are often impacted by rapid snow melt and heavy rain and ice jams have also created flooding along West Side Road, Passaconaway Road, High Street and NH Routes 16 and 113.

Any flooding in Albany could result in restricted travel ways, structural flooding and possible evacuation. Pre-identified floodplain areas, severe storms, rapid snow melt, ice jams, dam breaches 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
- 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

#### **CONWAY FIRE RESCUE**

- 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 to residents

#### **CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

- 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 to residents

**ROAD AGENT**

- 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 CCSO in blockade of roads

**EMERGENCY MANAGEMENT DIRECTOR**

- Determine the extent of the flooding event
- Consider activating and staffing the EOC
- Notify the Town Administrator and the Board of Selectmen
- Contact the functional needs community and elder citizens who may need assistance
- Release public information bulletins for the public
- Monitor weather and flood conditions
- Request 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

## HAZARDOUS MATERIALS 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. Hazardous materials spills may also be brought about by a breach in large storage tanks in fixed locations creating spills and/or plumes that may be unsafe to personnel or the environment.

### 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 EMD 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

#### CONWAY FIRE RESCUE

- 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 Ossipee Valley Mutual Aid and Mount Washington Valley Mutual Aid.
- Coordinate and request assistance from Carroll County HazMat Team for HazMat related incidents.
- Coordinate with state and federal agencies in mitigating the release of toxic elements

#### CARROLL COUNTY SHERIFF'S OFFICE (CCSO)

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

**ROAD AGENT**

- 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**

- Determine the extent of the HazMat spill
- Consider activating and staffing the EOC
- Notify the Town Administrator and the Board of Selectmen
- Contact the functional needs community and elder citizens who may need assistance
- Release public information bulletins
- 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

## **EXTENDED POWER FAILURE (>3 DAYS)**

### **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
- Monitor the situation and report actions taken to the Emergency Management Director
- 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
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need

#### **CONWAY FIRE RESCUE**

- Offer assistance as needed to restore power

#### **CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

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

#### **ROAD AGENT**

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

**EMERGENCY MANAGEMENT DIRECTOR**

- Determine the extent of the power failure
- Consider activating and staffing the EOC
- Notify the Town Administrator and the Board of Selectmen
- With other departments, contact the functional needs community and elder citizens who may need assistance
- Release public information bulletins
- 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 and distribution of vital services

## **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.

### **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
- 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
- Assist the Emergency Management Director with personnel and equipment to transport individuals if need

#### **CONWAY FIRE RESCUE**

- Take command and control of the incident in a unified approach with CCSO until state and/or federal assistance arrives
- Coordinate fire mutual aid if needed
- Control fires and hazardous materials response as needed
- Perform search and rescue operations if needed
- Activate the Mass Casualty Plan if needed
- Assist with evacuation if requested

#### **CARROLL COUNTY SHERIFF'S OFFICE (CCSO)**

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

**ROAD AGENT**

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

**EMERGENCY MANAGEMENT DIRECTOR**

- Determine the extent of the terrorism event
- Consider activating and staffing the EOC
- Notify the Town Administrator, the Board of Selectmen and NH Homeland Security & Emergency Management
- Contact the functional needs community and elder citizens who may need assistance
- Coordinate evacuation and sheltering process if necessary
- Coordinate American Red Cross activities
- Release public information bulletins
- Request and coordinate assistance from state and federal agencies
- Track the deployment of personnel and equipment
- Develop strategic plan for the incident



## CHAPTER 8 – RESOURCE INVENTORY

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**CATEGORIZED RESOURCE INVENTORY LIST**

Business/Agency	Contact	Location	Phone
<b>Aircraft-Fixed Wing (see also "Helicopters")</b>			
NH Civil Air Patrol		Concord	271-3225
<b>Ambulances</b>			
North Conway Ambulance Service District Manager	Dan Conger	North Conway	630-2115
North Conway Ambulance Service Assistant District Manager	Earl Kenniston	North Conway	630-7711
Conway Fire Rescue	Steve Solomon	Conway	447-2681 or 986-6736 cell
Center Conway Fire Rescue	Glenn Merrill	Center Conway	447-5671 or 986-0053 cell
Life Star		Conway	447-1715
Stewart's Ambulance Service		Meredith	279-5901
<b>American Red Cross-NH</b>			
American Red Cross Disaster Program Manager	Frank Grima	Concord	225-6697 or 812-1874 cell
<b>Animal Care &amp; Boarding</b>			
True North Veterinarian		Bartlett	374-5130
Conway Humane Society		Conway	447-5955
North Conway Animal Hospital		North Conway	356-5538
Conway Veterinary Hospital		Conway	447-3449
Fryeburg Veterinary Hospital		Fryeburg, ME	207-935-2244
Harvest Hill's Animal Shelter		Fryeburg, ME	207-935-4358
<b>Animal Feed &amp; Equipment</b>			
Lucy Hardware		Intervale	356-0757
Paris Farmer's Union		Redstone	356-5669
Clark's Grain Store		Ossipee	539-4006
Walmart		North Conway	356-0130
<b>Animal Kennels</b>			
Willow Run Bed, Bath, & Biscuit		Belgrade, ME	447-3435
Two Paws Up		Tamworth	539-6266
White Mountain Kennels		Sandwich	284-7108
<b>Auto Parts &amp; Service</b>			
Redstone NAPA		Redstone	356-2442
Sanel's Auto Parts		Conway	447-5100
Bailey's NAPA		Conway	447-5928
Fryeburg NAPA		Fryeburg, ME	207-935-2151
Auto Zone		North Conway	733-3096
<b>Barricades</b>			
NH Department of Transportation (Section 113 Garage)	Ken Crowther	Glen	383-9447 or 986-6111 cell
Grainger		Manchester	668-7161
New England Barricade		Newmarket	659-2182
United Rental		Hooksett	622-1152

Business/Agency	Contact	Location	Phone
<b>Blankets</b>			
Walmart		North Conway	356-0130
American Red Cross	Frank Grima	Concord	225-6697 or 812-1874 cell
<b>Blasting Contractors</b>			
Maine Drilling & Blasting		Gardiner, ME	207-582-2338
Maine Drilling & Blasting		Auburn	647-0299
<b>Boats</b>			
North Conway Fire Rescue	Chief Pat Preece	North Conway	356-5715
Conway Fire Rescue	Chief Steve Solomon	Conway	356-5715
Center Conway Fire Rescue	Chief Glen Merrill	Center Conway	356-5715
NH Fish & Game		Concord	271-3421
NH Marine Patrol		Gilford	293-2037
United States Coast Guard		New Castle	436-4415
<b>Body Bags (required by Medical Examiner)</b>			
Mortuary Supplies			866-257-4234
<b>Bomb Disposal Unit</b>			
NH State Police - Field Operations Bureau		Concord	223-3858
VT State Police - Bomb Squad		Waterbury, VT	802-244-7345
<b>Building Materials &amp; Equipment</b>			
Lowe's		Conway	733-3036
Home Depot		North Conway	356-4130
Lucy Hardware		Intervale	356-0757
Chick's Lumber		Conway	356-6371
White Mountain Lumber		Berlin	752-5860
<b>Building Inspectors</b>			
Bergeron Technical Service	Shawn Bergeron	Conway	356-0022
HEB Engineers		North Conway	356-6936
<b>Busses (mass transportation vehicles)</b>			
SAU 9		Conway	603-447-8368
SAU 9 Transportation Office	Gretel Shaw	Conway	447-3626 or 986-0685
Bennett Transportation		Fryeburg, ME	207-925-2190
White Mountain Transit		Center Conway	800-310-9900
First Student		Moultonborough	855-272-3222
<b>Churches &amp; Clergy</b>			
Our Lady of the Mountains		North Conway	356-2535
Lutheran Church		North Conway	356-7827
First Church of Christ Congregational		North Conway	356-2324
Conway Village Congregational Church		Conway	447-3851
Journey Church		Conway	447-5068
<b>Clothing</b>			
Walmart		North Conway	356-0130
J.C. Penney		North Conway	356-0147

Business/Agency	Contact	Location	Phone
<b>Communications</b>			
Carroll County Dispatch (mobile)		Ossipee	800-552-8960
NH Forest & Lands (mobile)		Concord	271-2214
<b>Concrete (block)</b>			
Coleman Concrete		Albany	447-5700
Gilbert Block		Tamworth	323-3373
<b>Concrete (poured)</b>			
Coleman Concrete		Albany	447-5700
<b>Contractors (plumbers, electricians, carpenters)</b>			
<b>Electricians</b>			
Jonathan Taylor Electrical	Jonathan Taylor	Intervale	356-9511
DeSouza Electric Inc.		North Conway	356-7835
DW Electrical Contractor's		Albany	733-5333
Tim DePietro Electric	Tim DePietro	North Conway	356-2248
Veno Electric Inc.		North Conway	356-3630
<b>Plumbers</b>			
Apex Plumbing & Heating		Conway	356-6221
Dana Haley Plumbing & Heating	Dana Haley	Madison	367-8330
Federal Piping Company		Freedom	356-7826
First Response Plumbing & Heating		Center Conway	662-8687
<b>Carpenters</b>			
Leonard Builders		Albany	447-6980
Dwight & Sons		Center Conway	356-8231
Gordon T. Burke & Sons Inc.	Gordon Burke	North Conway	356-3964
L.A. Drew		Intervale	356-6351
<b>County</b>			
Grafton County Sheriff		North Haverhill	787-6911
Coos County Sheriff		Lancaster	788-5598
Carroll County Sheriff		Ossipee	539-2284
Rockingham County Sheriff		Brentwood	679-2241
Merrimack County Sheriff		Boscawen	796-6600
Belknap County Sheriff		Laconia	527-5454
Cheshire County Sheriff		Keene	352-4238
Strafford County Sheriff		Dover	742-4960
Hillsborough County Sheriff		Goffstown	627-6510
Sullivan County Sheriff		Newport	863-4200
<b>Cranes &amp; Riggings</b>			
Durkee		Madison	367-8307
Over All Crane Service		Conway	387-8987
Reliable Crane Service		Laconia	524-2751
<b>Dispatch Centers</b>			
Conway Police Dispatch Center		Conway	356-5715
Carroll County Sheriff's Office		Ossipee	539-2284

Business/Agency	Contact	Location	Phone
Oxford County Sheriff's Office (Fryeburg Rescue Dispatch)		South Paris, ME	207-743-9554
<b>Divers</b>			
NH Fish & Game		Concord	271-3421
<b>Dogs (search &amp; rescue)</b>			
NH State Police - Field Operations Bureau		Concord	223-3858
VT State Police - Canine Teams		St. Johnsbury, VT	802-748-3111
New England K-9 Search & Rescue		Grantham	526-6754
<b>Emergency Management</b>			
NH Emergency Operations Center	24-Hour Duty Officer	Concord	271-2231
NH Emergency Operations Center	Non-Emergency	Concord	800-852-3792
Homeland Security Director	Perry Plumber	Concord	419-0255
Homeland Security Field Representative	Heidi Lawton	Concord	419-0950
<b>EMS &amp; Medical</b>			
Bartlett-Jackson Ambulance Service	Rick Murnik	Bartlett	374-9087
Dartmouth Hitchcock Air Response Team (DHART)		Lebanon	650-4600
Boston Medflight		Bedford, MA	781-863-2213
Lifeflight of Maine		Bangor, ME	888-421-4228
North Country Life Flight		Saranac Lake, NY	518-891-6853
Disaster Behavioral Health Response Team (DBHRT)		Concord	271-9454
Stonehearth Open Learning Opportunities (SOLO)		Conway	447-6711
Advanced Life Support Institute (ALSI)		Center Conway	447-4249
<b>Electricity</b>			
<b>Engineers</b>			
CLD Consulting Engineers		Manchester	668-8223
US Army Corp of Engineers		Hanover	646-4100
HEB Engineers		North Conway	356-6936
<b>Excavation Contractors, Heavy Equipment, Dump Trucks, Etc.</b>			
A. Eastman & Sons	Allen Eastman	Glen	383-9666
L.A. Drew		Intervale	356-6351
FF & J Excavation	Jay Henry	Jackson	383-0855 or 520-4578
A.J. Colman's & Sons		Albany	447-5936
Gordon T. Burke & Sons Inc.	Gordon Burke	North Conway	356-3964
<b>Exterminators</b>			
Presidential Pest Control		Conway	800-966-5568
Waltham Pest Services		Scarborough, ME	888-970-5170
DeBow Wildlife Services		Plymouth	536-0007
Modern Pest Services		Brunswick, ME	207-747-3480
Orkin Pest Control		Portland, ME	877-688-7831

Business/Agency	Contact	Location	Phone
<b>Federal Agencies</b>			
White Mountain Nation Forest	24-hour report line	Plymouth	536-6208
White Mountain Nation Forest	Saco Ranger Station	Conway	447-5448
White Mountain National Forest Fire Man Officer	Chase Marshall	Conway	986-2736
White Mountain National Forest District Fire Technician	John Neely	Woodstock	726-6264
<b>Fire Mutual Aid</b>			
Jackson Fire Department	Jay Henry	Jackson	383-4466
North Conway Fire Rescue	Pat Preece	North Conway	356-5327 or 662-8180 cell
Redstone Fire Department	Neil Henry	Redstone	356-8800
Center Conway Fire Rescue	Glenn Merrill	Center Conway	447-5671 or 986-0053 cell
Conway Fire Rescue	Steve Solomon	Conway	447-2681 or 986-6736 cell
East Conway Fire Department	Richard Marr	East Conway	939-7099
Madison Fire Rescue	Richard Clark	Madison	387-4602
Tamworth Fire Department	Richard Colcord	Tamworth	323-8874
Twin Mountain Fire Rescue	Jeremy Oleson	Carroll	846-5545 or 616-2510 cell
<b>Food (restaurants &amp; dining facilities)</b>			
<b>Food (food stores &amp; potable drinks)</b>			
Shaw's		Conway	356-5471
Hannaford's		Conway	356-6341
<b>Fuel (gas, diesel, home heating, propane)</b>			
Lyman Oil & Propane (gas, diesel, heating oil, kerosene, propane)		North Conway	356-2411
White Mountain Oil & Propane (gas, diesel, heating oil, kerosene, propane)		North Conway	356-6836
Frechette Oil (heating oil, kerosene)		North Conway	356-5342
Ameri-Gas (propane)		Redstone	447-4242
<b>Funeral Homes</b>			
Furber & White Funeral Home		North Conway	356-5561
Lord's Funeral Home		Ossipee	539-4339
Baker-Gagne Funeral Home		West Ossipee	539-3301
<b>Generators, Service, &amp; Repairs</b>			
Coleman Rental		Albany	447-8416
Lowe's		Conway	733-3036
Home Depot		North Conway	356-4130
Lucy Hardware		Intervale	356-0757
Rowan Electric		Sandwich	284-6807
<b>Ham Radio Operators</b>			
Amateur Radio Emergency Service (ARES)		Newington, CT	860-594-0200
Mountain Washington Valley	Luke Quigley		367-8219 or 730-7490 cell

Business/Agency	Contact	Location	Phone
<b>Heavy Equipment (Dump Trucks, Excavators, Backhoes, Graders, etc.)</b>			
L.A. Drew		Intervale	356-6351
A.J. Colman's & Sons		Albany	447-5936
<b>HazMat</b>			
Carroll County Haz Mat Team		Ossipee	800-552-8960
NH DES - Petroleum Spill Response		Concord	271-3899
NH DES - Hazardous Material		Concord	271-2942
NH DES 24/7		Concord	223-4381
NH DES (local)		Gorham	466-5389
US Coast Guard - Coastal Oil Spills		Portland, ME	207-780-3251
National Response Center - Spills that impact water			800-424-8802
US EPA - 24-Hour Emergency inland spills response		Boston, MA	617-918-1111
NH State Police - Hazmat Response		Concord	800-346-4009
Clean Harbors Environmental		Bow	224-6626
<b>Helicopters - EMS</b>			
Dartmouth Hitchcock Air Response Team (DHART)		Lebanon	650-4600
Boston Medflight		Bedford, MA	781-863-2213
NH National Guard	Duty Officer	Concord	228-1135
Lifeflight of Maine		Bangor, ME	888-421-4228
<b>Helicopters - Search &amp; Rescue/Damage Assessment</b>			
NH State Police - Field Operations Bureau		Concord	223-3858
US Border Patrol			877-227-5511
United States Coast Guard		New Castle	436-4415
Vermont National Guard	Duty Officer	Colchester, VT	802-338-3493
NH National Guard	Duty Officer	Concord	228-1135
<b>Hospitals</b>			
Memorial Hospital		North Conway	356-5461
Saco River Medical Group		Glen	383-3005
Androscoggin Valley Hospital		Berlin	752-2200
Huggins Hospital		Wolfeboro	539-7500
Littleton Regional Hospital		Littleton	444-9000
Bridgeton Hospital		Bridgton, ME	647-6000
Dartmouth-Hitchcock Medical Center		Lebanon	650-0000
Maine Medical		Portland ME	207-662-0111
<b>Ice</b>			
Valley Ice		Bartlett	374-6650
Laconia Ice Company		Laconia	524-2143
<b>Jersey Barriers</b>			
Pike Industries Headquarters		Belmont	527-5100
Coleman Concrete		Albany	447-5700



Business/Agency	Contact	Location	Phone
<b>Lodging Facilities</b>			
Golden Apple Inn		North Conway	383-9680
<b>Medical Supplies &amp; Gasses</b>			
Keene Medical Products		Gorham	752-7694
Lincare		Conway	447-3697
Apria Healthcare			286-2000
1st Line Medical		Holderness	866-720-8080
<b>Office Supplies, Technology, &amp; Equipment</b>			
Staples		North Conway	356-0730
Porter Office Machines		North Conway	356-2222
Computer Port		North Conway	356-7161
Walmart		North Conway	356-0130
<b>Pharmaceutical Supplies</b>			
CVS		North Conway	356-6916
Osco		North Conway	356-5888
Walgreens		North Conway	356-8031
Hannaford Pharmacy		North Conway	356-6361
Walmart Pharmacy		North Conway	356-3170
<b>Photographers/Aerial Drones</b>			
Lakes Region Aerial Photography		Laconia	524-0771
Dragon Fly Aerials LLC	Roger Marcoux	Center Conway	986-5665
Dragon Fly Aerials LLC	Heather Leach	Center Conway	986-5216
<b>Portable Light Towers</b>			
Grainger		Manchester	668-7161
Pike Industries Headquarters		Belmont	527-5100
United Rental		Hooksett	622-1152
NH Department of Transportation (DOT)		Concord	271-3734
Coleman Rental		Albany	447-8416
<b>Portable Toilets</b>			
Garland Waste Services		Conway	356-7274
Blow Brothers Inc.		Old Orchard, ME	207-934-2525
Maple Ridge Septic Service		Sandwich	284-7117
Handy House		Farmington, ME	800-442-1286
DJ's Septic Service		Wolfboro	888-285-4719
<b>Print Media</b>			
Union Leader		Manchester	668-4321
Conway Daily Sun		North Conway	356-3456 or 447-6335
<b>Public Health Networks</b>			
North Country Regional Public Health Network	Jim Richardson	Littleton	259-3700
Central NH Regional Public Health Network	Angel Ekstrom	Plymouth	238-3583
Upper Valley Regional Public Health Network	Steven Yannuzzi	Lebanon	523-7100
Carroll County Coalition for Public Health	Jeff Jones	Ossipee	301-1252

Business/Agency	Contact	Location	Phone
Winnepesaukee Regional Public Health Network	John Beland	Laconia	528-2145
Greater Sullivan County Regional Public Health Network	Kristen Vigneault	Newport	863-2560
Strafford County Regional Public Health Network	Mary Kerr	Somersworth	480-5600
Capital Area Regional Public Health Network	Stacey Elliott	Concord	224-2595
Greater Monadnock Regional Public Health Network	Christopher Goshea	Keene	354-5454
Greater Nashua Regional Public Health Network	Patty Crooker	Nashua	589-4507
Greater Manchester Regional Public Health Network	Phil Alexakos	Manchester	624-6466
South Central Regional Public Health Network	Garrett Simonsen		845-5539
Seacoast Regional Public Health Network	Mary Cook	Raymond	244-7311
<b>Radio Equipment, Rental &amp; Maintenance</b>			
Ossipee Mountain Electronics	Craig Belcher	Moultonborough	800-639-5081 or 476-5581 cell
Schurman Electronics Inc.	Dave Schurman	Conway	447-3925 or 662-9305 cell
<b>Radio Stations</b>			
WOKQ		Dover	356-7500
WMWV		Conway	356-9930
WPOR		Portland	207-774-4561
WHOM		Mount Washington	800-442-4794
<b>Railroad Equipment</b>			
Conway Scenic Railroad		North Conway	800-232-5251
<b>Refrigerated Trailers &amp; Containers</b>			
RSD Transportation		White River, VT	802-291-9090
Ryder Truck Rental		Manchester	669-0300
<b>Rubbish Haulers &amp; Dumpsters</b>			
Waste Management		Londonderry	437-3317
Casella Waste System		Rutland, VT	802-255-2534
Dumpster Depot		Canterbury	783-8050
North Conway Disposal Services		Center Conway	356-2342
Bear Camp Trash		Tamworth	323-8651
<b>Sand &amp; Gravel</b>			
A.J. Colman's & Sons		Albany	447-5936
Ossipee Aggregates		Ossipee	539-6820
<b>Sand Bags</b>			
US Army CRREL		Hanover	646-4100
Globe Bag		Woburn, MA	781-935-3311
NH National Guard	Duty Officer	Concord	228-1135
NH Homeland Security & Emergency Management	24-Hour Duty Officer	Concord	271-2231
<b>Schools</b>			
Kennett High School		North Conway	356-4343
SAU 9		Conway	447-8368

Business/Agency	Contact	Location	Phone
<b>Shelters</b>			
<b>Snowmobiles &amp; ATVs/UTVs (OHRV, Off Highway Recreational Vehicle)</b>			
Northern Extremes Snowmobiling	Pete Gagne	Bartlett	374-0934
Northeast Snow Machine & ATV Rental		Gorham	800-458-1838
White Mountain ATV Rentals		Gorham	466-5211
North Conway Fire Rescue	Pat Preece	North Conway	356-5327 or 662-8180 cell
Center Conway Fire Rescue	Glenn Merrill	Center Conway	447-5671 or 986-0053 cell
<b>Snow Plowing &amp; Removal</b>			
Gordon T. Burke & Sons Inc.	Gordon Burke	North Conway	356-3964
<b>Specialized Teams</b>			
Disaster Medical Assistance Team (DMAT)	Contact HSEM	Concord	271-2231
Disaster Mortuary Operational Response Team (DMORT)	Contact HSEM	Concord	271-2231
FEMA Urban Search & Rescue	Contact HSEM	Concord	271-2231
Upper Valley Wilderness Response Team	Scott Carpenter	Hanover	802-747-2239
Androscoggin Valley Search and Rescue (AVSAR)		Gorham	
Mountain Rescue Service		North Conway	356-7013
Pemi Valley Search and Rescue Team	Allan Clark	Franconia	823-5748
Central NH Special Operations Unit	Dispatch	Pembroke	485-3421
<b>State Agencies</b>			
NH Forests & Lands (DNCR); Director	Brad Simpkins	Concord	271-2214
NH Forests & Lands (DNCR) District 1–Ranger 10	John Accardi	Lancaster	788-4157
NH Forests & Lands (DNCR) District 1–Ranger 11	Jason Huter	Lancaster	788-4157
NH Forests & Lands (DNCR) District 1–Ranger 12	Luc Perreault	Lancaster	788-4157
NH Forests & Lands (DNCR) District 2 -Ranger 20	Doug Miner	Concord	227-8734
NH Forests & Lands (DNCR) District 2-Ranger 21	Matt Apgar	Concord	227-8733
NH Forests & Lands (DNCR) District 2-Ranger 22	Adrian Reyes	Concord	271-2214
NH Forests & Lands (DNCR) District 3-Ranger 30	Bryan Nowell	Concord	227-8730
NH Forests & Lands (DNCR) District 3-Ranger 31	Thomas Trask	Concord	227-8737
NH Forests & Lands (DNCR) District 3-Ranger 32	Mike Matson	Concord	227-8731
NH Homeland Security & Emergency Management	24-Hour Duty Officer	Concord	271-2231
Homeland Security Field Representative	Paul Hatch	Concord	223-3635 or 419-9407 cell
Homeland Security Field Representative	Heidi Lawton	Concord	223-3631 or 419-0950 cell
Homeland Security Field Representative	Alex Marinaccio	Concord	223-3657 or 931-0215 cell
Homeland Security Field Representative	Danielle Morse	Concord	223-3613 or 419-0214 cell
Homeland Security Field Representative	Kim Roberts	Concord	223-3644 or 230-0593 cell

Business/Agency	Contact	Location	Phone
Homeland Security Field Representative	Nancy St. Laurent	Concord	223-3625 or 419-9401 cell
Homeland Security Field Representative	Shawna-Leigh Morton	Concord	223-3640 or 892-4090 cell
NH Public Works Mutual Aid		Durham	862-2826
NH Fish & Game		Concord	271-3421
NH Department of Transportation (DOT)		Concord	271-3734
NH State Police - Field Operations Bureau		Concord	223-3858
NH Department of Environmental Services (DES)		Concord	271-3503
NH State Fire Marshall		Concord	223-4289
NH Dept. of Agriculture, Markets & Food		Concord	271-3551
NH Dept. of Cultural Resources		Concord	271-2392
NH Archives & Records Management		Concord	271-2236
NH DHHS, Food Protection		Concord	271-4589
NH Disaster Animal Response Team (DART)		Concord	271-7200
<b>Taxis</b>			
Fast Taxi & Delivery Service		North Conway	356-0000
Village Taxi		North Conway	356-3602
<b>Television</b>			
WMUR Channel 9		Manchester	603-669-9999
WGME Channel 13		Portland	207-797-1313
WCSH Channel 6		Portland	207-942-4821
WMTW Channel 8		Portland	800-248-6397
PEG Channel 3		North Conway	356-8941
<b>Tent Rental</b>			
Tentsmiths		Conway	447-2344
Tents R Us		Center Conway	539-1022
Lakes Region Tent & Event		Concord	456-2049
Taylor Rental Center		Concord	224-1931
<b>Tires &amp; Tire Repairs</b>			
Frechette Tire		Conway	447-5538
Stratham Tire		Ossipee	297-9100
Valadares Truck Repair		Albany	447-2101
<b>Towing &amp; Vehicle Recovery</b>			
Hurteau Towing		North Conway	356-4009
Bob Bryant Wrecker Service		Center Conway	356-5297
Mt. Washington Valley Towing		Center Conway	356-4000
Valladares Transportation & Repair		Madison	447-2101
Crowell's Towing		Ossipee	539-9099
Lowes Truck Repair		Randolph	466-3950
<b>Towns (area)</b>			
Town of Bartlett, NH-Selectmen's Office			356-2950
Town of Jackson, NH-Selectmen's Office			383-4223
Town of Hart's Location, NH-Selectmen's Office			374-6397

Business/Agency	Contact	Location	Phone
Town of Conway, NH-Selectmen's Office			447-3811
Town of Carroll, NH-Selectmen's Office			846-5754
Town of Madison, NH-Selectmen's Office			367-4332
Town of Tamworth, NH-Selectmen's Office			323-7525
Town of Fryeburg, ME-Selectmen's Office			207-935-2805
<b>Traffic Control Device Rental</b>			
NH Department of Transportation (DOT)		Concord	271-3734
United Rental		Hooksett	622-1152
Coleman Rental		Albany	447-8416
<b>Tree Removal Services</b>			
Asplundh Tree Experts		Concord	715-1819 or 529-1690
East Branch Tree Works	Greg Tsoules	Intervale	356-9255 or 387-4572 cell
Bartlett Tree Experts		Wolfeboro	569-3163
Saco Tree Works		Jackson	986-4096
Damon's Tree Removal		Conway	447-4336
Tree Surgeons of NH			476-5445
<b>Truck Rental-U Haul Type Trucks</b>			
Penske Truck Rental		Glen	383-8036
Penske Truck Rental		Ossipee	539-2661
U-Haul		Center Conway	356-7189
<b>Utilities (Electric, Phone)</b>			
Consolidated Communications (Fairpoint)			844-968-7224
NH Electric Coop		Plymouth	800-343-6432
Eversource		Manchester	866-554-6025
Eversource Municipal Emergency		Manchester	800-362-7764
Spectrum		Manchester	627-0042
Verizon - State & Local Government Sales			877-288-9473
<b>Volunteer Organizations (Volunteer Organizations Active in Disaster, VOAD)</b>			
Volunteer NH		Concord	271-7203
<b>Water - Bottled &amp; Bulk Potable</b>			
Poland Springs (Direct)		Poland, ME	866-592-0840
Crystal Rock Water Company		Watertown, CT	866-924-7150
<b>Welders &amp; Welding Equipment</b>			
Bobcat Welding		Conway	447-6534
Mountain Valley Fabrication		Albany	447-4471
Paquette Welding		Conway	447-5651
Coleman Rental		Albany	447-8416
Lucy Hardware		Intervale	356-0757

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**ALPHABETICAL RESOURCE INVENTORY LIST**

Business/Agency	Contact	Location	Phone	Category
<b>#-D</b>				
1st Line Medical		Holderness	866-720-8080	Medical Supplies & Gasses
A. Eastman & Sons	Allen Eastman	Glen	383-9666	Excavation Contractors, Heavy Equipment, Dump Trucks, Snow Plowing & Removal
A.J. Colman's & Sons		Albany	447-5936	Excavation Contractors, Heavy Equipment, Dump Trucks, Sand & Gravel
Advanced Life Support Institute (ALSI)		Center Conway	447-4249	EMS & Medical
Amateur Radio Emergency Service (ARES)		Newington, CT	860-594-0200	Ham Radio Operators
American Red Cross Disaster Program Manager	Frank Grima	Concord	225-6697 or 812-1874 cell	American Red Cross-NH, Blankets
Ameri-Gas (propane)		Redstone	447-4242	Fuel
Androscoggin Valley Hospital		Berlin	752-2200	Hospitals
Androscoggin Valley Search and Rescue (AVSAR)		Gorham		Specialized Teams
Animal Control Officer	Betty Holmes	Bartlett	986-9969 or 800-552-8960	Animal Care & Boarding
Apex Plumbing & Heating		Conway	356-6221	Contractors
Apria Healthcare			286-2000	Medical Supplies & Gasses
Asplundh Tree Experts		Concord	715-1819 or 529-1690	Tree Removal Services
Attitash Marketplace Motel		Bartlett	374-2300	Lodging Facilities
Attitash Mt. Village		Bartlett	374-6500 XT 0	Lodging Facilities
Auto Zone		North Conway	733-3096	Auto Parts & Service
Bailey's NAPA		Conway	447-5928	Auto Parts & Service
Baker-Gagne Funeral Home		West Ossipee	539-3301	Funeral Homes
Bartlett Emergency Management Director	Bob King	Bartlett	340-4147	Emergency Management
Bartlett Highway Department	Travis Chick	Bartlett	356-3971 or 986-4119 cell	Barricades
Bartlett Tree Experts		Wolfeboro	569-3163	Tree Removal Services
Bartlett Village Water Precinct		Bartlett	374-2200	Water Municipal Precincts
Bartlett Village Water Precinct System Operator	Scott Hayes	Bartlett	986-4948	Water Municipal Precincts

Business/Agency	Contact	Location	Phone	Category
Bartlett-Jackson Ambulance Service	Rick Murnik	Bartlett	374-9087	EMS & Medical
Bear Camp Trash		Tamworth	323-8651	Rubbish Haulers & Dumpsters
Belknap County Sheriff		Laconia	527-5454	County
Bennett Transportation		Fryeburg, ME	207-925-2190	Busses
Bergeron Technical Service	Shawn Bergeron	Conway	356-0022	Building Inspectors
Bernerhof Inn		Glen	383-4200	Lodging Facilities
Blow Brothers Inc.		Old Orchard, ME	207-934-2525	Portable Toilets
Bob Bryant Wrecker Service		Center Conway	356-5297	Towing & Vehicle Recovery
Bobcat Welding		Conway	447-6534	Welders & Welding Equipment
Boston Medflight		Bedford, MA	781-863-2213	Helicopters, EMS & Medical
Bridgeton Hospital		Bridgton, ME	647-6000	Hospitals
Brown Excavating				Heavy Equipment
Cabin Fever		Bartlett	374-9104	Food
Capital Area Regional Public Health Network	Mary Reed		224-2595	Public Health Networks
Carroll County Coalition for Public Health	Jeff Jones		301-1252	Public Health Networks
Carroll County Dispatch (mobile)		Ossipee	800-552-8960	Communications
Carroll County Haz Mat Team		Ossipee	800-552-8960	HazMat
Carroll County Sheriff's Office		Ossipee	539-2284	County & Dispatch Centers
Casella Waste System		Rutland, VT	802-255-2534	Rubbish Haulers & Dumpsters
Center Conway Fire Rescue	Glenn Merrill	Center Conway	447-5671 or 986-0053 cell	Ambulances, Boats, Fire Mutual Aid, Snowmobiles & ATVs
Central NH Regional Public Health Network	Angel Ekstrom		238-3582	Public Health Networks
Central NH Special Operations Unit	Dispatch	Pembroke	485-3421	Specialized Teams
Cheshire County Sheriff		Keene	352-4238	County
Chick's Lumber		Conway	356-6371	Building Materials & Equipment
Clark's Grain Store		Ossipee	539-4006	Animal Feed & Equipment
CLD Consulting Engineers		Manchester	668-8223	Engineers
Clean Harbors Environmental		Bow	224-6626	HazMat
Coleman Concrete		Albany	447-5700	Concrete & Jersey Barriers



Business/Agency	Contact	Location	Phone	Category
Coleman Rental		Albany	447-8416	Generators, Service, & Repairs, Portable Light Towers, Traffic Control Device Rental, Welders & Welding Equipment
Computer Port		North Conway	356-7161	Office Supplies, Technology, & Equipment
Consolidated Communications (Fairpoint)			844-968-7224	Utilities
Conway Daily Sun		North Conway	356-3456 or 447-6335	Print Media
Conway Fire Rescue	Steve Solomon	Conway	447-2681 or 986-6736 cell	Ambulances, Boats & Fire Mutual Aid
Conway Humane Society		Conway	447-5955	Animal Care & Boarding
Conway Police Dispatch Center		Conway	356-5715	Dispatch Centers
Conway Scenic Railroad		North Conway	800-232-5251	Railroad Equipment
Conway Veterinary Hospital		Conway	447-3449	Animal Care & Boarding
Conway Village Congregational Church		Conway	447-3851	Churches & Clergy
Coos County Sheriff		Lancaster	788-5598	County
Covered Bridge B&B		Glen	383-9109	Lodging Facilities
Crowell's Towing		Ossipee	539-9099	Towing & Vehicle Recovery
Crystal Rock Water Company		Watertown, CT	866-924-7150	Water - Bottled & Bulk Potable
CVS		North Conway	356-6916	Pharmaceutical Supplies
Damon's Tree Removal		Conway	447-4336	Tree Removal Services
Dana Haley Plumbing & Heating	Dana Haley	Madison	367-8330	Contractors
Dartmouth Hitchcock Air Response Team (DHART)		Lebanon	650-4600	Helicopters, EMS & Medical
Dartmouth-Hitchcock Medical Center		Lebanon	650-0000	Hospitals
DeBow Wildlife Services		Plymouth	536-0007	Exterminators
DeSouza Electric Inc.		North Conway	356-7835	Contractors
Disaster Behavioral Health Response Team (DBHRT)		Concord	271-9454	EMS & Medical
Disaster Medical Assistance Team (DMAT)	Contact HSEM	Concord	271-2231	Specialized Teams
Disaster Mortuary Operational Response Team (DMORT)	Contact HSEM	Concord	271-2231	Specialized Teams
DJ's Septic Service		Wolfeboro	888-285-4719	Portable Toilets
Don Ryder Logging				Tree Removal Services
Dragon Fly Aerials LLC	Roger Marcoux	Center Conway	986-5665	Photographers/Aerial Drones

Business/Agency	Contact	Location	Phone	Category
Dragon Fly Aerials LLC	Heather Leach	Center Conway	986-5216	Photographers/Aerial Drones
Dumpster Depot		Canterbury	783-8050	Rubbish Haulers & Dumpsters
Durkee		Madison	367-8307	Cranes & Riggings
DW Electrical Contractor's		Albany	733-5333	Contractors
Dwight & Sons		Center Conway	356-8231	Contractors
<b>E-J</b>				
E. G. Chandler, Inc.		Intervale	356-6060	Snow Plowing & Removal
East Branch Tree Works	Greg Tsoules	Intervale	356-9255 or 387-4572 cell	Tree Removal Services
East Conway Fire Department	Richard Marr	East Conway	939-7099	Fire Mutual Aid
Eversource		Manchester	866-554-6025	Utilities
Eversource Municipal Emergency		Manchester	800-362-7764	Utilities
Fast Taxi & Delivery Service		North Conway	356-0000	Taxis
Federal Piping Company		Freedom	356-7826	Contractors
FEMA Urban Search & Rescue	Contact HSEM	Concord	271-2231	Specialized Teams
FF & J Excavation	Jay Henry	Jackson	383-0855 or 520-4578	Excavation Contractors, Heavy Equipment, Dump Trucks, Snow Plowing & Removal
First Church of Christ Congregational		North Conway	356-2324	Churches & Clergy
First Response Plumbing & Heating		Center Conway	662-8687	Contractors
First Student		Moultonborough	855-272-3222	Busses
Forbes Property Management Services Inc.		Intervale	356-3326	Snow Plowing & Removal
Frechette Oil (heating oil, kerosene)		North Conway	356-5342	Fuel
Frechette Tire		Conway	447-5538	Tires & Tire Repairs
Fryeburg NAPA		Fryeburg, ME	207-935-2151	Auto Parts & Service
Fryeburg Veterinary Hospital		Fryeburg, ME	207-935-2244	Animal Care & Boarding
Furber & White Funeral Home		North Conway	356-5561	Funeral Homes
Garland Waste Services		Conway	356-7274	Portable Toilets
Gilbert Block		Tamworth	323-3373	Concrete
Glen Aggregates		Glen	383-6168	Sand & Gravel

Business/Agency	Contact	Location	Phone	Category
Glen Community Baptist Church		Glen	383-9223	Churches & Clergy
Glen Irving (gas, diesel)		Glen	383-6707	Fuel
Glen Junction		Glen	383-9660	Food
Glen Ledge Corner Store		Glen	383-9100	Food
Globe Bag		Woburn, MA	781-935-3311	Sand Bags
Golden Apple Inn		North Conway	383-9680	Lodging Facilities
Gordon T. Burke & Sons Inc.	Gordon Burke	North Conway	356-3964	Contractors, Excavation Contractors, Heavy Equipment, Dump Trucks, Snow Plowing & Removal
Grafton County Sheriff		North Haverhill	787-6911	County
Grafton County Sheriff's Office (Twin Mt. Fire Rescue Dispatch)		Haverhill	800-564-6911	Dispatch Centers
Grainger		Manchester	668-7161	Barricades & Portable Light Towers
Grand Summit Hotel		Bartlett	374-1900	Lodging Facilities & Shelters
Grand Summit Hotel General Manager	Steve Mannik	Bartlett	986-9240	Shelters
Grand Summit Hotel Maintenance Super	Geoff Nichols	Bartlett	413-548-4080	Shelters
Grant's Store		Glen	383-4282	Food
Greater Manchester Regional Public Health Network	Phil Alexakos		624-6466	Public Health Networks
Greater Monadnock Regional Public Health Network	Christopher Goshea		354-5454	Public Health Networks
Greater Nashua Regional Public Health Network	Patty Crooker		589-4507	Public Health Networks
Greater Sullivan County Regional Public Health Network	Kristen Vigneault		863-2560	Public Health Networks
Haley Excavating				Heavy Equipment
Handy House		Farmington, ME	800-442-1286	Portable Toilets
Hannaford Pharmacy		North Conway	356-6361	Pharmaceutical Supplies
Hannaford's		Conway	356-6341	Food
Hart's Location Emergency Management Director	Guy Putnam	Hart's Location	374-6616	Emergency Management
Harvest Hill's Animal Shelter		Fryeburg, ME	207-935-4358	Animal Care & Boarding
HEB Engineers		North Conway	356-6936	Building Inspectors & Engineers
Hillsborough County Sheriff		Goffstown	627-6510	County
Home Depot		North Conway	356-4130	Building Materials & Equipment & Generators, Service & Repairs

Business/Agency	Contact	Location	Phone	Category
Homeland Security Director	Perry Plumber	Concord	419-0255	Emergency Management
Homeland Security Field Representative	Heidi Lawton	Concord	223-3631 or 419-0950 cell	Emergency Management & State Agencies
Homeland Security Field Representative	Paul Hatch	Concord	223-3635 or 419-9407 cell	State Agencies
Homeland Security Field Representative	Alex Marinaccio	Concord	223-3657 or 931-0215 cell	State Agencies
Homeland Security Field Representative	Danielle Morse	Concord	223-3613 or 419-0214 cell	State Agencies
Homeland Security Field Representative	Kim Roberts	Concord	223-3644 or 230-0593 cell	State Agencies
Homeland Security Field Representative	Nancy St. Laurent	Concord	223-3625 or 419-9401 cell	State Agencies
Homeland Security Field Representative	Shawna-Leigh Morton	Concord	223-3640 or 892-4090 cell	State Agencies
Huggins Hospital		Wolfeboro	539-7500	Hospitals
Hurteau Towing		North Conway	356-4009	Towing & Vehicle Recovery
J.C. Penney		North Conway	356-0147	Clothing
Jackson Fire Department	Jay Henry	Jackson	383-4466	Fire Mutual Aid
Joe Rogerson				Heavy Equipment & Snow Plowing & Removal
Jonathan Taylor Electrical	Jonathan Taylor	Intervale	356-9511	Contractors
Josiah Bartlett Elementary School		Bartlett	374-2331	Schools & Shelters
Josiah Bartlett Elementary School Administrative Assistant	Mary Miller	Bartlett	986-4060	Shelters
Josiah Bartlett Elementary School Custodian	Greg Allen	Bartlett	986-0524	Shelters
Josiah Bartlett Elementary School Custodian	Ricky Nealley	Bartlett	986-0264	Shelters
Josiah Bartlett Elementary School Principal	Joe Yahna	Bartlett	986-2192	Shelters
Journey Church		Conway	447-5068	Churches & Clergy
<b>K-N</b>				
Keene Medical Products		Gorham	752-7694	Medical Supplies & Gasses
Kennett High School		North Conway	356-4343	Schools
Kringles Store		Glen	383-6669	Food
L.A. Drew		Intervale	356-6351	Contractors, Excavation Contractors, Heavy Equipment, Dump Trucks, Etc.
Laconia Ice Company		Laconia	524-2143	Ice

Business/Agency	Contact	Location	Phone	Category
Lakes Region Aerial Photography		Laconia	524-0771	Photographers/Aerial Drones
Lakes Region Tent & Event		Concord	456-2049	Tent Rental
Leonard Builders		Albany	447-6980	Contractors
Life Star		Conway	447-1715	Ambulances
Lifeflight of Maine		Bangor, ME	888-421-4228	Helicopters, EMS & Medical
Lily Pond Vista		Bartlett	524-3321	Radio Equipment, Rental & Maintenance
Lincare		Conway	447-3697	Medical Supplies & Gasses
Littleton Regional Hospital		Littleton	444-9000	Hospitals
Lord's Funeral Home		Ossipee	539-4339	Funeral Homes
Lower Bartlett Water Precinct		Bartlett	383-7180	Water Municipal Precincts
Lower Bartlett Water Precinct Field Supervisor	Tom Caughey	Bartlett	387-9857	Water Municipal Precincts
Lower Bartlett Water Precinct Superintendent	Gary Chandler	Bartlett	986-6852	Water Municipal Precincts
Lowe's		Conway	733-3036	Building Materials & Equipment & Generators, Service & Repairs
Lowes Truck Repair		Randolph	466-3950	Towing & Vehicle Recovery
Lucy Hardware		Intervale	356-0757	Animal Feed & Equipment, Building Materials & Equipment, Generators, Service & Repair, Portable Light Towers, Welders & Welding Equipment
Lutheran Church		North Conway	356-7827	Churches & Clergy
Lyman Oil & Propane (gas, diesel, heating oil, kerosene, propane)		North Conway	356-2411	Fuel
Madison Fire Rescue	Richard Clark	Madison	387-4602	Fire Mutual Aid
Maine Drilling & Blasting		Gardiner, ME	207-582-2338	Blasting Contractors
Maine Drilling & Blasting		Auburn	647-0299	Blasting Contractors
Maine Medical		Portland ME	207-662-0111	Hospitals
Maple Ridge Septic Service		Sandwich	284-7117	Portable Toilets
Margarita Grill		Glen	383-6556	Food
Matty B's		Bartlett	374-0990	Food
Memorial Hospital		North Conway	356-5461	Hospitals
Merrimack County Sheriff		Boscawen	796-6600	County

Business/Agency	Contact	Location	Phone	Category
Modern Pest Services		Brunswick, ME	207-747-3480	Exterminators
Mortuary Supplies			866-257-4234	Body Bags
Mountain Rescue Service		North Conway	356-7013	Specialized Teams
Mountain Valley Fabrication		Albany	447-4471	Welders & Welding Equipment
Mountain Washington Valley	Luke Quigley		367-8219 or 730-7490 cell	Ham Radio Operators
Mt. Washington Valley Towing		Center Conway	356-4000	Towing & Vehicle Recovery
National Response Center - Spills that impact water			800-424-8802	HazMat
New England Barricade		Newmarket	659-2182	Barricades
New England K-9 Search & Rescue		Grantham	526-6754	Dogs
NH Archives & Records Management		Concord	271-2236	State Agencies
NH Civil Air Patrol		Concord	271-3225	Aircraft-Fixed Wing
NH Department of Environmental Services (DES)		Concord	271-3503	State Agencies
NH Department of Transportation (DOT)		Concord	271-3734	Portable Light Towers, State Agencies & Traffic Control Device Rental
NH Department of Transportation (NH Division 1 Head Quarters)		Lancaster	788-9554	Barricades
NH Department of Transportation (Section 113 Garage)	Ken Crowther	Glen	383-9447 or 986-6111 cell	Barricades
NH Dept. of Agriculture, Markets & Food		Concord	271-3551	State Agencies
NH Dept. of Cultural Resources		Concord	271-2392	State Agencies
NH DES - Hazardous Material		Concord	271-2942	HazMat
NH DES - Petroleum Spill Response		Concord	271-3899	HazMat
NH DES (local)		Gorham	466-5389	HazMat
NH DES 24/7		Concord	223-4381	HazMat
NH DHHS, Food Protection		Concord	271-4589	State Agencies
NH Disaster Animal Response Team (DART)		Concord	271-7200	State Agencies
NH Electric Coop (local)		Intervale	356-5763	Electricity
NH Electric Coop (outage report)		Plymouth	800-343-6432	Electricity & Utilities
NH Emergency Operations Center	24-Hour Duty Officer	Concord	271-2231	Emergency Management
NH Emergency Operations Center	Non-Emergency	Concord	800-852-3792	Emergency Management

Business/Agency	Contact	Location	Phone	Category
NH Fish & Game		Concord	271-3421	Boats, Divers & State Agencies
NH Forest & Lands (mobile)		Concord	271-2214	Communications
NH Forests & Lands (DNCR) District 1 - Ranger 10	John Accardi	Lancaster	788-4157	State Agencies
NH Forests & Lands (DNCR) District 1 - Ranger 11	Jason Huter	Lancaster	788-4157	State Agencies
NH Forests & Lands (DNCR) District 1 - Ranger 12	Lu Perreault	Lancaster	788-4157	State Agencies
NH Forests & Lands (DNCR) District 2 - Ranger 20	Doug Miner	Concord	227-8734	State Agencies
NH Forests & Lands (DNCR) District 2 - Ranger 21	Matt Apgar	Concord	227-8733	State Agencies
NH Forests & Lands (DNCR) District 2 - Ranger 22	Adrian Reyes	Concord	271-2214	State Agencies
NH Forests & Lands (DNCR) District 3 - Ranger 30	Bryan Nowell	Concord	227-8730	State Agencies
NH Forests & Lands (DNCR) District 3 - Ranger 31	Thomas Trask	Concord	227-8737	State Agencies
NH Forests & Lands (DNCR) District 3 - Ranger 32	Mike Matson	Concord	227-8731	State Agencies
NH Forests & Lands (DNCR); Director	Brad Simpkins	Concord	271-2214	State Agencies
NH Homeland Security & Emergency Management	24-Hour Duty Officer	Concord	271-2231	Sand Bags & State Agencies
NH Marine Patrol		Gilford	293-2037	Boats
NH National Guard	Duty Officer	Concord	228-1135	Helicopters - EMS & SAR/Damage Assessment & Sand Bags
NH Public Works Mutual Aid		Durham	862-2826	State Agencies
NH State Fire Marshall		Concord	223-4289	State Agencies
NH State Police - Field Operations Bureau		Concord	223-3858	Bomb Disposal Unit, Dogs, Helicopters - SAR/Damage Assessment & State Agencies
NH State Police - Hazmat Response		Concord	800-346-4009	HazMat
North Colony Motel		Bartlett	374-6679	Lodging Facilities
North Conway Ambulance Service Assistant District Manager	Earl Kenniston	North Conway	630-7711	Ambulances
North Conway Ambulance Service District Manager	Dan Conger	North Conway	630-2115	Ambulances
North Conway Animal Hospital		North Conway	356-5538	Animal Care & Boarding
North Conway Disposal Services		Center Conway	356-2342	Rubbish Haulers & Dumpsters
North Conway Fire Rescue	Pat Preece	North Conway	356-5327 or 662-8180 cell	Boats, Fire Mutual Aid & Snowmobiles & ATVs
North Conway Water Precinct		North Conway	356-5382	Water Municipal Precincts
North Conway Water Precinct Superintendent	Jason Gagnon	North Conway	986-9921	Water Municipal Precincts

Business/Agency	Contact	Location	Phone	Category
North Country Life Flight		Saranac Lake, NY	518-891-6853	EMS & Medical
North Country Regional Public Health Network	Jennifer Frenette		259-3700	Public Health Networks
Northeast Snow Machine & ATV Rental		Gorham	800-458-1838	Snowmobiles & ATVs
Northern Extremes Snowmobiling	Pete Gagne	Bartlett	374-0934	Snowmobiles & ATVs
<b>O-T</b>				
Old Field House		Intervale	356-5478	Lodging Facilities
Orkin Pest Control		Portland, ME	877-688-7831	Exterminators
Osco		North Conway	356-5888	Pharmaceutical Supplies
Ossipee Aggregates		Ossipee	539-6820	Sand & Gravel
Ossipee Mountain Electronics	Craig Belcher	Moultonborough	800-639-5081 or 476-5581 cell	Radio Equipment, Rental & Maintenance
Our Lady of the Mountains		North Conway	356-2535	Churches & Clergy
Over All Crane Service		Conway	387-8987	Cranes & Riggings
Oxford County Sheriff's Office (Fryeburg Rescue Dispatch)		South Paris, ME	207-743-9554	Dispatch Centers
Paquette Welding		Conway	447-5651	Welders & Welding Equipment
Paris Farmer's Union		Redstone	356-5669	Animal Feed & Equipment
Patch's Market (gas, diesel, propane)		Glen	383-9742	Food & Fuel
PEG Channel 3		North Conway	356-8941	Television
Pemi Valley Search and Rescue Team	Allan Clark	Franconia	823-5748	Specialized Teams
Penske Truck Rental		Glen	383-8036	Truck Rental-U Haul Type Trucks
Penske Truck Rental		Ossipee	539-2661	Truck Rental-U Haul Type Trucks
Perry's Motel		Intervale	356-2214	Lodging Facilities
Pike Industries Headquarters		Belmont	527-5100	Jersey Barriers & Portable Light Towers
Poland Springs (Direct)		Poland, ME	866-592-0840	Water - Bottled & Bulk Potable
Porter Office Machines		North Conway	356-2222	Office Supplies, Technology, & Equipment
Presidential Pest Control		Conway	800-966-5568	Exterminators
Red Parka Pub		Glen	383-4344	Food
Redstone Fire Department	Neil Henry	Redstone	356-8800	Fire Mutual Aid
Redstone NAPA		Redstone	356-2442	Auto Parts & Service



Business/Agency	Contact	Location	Phone	Category
Reliable Crane Service		Laconia	524-2751	Cranes & Riggings
Rockingham County Sheriff		Brentwood	679-2241	County
Rowan Electric		Sandwich	284-6807	Generators, Service, & Repairs
RSD Transportation		White River, VT	802-291-9090	Refrigerated Trailers & Containers
Ryder Truck Rental		Manchester	669-0300	Refrigerated Trailers & Containers
Saco River Medical Group		Glen	383-3005	Hospitals
Saco Tree Works		Jackson	986-4096	Tree Removal Services
Sanel's Auto Parts		Conway	447-5100	Auto Parts & Service
SAU 9		Conway	447-8368	Busses & Schools
SAU 9 Transportation Office	Gretel Shaw	Conway	447-3626 or 986-0685	Busses
Schurman Electronics Inc.	Dave Schurman	Conway	447-3925 or 662-9305 cell	Radio Equipment, Rental & Maintenance
Seacoast Regional Public Health Network	Mary Cook		244-7311	Public Health Networks
Shaw's		Conway	356-5471	Food
South Central Regional Public Health Network	Garrett Simonsen		845-5539	Public Health Networks
Spectrum		Manchester	627-0042	Utilities
Staples		North Conway	356-0730	Office Supplies, Technology, & Equipment
Stewart's Ambulance Service		Meredith	279-5901	Ambulances
Stonehearth Open Learning Opportunities (SOLO)		Conway	447-6711	EMS & Medical
Strafford County Regional Public Health Network	Dave Hutchinson		516-2562	Public Health Networks
Strafford County Sheriff		Dover	742-4960	County
Stratham Tire		Ossipee	297-9100	Tires & Tire Repairs
Sullivan County Sheriff		Newport	863-4200	County
Sunrise Shack		Glen	383-7169	Food
Swiss Chalets		Intervale	356-2232	Lodging Facilities
Tamworth Fire Department	Richard Colcord	Tamworth	323-8874	Fire Mutual Aid
Taylor Rental Center		Concord	224-1931	Tent Rental
Tents R Us		Center Conway	539-1022	Tent Rental

Business/Agency	Contact	Location	Phone	Category
Tentsmiths		Conway	447-2344	Tent Rental
The New England Inn & Lodge		Intervale	356-5541	Lodging Facilities
Tim DePietro Electric	Tim DePietro	North Conway	356-2248	Contractors
Town of Bartlett, NH-Selectmen's Office			356-2950	Towns
Town of Carroll, NH-Selectmen's Office			846-5754	Towns
Town of Conway, NH-Selectmen's Office			447-3811	Towns
Town of Fryeburg, ME-Selectmen's Office			207-935-2805	Towns
Town of Hart's Location, NH-Selectmen's Office			374-6397	Towns
Town of Jackson, NH-Selectmen's Office			383-4223	Towns
Town of Madison, NH-Selectmen's Office			367-4332	Towns
Town of Tamworth, NH-Selectmen's Office			323-7525	Towns
Tree Surgeons of NH			476-5445	Tree Removal Services
True North Veterinarian		Bartlett	374-5130	Animal Care & Boarding
Tuckerman's Tavern		Intervale	356-5542	Food
Twin Mountain Fire Rescue	Jeremy Oleson	Carroll	846-5545 or 616-2510 cell	Ambulances & Fire Mutual Aid
Two Paws Up		Tamworth	539-6266	Animal Kennels
<b>U-Z</b>				
U-Haul		Center Conway	356-7189	Truck Rental-U Haul Type Trucks
Union Leader		Manchester	668-4321	Print Media
United Rental		Hooksett	622-1152	Barricades, Portable Light Towers & Traffic Control Device Rental
United States Coast Guard		New Castle	436-4415	Boats & Helicopters - SAR/Damage Assessment
Upper Valley Regional Public Health Network			653-6859	Public Health Networks
Upper Valley Wilderness Response Team	Scott Carpenter	Hanover	802-747-2239	Specialized Teams
US Army Corp of Engineers		Hanover	646-4100	Engineers & Sang Bags
US Border Patrol			877-227-5511	Helicopters - SAR/Damage Assessment
US Coast Guard - Coastal Oil Spills		Portland, ME	207-780-3251	HazMat
US EPA - 24-Hour Emergency inland spills response		Boston, MA	617-918-1111	HazMat

Business/Agency	Contact	Location	Phone	Category
Valladares Transportation & Repair		Madison	447-2101	Tires & Tire Repair & Towing & Vehicle Recovery
Valley Ice		Bartlett	374-6650	Ice
Veno Electric Inc.		North Conway	356-3630	Contractors
Verizon - State & Local Government Sales			877-288-9473	Utilities
Vermont National Guard	Duty Officer	Colchester, VT	802-338-3493	Helicopters - SAR/Damage Assessment
Village Taxi		North Conway	356-3602	Taxis
Villager Motel		Bartlett	374-2742	Lodging Facilities
Volunteer NH		Concord	271-7203	Volunteer Organizations
VT State Police - Bomb Squad		Waterbury, VT	802-244-7345	Bomb Disposal Unit
VT State Police - Canine Teams		St. Johnsbury, VT	802-748-3111	Dogs
Walgreens		North Conway	356-8031	Pharmaceutical Supplies
Walmart		North Conway	356-0130	Animal Feed & Equipment, Blankets, Clothing & Office Supplies, Technology & Equipment
Walmart Pharmacy		North Conway	356-3170	Pharmaceutical Supplies
Waltham Pest Services		Scarborough, ME	888-970-5170	Exterminators
Waste Management		Londonderry	437-3317	Rubbish Haulers & Dumpsters
WCSH Channel 6		Portland	207-942-4821	Television
WGME Channel 13		Portland	207-797-1313	Television
White Mountain ATV Rentals		Gorham	466-5211	Snowmobiles & ATVs/UTVs
White Mountain Kennels		Sandwich	284-7108	Animal Kennels
White Mountain Lumber		Berlin	752-5860	Building Materials & Equipment
White Mountain Nation Forest	24-hour report line	Plymouth	536-6208	Federal Agencies
White Mountain Nation Forest	Saco Ranger Station	Conway	447-5448	Federal Agencies
White Mountain National Forest District Fire Technician	John Neely	Woodstock	726-6264	Federal Agencies
White Mountain National Forest Fire Man Officer	Chase Marshall	Conway	986-2736	Federal Agencies
White Mountain Oil & Propane (gas, diesel, heating oil, kerosene, propane)		North Conway	356-6836	Fuel
White Mountain Transit		Center Conway	800-310-9900	Busses
WHOM		Mount Washington	800-442-4794	Radio Stations

Business/Agency	Contact	Location	Phone	Category
Willow Run Bed, Bath, & Biscuit		Belgrade, ME	447-3435	Animal Kennels
Will's Inn		Glen	383-6757	Lodging Facilities
Winnepesaukee Regional Public Health Network	Susan Laverak		528-2145	Public Health Networks
WMTW Channel 8		Portland	800-248-6397	Television
WMUR Channel 9		Manchester	603-669-9999	Television
WMWV		Conway	356-9930	Radio Stations
WOKQ		Dover	356-7500	Radio Stations
WPOR		Portland	207-774-4561	Radio Stations

## CHAPTER 9 – ADMINISTRATIVE DOCUMENTS & REFERENCE MATERIALS

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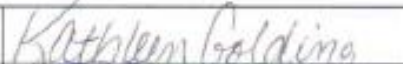

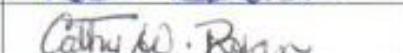

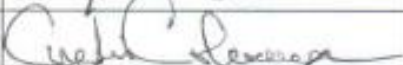




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**ADMINISTRATIVE DOCUMENTS**

**RECORD OF REVISIONS & CHANGES**

Albany Emergency Operations Plan (16 ESF format): 2012  
 Albany Emergency Operations Plan (This Plan; 15 ESF Format): 2019

**SIGNATORIES TO THE ALBANY EMERGENCY OPERATIONS PLAN**

Name	Position	Signature
The signatures below indicate the signee has read the Albany Emergency Operations Plan 2019 and understands his/her responsibilities as outlined in the Plan. (L) = Lead Agency		
Kathleen Goulding	Town Administrator	
Rick Hiland	Board of Selectmen - Chair	
Cathy Ryan	Board of Selectmen	
Joe Ferris	Board of Selectmen	
Curtis Coleman	Road Agent	
Peter Carboni	Building Permit Administrator	
Kelly Robitaille	Health Officer	
Steve Solomon	Conway Fire Rescue Chief	
Domenic Richardi	Carroll County Sheriff	

\*Signatures are scanned-original signatures on file.

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**STATEMENT OF ADOPTION – ALBANY**

This publication of the Albany, 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, town and mutual aid resources and to provide needed assistance and relief to disaster victims and the Community at large. As no town has the resources to manage a major emergency without outside assistance, this Plan represents the Albany’s best intentions to deal with disaster within the framework of town and statewide coordination.

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

**Statement of Adoption for the Town of Albany:**

Adopted, this day the 10<sup>th</sup> of July, 2019

Chairman of the Board of Selectmen

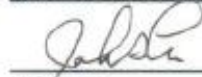


Signature

Richard Hiland

Print Name

Member of the Board of Selectmen



Signature

Joseph Ferris

Print Name

Member of the Board of Selectmen



Signature

Cathy Ryan

Print Name

\*The Selectboard is the acting EMD for the Town of Albany

*\*Signatures are scanned-original signatures on file.*

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**NIMS RESOLUTION - ALBANY**

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

WHEREAS; Emergency response to critical incidents, whether natural or human-caused, 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 10<sup>th</sup> of July, 2019

Chairman of the Board of Selectmen



Signature

Richard Hiland

Print Name

Member of the Board of Selectmen

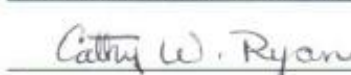


Signature

Joseph Ferris

Print Name

Member of the Board of Selectmen



Signature

Cathy Ryan

Print Name

\*The Selectboard is the acting EMD for the Town of Albany

\*Signatures are scanned-original signatures on file.

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**ANNUAL REVIEW YEAR ONE**

The Town of Albany, NH shall execute this page annually by the members of the governing body.

Albany, NH  
Emergency Operations Plan

Date \_\_\_\_\_

**Reviewed and Approved by the Emergency Management Director**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Emergency Management Director*

**Concurrence of Approval by the Town Administrator**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Town Administrator*

**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 REVIEW YEAR TWO**

The Town of Albany, NH shall execute this page annually by the members of the governing body.

Albany, NH  
Emergency Operations Plan

Date \_\_\_\_\_

**Reviewed and Approved by the Emergency Management Director**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Emergency Management Director*

**Concurrence of Approval by the Town Administrator**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Town Administrator*

**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 REVIEW YEAR THREE**

The Town of Albany, NH shall execute this page annually by the members of the governing body.

Albany, NH  
Emergency Operations Plan

Date \_\_\_\_\_

**Reviewed and Approved by the Emergency Management Director**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Emergency Management Director*

**Concurrence of Approval by the Town Administrator**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Town Administrator*

**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 REVIEW YEAR FOUR**

The Town of Albany, NH shall execute this page annually by the members of the governing body.

Albany, NH  
Emergency Operations Plan

**Date** \_\_\_\_\_

**Reviewed and Approved by the Emergency Management Director**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Emergency Management Director*

**Concurrence of Approval by the Town Administrator**

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_  
*Town Administrator*

**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**

**TOWN STATISTICS**

<b>Town Statistics</b>				
<b>Census Population Data</b>	<b>2010</b>	<b>2000</b>	<b>1990</b>	<b>1980</b>
<b>Albany, NH - Census Population Data</b>	<b>735</b>	<b>661</b>	<b>538</b>	<b>383</b>
<b>Carroll County</b>	<b>47,818</b>	<b>43,918</b>	<b>35,526</b>	<b>27,929</b>
Growth Rate 1980-2010	91.91%			
<i>Estimated Population 2016 (ACS 2012-2016)</i>	723			
<i>Elderly Population-% over 65 (ACS 2012-2016)</i>	16.4%			
<i>Median Age (ACS 2012-2016)</i>	42.8			
<i>Median Household Income (ACS 2012-2016)</i>	\$55,357			
<i>Individuals below the poverty level (ACS 2012-2016)</i>	16.9%			
<i>Change in Population-Summer (%)</i>	300% (or more depending on several factors)			
<i>Change in Population-Winter</i>	0%			
<b>Housing Statistics (2010 Census)</b>				
<i>Total Housing Units</i>	560			
<i>Occupied Housing Units</i>	318			
<i>Owner Occupied Units</i>	253			
<i>Renter Occupied</i>	65			
<i>Vacant Housing Units</i>	242 (223 for Seasonal, Recreational or Occasional Use)			
<i>Assessed Structure Value (2018-MS1)</i>	<b>Structure Value</b>	<b>1% Potential Damage</b>	<b>5% Potential Damage</b>	
<i>Residential Buildings</i>	\$59,505,700	\$595,057	\$2,975,285	
<i>Manufactured Housing</i>	\$1,956,400	\$19,564	\$97,820	
<i>Commercial Buildings</i>	\$10,412,600	\$104,126	\$520,630	
<i>Tax Exempt Buildings</i>	\$1,472,500	\$14,725	\$73,625	
<i>Utilities</i>	\$0	\$0	\$0	
<i>Total</i>	\$73,347,200	\$733,472	\$3,667,360	
<b>Potential damage assessment based on damage to 1% or 5% of structures due to natural disaster or emergency</b>				
<b>Regional Coordination</b>				
<i>County</i>	Carroll			
<i>Tourism Region</i>	White Mountains			
<b>Municipal Services &amp; Government</b>				
<i>Town Administrator</i>	Yes			
<i>Board of Selectmen</i>	Yes; elected (three member)			
<i>Planning Board</i>	Yes; appointed			
<i>School Board</i>	Yes; elected			
<i>Zoning Board of Adjustment</i>	Yes; appointed			
<i>Conservation Commission</i>	Yes; appointed			

Town Statistics	
<i>Master Plan</i>	Yes; 2014
<i>Emergency Operation Plan (EOP)</i>	Yes; 2012
<i>Hazard Mitigation Plan (HMP)</i>	Yes; 2017
<i>Zoning Ordinance</i>	Yes; Adopted 1982, Amended 2018
<i>Subdivision Regulations</i>	Yes; Adopted 1981, Amended 2018
<i>Site Plan Regulations</i>	Yes; Amended 2017
<i>Capital Improvement Plan</i>	Yes; reviewed annually
<i>Capital Reserve Funds</i>	Yes
<i>Building Permits Required</i>	Yes
<i>Town Web Site</i>	Yes; www.albanynh.org
<i>Floodplain Ordinance</i>	Adopted, March 9, 1993; Amended 3/13/12
<i>Member of NFIP</i>	1-Mar-95
<i>Flood Insurance Rate Maps (DFIRMS)</i>	19-Mar-13
<i>Flood Insurance Rate Study (FIS)</i>	19-Mar-13
Percent of Local Assessed Valuation by Property Type (NH Department of Revenue, 2016)	
<i>Residential Buildings</i>	84.5%
<i>Commercial Land &amp; Buildings</i>	12.8%
<i>Other (including Utilities)</i>	2.6%
Emergency Services	
<i>Town Emergency Warning System(s)</i>	Emergency Notification System (NH ENS)
<i>School Emergency Warning System(s)</i>	School Messenger Communicate
<i>Emergency Page</i>	No
<i>Facebook Page(s)</i>	Yes; Town
<i>ListServ</i>	No
<i>Local Newspapers</i>	Conway Daily Sun
<i>Local TV Stations</i>	WMUR channel 9; Channel 6 WCSH, Portland; Channel 3-Public TV (cable only Valley Vision)
<i>Local Radio</i>	WMWV, 93.5 & 95.3; 104.5 Magic (both Conway)
<i>Police Department</i>	No; Carroll County Sheriff (contracted) & NH State Police
<i>Police Dispatch</i>	Carroll County Dispatch
<i>Police Mutual Aid</i>	By mandate
<i>Animal Control Officer</i>	Yes
<i>Fire Department</i>	No; Conway Fire Rescue
<i>Fire Dispatch</i>	Carroll County Dispatch
<i>Fire Mutual Aid</i>	Conway Fire Department - Ossipee Valley Mutual Aid & Mt. Washington Valley Mutual Aid
<i>Fire Stations</i>	No
<i>Fire Warden</i>	Yes
<i>Emergency Medical Services</i>	Conway Fire Rescue
<i>EMS Dispatch</i>	Carroll County Dispatch

Town Statistics	
<i>Emergency Medical Transportation</i>	Conway Fire Rescue
<i>HazMat Team</i>	Carroll County HazMat Team
<i>Established EMD</i>	No (Board of Selectmen)
<i>Established Deputy EMD</i>	No
<i>Public Health Network</i>	Carroll County Coalition for Public Health
<i>Health Officer</i>	Yes
<i>Code Enforcement Officer</i>	Yes
<i>Established Public Information Officer (PIO)</i>	No
<i>Nearest Hospital(s)</i>	Memorial Hospital, North Conway (11 miles, 25 beds)
<i>Local Humane Society or Veterinarians</i>	Conway Humane Society; North Country Animal Hospital; Conway Veterinarian; MWV Mobile Veterinarian Clinic
<i>Primary EOC</i>	Town Office Conference Room (generator)
<i>Secondary EOC</i>	Town Hall Meeting Room
<i>Primary Shelter</i>	Town Hall Meeting Room
<i>Secondary Shelter</i>	None
Utilities	
<i>Highway Department</i>	No; Contracted Road Agent
<i>Road Agent Dispatch</i>	Carroll County Dispatch
<i>Town Sewer</i>	Private Septic (all but two facilities)
<i>Local Roads</i>	19.76 total miles; 13.25 paved, 6.51 gravel
<i>Public Works Mutual Aid</i>	No
<i>Water Supply</i>	Private Wells; small private water systems; some Albany residents on Conway Village Water
<i>Waste Water Treatment Plant</i>	No
<i>Electric Supplier</i>	Eversource
<i>Natural Gas Supplier</i>	None
<i>Cellular Telephone Access</i>	Yes
<i>High Speed Internet</i>	Yes
<i>Telephone Company</i>	Consolidated Communications (formerly Fairpoint) & Spectrum
Transportation	
<i>Primary Evacuation Routes</i>	State Routes; 16, 112 & 113
<i>Secondary Evacuation Routes</i>	None
<i>Nearest Interstate</i>	I-93, Exits 23 & 32 (35 miles)
<i>Nearest Airstrips</i>	Eastern Slopes, Fryeburg, ME (4,200 ft. Asphalt runway)
	Moultonborough Airport, Moultonborough (3,475 ft. Asphalt runway)
<i>Nearest Commercial Airport(s)</i>	Portland (ME) International (62 miles, 13 airlines)
	Manchester-Boston Regional (89 miles, 13 airlines)
<i>Public Transportation</i>	Blue Loon (Tri-County Cap) on request, Concord Trailways
<i>Railroad</i>	No

Town Statistics		
<b>Education &amp; Childcare</b>		
<i>Elementary/Middle School/High School</i>	Grades K-12 tuitioned to Conway	
<i>School Administrative Unit</i>	SAU 9	
<i>Childcare Facilities</i>	0 facilities, 0 capacity	
<b>Conserved Land as a Percent of Land in the Community (GIS Analysis)</b>		
	<b>Square Miles</b>	<b>Percent of Town Land</b>
<i>Approximate Square Miles in Community</i>	75.7	100.0%
<i>Approximate Non-Conserved Land</i>	9.6	12.7%
<i>Approximate Total Conserved Land</i>	66.1	87.3%
<i>Approximate Federal Owned Land</i>	65.0	85.8%
<i>Approximate State Owned Land</i>	0.3	0.4%
<i>Approximate State Municipal/County Land</i>	0.2	0.3%
<i>Approximate Private Land</i>	0.6	0.8%
<b>Fire Statistics (NH Division of Forests &amp; Lands &amp; the Town of Albany)</b>		
<i>Albany Wildfire Fire Calls (2016-2018)</i>	2016 (330 acres); nothing over 5 acres in 2017 & 2018	
<i>Carroll County Fire Statistics (2017)</i>	8 fires, 1 acre	
<i>State Forest Fires FY (2017)</i>	64 fires, 107 acres	
<i>Information found in Table 2.1, unless otherwise noted, was derived from the Economic &amp; Labor Market Information Bureau, NH Employment Security, March 2017. Community Response Received 6/01/2017;  <a href="http://www.nhes.nh.gov/elmi/products/cp/profiles-htm/albany.htm">http://www.nhes.nh.gov/elmi/products/cp/profiles-htm/albany.htm</a></i>		



## 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 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 functional 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 Conway Fire Rescue for fire surveillance.
- Systems that can verify and credential volunteers.
- Provisions to ensure proper food inspection, safety and serving as well as lists of resources and contacts that will help ensure 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*
  - *Clip boards*
  - *Flash lights*
  - *Scissors, staplers*
  - *Registration materials (i.e. file cards, Red Cross registration forms)*
  - *Snacks-coffee, tea, cookies, (rotate every six months)*
  - *ID badges*
  - *Tape (painter’s tape and duct tape)*
  - *Toiletries (items such as diapers, toilet paper, waterless sanitizer, sanitary napkins, etc.)*
  - *Flip chart*
  - *Whistle*
  - *Magic markers, colored pens, pencils, pens, paper*
  - *Trash bags, (plastic)*
  - *Cleaning supplies (all-purpose cleaner)*
  - *Battery operated radios & batteries*
  - *Gloves*

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.

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
  
- **General characteristics that a shelter should have**
  - Adequate sleeping space
  - Sufficient restrooms for the population housed
  - Adequate climate control system
  - A kitchen/ dining area
  - Shower facilities
  - Telephone service
  - Adequate parking
  - Emergency backup power
  - Handicap accessibility

For health reasons, shelters operated by American Red Cross and most other organized volunteer groups do not allow pets, unless these pets are designated service animals. However 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 #6, Mass Care, Housing & Human Services*, addresses this issue in more detail.

## TERRORISM DEFINITIONS

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. Weapons of Mass Destruction are described in law as:

#### INCENDIARY/EXPLOSIVES

The easiest WMD to obtain and use is 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).

### 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.

### 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.

### 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.

### 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.

### 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.

**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
DBHRT	Disaster Behavioral Health Response Team
DEMD	Deputy Emergency Management Director
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
DNCR	Department of Natural & Cultural Resources
DOD	Department of Defense
DOE	Department of Energy
DOJ	Department of Justice
DOT	Department of Transportation
DPP	Domestic Preparedness Program
DPW	Department of Public Works
DRC	Disaster Recovery Center
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
FIRM	Flood Insurance Rate Map
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)

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HazMat .....	Hazardous Material(s)
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)
OSI .....	Office of Strategic Initiatives
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 (Also SitRep)
SLG .....	State and Local Guide
SOG.....	Standard Operating Guide
SOP .....	Standard Operating Procedure
SNS .....	Strategic National Stockpile
UC .....	Unified Command
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
WMD-CST .....	WMD Civil Support Team



## 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.

**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.

**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.

**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.

**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.

**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* 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 American Red Cross to collect, receive and report information about the status of victims and assist families with reunification.

**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/human-caused emergencies or disasters at national, state or local levels.

**Emergency Management Director/Coordinator (EMD)** – The individual who is directly responsible on a day-to-day basis for the jurisdictions 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 Response Team (ERT)** – FEMA group, composed of a headquarters element and a regional element that is deployed, 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 local, 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 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 the Emergency Operations Plan.

**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.).

**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.

**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 hazard 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.

**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 a 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.

**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 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 or human-caused disaster.

**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 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 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 human-caused 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.

**Lead Agency** – The Lead Agency is an agency, organization or group designated as an ESF Lead Agency serve 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-Lead” agencies.

**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 and disseminating all information 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, undesignated or unsolicited goods such as food, water, clothes and building supplies.

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

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

**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 Guidelines (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.

**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.

**Strategic National Stockpile (SNS)** – The United States national repository of antibiotics, vaccines, chemical antidotes, antitoxins and other critical medical equipment and supplies.

**Support Agency** – An agency, organization or group that provides an essential function or service critical to the ESF.

**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 US territories without foreign direction and whose acts are directed at elements of the U.S. government or population.

**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.

**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; 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.

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**AUTHORITY OF EMERGENCY RESPONSE AGENCIES**

Position/Agency	Authorities	Authority
Governor	★ Delegation of Authority to HSEM 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 Natural & Cultural Resources (DNCR)	★ 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.	
Emergency Management	★ Request for Regional Law Enforcement Assistance.	NESPAC
	★ 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, Firewards, 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	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>		

**EMERGENCY MANAGEMENT STATUTES – CHAPTER 21P**

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 human-caused 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.

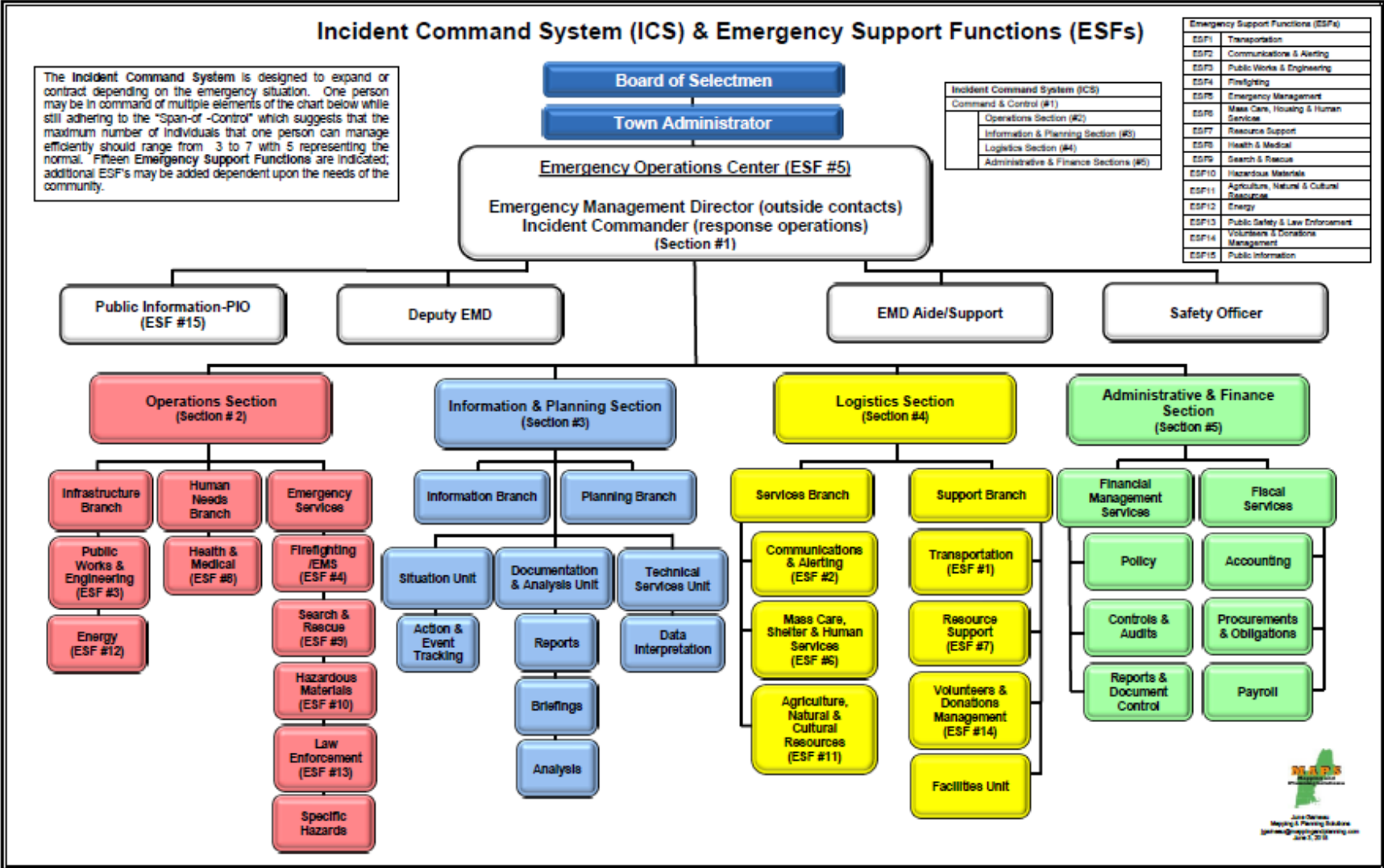
**Section 21-P: 47 Penalty**

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 and Emergency Management**
- **21-P:36-a Assistant Director of the Division of Homeland Security and 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) CHART



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## CHAPTER 10 – ICS & OTHER FORMS

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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: _____					
<b>ICS 203</b>	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>							





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**OTHER FORMS**

**DAILY SHELTER REPORT - ALBANY**

**DAILY SHELTER REPORT**  
*Town of Albany*

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: \_\_\_\_\_ Date: \_\_\_\_\_

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**VOLUNTEER REGISTRATION FORM - ALBANY**

**VOLUNTEER REGISTRATION  
EMERGENCY OPERATIONS PROGRAM**

*Town of Albany*

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

\_\_\_\_\_  
\_\_\_\_\_

Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

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**FUNCTIONAL NEEDS FORM**

**Town of Albany**

**Do you require assistance in an emergency?** Filling out this form could provide emergency responders with valuable information that can help them better assist you at the time of an emergency.

Please fill out and return this form to \_\_\_\_\_ as soon as possible. If someone you know requires assistance during an emergency, please urge them to complete and return this form. This form should be filled out each year to keep our records up-to-date.

*This information will be kept confidential and is for local official use only. This information is being requested on a **volunteer** basis and is for informational purposes for town officials and emergency responders if needed. Submitting this form **does not represent a guarantee** of services based on specific needs, but may serve as a useful document at the time of an emergency. It is the responsibility of the person submitting this form to update this information.*

<p><b>Yes/I am the person who will need assistance during an emergency:</b></p> <p>Name: _____</p> <p>Address: _____</p> <p>City/State/Zip: _____</p> <p>Phone (Home): _____</p> <p>Phone (Cell): _____</p> <p>Email: _____</p>	<p><b>Relative/person we can notify to assist you in an emergency:</b></p> <p>Name: _____</p> <p>Address: _____</p> <p>City/State/Zip: _____</p> <p>Phone (Home): _____</p> <p>Phone (Cell): _____</p> <p>Phone (Work): _____</p>
---	---

**Please mark an “X” in EACH box that applies to your needs:**

**Mobility & Transportation Issues**

- I have significant mobility issues
- I must use a wheelchair to get around
- I must use a walker/cane to get around
- I will need special assistance to evacuate my home as I am a person of size
- I will need wheelchair accessible transportation to successfully evacuate
- I will need an ambulance to successfully evacuate

**Medical Issues**

- I require the use of oxygen
- I have hearing difficulties; my TTY number is \_\_\_\_\_
- I have special dietary needs

**Other**

- I do not speak English
- I have a service animal; he/she is a \_\_\_\_\_ and weighs \_\_\_\_\_ pounds

Signature of person needing assistance \_\_\_\_\_ Date \_\_\_\_\_

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**AMERICAN RED CROSS SAFE & 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.

<b>ARC Instructions for Using Form</b>			
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.			
<b>CLIENT INFORMATION</b>			
FIRST NAME (N/A IF REGISTERING AS AN ORGANIZATION)		LAST NAME (OR ORGANIZATION NAME)	
EMAIL ADDRESS (SUGGESTED)		DATE OF BIRTH (SUGGESTED)	
<b>PRE-DISASTER HOME INFORMATION</b>			
PRIMARY PHONE	WORK PHONE (SUGGESTED)	OTHER PHONE (SUGGESTED)	
HOME ADDRESS	CITY	STATE	ZIP
<b>BEST CURRENT CONTACT INFORMATION</b>			
ADDRESS	CITY	STATE	ZIP
<b>SAFE AND WELL MESSAGES</b>			
(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	
<b>CUSTOM MESSAGE</b>			
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.			
_____ _____ _____			
<b>For ARC Use Only</b>			
Date and Time Entered	DRO Number /Location	Print Name or Enter DSHR No.	

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**The Town of Albany**

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Board of Selectmen  
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*Albany Covered Bridge*

*Photo Credit: <http://www.bobgrantphotography.com/2011/05/10/albany-new-hampshire-covered-bridge/>*

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