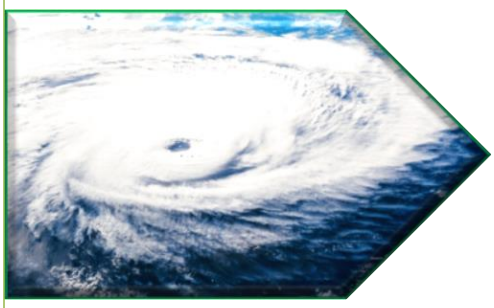


2021

# RAYMOND EMERGENCY OPERATIONS PLAN

August 30, 2021

**THE OWNER OF THIS COPY OF THE PLAN IS:**

**Name**

_____

**Title**

*Cover Photos: Photos taken from ICS Training Manual; FEMA and other HSEM and FEMA websites*

# RAYMOND
# EMERGENCY OPERATIONS PLAN – 2021

## General Table of Contents

ACKNOWLEDGEMENTS ..... 5
CHAPTER 1 – INTRODUCTION ..... 7
CHAPTER 2 – CRITICAL INFRASTRUCTURE & KEY RESOURCES & HAZARD ANALYSIS ..... 17
CHAPTER 3 – CONCEPT OF OPERATIONS ..... 25
CHAPTER 4 – ADMINISTRATIVE & FINANCE ..... 35
CHAPTER 5 – GENERAL RESPONSIBILITIES & EMERGENCY SUPPORT FUNCTIONS ..... 43
CHAPTER 6 – RESOURCE INVENTORY ..... 167
CHAPTER 7 – ADMINISTRATIVE DOCUMENTS & REFERENCE MATERIALS ..... 173
CHAPTER 8 – FORMS ..... 213
ADDENDUM – SUPPORT DOCUMENTS ..... 225

PAGE INTENTIONALLY LEFT BLANK

# ACKNOWLEDGEMENTS

**This plan is an updated plan to reflect the 18 ESF format of the 2019 state EOP plan.**

**Approval Notification Dates for 2021**

NIMS resolution ..... August 31, 2021
Adoption by the town ..... August 30, 2021

**Raymond Emergency Operations Planning Team**

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

- Steve Brewer .....Director of Public Works
- Joseph Ilsley .....Town Manager
- Craig Sykes .....DPW Superintendent
- Michael Labell.....Police Chief
- Chad Shevlin .....Police Lieutenant
- Jason Grant .....Deputy Fire Chief
- Paul Hammond.....Fire Chief/EMD
- Jackson Crosby .....Deputy Health Officer
- Julie Jenks .....Finance Director
- Christina McCarthy ....Planning Technician
- Deborah Intonti .....Executive Assistant
- George Plante.....Select Board - Chair
- Heather Dunkerley .....NH-HSEM
- Residents of Raymond

Many thanks for the hard work and effort given by every one of you. This plan would not exist without your knowledge and experience. The Town of Raymond 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**:

DPW ..... Department of Public Works
EMD..... Emergency Management Director
HSEM .....Homeland Security & Emergency Management

***For more acronyms and abbreviations, see Chapter 7***

PAGE INTENTIONALLY LEFT BLANK

# CHAPTER 1 – INTRODUCTION

## Table of Contents

FOREWORD ..... 9
EMERGENCY OPERATIONS PLAN (EOP) DEFINITION ..... 10
EOP PURPOSE ..... 10
EOP SCOPE ..... 11
THE EOP AND NIMS & ICS ..... 11
EOP STRUCTURE ..... 12
SITUATION ..... 13
***Town Government ..... 13***
***The Town ..... 13***
***Demographics & Housing ..... 13***
***Education & Child Care ..... 13***
***Natural Features ..... 13***
***Transportation ..... 14***
***Situation Summary ..... 14***
PLANNING ASSUMPTIONS ..... 14

PAGE INTENTIONALLY LEFT BLANK

## *FOREWORD*

The **Raymond Emergency Operations Plan (EOP)** establishes a framework for local government to assist expeditiously to save lives and protect property in a disaster. The Town of Raymond appreciates the continuing cooperation and support from all the departments and agencies and the volunteer and private organizations that have contributed to this plan's development and publication.

The plan outlines the planning assumptions, policies, concept of operations, organizational structures and specific assignments of responsibilities 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:

Raymond Emergency Operations Plan 2021 .....the plan or this plan
Raymond.....the Town
Emergency Operations Center .....the EOC
Emergency Operations Center Director .....the EOC Director
Emergency Management Director .....the EMD
Emergency Management Working Group .....the EMWG
NH Homeland Security & Emergency Management .....HSEM
Federal Emergency Management Agency .....FEMA

**This plan addresses one jurisdiction, the Town of Raymond, NH.**

## EMERGENCY OPERATIONS PLAN (EOP) DEFINITION

The Raymond, 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 that would affect the population or property within the town. The EOP is applicable to full spectrum response and can be employed during any phase of emergency operations. Examples include but are not limited 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 or actual emergencies. 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., Information Fusion, Logistics & Resident Support, Finance & Contracts, Operations Support, Public Information and Legal Support etc.). Each ESF is assigned a Lead or Co-Lead Agency, 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 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 responsible for performing the function. Standard operating procedures, Emergency Action Plans (EAPs) 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 emergencies. Secondary to this is to make each organization and department aware of its responsibility in all-hazard emergency operations. Upon being implemented by the Town of Raymond, this plan will provide the basis for coordinating protective actions before, during and after any disaster. The EOP is designed to:

- Identify planning assumptions, assess hazard potentials and develop policies.
  - In the Town of Raymond, these actions are conducted by the Town of Raymond Emergency Management Working Group (EMWG)

- Establish a concept of operations built upon interagency coordination 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.

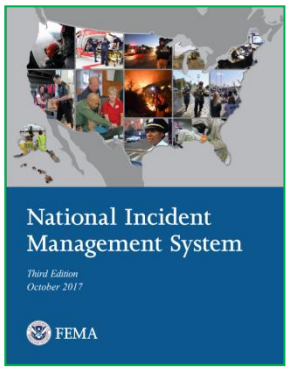
- Comprises all local departments and agencies assigned one or more functions, activities, or tasks to provide response and recovery activities supporting local operations during an emergency or disaster.

- Describes department and agency assignments based on their day-to-day responsibilities, statutory/legislative requirements, 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 response and provide a means to coordinate the efforts of individual agencies as they work toward the common goal of stabilizing the incident and protecting life and property.

The command function is directed by the Incident Commander (IC), who is the person in charge of the incident and who must be fully qualified to manage the response. The Incident Command System and the Emergency Operation Center (EOC), directed by the EOC Director, 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 October 2017. The Raymond EOP establishes the essential 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 assisting. 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 assesses 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, Emergency Support Functions (ESFs),*** delineates Lead, 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 5. In Raymond, ESFs are streamlined into localized executable EOC model and delivering the capabilities and function of the each ESF identified below:

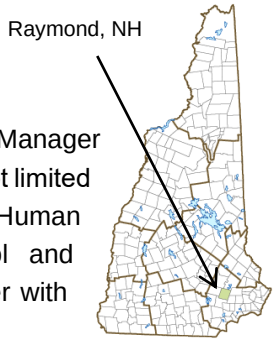
  ***ESF #1:*** *Transportation*
  ***ESF #2:*** *Communications & Alerting*
  ***ESF #3:*** *Public Works & Engineering*
  ***ESF #4:*** *Firefighting*
  ***ESF #5****: Emergency Management*
  ***ESF #6:*** *Mass Care, Housing & Human Services*
  ***ESF #7:*** *Resource Support*
  ***ESF #8:*** *Health & 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 6, Resource Inventory List,*** provides a categorical and alphabetical list of resources available to the Emergency Management Director (EMD) and other emergency responders.

- ***Chapter 7, Administrative Documents & Reference Materials,*** serves as points of reference and information and includes a 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 8, Forms,*** includes commonly used ICS forms and other forms as requested by the town.

## *SITUATION*




### TOWN GOVERNMENT

A five-member Selectboard governs the Town of Raymond with a Town Manager overseeing the day-to-day operations. The town's departments include, but are not limited to; Police, Fire, Public Works, Community Development, Recreation, Finance, Human Resources, Raymond Public Television, Library, Planning, Zoning, School and Conservation. The largest employer in Raymond is Walmart Distribution Center with 800+ employees followed by Hannaford Brothers with 150+ employees.

### THE TOWN

Raymond is a beautiful community located in Rockingham County in the southeast part of New Hampshire. Raymond is bordered to the north by Nottingham and Deerfield, to the east by Epping and Fremont, to the south by Chester and the west by Candia. Raymond is located in the Merrimack Valley tourism region.

### DEMOGRAPHICS & HOUSING

Over the last 30 years, the population of Raymond has increased drastically; the population change from 1980 (5,453) to 2010 (10,138) showed an increase of 4,685 individuals according to US Census 2010. This increase represents a growth rate of approximately 85.92%. Raymond's population in 2019 was estimated to be 10,529 showing another slight increase since 2010.[1]

The American Community Survey (2015-2019) also estimates 4,281 housing units, most of which are single-family (3,015). Multiple-family structures total 642, and mobile homes and other housing units total 624. The median household income is estimated to be $76,234, and the median age is 42.1 years.

### EDUCATION & CHILD CARE

Raymond students in grades K-4 attend Lamprey River Elementary School. Students in grades 5-8 attend Iber Holmes Gove Middle School and students in grades 9-12 attend Raymond High School. There are no private schools or college/universities in the town, however there are three child care facilities with a capacity of 120 according to DHHS-Bureau of Child Care Licensing.

### NATURAL FEATURES

The Town of Raymond covers approximately 28.8 square miles of land area and 0.8 square miles of inland water. The community is dominated by the woods and hills of southern New Hampshire. The highest peak is Dumplingtown hill at 625' above sea level. The lowest elevation in town is around 200' above sea level.

Vegetation in Raymond is typical of northern New England including both deciduous and conifer forests, open fields, swamp and riverine areas. The terrain lends itself to an abundance of small ponds, streams and rivers, most notably Onway Lake, Governors Lake, Dead Pond and the Lamprey River.

[1] Economic & Labor Market Information Bureau, NH Employment Security, January 2021. Community Response 6/17/2019.

### TRANSPORTATION

There are five major roadways which run through Raymond; NH Routes 27, 101, 102, 107 and 156. NH Routes 27 and 101 basically parallel each other east and west traveling from Candia in the west to Epping in the east. NH route 102 travels from Chester into the southeast corner of Raymond where it intersects with Route 107. NH Route 107 travels from Fremont in the southeast corner of Raymond, northward until intersecting and running with Route 27 then veering north into Deerfield. NH Route 156 travel south into Raymond from Nottingham in the northeast corner of the town. Other smaller and less travelled roadways lend access to other areas of the town. All roadways in Raymond 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 that 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, the 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 to save lives, relieve human suffering, sustain survivors, protect property and repair essential facilities.

## *PLANNING ASSUMPTIONS*

An emergency or disaster can occur in Raymond 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 many emergencies may directly produce severe consequences, and the varying degrees of impact will affect the response. Hence, the following assumptions are valid:

- In conjunction with the state, the town 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 many casualties or widespread 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, including mutual aid and may request assistance from the next higher level of government, if required (i.e., municipality to the state and the state to the 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 ordinarily available from government resources. Local or state agencies will assist these organizations by providing information, guidance, and 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 System (UCS) may be activated if needed and includes multiple agencies and jurisdictions.

- The local government will continue to function under all disaster and emergency conditions.

- Citizens expect governments to keep them informed and provide assistance in an emergency or disaster. All levels of government share the responsibility for working together to mitigate, prepare for, respond to and recover 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 it has been documented in the town's ordinances.

PAGE INTENTIONALLY LEFT BLANK

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

## Table of Contents

CRITICAL INFRASTRUCTURE & KEY RESOURCES (CIKR) ..... 19
***Emergency Operation Centers*** ..... ***19***
***Law Enforcement*** ..... ***19***
***Fire, EMS & Medical Facilities*** ..... ***19***
***Raymond Department of Public Works (DPW)*** ..... ***20***
***Emergency Shelter(s)*** ..... ***20***
***Additional Critical Infrastructure*** ..... ***20***
HAZARD ANALYSIS & ASSESSMENT ..... 21
***Purpose*** ..... ***21***
***Emergency Management Working Group (EMWG)*** ..... ***21***
***Raymond's Hazards*** ..... ***21***
***Critical Infrastructure Hazard Risk Assessment*** ..... ***22***
***Maps - Critical Infrastructure & Key Resources & Evacuation Routes*** ..... ***23***

PAGE INTENTIONALLY LEFT BLANK

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

### EMERGENCY OPERATION CENTERS

The Town of Raymond maintains Emergency Operations Centers (EOC) as part of its emergency preparedness program. The EOC is where department heads, government officials and volunteer agencies gather to coordinate their response to a significant emergency or disaster event. The EOC is run by the EOC Director and 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 upon recommendation of the Emergency Management Working Group (EMWG), if town officials decide that the situation is severe enough to require a coordinated and other-than-routine response and upon request of the Incident Commander (IC).

Torrent Hall is the designated EOC for Raymond. If the need arises and the Torrent Hall is not available, the Iber Holmes Gove Middle School or the Town Hall could be used as secondary EOCs. Security and maintenance of the EOC facilities will be carried out per EOC Standard Operating Procedures (SOPs) to be developed by the EMWG. The Raymond Emergency Management mobile command and the state's command post may be available if the situation arises.

Within the EOC, the Emergency Management Director (EMD) works closely with all emergency response managers as the town prepares for and responds to emergencies through the EMWG. The Town of Raymond has an appointed Emergency Management Director (EMD) and an appointed Deputy Emergency Management Director (DEMD).

Torrent Hall located at the Safety Complex and has an emergency generator, bathroom facilities, showers, and a full kitchen available. The building is capable of accommodating the basic needs of the EOC staff at all levels of operation.

### LAW ENFORCEMENT

The Raymond Police Department is a full-time department providing law enforcement services to the residents and visitors of Raymond 24 hours a day, 365 days a year. The department staffs a full-time Chief and 17 full and part-time officers. The Raymond Police Department has mutual aid agreements with surrounding towns, the Rockingham County Sheriff's Office and the NH State Police-Troop A.

### FIRE, EMS & MEDICAL FACILITIES

The Raymond Fire Department is a full-time/on-call fire department providing quality fire services to the residents and visitors of Raymond 24 hours a day, 365 days a year. The department staffs a full-time Chief, five full-time, 28 call firefighters and operates one station within the community. Raymond has personnel well-trained in HazMat events. Emergency medical services and medical transportation are provided by Raymond Ambulance Inc. Raymond Ambulance, Inc. operates in conjunction the Raymond Fire Department. Raymond Ambulance has a full-time President, 2 full-time shift supervisors and 20 volunteer EMTs.

Raymond's closest medical facility is Exeter Hospital in Exeter (14 miles, 99 beds). Also nerby is Elliot Hospital in Manchester (16 miles, 279 beds).

### RAYMOND DEPARTMENT OF PUBLIC WORKS (DPW)

The Raymond Department of Public Works (DPW) operates on a year-round, 24-hour basis as needed. The department staffs a full-time Director, 13 full-time and five part-time employees. The department's mission is to support the citizens of Raymond through the safe operation, proper maintenance and future development of highways, supporting infrastructure and utilities in a manner that is cost conscience without sacrificing quality.

Duties performed by the DPW include grading roads, filling potholes, cold patching, repairing or replacing culverts and cleaning ditches. Posting of load limits and road closings also fall under the responsibilities of the DPW. In addition, the DPW manages parks, solid waste, public buildings (non-school) and the water supply.

Heavy equipment and other resources located at the DPW Garage are vitally important to the town during an emergency. Raymond is a member of the NH Public Works Mutual Aid program.

### EMERGENCY SHELTER(S)

The primary shelter is the location to which evacuees are directed at the time of an emergency. In Raymond, the designated primary shelter is the Iber Holmes Gove Middle School. If the need arises and the Middle School is unavailable, Raymond High School could be utilized as a secondary shelter. Residents would be urged to seek alternative arrangements with friends and family or in regional shelters. Area hotels, motels and inns are available and may be used in an emergency if necessary and available.

The Middle School is an American Red Cross certified shelter and has a generator, full kitchen facility, bathroom facilities, and showers to accommodate all sheltering needs. Should the American Red Cross (ARC) have available resources, they will accommodate shelter supplies as needed.

### ADDITIONAL CRITICAL INFRASTRUCTURE

Additionally, water infrastructure, bridges on the evacuation routes, dams and communications towers are critical to the emergency response.

## *HAZARD ANALYSIS & ASSESSMENT*

### PURPOSE

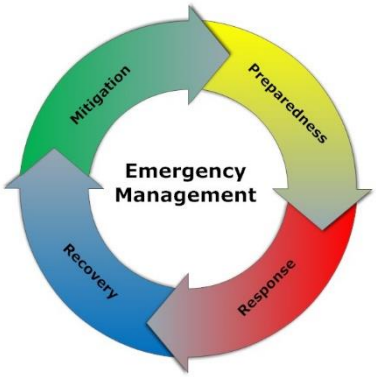
This hazard analysis and assessment is the basis for both mitigation efforts and emergency operations. Comprehensive hazard analysis merits its own document-length discussion. Consequently, the 2021 Raymond Hazard Mitigation Plan, which at the time of the plan is awaiting FEMA approval, should be consulted 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.

### EMERGENCY MANAGEMENT WORKING GROUP (EMWG)

The Emergency Management Working Group (EMWG) is a multi-functional policy planning body consisting with core members consisting of the Town Manager, Emergency Management Director, Deputy Emergency Management Directors, and senior representatives from the Fire Department, Police Department and Public Works and can be augmented by other department and entities as needed.

The role of the EMWG is to support the Emergency Management Director (EMD) in completion of all required emergency management plans as well as conducting an all-hazards assessment, develop hazard mitigation strategies, develop hazard indicators, make recommendations on Emergency Management Capital Investment strategy to reduce hazard-based risks and develop local Emergency Response Plans (ERPs) and Emergency Response Checklist (ERCs) synchronized with, regional, state, and federal policy and programs and oversee municipal EM Training and Exercises.




The EMWG is Co-Chaired by the Town Manager and the EMD, meets as required but at least annually to re-certify plans and can make recommendations for the activation of the EOC.

### RAYMOND'S HAZARDS

The 2021 Raymond Hazard Mitigation Plan identifies six major categories of hazards, as indicated on the chart on the following page.[2]

Human-caused hazards were analyzed in the 2021 Hazard Mitigation Plan, but it was determined in that plan that there was a *"Low probability for manmade hazards to occur and cause damage in Raymond."*[3]

[2] Raymond Hazard Mitigation Pan, 2021
[3] Ibid

Based on an analysis of Table 1-Hazard Identification and Probability, Floodplain Events, Erosion and Mudslides, Nor'easters, Lightning and Radon ranked highest followed by Heavy Snowstorms which ranked "Moderate to High". Based on the topography and the climate of Raymond, it is very likely there will be future disaster events.

*Table 1 – Hazard Identification and Probability*

| Category | Hazard Type | Sub-hazard Type | Probability |
|---|---|---|---|
| A | Flooding | | |
| | 1 | Floodplain Events | High |
| | 2 | Hurricanes | Moderate |
| | 3 | Debris-impacted infrastructure and river ice jams | Moderate |
| | 4 | Erosion and mudslides | High |
| | 5 | Rapid snow pack melt | Low |
| | 6 | Dam breach or failure | Moderate |
| B | Wind | | |
| | 1 | Hurricanes | Moderate |
| | 2 | Tornadoes | Low |
| | 3 | Nor'easters | High |
| | 4 | Downburst | Moderate |
| | 5 | Lightning | High |
| C | Wildfire | | |
| | 1 | Wildland Fires/Grass Fires | Low to moderate |
| | 2 | Isolated Homes | Moderate |
| D | Ice and Snow Events | | |
| | 1 | Heavy Snowstorms | Moderate to high |
| | 2 | Ice Storms | Low to Moderate |
| | 3 | Hailstorms | Low to Moderate |
| E | Earthquakes | | |
| | 1 | Earthquakes | Low |
| | 2 | Landslides | Low |
| F | Other Hazards | | |
| | 1 | Drought | Moderate |
| | 2 | Extreme Heat | Low |
| | 3 | Radon | High |
| | 4 | Manmade hazards | Low |

## CRITICAL INFRASTRUCTURE HAZARD RISK ASSESSMENT

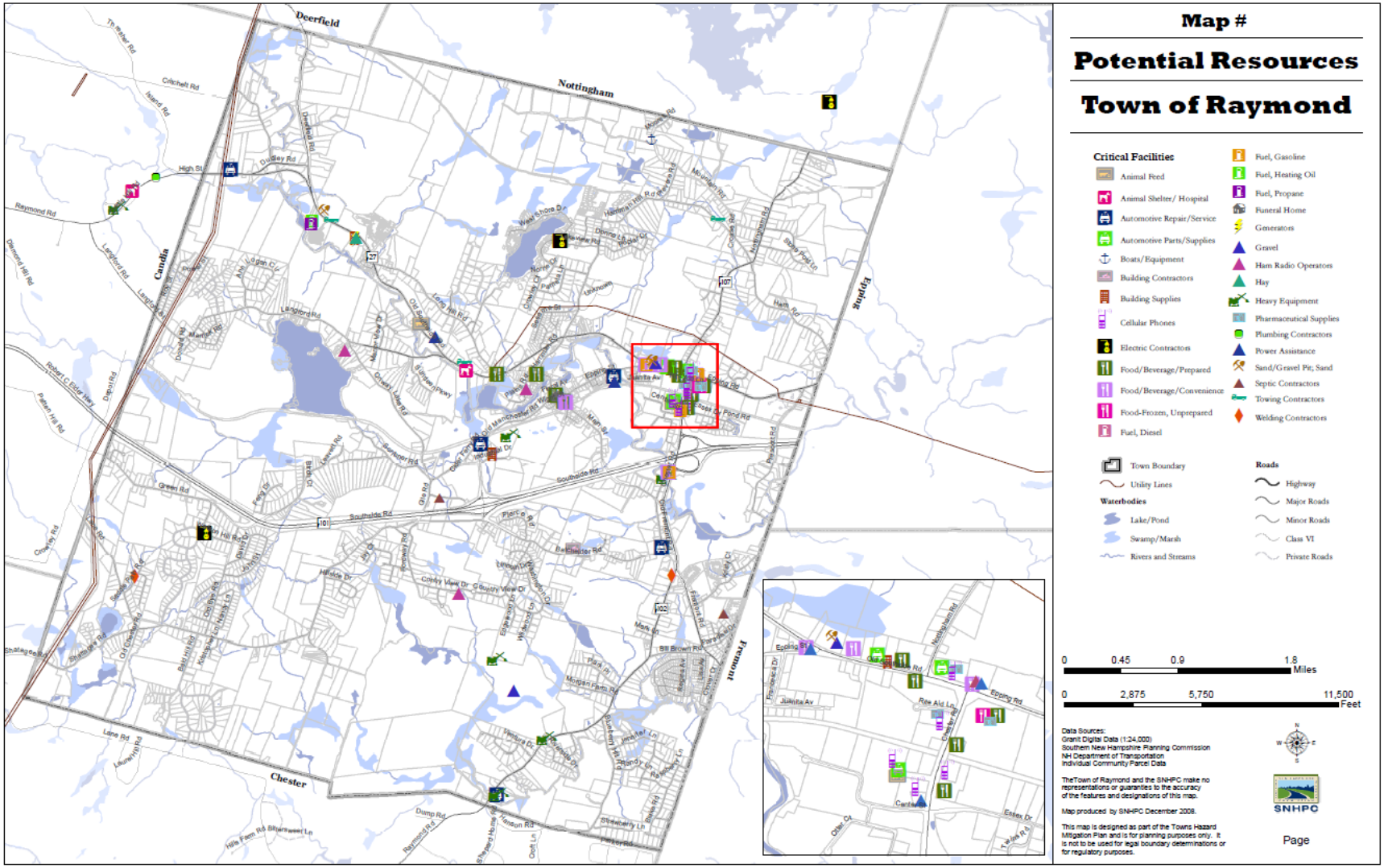
As part of the 2015 Hazard Mitigation Plan, the planning committee established a list of Critical Facilities. The critical facilities were categorized into five categories:

- Category A – Critical Facilities Necessary for Emergency Response
- Category B – Areas at Risk
- Category C – Facilities & Population to Protect in the Event of a Hazard Event
- Category D – Hazardous Materials Facilities/Sites
- Category E – Potential Resources in the Event of a Hazard Event

Refer to the CIKR map from the 2015 Hazard Mitigation Plan on page 23[4].

[4] Raymond Hazard Mitigation Plan, 2015; map prepared for the Plan by the Southern NH Planning Commission

## MAPS - CRITICAL INFRASTRUCTURE & KEY RESOURCES & EVACUATION ROUTES



PAGE INTENTIONALLY LEFT BLANK

# CHAPTER 3 – CONCEPT OF OPERATIONS

## Table of Contents

GENERAL ..... 27
LOCAL EMERGENCY OPERATIONS PLAN (EOP) IMPLEMENTATION ..... 27
PHASES OF EMERGENCY MANAGEMENT ..... 27
***Prevention*** ..... ***27***
***Mitigation*** ..... ***28***
***Preparedness*** ..... ***28***
***Response*** ..... ***28***
***Recovery*** ..... ***28***
ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES ..... 28
***General*** ..... ***28***
***Organization*** ..... ***29***
***Information Fusion*** ..... ***30***
***Alert & Notification*** ..... ***31***
***Activation & Deployment*** ..... ***31***
***Local to State and Federal Interface*** ..... ***31***
***Continuity of Operations (COOP)*** ..... ***32***
***Continuity of Government (COG)/Line of Succession*** ..... ***33***
***Recovery and Demobilization*** ..... ***33***

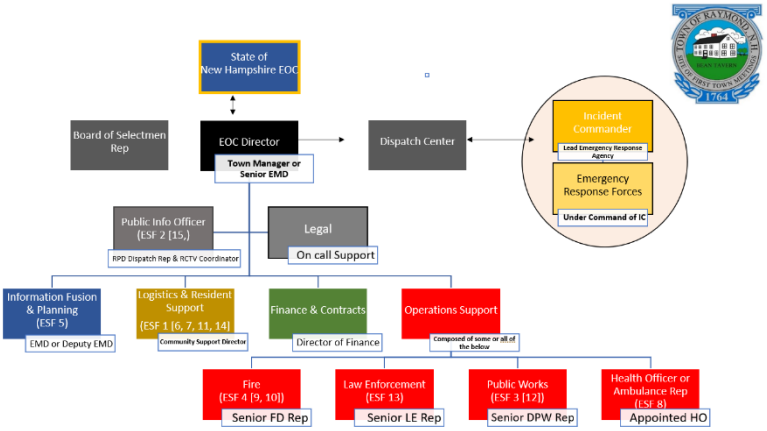
PAGE INTENTIONALLY LEFT BLANK

## 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 under the Emergency Support Functions (ESFs), either as 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 the town has adopted are located in *Chapter 5, Emergency Support Functions*.

Each ESF has been assigned several 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.




*To ensure a fully operational EOC capability, the Town of Raymond's ESFs are streamlined into a localized executable EOC model based on organic workforce assets and is designed to deliver the capabilities and function of a 15 of the 18 tiered ESF structure. (See larger version of this chart in Chapter 7)*

## LOCAL EMERGENCY OPERATIONS PLAN (EOP) IMPLEMENTATION

This plan goes into effect for preparedness, response and initial recovery activities when a significant emergency or disaster occurs or is imminent. The plan has the force and effect of law promulgated by RSA 21-P: 39 (see Chapter 7). Plan implementation and the subsequent supporting actions taken by the 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.

## 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.

### MITIGATION

Mitigation includes actions taken before an emergency to eliminate or reduce risks to humans and property from natural, technological or human-caused hazards. The goal of mitigation activities is to lessen the impact of a disaster or emergency and reduce response and recovery operations costs.

### PREPAREDNESS

Preparedness actions are pre-emergency activities that attempt to prepare organizations to respond to disasters or emergencies effectively. This phase involves training, exercising, planning, and resource identification and acquisition. A reduction of cascading disaster events occurs when these tactics are effectively created and implemented.

### RESPONSE

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

### RECOVERY

Recovery includes both short-term and long-term activities. Short-term and long-term recovery intends to return infrastructure systems to “near normal” operating 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 EMWG, the EMD or the Incident Commander (IC) will determine the extent of the town’s emergency response and make recommendations activate the EOC 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 and 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 emergencies (i.e., hurricanes, winter storms, flooding potential, heat or cold hazards, public health emergencies, hostile act, etc.)

The EMD or a designee, after consideration of the event(s), will advise the EOC Director of the recommended 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 specified in the functional ESFs. The Emergency Operations Center (EOC) Organization Chart (Chapter 7) details the overall response structure of the EOC. Direction and control at the EOC are the responsibility of the EOC Director. The EOC will coordinate the response of town departments, advise the Town Manager (if not acting as EOC Director) 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 & CONTROL SECTION (WHITE SECTION OF EOC CHART IN CHAPTER 7)*

The Command & Control Section provides direction and control of the emergency, ensures that established Standard Operating Procedures or Guidelines (SOPs/SOGs) and ERPs are followed, and provides a centralized EOC facility. The EMD or his/her designee is the primary person assigned to the Command & Control Section to support the EOC Director and will ensure that primary and secondary facilities are established and maintained. The EOC Director has the authority to leverage all municipal assets at their legal disposal to support the IC and emergency efforts at all phases. The EMWG is tasked with supporting the EMD with all pre-planning actions.

### *OPERATIONS SECTION (RED SECTION OF EOC CHART IN CHAPTER 7)*

The Operations Section will provide emergency support to local operations during an emergency or disaster when either partially or fully activated. Each ESF is responsible for assessing assistance requirements and resource requests and organizing and directing appropriate response actions.

### *INFORMATION FUSION & PLANNING SECTION (BLUE SECTION OF EOC CHART IN CHAPTER 7)*

The Information Fusion & Planning Section is headed by the EMD or Deputy EMD and 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 recover actions; provide an action tracking system; and provide technical services in support of operations. (Note: Information Fusion activities can occur at the EMWG to determine the probability of an event and make recommendation to activate the EOC)

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

### *LOGISTICS & RESIDENT SUPPORT SECTION (YELLOW SECTION OF EOC CHART IN CHAPTER 7)*

The Logistics & Resident Support Section is headed by a senior member of the Community Support Department (Recreation) and includes activities which provide facilities and services to support response and recovery efforts, housing of displaced residents, coordination of resident volunteer, and coordination of mental health support services.

### *ADMINISTRATIVE & FINANCE SECTION (GREEN SECTION OF EOC CHART IN CHAPTER 7)*

The Administrative & Finance Section provides support to the response and recovery efforts, as required and is headed by a senior member of the Finance Department.

### *LEGAL SUPPORT SECTION (GRAY SECTION OF EOC CHART IN CHAPTER 7)*

The Legal Support Section is a support position to the EOC and is utilized if required as an on-call status; as a general practice this position is filled by Town Council or as designated by the EOC Director.

### *BOARD OF SELECTMEN REPRESENTATIVE (GRAY SECTION OF EOC CHART IN CHAPTER 7)*

During and major or sustained event, the Chair and Vice Chair of the Board of Selectmen will be notified and the Chair of the Board of Selectman will designate a Board of Selectmen Representative to the EOC.

The chart in Chapter 7 identifies the ESFs and the functional activities within each of the five sections of the ICS system. Staffing patterns will be dependent upon the severity of the emergency as will the section under which each ESF falls. Raymond's, ESFs are streamlined into localized executable EOC model based on organic workforce assets and is designed to deliver the capabilities and function of a 15 tired ESF structure. 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 7 represents a localized executable EOC model based on organic workforce assets and is designed to deliver the capabilities and function of a 15 tired ESF structure. As well as a "generic" representation of the ICS command structure; positions in this chart may not exist in every community.

## INFORMATION FUSION

Information Fusion cell is designed to promote information sharing at the federal, state and municipal level between agencies such as the Federal Bureau of Investigation, the U.S. Department of Homeland Security, the U.S. Department of Justice, and state, local, and tribal law enforcement.

The National Network of Fusion Centers was established after the September 11 attacks to provide a focal point for successful collaboration across jurisdictions and sectors to effectively and efficiently detect, prevent, investigate, and respond to criminal and terrorist activity. It is a decentralized, distributed, self-organizing national asset composed of state and major urban area fusion centers and their respective nodes within each center's area of responsibility (AoR). This composition enables the National Network to meet local needs, while providing value information to understand the national landscape of threats and criminal activity.

The fusion process is an overarching method of managing the flow of information and intelligence across levels and sectors of government to integrate information for analysis. That is, the process relies on the active involvement of state, local, tribal, and federal law enforcement agencies, and sometimes on non-law enforcement agencies (e.g., private sector) to provide the input of raw information for intelligence analysis. As the array of diverse information sources increases, there will be more accurate and robust analysis that can be disseminated as intelligence.

The Town of Raymond has adopted this method to support executive decision making of the Emergency Operation Center to support the fusion of multi-source information into actionable policy solutions. Each Emergency Response Plan (ERP) will identify elements of information (EI) as indicators of a potential risk of a hazard, hostile act or public health emergency as well as office or responsibility for each EI.

### 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:

- Raymond Dispatch would be alerted to the emergency by E-911, town departments, citizen reports, from state agencies or other sources.
- Raymond Dispatch will notify the Raymond Fire Department, Police Department and Raymond Ambulance; the Emergency Management Director of Raymond will be notified by Raymond Dispatch if requested by the Raymond Fire Chief.
- 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.
- Presence of Hazard Indicators detected through the EMWG's Information Fusion responsibilities

### ACTIVATION & 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, through the EMD or designee.

- Status reports compiled by EOC staff will be forwarded to the state EOC by the EMD through the EMD or designee.

- The town and the offices NH Homeland Security & Emergency Management 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 EOC shall have direct responsibility for the organization, administration and operation of emergency management within the town.

### CONTINUITY OF OPERATIONS (COOP)

The major purpose 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 Manager and the EMD of Raymond 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 (COOP) Plan for the Town of Raymond. 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 Raymond, the EMD is supported in all of these activities by the EMWG.

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 shall have designated and trained personnel available for EOC deployment
    - Each department shall maintain and update notification lists, 24-hour staffing capabilities and 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 during emergencies and/or disasters.

- In the event that the primary EOC is inaccessible, damaged to the point it is rendered uninhabitable or is destroyed, the EMD will take action to relocate local emergency operations to the alternate EOC site, which in Raymond is the Town Office
    - This includes the development of a remote or partially remote EOC
- The EMD, with the support of the EMWG, 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.

The following is the line of succession that has been established for the town. The Emergency Operation Center Director (EOC Director) will exercise direction and control but will report directly to the Town Manager (if Town Manager is not acting as the EOC Director). In Raymond the EOC Director position is filled in the following successive order listed below:

1st .....Town Manager
2nd.....Emergency Management Director
3rd .....Acting Emergency Management Director (in order as defined below)

The EMD, supported by the EMWG, will develop and maintain a Continuity of Government (COG) /Line of Succession Plan. In the event the Emergency Management Director is not available, the position of Acting EMD is filled in succession as listed below.

1st .....Deputy EMD
2nd.....Police Chief
3rd .....Deputy Fire Chief
4th .....Police Lieutenant

### 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 EOC Director in coordination with appropriate local, state and/or federal agencies and at the termination of operational elements in the EOC.

# CHAPTER 4 – ADMINISTRATIVE & FINANCE

## Table of Contents

ADMINISTRATIVE, FINANCE & LOGISTICS ..... 37
***Administrative*** ..... ***37***
***Mutual Aid Agreements*** ..... ***38***
PLAN MANAGEMENT ..... 38
***Development*** ..... ***38***
***Maintenance*** ..... ***38***
***Document Control*** ..... ***39***
***Training and Exercises*** ..... ***39***
AUTHORITIES AND REFERENCES ..... 40
***Statutes and Regulations*** ..... ***40***
***References*** ..... ***40***
***Locally Identified References, Guidelines, Agreements & Plans*** ..... ***40***

PAGE INTENTIONALLY LEFT BLANK

## *ADMINISTRATIVE, FINANCE & LOGISTICS*

### ADMINISTRATIVE

During an emergency/disaster the primary function of the Town of Raymond is to protect lives, property and preserve critical infrastructure. During these situations, the EOC possess the authority vested in the Town Manager (regardless of who performs the duties as the EOC Director) to leverage all municipal assets required respond to or support responding elements in all phases of the emergency management efforts until completion of recovery and re-deployment of assts and personnel. The EOC shall determine, as necessary, which normal administrative procedures shall be suspended, relaxed or made optional in order to prevent unnecessary impediments to emergency operations and recovery activities. Departures from normal methods should be stated in the State of Emergency declarations, or as specified in the EOP and its supporting documents. At a minimum, the following should take place:

- With the guidance of the EMD, all department heads 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 staff 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.
- The Town Manager will support efforts and the financial needs of the emergency.
- 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 it is anticipated that local resources may be exhausted, requests for assistance will be submitted to the State EOC early enough in advance to allow for the deployment of external support prior to the complete exhaustion of local assets or capabilities.

- The EMWG with the guidance of the EMD is responsible for all aspects of Organizing, Training and Equipping (OT&E) all required town staff needed to support emergency management objectives and capabilities. EMWG with the guidance of the EMD, is responsible for developing all local assessments, plans, ERPs, hazard indicators for information fusion, emergency management capital needs assessment, emergency management supplies and equipment projections for the annual budget (or warrant article), identifying localized training requirements and create and annual exercise and assessment model.

- In addition, the EMWG is responsible for developing and maintaining 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 6 of this plan).

- 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 EMWG may direct accelerated/refresher training on an appropriate subject matter during periods of increased readiness status.

### MUTUAL AID AGREEMENTS

No single local jurisdiction will have all of 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 EMWG with the guidance of the EMD will coordinate the development of this EOP. The development of the ESF components, SOPs/SOGs, alerting and notification lists and resource inventories, shall be developed by the 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 EMWG with the guidance of the EMD will conduct the overall plan review and report to the Town Manager with recommended revisions on an annual basis.

The EMWG with the guidance of the EMD will 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 along with SOPs/SOGs. Resource inventories and notification and recall lists also shall be reviewed 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 & 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 EMWG with the guidance of 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 exercises to evaluate the town's capability to respond to minor, major and catastrophic disasters. The EMWG with the guidance of the EMD will 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 7*, *Administrative Documents & Reference Materials*, 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)
  - Raymond Fire Department Standard Operating Guidelines (SOGs)
  - Raymond Police Department Standard Operating Procedures (SOPs)
- Emergency Alert and Warning Systems
  - CodeRED
  - School reverse calling system “Alert Now”
  - Channel 22, Public Access TV
  - National Oceanic & Atmospheric Agency (NOAA)
  - National Weather Service (NWS)
  - Integrated Public Alert & Warning System (IPAWS)
  - Amateur Radio Systems
- Interagency Agreements/Compacts/Mutual Aid Agreements
  - Raymond Dispatch
  - Rockingham County Mutual Aid (for police)

- Southern NH Special Operations Unit
- Police Department Mutual Aid Agreements with bordering towns
- Fire Department Mutual Aid Agreements with bordering towns Seacoast Chiefs Fire Mutual Aid Association
- NH Public Works Mutual Aid Association

- Plans
  - SAU 33 Emergency Operations Plan, 2021
  - Raymond Hazard Mitigation Plan Update, 2021
  - State of New Hampshire Cyber Disruption Plan, 2018, HSEM
  - Seacoast Regional Public Health Network Emergency Response Annex:
    - Point of Distribution Appendix
    - Risk Communication Appendix
    - Isolation & Quarantine Appendix
    - Mass Fatality Appendix
    - Medical Surge Appendix
      - Pandemic influenza
      - Smallpox outbreak
      - Natural disasters
      - Massive foodborne illness outbreak
      - Biological terrorism attack
      - A release of chemicals that affects a sizeable population
      - Nuclear power plan incident
      - Train derailment

PAGE INTENTIONALLY LEFT BLANK

# CHAPTER 5 – EMERGENCY SUPPORT FUNCTIONS

## Table of Contents

GENERAL RESPONSIBILITIES……..…47
ESF #1: TRANSPORTATION ..... 59
ESF #2: COMMUNICATIONS & ALERTING..... 69
ESF #3: PUBLIC WORKS & ENGINEERING ..... 76
ESF #4: FIREFIGHTING ..... 83
ESF #5: EMERGENCY MANAGEMENT ..... 90
ESF #6: MASS CARE, HOUSING & HUMAN SERVICES ..... 98
ESF #7: RESOURCE SUPPORT..... 108
ESF #8: HEALTH & MEDICAL ..... 112
ESF #9: SEARCH & RESCUE ..... 122
ESF #10: HAZARDOUS MATERIALS ..... 128
ESF #11: AGRICULTURE, NATURAL & CULTURAL RESOURCES ..... 135
ESF #12: ENERGY ..... 142
ESF #13: PUBLIC SAFETY & LAW ENFORCEMENT ..... 148
ESF #14: VOLUNTEER & DONATIONS MANAGEMENT ..... 155
ESF #15: PUBLIC INFORMATION ..... 162

*These ESFs were reviewed and considered, but not addressed in this plan:*

- ***ESF #16:*** *Military Support*
- ***ESF #17:*** *Cybersecurity*
- ***ESF #18:*** *Business & Industry*

PAGE INTENTIONALLY LEFT BLANK

## *ESF MATRIX*

| ESF MATRIX<br>Raymond, NH<br><br>L = Lead Agency<br>S = Support Agency | | Town Manager | Emergency Management Director (Supported by EMWG) | Deputy EMD | Department of Public Works | Police Department | Fire Department | Raymond Ambulance | Health Officer/Building Inspector | Recreation Department (LRS) | School District Liaison | Raymond Dispatch | Volunteer Coordinator (LRS) | Public Information Officer | Citizen Emergency Response Team (CERT) | American Red Cross | Seacoast Regional Public Health Network | Area Hospitals | NH Fish & Game |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ESF1 | Transportation (LRS) | S | S | S | S | S | S | S | | L | S | S | L | | L | | | | |
| ESF2 | Communications & Alerting (PIO) | S | S | S | S | S | S | S | | | | S | | L | | | | | |
| ESF3 | Public Works & Engineering | S | S | | L | S | S | | | S | | | | | | | | | |
| ESF4 | Firefighting | S | S | | S | S | L | S | | | | S | | | | | | | |
| ESF5 | Emergency Management | S | L | S | S | S | S | S | S | S | S | S | S | S | S | S | S | S | S |
| ESF6 | Mass Care, Housing & Human Services (LRS) | S | S | S | S | S | S | S | S | L | S | | | | S | S | S | | |
| ESF7 | Resource Support (LRS) | S | S | S | S | S | S | S | S | L | S | S | S | S | S | S | S | S | S |
| ESF8 | Health & Medical | S | S | | S | S | S | S | L | | | | | | | S | S | S | |
| ESF9 | Search & Rescue | S | S | | S | S | L | S | | | | S | | | | | | | S |
| ESF10 | Hazardous Materials | S | S | | S | S | L | S | S | | | S | | | | | | | |
| ESF11 | Agriculture, Natural & Cultural Resources | S | S | S | S | S | | | S | L | | | | | | | | | |
| ESF12 | Energy | S | S | S | L | S | S | S | | | | | | | | | | | |
| ESF13 | Public Safety & Law Enforcement | S | S | | S | L | S | | | | | S | | | | | | | |
| ESF14 | Volunteers & Donations Management (LRS) | S | S | | S | S | | | S | L | S | | | | | S | | | |

PAGE INTENTIONALLY LEFT BLANK

**GENERAL RESPONSIBILITIES**

## *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.
- ☐ Coordinate with the other departments to provide and integrate emergency communications system and cooperation.
- ☐ Establish written Standard Operating Procedures or Standard Operating Guidelines

## *TOWN MANAGER*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Co-Chair of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

### *PRE-DISASTER (EMWG)*

- ☐ Support management efforts and the financial needs of the emergency.
- ☐ Provide leadership for disaster mitigation programs.
- ☐ Maintain the operation of essential Town government services during the emergency.
- ☐ Coordinate with the EMWG & EMD to OT&E Emergency Operations Center (EOC).
- ☐ Coordinate with the EMWG & EMD to develop a fully executable, funded Emergency Operations Plan (EOP).

### *EMERGENCY RESPONSE*

- ☐ Provide leadership for disaster emergency response.
- ☐ With the Board of Selectmen, issue a Declaration of Local State of Emergency if warranted.
- ☐ Coordinate financial support for emergency response and recovery operations.
- ☐ Direct implementation of protective actions for public safety.
- ☐ In coordination with the EOC, determine the need for evacuation, issue appropriate orders to residents 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 #5 & INFORMATION FUSION AND PLANNING; SUPPORT FOR ESF #1, 2, 3, 4, 6, 7, 8, 9, 10, 11, 13, 14 & 15*

#### *PRE-DISASTER*

- ☐ Provide leadership for disaster mitigation programs and trainings.
- ☐ Primary advisor to the Town Manager, EOC and EMWG on all EM matters
- ☐ Primary point of contact with state and federal agencies through the EOC
- ☐ Coordinate with the Town Manager to establish and equip the Emergency Operations Center (EOC).
- ☐ Guide the EMWG to 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.
- ☐ Guide the EMWG with the Town Manager 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 Manager and EMWG, determine an alternative EOC should the designated EOC become compromised.
- ☐ In coordination with the EMWG, conduct test exercises of a multi-department nature and assist departments to conduct their own test exercises.
- ☐ Through the EMWG, assist all departments with the development and maintenance of their individual emergency plans, SOPs and SOGs.
- ☐ Through the EMWG, establish a community shelter plan with assistance from the American Red Cross.
- ☐ Obtain and refresh WebEOC training and insure all EOC staff members are adequately trained.
- ☐ Through the EMWG, task the Dispatch Center to 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.
- ☐ Pre-designate and train shelter staff to open and maintain shelter operations.

#### *EMERGENCY RESPONSE (IC & EOC)*

- ☐ Notify the Town Manager of the emergency and the need to activate the EOC.
- ☐ Activate the Emergency Operations Center (EOC) and coordinate all emergency operations from the EOC.
- ☐ Assess the situation and make recommendations on the number and location of shelters to be opened.
- ☐ Determine EOC activation level depending on the nature of the emergency.
- ☐ Identify the EOC staffing needs and request Agency representation at the EOC.
- ☐ Contact NH Homeland Security & Emergency Management via telephone, WebEOC or other means that are available.

- ☐ Direct EOC staff to alternative EOC location should the designated EOC become compromised.
- ☐ Request state, federal and additional assistance as needed through NH Homeland Security & Emergency Management.
- ☐ Assume overall control of resource allocations and coordinate the use and/or rationing of essential resources, resource requests, personnel and equipment
- ☐ Coordinate the dissemination of public information to the residents of the Community and the media with the EOC Director if activated or Town Manager if EOC is not activated.
- ☐ Assume overall direction and control of evacuation procedures.
- ☐ In coordination with the EOC Director if activated or Town Manager if EOC is not activated, determine the need for evacuation, issue appropriate orders to residents regarding when to evacuate, where to go, what to bring and when to anticipate return to evacuated areas.
- ☐ Coordinate emergency functions for community or organizations and industries.
- ☐ Coordinate the use of essential utility services and other energy resources.
- ☐ 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 insure communications within and outside of the EOC
- ☐ Collect and provide ESF status information for inclusion into Situation Reports (SitRep).
- ☐ Maintain all record keeping and documentation necessary for application for Federal Disaster Assistance.
- ☐ Establish recovery and demobilization procedures.
- ☐ Activate *Mass Care, Housing and 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.

## DEPUTY EMERGENCY MANAGEMENT DIRECTORS

- ☐ Support EMD and EMWG task and efforts
- ☐ Be properly trained and prepared to fulfill EMD EOC duties
- ☐ Be properly trained and prepared to assume duties as EOC Director.

### DESIGNATE A "SHELTER COORDINATOR" IF NECESSARY TO COORDINATE SHELTER OPERATIONS

#### PRE-DISASTER

- ☐ Work with the EMD and EMWG on all pre-disaster activities.

#### EMERGENCY RESPONSE

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

## DEPARTMENT OF PUBLIC WORKS

- ☐ Postured to take IC for Public Works related emergency operations
- ☐ Continuously monitor ERP EIs for information fusion and early detection of hazards
- ☐ Be properly trained and prepared to assume duties as EOC assigned ESF Lead.
- ☐ Provide Public Works support to Town Emergency Response action s

### *PRE-DISASTER*

- ☐ Maintain public works mutual aid agreements through the New Hampshire Public Works Mutual Aid Program.
- ☐ Act as a member of the EMWG to assist EMD in the EM Planning
- ☐ Provide and maintain an up-to-date public works department operations plan.
- ☐ Maintain a list of contractors who can provide heavy and specialized equipment support during emergencies, as well as individuals and businesses that are willing to lend equipment to local government during emergencies.
- ☐ Provide a current list of all public works and engineering resources for inclusion in the Resource Inventory of the EOP.
- ☐ Pre-determine alternative EOC representatives in the event of extended EOC operations.
- ☐ Maintain an inventory of disaster supplies identified by the EMWG.
- ☐ Inspect and maintain at risk dams.
- ☐ Inspect and maintain water distribution, treatment and storage systems.
- ☐ Identifying temporary landfill sites.

### *EMERGENCY RESPONSE*

- ☐ Department of Public Works Director or representative, report to the EOC.
- ☐ Disperse equipment and manpower to strategic locations, under direction of the EOC/EMD.
- ☐ Provide heavy equipment support for fire suppression operations as needed.
- ☐ Coordinate regional or neighboring town public works mutual aid.
- ☐ Keep streets clear of debris.
- ☐ Assist Police Department in determining alternate routes capable of handling evacuation traffic.
- ☐ Repair damage to critical town infrastructure (i.e. roads, 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 Police Department with traffic control; deploy personnel to erect barricades and signs as requested.
- ☐ Remove debris to assist the Fire Department with rescue operations and fire suppression.
- ☐ Coordinate transportation of supplies to storage areas or affected areas.
- ☐ Notify the public of any contamination of the public water supply in cooperation with Health Officer and emergency public information systems.
- ☐ 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.
- ☐ Designate and prepare suitable locations in coordination with the EMD where state and federal 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 per *ESF #12, Energy*.

## *POLICE DEPARTMENT*

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

#### *PRE-DISASTER*

- ☐ Conduct test exercises, as coordinated by the Emergency Management Director.
- ☐ Act as a member of the EMWG to assist EMD in the EM Planning
- ☐ 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 restriction
- ☐ 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 temporary mortuary facilities
    - To prevent the contamination of the public water supply
    - In damaged or evacuated areas.
- ☐ Chief of Police or department representative, report to the Emergency Operations Center.
- ☐ 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.
- ☐ Cause the removal of disabled vehicles blocking evacuation routes.
- ☐ Coordinate regional police mutual aid.

## FIRE DEPARTMENT

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

#### PRE-DISASTER

- ☐ Guide EMWG in the development and maintenance of the Mass Casualty Incident (MCI) Plan.
- ☐ Train and assign radiological personnel and maintain radiological equipment.
- ☐ Act as a member of the EMWG to assist EMD in the EM Planning
- ☐ Conduct test exercises in coordination with the Emergency Management Director.
- ☐ Conduct fire inspections and fire drills per SOPs.
- ☐ Maintain mutual aid agreements with other fire departments and Raymond Dispatch.
- ☐ Reduce the risk of wildfires through enforcement of outdoor burning statutes.
- ☐ Review and update SOPs on an annual basis.
- ☐ Update and maintain a list of at-risk residents in the Community

#### EMERGENCY RESPONSE

- ☐ Contain and extinguish all fires.
- ☐ Assist the Police Department in providing traffic and crowd control.
- ☐ Assist with the enforcement of restrictions and the evacuation of effected areas.
- ☐ Disperse equipment and manpower to strategic locations, as necessary.
- ☐ Provide a monitoring capability for radiological accidents or incidents.
- ☐ Coordinate regional fire mutual aid at the time of an emergency.
- ☐ Assist in search and rescue operations as needed.
- ☐ Receive warnings from Raymond Dispatch and other state and federal alerting agencies.
- ☐ 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.
- ☐ 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.
- ☐ 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.

## RAYMOND AMBULANCE

### UNDER ESF #4, CAN BE LEAD FOR ESF #8; SUPPORT FOR ESF #1, 2, 4, 5, 6, 7, 8, 9, 10, 12 & 15

#### PRE-DISASTER

- ☐ Work with the EMD & EMWG to create and maintain a list of functional needs residents.

- ☐ Maintain medical supplies and equipment that will be needed at the time of an emergency in good working condition.

#### EMERGENCY RESPONSE

- ☐ Perform all administrative and operational functions of EMS.
- ☐ Provide medical assistance and personnel as needed and in coordination with *ESF #8, Heath & Medical,* based on availability.
- ☐ Ensure the transport of victims in accordance with established protocols.
- ☐ 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.
- ☐ Monitor the safety and health of emergency responders.
- ☐ Ensure the triage, treatment and transport of disaster victims is in accordance with established protocols.
- ☐ Assure that the needs of the functional needs populations are being addressed.
- ☐ 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 Seacoast Regional Public Health Network to develop and assist in the development of local and regional pandemic planning.
- ☐ Coordinate with Seacoast Regional Public Health Network for inoculation or immunization.
- ☐ Assist with the preparation of emergency information on public health topics such as communicable diseases and immunizations.
- ☐ Work with the Department of Health and the Public Health Network to identify and prevent public health emergencies and outbreaks.

#### EMERGENCY RESPONSE

- ☐ Assist in coordinating emergency shelter and feeding per *ESF #6, Mass Care, Housing & Human Services or Logistics & Resident Support under Localized Model*.
- ☐ Serve as liaison with the Seacoast Regional Public Health Network and local hospital(s).
- ☐ Assess the health needs and current resources and report them to the EMD per *ESF #7, Resource Support or Logistics & Resident Support under Localized Model*.
- ☐ Request assistance from neighboring health and medical organizations and services.
- ☐ Assist in procedures for inoculation or immunization with the NH Department of Public Health and Seacoast Regional Public Health Network at the time of an emergency.
- ☐ 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 North Country Regional Public Health Network, 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 (Office of the NH State Medical Examiner).
- 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.
- Activation of the Multi-Agency Coordinating Entity (MACE).
- The removal and disposal of animal carcasses.

## BUILDING INSPECTOR

### SUPPORT FOR ESF #3, 5 & 7

#### PRE-DISASTER

- ☐ Assist in mitigation by enforcing building codes.

#### EMERGENCY RESPONSE

- ☐ Assist in damage assessment with authorized state, local or private personnel as applicable.
- ☐ Process emergency permits as needed.
- ☐ Assist residents with re-entry and removal of personal items from affected structures.
- ☐ Work with other Town departments to stabilize or demolish damaged structures or facilities determined to be an immediate threat or hazard to public safety during a declared state of emergency, in coordination with authorized local personnel.

## SCHOOL DISTRICT LIAISON

### SUPPORT FOR ESF #1, 5, 6, 7 & 14

#### PRE-DISASTER

- ☐ Maintain School Emergency Operations Plans and provide emergency operations training for school personnel, assisted by the Emergency Management Director.
- ☐ Maintain a School Evacuation Plan as part of the School Emergency Operations Plan.
- ☐ Conduct test exercises at the local schools as coordinated by the Fire Chief, Police Chief and Emergency Management.
- ☐ Develop a Shelter Plan to be used at the Raymond Elementary School.
- ☐ 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 impact of disasters.

#### EMERGENCY RESPONSE

- ☐ Evacuate students if necessary per the school's Evacuation/Emergency Operations Plan.
- ☐ Prepare school facilities for feeding and sheltering, making available all on-hand food supplies as needed for mass feedings should the primary shelter be compromised per *ESF #6, Mass Care, Housing & Human Services*.
- ☐ Prepare the schools for use as emergency transportation points.
- ☐ Report to the EOC when requested by the EMD.
- ☐ Coordinate with EMD for mass transportation as needed per *ESF #1, Transportation or Logistics & Resident Support under Localized Model*.

## RAYMOND DISPATCH

### SUPPORT FOR ESF #1, 2, 4, 5, 7, 9, 10 & 13

#### PRE-DISASTER

- ☐ Provide emergency operations training to communications staff.
- ☐ Research alternate means of communications.
- ☐ Train staff in WebEOC.
- ☐ Work with the MIS Director to insure the proper operation of technology at all times.

#### EMERGENCY RESPONSE

- ☐ Coordinate the emergency communications system.
- ☐ Provide initial notification and ongoing communication to all responders.
- ☐ Receive alerts & notifications from various services.
- ☐ Dispatch emergency services for Fire, Police, Public Works and EMS.
- ☐ Provide backup communications for the Town, 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.

## VOLUNTEER COORDINATOR (PERFORMED BY LRS)

### LEAD FOR ESF #14; SUPPORT FOR ESF #5 & 7; RECREATIONS DEPARTMENT IS LEAD FOR THIS ACTIVITY UNDER LOCALIZED MODEL

#### PRE-DISASTER

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

### EMERGENCY RESPONSE

- ☐ Coordinate the response of volunteers to the areas of need.
- ☐ Seek volunteer personnel through *ESF # 14, Volunteer & Donations Management or lead effort under localized model*.
- ☐ Notify pre-identified volunteers to assist in emergency operations.
- ☐ Ensure that all volunteers are registered and hours are tracked (for matching funds) under the Stafford Act.
- ☐ Determine if spontaneous volunteers will be needed and make requests as needed.
- ☐ Identify the abilities of spontaneous volunteers and assign them as appropriate.
- ☐ Ensure that all volunteers are appropriately assigned to hazardous areas that are within their training and abilities.
- ☐ Seek credentials from all volunteers, including medical and mental health workers.
- ☐ Ensure that all volunteers comply with accepted safety practices.
- ☐ Coordinate response efforts of voluntary organizations (i.e. Red Cross, Salvation Army, VOAD, RSVP, Etc.) with the Town's emergency operations.
- ☐ Deactivate volunteers when they are no longer needed.
- ☐ Ensure all volunteers are properly recognized for their service to the Town.
- ☐ Follow up with spontaneous volunteers and encourage them to participate in future volunteer training.

## PUBLIC INFORMATION OFFICER (PIO – DESIGNATED BY EOC DIRECTOR)

### LEAD FOR ESF #15; SUPPORT FOR ESF #5 & 7 (IF FULL MODEL IS USED)

### RCTV OR DESIGANTED REP IS LEAD FOR THIS ACTIVITY UNDER LOCALIZED MODEL

### PRE-DISASTER

- ☐ Maintain an accurate roster of media contacts to provide to the EMD & EMWG 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.
- ☐ Developing pre-scripted messages for the most likely occurring hazards.
- ☐ Identify a location for a media center.

### EMERGENCY RESPONSE

- ☐ Assist EOC Director in coordination of official Town for the release of information to the general public and the media as coordinated, reviewed and approved by EOC Director.
- ☐ Gather information from all sources on an emergency or disaster situation and release information in a timely manner to the news media upon approval of the EOC Director.
- ☐ Prepare news releases for review by the EOC Director.
- ☐ Authenticate sources of information and verify accuracy before issuing news releases.
- ☐ Arrange regular media briefings for review of pertinent information with approval from the EOC Director.

- ☐ Report to the EOC and work closely with the EOC Director in order to ensure the accuracy of information per *ESF #5, Emergency Management.*
- ☐ Establish a Public Information Center (PIC) as needed.
- ☐ Monitor media coverage of emergency situation for accuracy and issue corrections as necessary to include social media and internet sites.
- ☐ Open public information centers in strategic locations of the Town 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 joint news releases.
- ☐ Work with local media to provide emergency warning, information and instructions.

## *CITIZEN EMERGENCY RESPONSE TEAM (CERT)*

### *SUPPORT FOR ESF #5, 6 & 7; RECREATIONS DEPARTMENT IS LEAD FOR THIS ACTIVITY UNDER LOCALIZED MODEL*

#### *PRE-DISASTER*

- ☐ Maintain CERT.
- ☐ Ensure communication capabilities with the Town.

#### *EMERGENCY RESPONSE*

- ☐ Assist with staffing at shelter locations.
- ☐ Assist in the transportation of individuals to/from the shelter.
- ☐ Assist with feeding operations at the shelter.

## *AMERICAN RED CROSS*

### *SUPPORT FOR ESF #5, 6, 7, 8 & 14 (IF FULL MODEL IS USED)*

#### *PRE-DISASTER*

- ☐ Assure emergency blood bank supplies at area hospitals.
- ☐ 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 data base for the Safe & Well Program.
- ☐ Assist the Town with guidance in support of managing emergency shelter operations.

## SEACOAST REGIONAL PUBLIC HEALTH NETWORK

### SUPPORT FOR ESF #5, 6, 7 & 8 (IF FULL MODEL IS USED)

### COORDIANTED THROUGH ESF #8 UNDER LOCALIZED MODEL

#### PRE-DISASTER

- ☐ Coordinate with the Jurisdiction on pandemic planning.
- ☐ Offer continued trainings regarding the Seacoast Regional Public Health Network Emergency Preparedness Annex and other health related issues.

#### EMERGENCY RESPONSE

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

## AREA HOSPITALS

### SUPPORT FOR ESF #5, 7 & 8 (IF FULL MODEL IS USED)

#### PRE-DISASTER

- ☐ Prepare and practice hospital Emergency Operations Plan.
- ☐ Work with the Seacoast Regional Public Health to prepare and maintain the Public Health Emergency Preparedness Annex.

#### EMERGENCY RESPONSE

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

## NH FISH & GAME

### SUPPORT FOR ESF #5, 7 & 9 (IF FULL MODEL IS USED)

#### PRE-DISASTER

- ☐ Maintain operating procedures.

#### EMERGENCY RESPONSE

- ☐ Establish Unified Command with local responders.
- ☐ Conduct search and rescue in wildland and waterways.
- ☐ Provide dive teams if necessary.

# *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. In Raymond, these activities are performed by Logistics and Resident Support (LRS).

### *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 Raymond that might require evacuation would include:

- Designated flood plains and areas subjected to riverine flooding or dam failures
- Area in vicinity of Palmer Gas (LP Facility)
- Wellstone House (assisted living facility)
- Campgrounds and other seasonal events and gatherings
- Areas around a potentially explosive hazardous materials accident
- Schools (Lamprey Elementary, Iber Holmes Gove Middle & Raymond High)
- 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 such as mobile home parks
- Areas threatened by advancing forest fires
- Areas around or near crashed aircraft

The major evacuation routes for Raymond are designated as:

**Raymond Primary Evacuation Routes**

- NH Route 27
- NH Route 101
- NH Route 102
- NH Route 107
- NH Route 156

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) *Most will follow the recommendations of federal, state and/or local officials and relocate to pre-designated host areas by pre-selected routes.*

2) *Some will evacuate spontaneously to hosting facilities of their own choice.*

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. In Raymond these activities fall under LRS.

- 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 (not otherwise involved in the emergency) will be available for use.
- Busses, trucks and other transportation resources will be available from Daily Transportation (contract medical transportation) and NH Homeland Security & Emergency Management and from other public and private entities. (see Resource Inventory in Chapter 6)
- 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, consider 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 Raymond Emergency Operations Plan and this ESF, Logistics and Residential Support (LRS) is responsible for coordinating transportation activities. Support agencies will be coordinated by LRS.

Requests for assistance will be forwarded to the Raymond EOC. It is important that the Department of Public Works will maintain close coordination with the local EOC, in order to support LRS.

### *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 #1* may include, but not be limited to evacuation, staging, reception and sheltering areas.

## 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
- ☐ Establish a functional needs list with cooperation from the Fire Department, Police Department and Raymond Ambulance

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ Complete E-911 numbering system and ensure compliant E-911 house signage

- ☐ After a disaster conduct an After-Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ LRS will establish mutual aid agreements with state and private companies that may be called upon at the time of an emergency
- ☐ LRS 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*

#### LEAD AGENCY

##### *Logistics & Resident Support*

- ☐ Coordinate transportation activities from the EOC as the Lead Agency for *ESF #1*
- ☐ Coordinate overall direction of the evacuation procedures
- ☐ Coordinate with *ESF #3, Public Works & Engineering*, to establish emergency access to an impacted area (i.e. building temporary roads into an affected area)
- ☐ Coordinate the emergency transport of materials, personnel and equipment
- ☐ Coordinate emergency transportation with bus companies as needed
- ☐ Determine the approximate numbers of people involved
- ☐ Assess transportation needs and coordinate with public and private entities to secure resources
- ☐ 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, maintain and report the following *ESF #1* status information for inclusion into the EMD's 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

### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.
- ☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

### *Emergency Management Director (EMD)*

- ☐ Advice the EOC Director on all applicable, Plans, SOPs, ERP, MOUs & MOAs
- ☐ Monitor EIs and lead Information Fusion efforts
- ☐ Coordinate Communications to State, Federeal, County and Surrounding Communities EOC
- ☐ Oversee WebEOC
- ☐ Act as Deputy Director to the EOC
- ☐ Offer relief assistance to the EOC Director when and if needed
- ☐ Establish 24-hour EOC schedule and Work-Rest Cycle, if required
- ☐ Communicate with local emergency medical facilities to ensure readiness as needed
- ☐ Coordinate with Raymond Dispatch and/or other agencies to limit any unnecessary use of communication resources that are not related to the protection of life or property
- ☐ Coordinate emergency alerting to the public with Raymond Dispatch, CodeRED and other town-wide notification systems
- ☐ 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 Seacoast Regional Public Health Network for future assistance if needed
- ☐ Open communication lines with local ham radio operators if needed
- ☐ Upon notification of an emergency alert, the EMD will support the PIO with the establishment of communication links with the following if necessary:

- Support Agencies for this ESF
- Area hospitals
- ARC & SRPHN
- Local Amateur Radio Operators
- State EOC & WebEOC
- Police, Public Works & Fire Mutual Aid Systems
- Surrounding community EOCs
- Emergency Response Personnel
- Local school(s)

### *Deputy EMD (DEMD)*

- ☐ In the absence of the EMD or id EMD is the acting EOC Director, assume responsibilities of the EMD
- ☐ Work with the EMD to provide assistance when and wherever needed
- ☐ Work with other ESF agencies as directed to assist in the protection of life and property
- ☐ Offer relief assistance to the EMD when and if needed

### *Police Department*

- ☐ In coordination with the DPW, 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
- ☐ Enforce mandatory evacuation when lawfully ordered

### *Fire Department*

- ☐ Provide personnel to assist the Police Department in maintaining traffic control points, if available
- ☐ Provide recommendations on areas to be evacuated due to hazardous materials accidents in concert with additional agencies
- ☐ Assign personnel, in accordance with the Police Department, 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
- ☐ Provide equipment, personnel and radios as needed.
- ☐ Assist in the transport of non-ambulatory persons from the area of evacuation

### *Raymond Ambulance*

- ☐ Provide health and medical services per *ESF #8, Health & Medical*
- ☐ Provide medical transportation as needed
- ☐ Assist those functional needs persons needing assistance to relocate.
- ☐ Assist in the transport of non-ambulatory persons from the area of evacuation

### *Department of Public Works*

- ☐ Assess the level of damage to the town's transportation infrastructure and report to the EOC
- ☐ Coordinate with NH DOT as needed to keep evacuation routes open and other essential roadways
- ☐ Prioritize and/or allocate resources to maintain and restore transportation infrastructure
- ☐ Provide barricades, cones and/or other devices to the traffic control points designated by the Police Department for road closures and evacuation routes
- ☐ Recommend priorities for restoration of local streets and roads
- ☐ Arrange for emergency fuel resources through *ESF #12, Energy*, if needed *(performed through ESF #3)*
- ☐ In coordination with other departments and LRS, 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 the Police or the Fire Departments
- ☐ Repair damaged evacuation routes and remove debris and obstructions
- ☐ Clear parking areas at the shelter(s), if necessary
- ☐ Request assistance from local contractors for personnel and equipment, if necessary
- ☐ Document all transportation expenses incurred under emergency conditions

### *Raymond Dispatch*

- ☐ Receive alerts & notifications from various services
- ☐ Provide initial notification and ongoing communication to all responders
- ☐ Dispatch emergency services for Police, Fire, and DPW
- ☐ 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 supported by the Public Information Officer (PIO)*

### *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 EOC/LRS to prepare the school(s) for use as an emergency transportation pick-up point or shelter
- ☐ Coordinate with EOC/LRS for mass transportation as needed per *ESF #1*
- ☐ Provide a representative at the EOC for school issues

## *RECOVERY PHASE*

- ☐ The EMD will assist LRS in coordinating and facilitaing 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

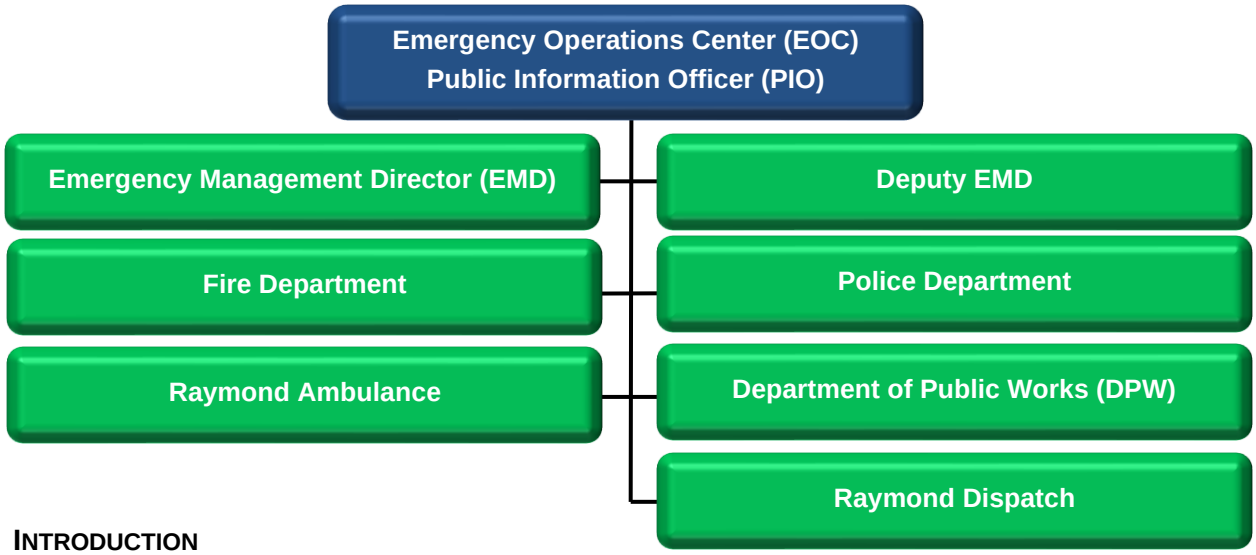
PAGE INTENTIONALLY LEFT BLANK

## *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. In Raymond these duties are performed by the Public Information's Officer (PIO) in direct support to the EMD and EOC Director.

#### *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

Raymond Dispatch, the Police Department, the Fire Department and DPW 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.

The town maintains radio communications with the NH State Police, the Rockingham County Sheriff's Office, NH Forests & 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 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 Raymond Dispatch for dispatching to the appropriate departments. Upon receipt of information regarding an emergency situation, Raymond Dispatch will alert the responding departments who may contact the Emergency Management Director 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.

For communication to the public the following assets are available:

- Code Red (Reverse 911)
- Raymond Community Television
- Vehicle mounted Public Address (PA) Systems
- Torrent Hose Company Siren (indicator to tune into RCTV)
- Area Media Assets (WMUR, NHPR)

### *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, but not be limited to a dispatch center.

## 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
- ☐ Be sure that Raymond Dispatch knows who the EMD is and how to contact him

### *MITIGATION PHASE*

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

### *PREPAREDNESS PHASE*

- ☐ 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
- ☐ Upgrade communications capabilities according to new regulations and codes
- ☐ Work with the town, PUC, FCC and others to establish better cell coverage throughout the community

### *RESPONSE PHASE*

#### LEAD AGENCY

##### *Public Information Officer (PIO)*

- ☐ Organize and control emergency communications
- ☐ Coordinate communications between the Lead and Support Agencies for this ESF, the Police Department, the Fire Department, the SAU & the Department of Public Works
- ☐ 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 with Concord E-911 and Raymond Dispatch and other town-wide notification systems; CodeRED.
- ☐ Receive warnings from the National Weather Service and/or State Emergency Management.
- ☐ Coordinate with area EOC's for additional communications support as needed

## SUPPORT AGENCIES

### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.
- ☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

### *Emergency Management Director (EMD)*

- ☐ Advice the EOC Director on all applicable, Plans, SOPs, ERP, MOUs & MOAs
- ☐ Monitor EIs and lead Information Fusion efforts
- ☐ Coordinate Communications to State, Federeal, County and Surrounding Communities EOC
- ☐ Oversee WebEOC
- ☐ Act as Deputy Director to the EOC
- ☐ Offer relief assistance to the EOC Director when and if needed
- ☐ Establish 24-hour EOC schedule and Work-Rest Cycle, if required
- ☐ Communicate with local emergency medical facilities to ensure readiness as needed
- ☐ Coordinate with Raymond Dispatch and/or other agencies to limit any unnecessary use of communication resources that are not related to the protection of life or property
- ☐ Coordinate emergency alerting to the public with Raymond Dispatch, CodeRED and other town-wide notification systems
- ☐ 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 Seacoast Regional Public Health Network for future assistance if needed
- ☐ Open communication lines with local ham radio operators if needed
- ☐ Upon notification of an emergency alert, the EMD will support the PIO with the establishment of communication links with the following if necessary:

    - Support Agencies for this ESF
    - Area hospitals
    - ARC & SRPHN
    - Local Amateur Radio Operators
    - State EOC & WebEOC

- Police, Public Works & Fire Mutual Aid Systems
- Surrounding community EOCs
- Emergency Response Personnel
- Local school(s)

### *Deputy EMD (DEMD)*

- ☐ In the absence of the EMD or id EMD is the acting EOC Director, assume responsibilities of the EMD
- ☐ Work with the EMD to provide assistance when and wherever needed
- ☐ Work with other ESF agencies as directed to assist in the protection of life and property
- ☐ Offer relief assistance to the EMD when and if needed

### *Police Department*

- ☐ Receive emergency situation notification from the Raymond Dispatch
- ☐ Upon notification of an emergency alert, make required notification per police department SOPs
- ☐ Activate law enforcement mutual aid notifications as needed
- ☐ Participate in emergency communications training
- ☐ Provide communication equipment for first responders, as needed

### *Fire Department*

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

### *Department of Public Works (DPW)*

- ☐ Receive notification from Raymond Dispatch or the EMD
- ☐ Alert the EMD of any notifications that are received
- ☐ Upon notification of an emergency the DPW shall make required notification per established protocols.
- ☐ Participate in emergency communications training

### *Raymond Ambulance*

- ☐ Assist those functional needs persons needing assistance to relocate.
- ☐ Provide health and medical services for victims and responders per *ESF #8, Health & Medical*.
- ☐ Provide medical transportation as needed.

### *Raymond Dispatch*

- ☐ Receive alerts & notifications from various services
- ☐ Provide initial notification and ongoing communication to all responders
- ☐ Dispatch emergency services for Police, Fire, and DPW
- ☐ Coordinate the emergency communications system
- ☐ Provide backup communications for the town (i.e., mobile communication capabilities)

- ☐ Assist in providing public warning via CodeRED in accordance with *ESF #2, Communications & Alerting*

### *RECOVERY PHASE*

- ☐ Based on the emergency situation, the EOC 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

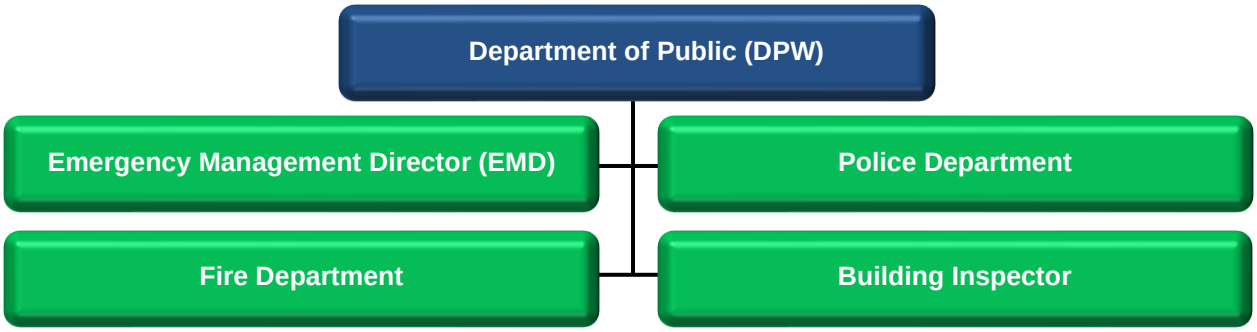
PAGE INTENTIONALLY LEFT BLANK

# *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, rights-of-way, 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 Raymond 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.

Equipment at the DPW garage may include an assortment of heavy equipment such as; dump trucks, backhoes, loaders, excavators and graders (*see equipment list on page 67*). There may also be an assortment of other miscellaneous equipment housed at the DPW garage that may prove to be useful during a disaster. The Department's mission is to support the citizens of Raymond 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.

Raymond is a member of NH Public Works Mutual Aid. Raymond's DPW may have to rely on outside engineering services at the time of an emergency.

### *PLANNING ASSUMPTIONS*

Sufficient resources may not be available in Raymond 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 DPW 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 DPW may have to seek private resources for repairs or rebuilding of transportation assets.

- Privately owned buildings serving the public may be declared unsafe by the Fire Department, 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 DPW 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 Lead Agency will activate Support Agencies; the EOC will activate other ESFs as needed. Components of the organization for *ESF #3* may include, but not be limited to staging areas.

## 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

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards

- ☐ After a disaster conduct an After-Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ Pre-identify temporary landfill sites
- ☐ Establish Memorandums of Understanding (MOUs) with applicable agencies, companies, etc.
- ☐ 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 and personnel 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 an inventory of disaster supplies, i.e., sandbags, plastic sheeting, plywood, barricades, temporary fencing, signs and traffic control devices
- ☐ Maintain inventory of all public utilities, bridges and roadway conditions
- ☐ Maintain public works mutual aid agreements, particularly with NH Public Works Mutual Aid
- ☐ Identify alternate EOC representatives in the event of extended EOC operations

### *RESPONSE PHASE*

#### LEAD AGENCY

#### *Department of Public Works (DPW)*

- ☐ Inspect and maintain at risk dams and maintain water distribution, treatment and storage systems
- ☐ Inform the EOC of road and highway conditions
- ☐ Identifying temporary landfill sites
- ☐ Disperse equipment and manpower to strategic locations, under direction of the Incident Commander and the EOC
- ☐ Monitor dam(s), river elevations and stream gauges
- ☐ Mobilize needs for resources, manpower and equipment
- ☐ Assist in transportation and traffic control requirements by constructing barricades and posting detours where needed
- ☐ Compile and evaluate damage assessments from other town departments and staff and establish communications with field units and/or facilities
- ☐ Provide emergency debris clearance to allow emergency personnel and equipment the ability to perform lifesaving and life protection activities
- ☐ Fill/disperse sandbags as need during flood conditions
- ☐ Provide temporary construction of emergency access routes necessary for passage of emergency response personnel; construction of fire breaks, as requested
- ☐ Monitor and block areas of concern prior to the arrival of flood waters
- ☐ Provide staff and equipment as available to assist other departments
- ☐ Manage and/or arrange for the disposal of debris, garbage, downed trees and other debris from private and public property

- ☐ Repair damage to critical town infrastructure (i.e. roads, water and sewer systems.) and/or protect such facilities from further damage
- ☐ Stabilize or demolish damaged structures or facilities determined to be an immediate threat or hazard to public safety, per recommendation from authorized state or local agencies and per state RSAs
- ☐ Coordinate additional engineering and construction resources as needed and provide support and personnel in response to disasters, including terrorist incidents/attacks
- ☐ Report to the EOC when requested by the EMD
- ☐ Conduct post incident clean-up for return to public use
- ☐ Collect, maintain and report the following *ESF #3* status information for inclusion into the EOC's Situation Report (SitRep):
    - 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*

### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.
- ☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

### *Emergency Management Director (EMD)*

- ☐ Advice the EOC Director on all applicable, Plans, SOPs, ERP, MOUs & MOAs
- ☐ Monitor EIs and lead Information Fusion efforts
- ☐ Coordinate Communications to State, Federeal, County and Surrounding Communities EOC
- ☐ Oversee WebEOC
- ☐ Act as Deputy Director to the EOC
- ☐ Offer relief assistance to the EOC Director when and if needed
- ☐ Establish 24-hour EOC schedule and Work-Rest Cycle, if required
- ☐ Communicate with local emergency medical facilities to ensure readiness as needed
- ☐ Coordinate with Raymond Dispatch and/or other agencies to limit any unnecessary use of communication resources that are not related to the protection of life or property

- ☐ Coordinate emergency alerting to the public with Raymond Dispatch, CodeRED and other town-wide notification systems
- ☐ 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 Seacoast Regional Public Health Network for future assistance if needed
- ☐ Open communication lines with local ham radio operators if needed
- ☐ Upon notification of an emergency alert, the EMD will support the PIO with the establishment of communication links with the following if necessary:

    - Support Agencies for this ESF
    - Area hospitals
    - ARC & SRPHN
    - Local Amateur Radio Operators
    - State EOC & WebEOC
    - Police, Public Works & Fire Mutual Aid Systems
    - Surrounding community EOCs
    - Emergency Response Personnel
    - Local school(s)

### *Deputy EMD (DEMD)*

- ☐ In the absence of the EMD or id EMD is the acting EOC Director, assume responsibilities of the EMD
- ☐ Work with the EMD to provide assistance when and wherever needed
- ☐ Work with other ESF agencies as directed to assist in the protection of life and property
- ☐ Offer relief assistance to the EMD when and if needed

### *Police Department*

- ☐ Provide personnel and equipment to assist, as needed and as available
- ☐ Provide security in affected areas if needed
- ☐ Establish traffic rerouting and roadway blockade as needed
- ☐ Coordinate with the DPW and other departments to assess the situation

### *Fire Department*

- ☐ Assist residents with re-entry and removal of personal items from affected structures
- ☐ Assist with extrication from motor vehicles or buildings as needed
- ☐ Assist the Police Department with traffic issues as needed
- ☐ In coordination with the EMD, the Building Inspector, the Director of Public Works and other pertinent town departments and in concert with other authorized agencies, stabilize or demolish damaged structures or facilities determined to be an immediate threat or hazard to public safety.
- ☐ Provide personnel and equipment assistance, as needed and as available

### *Building Inspector*

- ☐ Assist in damage assessment with other departments and authorized personnel as applicable.
- ☐ Process emergency permits as needed.
- ☐ Assist residents with re-entry and removal of personal items from affected structures.
- ☐ In coordination with the EMD, Fire Chief, the Director of Public Works and other pertinent town departments and in concert with other authorized agencies, stabilize or demolish damaged structures or facilities determined to be an immediate threat or hazard to public safety.

### *RECOVERY PHASE*

- ☐ Based on the emergency situation, the EMD in concurrence with the DPW 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

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

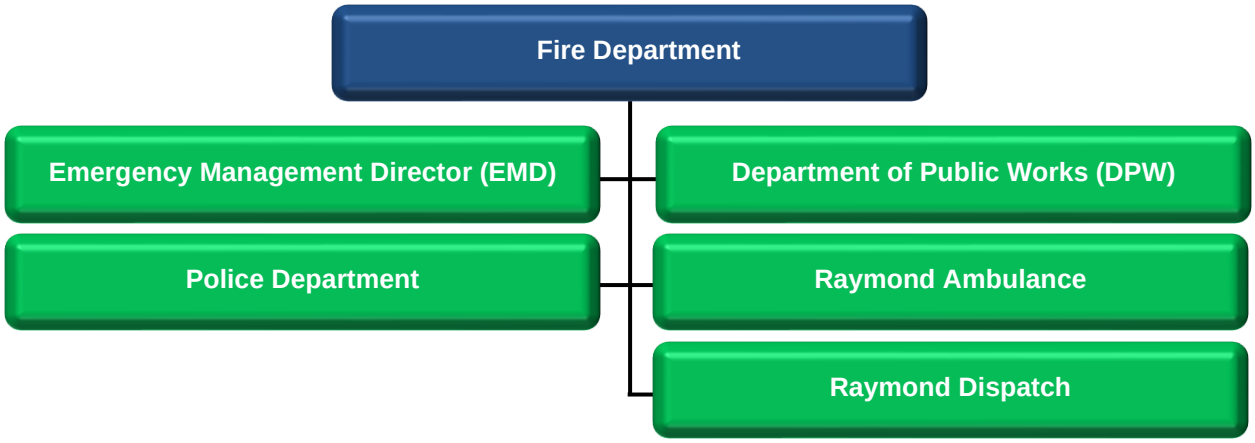
DPW and the Capitial Improvement Working Gourp (CIPWG) will maintain and update annual a Equipment Inventory List and submit this list to the EMD and EMWG by October of each year. This list will be kept on file with the EOP.

# *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 human-caused 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*

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

The Raymond Fire Department is a full-time/on-call fire department providing quality fire services to the residents and visitors of Raymond 24 hours a day, 365 days a year. The department staffs a full-time Chief, three full-time, 34 call firefighters and operates one station within the community. The Raymond Fire Department participates in Interstate Emergency Fire Mutual Aid along with area departments.

Raymond also has personnel well-trained in HazMat events. The Raymond Fire Department is as well-equipped to perform their assigned functions as any community of comparable size.

The Raymond Fire Station is vitally important to the emergency response. The fire station has an generator, a full kitchen, and shower and bathroom facilities.

The Fire Department maintain 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*

The Raymond Fire Department is the largest single source of manpower in the community, but in a major emergency, 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 then the town's fire department and local mutual aid 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; the Fire Department 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*

The Fire Department is the Lead Agency responsible for local operations to mitigate the effects of urban and wildland fire incidents in Raymond.

### *ORGANIZATION*

In accordance with the organizational chart at the beginning of this ESF, the Lead Agency will notify the EOC through the EMD, other ESFs and Support Agencies as needed. Components of the organization for *ESF #4* may include, but not be limited to staging areas, evacuation, sheltering, public information and law enforcement.

## 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 fire department personnel 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
- ☐ Work with the school district to develop and maintain a school emergency operations plan
- ☐ Review and update Standard Operating Guidelines on an annual basis

### *MITIGATION PHASE*

- ☐ Reduce the risk of wildfires through enforcement of outdoor burning statutes
- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After-Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ Develop and maintain emergency management plans, procedures and supplies as they relate to emergencies and disasters such as a Mass Casualty Plan (MCI)
- ☐ 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*

### LEAD AGENCY

#### *Fire Department*

- ☐ Coordinate all fire service activities
- ☐ Begin call up of all fire department 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 incident site
- ☐ Rescue trapped occupants if structural fire occurs
- ☐ Extinguish and contain all fires
- ☐ Assist with vehicular and building extrications as necessary
- ☐ Assist with the enforcement of restrictions and the evacuation of effected areas
- ☐ Assist the Police Department with traffic issues as needed
- ☐ Provide fire surveillance and offer fire protection within the evacuated areas
- ☐ Provide a monitoring capability for radiological accidents or incidents
- ☐ Establish perimeters for forest fires
- ☐ 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 impacted areas as needed
- ☐ Request medical transportation if needed
- ☐ Activate the Mass Casualty Plan if needed
- ☐ Respond to HazMat accidents/incidents per *ESF #10, Hazardous Materials*
- ☐ Conduct search and rescue operations per *ESF #9, Search & Rescue*
- ☐ Report power outages to the EOC
- ☐ 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
- ☐ 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
- ☐ Serve as a member of a disaster assessment team to determine the structural integrity of buildings affected by the disaster
- ☐ 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, maintain and report the following *ESF #4* status information for inclusion into the EOC's Situation Report (SitRep):
  - 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

#### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

#### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.
- ☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

#### *Emergency Management Director (EMD)*

- ☐ Advice the EOC Director on all applicable, Plans, SOPs, ERP, MOUs & MOAs
- ☐ Monitor EIs and lead Information Fusion efforts
- ☐ Coordinate Communications to State, Federeal, County and Surrounding Communities EOC
- ☐ Oversee WebEOC
- ☐ Act as Deputy Director to the EOC
- ☐ Offer relief assistance to the EOC Director when and if needed
- ☐ Establish 24-hour EOC schedule and Work-Rest Cycle, if required
- ☐ Communicate with local emergency medical facilities to ensure readiness as needed
- ☐ Coordinate with Raymond Dispatch and/or other agencies to limit any unnecessary use of communication resources that are not related to the protection of life or property
- ☐ Coordinate emergency alerting to the public with Raymond Dispatch, CodeRED and other town-wide notification systems
- ☐ 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 Seacoast Regional Public Health Network for future assistance if needed
- ☐ Open communication lines with local ham radio operators if needed

☐ Upon notification of an emergency alert, the EMD will support the PIO with the establishment of communication links with the following if necessary:

- Support Agencies for this ESF
- Area hospitals
- ARC & SRPHN
- Local Amateur Radio Operators
- State EOC & WebEOC
- Police, Public Works & Fire Mutual Aid Systems
- Surrounding community EOCs
- Emergency Response Personnel
- Local school(s)

***Deputy EMD (DEMD)***

☐ In the absence of the EMD or id EMD is the acting EOC Director, assume responsibilities of the EMD
☐ Work with the EMD to provide assistance when and wherever needed
☐ Work with other ESF agencies as directed to assist in the protection of life and property
☐ Offer relief assistance to the EMD when and if needed

***Police Department***

☐ Establish and control a secured perimeter
☐ Increase patrol, security and visibility in and around any impacted areas as available
☐ Coordinate traffic rerouting, roadway blockades and crowd control
☐ Provide equipment and personnel support during wildland and other large-scale firefighting operations, as needed and available.
☐ Coordinate emergency transportation routes
☐ Assist with evacuations as needed for impacted areas
☐ Assist with arson investigations in coordination with the Fire Chief & Fire Marshal

***Department of Public Works (DPW)***

☐ Inform the Emergency Management Director of road and highway conditions
☐ Provide highway equipment and personnel support during large scale firefighting operations
☐ Inspect and assess structural stability of buildings, roads, bridges, dams and other infrastructure in conjunction with other departments or agencies
☐ Assist the Police Department in traffic control by providing equipment, barricades and other traffic control devises
☐ Maintain transportation routes to provide access for emergency response vehicles
☐ Clear debris and downed trees from incident site
☐ Conduct post incident clean-up for return to public use

### *Raymond Ambulance*

- ☐ 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

### *Raymond Dispatch*

- ☐ Receive alerts & notifications from various services
- ☐ Provide initial notification and ongoing communication to all responders
- ☐ Dispatch emergency services for Police, Fire, and DPW
- ☐ 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*
- ☐ Assist in providing public and media messaging *per ESF #15, Public Information.*

## *RECOVERY PHASE*

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

- ☐ Perform decontamination functions, as described in SOGs, if necessary
- ☐ Assist in providing security for disaster-affected areas, if requested
- ☐ Assist in clean-up operations
- ☐ Perform such other functions as requested by the EOC to alleviate suffering and return the citizens of Raymond 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

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

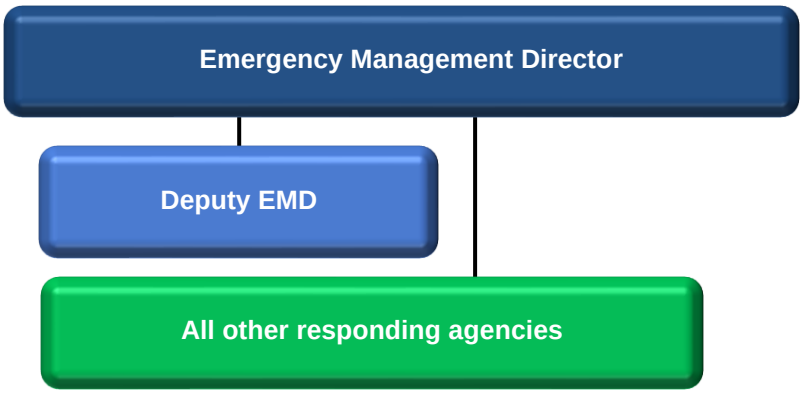
The Fire Department and the Capitial Improvement Working Gourp (CIPWG) will maintain and update annual a Equipment Inventory List and submit this list to the EMD and EMWG by October of each year. This list will be kept on file with the EOP.

# *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. In Raymond these duties are extended to include assisting EOC Director in execution of ERPs, all external state and federal agency coordination and communication and information fusion.

### *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 & Information Fusion**
  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. The fusion process is an overarching method of managing the flow of information and intelligence across levels and sectors of government to integrate information for analysis. That is, the process relies on the active involvement of state, local, tribal, and federal law enforcement agencies and sometimes on non-law enforcement agencies (e.g., private sector) to provide the input of raw information for intelligence analysis. As the array of diverse information sources increases, there will be more accurate and robust analysis that can be disseminated as intelligence.

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

- **Displays**
  To develop, maintain and display information and status in order to facilitate briefings and current activities.

- **Planning and Support**
  To plan and support activities used to assist in the consolidation of data to support the preparation of the action plan.

- **Technical Services**
  To coordinate remote sensing and reconnaissance requirements; provide hazard-specific technical advice to support operational planning; and use additional Subject Matter Experts (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 Raymond, 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 Lead Agency will activate ESF Support Agencies as needed. Components of the organization for ESF #5 may include, but not be limited to a unified command, a joint operation center and public information 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. In Raymond all EMD planning responsibilities are supported by the EMWG.

### *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 (tabletops or full scale drills)
- ☐ Review and maintain the Emergency Operations Plan on an annual basis

### *MITIGATION PHASE*

- ☐ Provide public outreach and education to increase hazard awareness and mitigation action items that can be taken
- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After-Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ Provide public outreach and education to increase emergency preparation awareness
- ☐ Pre-designate administrative and clerical staff that may be needed at the EOC
- ☐ Coordinate with the Town Manager to establish an EOC plan and equip the EOC and the secondary EOC with such items as extension cords, display boards, cots, blankets, etc.
- ☐ Coordinate with the Town Manager to maintain and update the EOP to include an update to the Resource Inventory List and EOC Alert List
- ☐ Coordinate with the Town Manager for disaster mitigation programs and trainings
- ☐ 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 6)
- ☐ Obtain and refresh WebEOC training and ensure all EOC staff members are adequately trained
- ☐ Set up the phones lines necessary for emergency communications and reporting
- ☐ 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*

#### LEAD AGENCY

##### *Emergency Management Director (EMD)*

- ☐ Notify the Town Manager and surrounding town EMDs of all EOC activations
- ☐ Consider seeking the Select Board Chair's authorization to declare a local state of emergency, if necessary
- ☐ Monitor weather and flood conditions
- ☐ Develop a strategic plan for the incident

- ☐ Coordinate the processing, collecting and dissemination of information along with other team members
- ☐ 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 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 in and out of the EOC
- ☐ Prepare a shift schedule and provide basic food, water, medical services and other staffing needs 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*
- ☐ 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
- ☐ Track progress of restoration
- ☐ Track the deployment of personnel and equipment working the emergency
- ☐ Initiate long-term strategic planning for the affected area
- ☐ Prepare 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 chronological event logs, 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*
- ☐ Develop a restoration priorities plan

☐ 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

#### *Town Manager*

☐ Act as EOC Director upon activation (or assign designee)
☐ Act as a Member of the EMWG
☐ Incorporate EMWG CIP recommendations into the overall Town CIP
☐ Ensure all Departments support the EMD in the Towns EM efforts
☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

#### *Emergency Operation Center Director (EOC Director)*

☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
☐ The EMD will notify the Town Manager of all EOC activations.
☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

#### *Deputy EMD (DEMD)*

☐ In the absence of the EMD or id EMD is the acting EOC Director, assume responsibilities of the EMD
☐ Work with the EMD to provide assistance when and wherever needed
☐ Work with other ESF agencies as directed to assist in the protection of life and property
☐ Offer relief assistance to the EMD when and if needed

#### *All Other Responding Departments*

☐ Maintain accurate and up-to-date records of
- Total staff hours
- Vehicles used and mileage
- Equipment used
- Total equipment hours
- Cost of materials
- Photographs pre and post restoration
- GPS locations for all damaged sites

- ☐ 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
- ☐ Provide a representative for the EOC

### *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

**The EOC Alert List:**

The EMD and the EMWG will maintain and update quarterly a local and higher level EOC Alert List. This list will be kept on file with the EOP.

PAGE INTENTIONALLY LEFT BLANK

## *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. LRS 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 48-72 hours, Raymond 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 Iber Holmes Gove Middle School (ARC certified). If the need arises and the Middle School is not available, the Raymond High School may be utilized as a secondary shelter.

In the unlikelihood that the buildings mentioned above are 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 EMD, 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 Raymond is responsible for the mass care and sheltering of its citizens and visitors 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 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 7.

The Town of Raymond currently has a supply of cots, pillows and blackets that are stored in the Emergency Management Command Buss that is parked at the Fire Station; inventory and other resources (i.e., medical) may be available from the Seacoast Regional Public Health Network (SRPHN), ARC 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. The Middle School will not allow pets in the facility; alternative arrangements may need to be made to establish pet sheltering. Local veterinarians may be available to assist. The Sanborn High School Regional Shelter, if activated, may also be utilized 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 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*

- ☐ Coordinate with ARC and the SRPHN 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
- ☐ 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
    - Seacoast Regional Public Health Network
    - 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

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After-Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ 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 staff to open and maintain shelter operations
- ☐ Prepare a shelter kit with items recommended by ARC (see Chapter 7)
- ☐ 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)
- ☐ Prepare a plan to move the shelter should the primary shelter become compromised

## *RESPONSE PHASE*

### LEAD AGENCY

#### *Logistics & Resident Support (LRS)*

- ☐ Organize and coordinate all shelter activities and needs
- ☐ Mobilize staff and open shelter(s) keeping them operating as long as necessary
- ☐ Notify *ESF #6* Support Agencies of plan implementation and share information about what has occurred and initial response actions
- ☐ Activate the shelter plan
- ☐ 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
- ☐ 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 ARC and coordinate efforts to establish "Safe & Well" information
- ☐ Participate in shelter training as coordinated by the EOC, the SRPHN and ARC
- ☐ 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 the Police Department 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 the Fire Department per *ESF #4, Firefighting*
- ☐ Obtain additional cots and blankets from ARC, state emergency management and the SRPHN as needed
- ☐ Coordinate with *ESF #7, Resource Support* and *ESF #15, Volunteer & Donations Management* to obtain necessary resources for shelter evacuees
- ☐ Collect, maintain and report the following *ESF #6* status information for inclusion into the EMD's Situation Report (SitRep):
    - 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 Manager and surrounding town EMDs of all EOC activations
- ☐ Establish direction and control at the EOC
- ☐ Assess the requirements for fuel, food, water, warming and cooling at the shelter and for emergency responders
- ☐ Open temporary shelters if required
- ☐ Notify Homeland Security, SCRPHN, ARC and other volunteer agencies as needed of the activation of *ESF #6*
- ☐ Designate a Public Information Officer (PIO) to assist with communications to the general public or the news media per *ESF #15, Public Information*
- ☐ Coordinate *ESF #15, Public Information* to recommend to the general public what items should be brought to shelters

### *Deputy EMD (DEMD)*

- ☐ In the absence of the EMD, assume the responsibilities of the EMD
- ☐ Work with the EMD to provide assistance when and wherever needed
- ☐ Work with other ESF agencies as directed to assist in the protection of life and property
- ☐ Offer relief assistance to the EMD when and if needed

### *Police Department*

- ☐ Provide assistance for traffic control and transport to and around the emergency shelter
- ☐ Provide security and law enforcement at shelter and mass care facilities, as available
- ☐ Provide backup communications links from shelter facilities to the EOC via the use of 2-way radios, if needed
- ☐ Provide assistance with pet sheltering as available

### *Fire Department*

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

### *Raymond Ambulance*

- ☐ 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

### *Department of Public Works (DPW)*

- ☐ 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; the Middle School has a private septic system
- ☐ 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
- ☐ Assist in posting directions and road signage
- ☐ Clear parking lots and evacuation routes of debris and/or snow

### *Citizen Emergency Response Team (CERT)*

- ☐ Assist with staffing at shelter locations.
- ☐ Assist in the transportation of individuals to/from the shelter.
- ☐ Assist with feeding operations at the shelter.

### *School District Liaison*

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

### *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, SRPHN, ARC and other agencies
- ☐ Participate in basic food-safety training as coordinated by the EMD, SRPHN, ARC 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
- ☐ Provide individual and family assistance consisting of the provision of emergency food, clothing, shelter and health and mental health services
- ☐ 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
- ☐ Activate and organize shelter teams and provide shelter kits

### *Seacoast Regional Public Health Network (SRPHN)*

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

## *RECOVERY PHASE*

- ☐ Recovery operations, as determined by the EMD and other Support Agencies for this ESF, may be initiated during response operations
- ☐ Assist evacuees in returning to their homes
- ☐ Assist with temporary housing for evacuees who cannot return to their homes
- ☐ Provide public information regarding follow-up programs that may be available
- ☐ Arrange for crisis counseling services as needed through disaster mental health teams (i.e., American Red Cross or other agencies)
- ☐ Ensure the return of the shelter(s) to its previous use and condition
- ☐ Ensure that the collection of garbage and refuse is completed, per *ESF #3, Public Works & Engineering*
- ☐ Compile documents, records, costs, and all expenses that may or may not be eligible for reimbursement
- ☐ Ensure that all health and safety issues are resolved 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

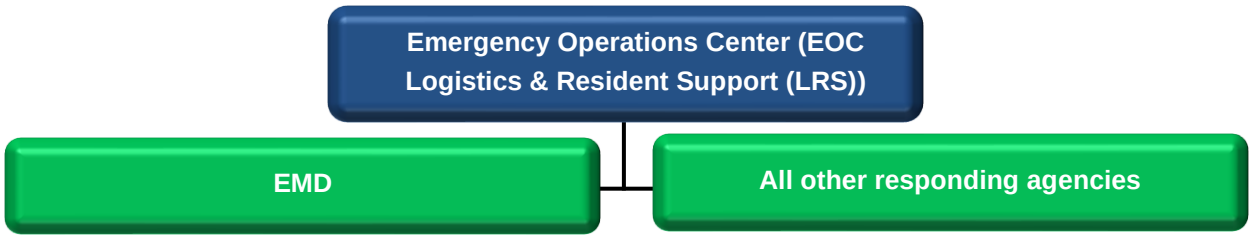
PAGE INTENTIONALLY LEFT BLANK

# *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. In Raymond these activities are performed by Logistics & Resident Support (LRS).

### *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 Raymond 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 that are no longer needed in Raymond may be shared with the hosting community.

### *PLANNING ASSUMPTIONS*

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

- ☐ An emergency or disaster can occur in Raymond 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 Raymond, 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 EOC Director 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, but not be limited to staging areas and holding areas.

## 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 6) 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

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After-Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *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*

#### LEAD AGENCY

##### *Logistics & Resident Support (LRS)*

- ☐ Assume overall coordination of resource allocation and the processing of requests
- ☐ 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 Town Manager
- ☐ Monitor and track staff movement and the status/disposition of all resource requests
- ☐ Stage resources near the expected impact/emergency areas when possible
- ☐ Provide initial reports based on resources that have been requested
- ☐ Provide 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*
- ☐ Authorize the release of excess resources to neighboring communities and/or the state
- ☐ Coordinate the use of essential utility services
- ☐ Procure equipment after disaster events

### SUPPORT AGENCIES

#### *Emergency Management Director (EMD)*

- ☐ Notify the Town Manager and surrounding town EMDs of all EOC activations
- ☐ Coordinate direction and control at the EOC
- ☐ Request staff to come to the EOC to provide logistical support as required
- ☐ Notify local, state and federal agencies as needed regarding the emergency and the anticipated resource requirements

#### *Deputy EMD (DEMD)*

- ☐ In the absence of the EMD, assume the responsibilities of the EMD
- ☐ Work with the EMD to provide assistance when and wherever needed
- ☐ Work with other ESF agencies as directed to assist in the protection of life and property
- ☐ Offer relief assistance to the EMD when and if needed

#### *All Other Responding Departments*

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

## *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 EOC
- ☐ Full demobilization would occur at the termination of the operational elements at the local EOC

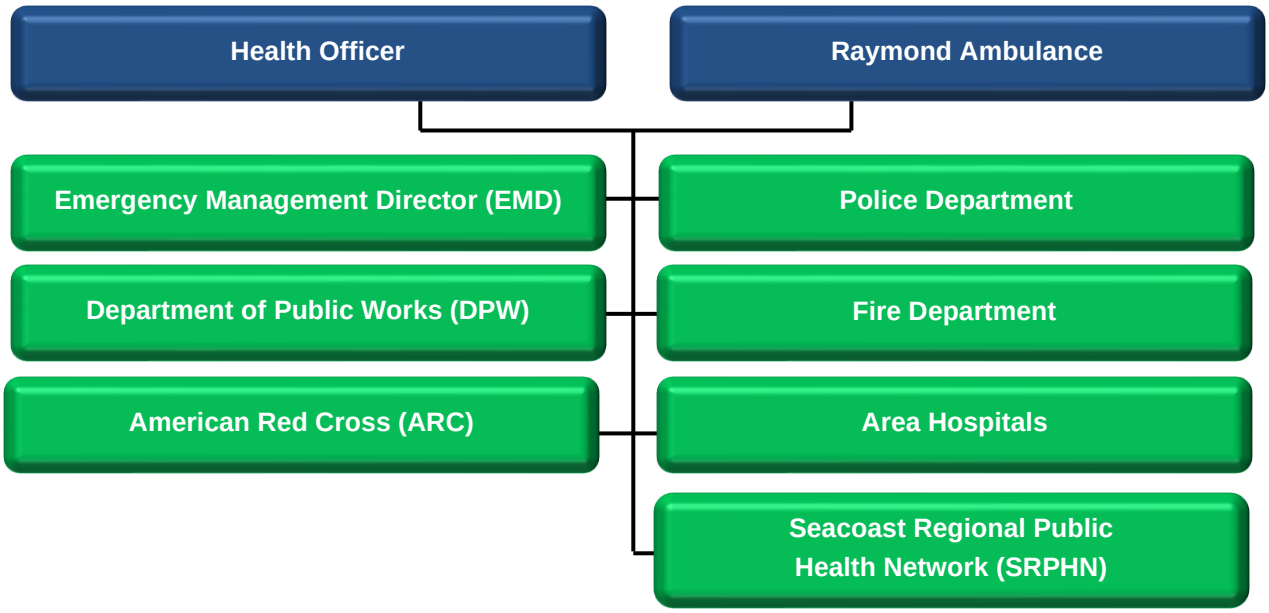
**A complete Resource Inventory List can be found in Chapter 6 of this plan.**

## *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 Raymond contracts emergency medical services (EMS) through Raymond Ambulance. Raymond Ambulance staffs a full-time President, 2 full-time shift supervisors and 20+ part-time EMTs. The ambulance service has established Standard Operating Guidelines for EMS and regularly trains its personnel in those SOGs and state protocols. Emergency responders are certified to various levels of emergency medical care from EMR to Paramedic and are as well equipped to perform their assigned functions as any community of a comparable size. The town has an appointed Health Officer and a Deputy Health Officer.

Residents of the Raymond rely chiefly on the medical services provided at the Exeter Hospital in Exeter and Elliot Hospital in Manchester which maintain their own emergency response plans. There are also three clinics in the Raymond: Access Sports Medicine, Lamprey Health Care and Elliot Primary Care. 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. Alternative hospitals would include Parkland Medical Center in Derry and Catholic Medical Center in Manchester.

A major emergency affecting the community and the surrounding area could result in a high rate of casualties and fatalities. Temporary portable morgues may need to be established. All efforts would be expediently handled to deal with a large number of fatalities. Guidance in health matters in an emergency is available from the State Division of Public Health and the Seacoast Regional Public Health Network.

The Seacoast Regional Public Health Network (SRPHN) is a collaborative of municipal and health and human service agencies in the region that encompasses 23 municipalities. Through SRPHN, these municipalities have agreed to develop a regional plan to address public health emergencies, the Public Health Emergency Preparedness Response Plan, which is considered an annex to this plan. Appendix 4 of the public health emergency annex includes the plans for Point of Dispensing (POD) for mass vaccination or antibiotic distribution to residents of a community (s) in the seacoast public health region.

During a public health emergency, 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, communications, resource dispatching and tracking, information collection, analysis and dissemination. In a public health emergency the local EOC and the MACE will maintain communications with the State DHHS Incident Command and the State EOC (see Chapter 8, Resource Inventory).

### *PLANNING ASSUMPTIONS*

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

A Mass Casualty Incident (MCI) could occur anywhere in Raymond and could include hazardous materials or a large number of persons. These events coupled with municipal and other non-governmental events create an opportunity for mass casualty incidents. As a tourist destination and with NH Route 101 running through town an MCI has potential to occur.

Other planning assumptions include, but are not limited to:

- Temporary mortuary facilities or storage areas may need to be established, in the event of a large amount of fatalities.
- Raymond'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.
- 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 Raymond (such as Exeter Hospital, the NH Department of Health and Human Services or Seacoast Regional Public Health Network) could potentially be available to provide mass administration of immunizations and/or medications.
- Most people will seek medical care on their own.
- The town would be self-sufficient for the first 24-36 hours of an emergency.
- Unchecked accumulation of debris, the consumption of contaminated food or water and the inadequate disposal of sewage will result in public health problems if not abated early in the emergency cycle.
- Local medical personnel will spontaneously volunteer to assist.

## 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 Raymond Ambulance in coordination with the EMD and the Town Manager. 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, but not be limited to triage, sheltering (pet and human), points of dispensing, medical transportation, law enforcement and quarantine.

## 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*

- ☐ Raymond Ambulance will maintain training programs to insure 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.
- ☐ The Health Officer will coordinate immunization campaigns and shelter-in-place as recommended prior to emergency events.
- ☐ Raymond Ambulance 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.

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After-Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ Raymond Ambulance and the Health Officer will assess options for obtaining adequate medical supplies prior to a disaster.
- ☐ Raymond Ambulance will maintain all EMS equipment and vehicles in order to insure readiness at the time of an emergency.
- ☐ Raymond Ambulance and the Health Officer will assist with the development of evacuation plans for the functional needs population residing in assisted living facilities and private homes.
- ☐ Raymond Ambulance and the Health Officer will take part in and/or conduct specialized training.
- ☐ Raymond Ambulance will periodically test, maintain and have ready all equipment in working order.

### *RESPONSE PHASE*

#### 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, area hospitals, SRPHN, NH-DHHS, the NH Medical Examiner, home health care agencies, psychiatric / mental health and social service providers)
- ☐ In coordination with other state, federal, regional and private organizations such as the NH DHHS, SRPHN and ARC, 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
    - Identify and control the spread of disease between humans by social distancing, quarantine and isolation guidelines set forth by federal, state and/or town government
    - 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
    - Develop a Mental Health Crisis Counselling Team
    - Coordinate inspection of food, water, drugs and other consumables exposed
    - Monitor food handling and sanitation in emergency facilities
    - Issue “boil orders” for drinking water as needed
    - Assist with the evacuation of the functional needs population residing in private homes
    - Contact the state to request a quarantine order should quarantine of all or part of the community be recommended by local health officials

- ☐ Ensure that the health needs of the EOC staff are met
- ☐ Activate the Mass Casualty Plan if needed
- ☐ Coordinate with the EMD to designate a temporary morgue facility and monitor the facility based on state regulations
- ☐ Determine the need for quarantine and order isolation/quarantine as needed by state law
- ☐ 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
- ☐ Report to the EOC when requested, or send a representative
- ☐ Collect, maintain and report the following *ESF #8* status information for inclusion into the EMD's Situation Report (SitRep):
    - An overall assessment of health issues concerning the community
    - Report on communications with NH DHHS, SRPHN, area hospitals, public schools, nursing homes, etc.
    - Number of casualties, injuries and fatalities
    - Health risks, current and potential
    - Identification of unmet needs

### *Raymond Ambulance (Co-Lead)*

- ☐ Perform all administrative and operational functions of EMS and provide medical assistance and personnel as needed
- ☐ Manage the staging facility for triage and points of dispensing if necessary
- ☐ Manage the isolation and decontamination of victims of a hazardous material incident
- ☐ 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
- ☐ Coordinate resources to support healthcare system surge
- ☐ Gather information concerning injuries and fatalities resulting from emergency situations and forward this information to the EOC as soon possible
- ☐ Provide medical transportation for the injured and non-ambulatory patients to area hospitals as needed
- ☐ Assess the medical capabilities on-hand and report these to the EOC
- ☐ Coordinate with other area hospitals if as necessary to receive patients
- ☐ 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

## SUPPORT AGENCIES

### *Emergency Management Director (EMD)*

- ☐ Notify the Town Manager and surrounding town EMDs of all EOC activations
- ☐ Provide direction and control at the EOC
- ☐ Request staff to report to the EOC to provide support for the situation as required
- ☐ Notify SRPHN and coordinate to open inoculation centers if required
- ☐ Secure video conferencing for daily operations
- ☐ Assist medical personal in the establishment of quarantine units
- ☐ In coordination with other departments, contact the functional needs community, elder citizens and vulnerable populations who may need assistance
- ☐ Requested nursing assistance from members of the community as available.
- ☐ Coordinate with the Lead Agencies to designate a temporary morgue facility.
- ☐ 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 Multi-Agency Coordinating Entity (MACE), 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

### *Fire Department*

- ☐ Assist with extrication and rescues as needed
- ☐ Assist with evacuations as needed for impacted areas
- ☐ Assist with traffic control and transportation as available
- ☐ Assist with the staging facility for triage and points of dispensing if necessary
- ☐ 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)
- ☐ Respond with HazMat equipment if needed
- ☐ Assist with the isolation and decontamination of victims of a hazardous material incident

### *Police Department*

- ☐ Provide security and escorts, as required to protect the transport of the Strategic National Stockpile (SNS)
- ☐ Provide security at points of dispensing to guard against theft
- ☐ Identify and secure access routes needed for emergency responders
- ☐ Assist with evacuations and establish traffic rerouting and roadway blockade as needed
- ☐ Establish and control a secured perimeter
- ☐ Increase patrol, security and visibility in and around any impacted areas as available
- ☐ Request additional law enforcement if needed
- ☐ For local HazMat or mass casualty incidents, assist the EMD and Fire Department as needed
- ☐ Implement social distancing policies and employee monitoring
- ☐ Implement exposure guidelines from the Center for Disease Control (CDC), the Department of Health & Human Services (DHHS), Homeland Security and other agencies

### *Department of Public Works (DPW)*

- ☐ Assist the EMS by making sure the roads are clear for them to perform their duties
- ☐ Assist the Police Department in traffic control by providing equipment, barricades and other traffic control devises
- ☐ Assist with the acquisition and set up of refrigeration equipment required for temporary holding facilities for human remains
- ☐ Assist with the staging facilitiy for triage if necessary
- ☐ Clean and sanitize public facilities
- ☐ Maintain a supply of Personal Protective Equipment (PPE) and sanitizing supplies
- ☐ Support and monitor the disposal of disaster debris, landfill materials and similar items to preserve public health

### *Seacoast Regional Public Health Network (SRPHN)*

- ☐ 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
- ☐ 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 DHHS
- ☐ Establish an Alternative Care Site (ACS) if the hospital(s) becomes overwhelmed
- ☐ Activate the Medical Reserve Corp (MRC)
- ☐ Activate the Multi-Agency Coordinating Entity (MACE)

### *Area Hospitals*

- ☐ Provide expert medical care and advice as the primary hospitals for Raymond
- ☐ Coordinate with the Town of Raymond on Mass Casualty Incidents
- ☐ Provide advice and participate with Seacoast Regional Public Health Network
- ☐ Coordinate with other hospitals as necessary to receive patients
- ☐ Coordinate on-site triage if necessary
- ☐ Designee to report to the EOC if requested by the EMD
- ☐ Provide support for the Alternative Care Site (ACS) and Health Officer as necessary

### *American Red Cross (ARC)*

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

### *RECOVERY PHASE*

- ☐ The recovery phase will end 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 have been provided
  - Procedures for the handling of fatalities have been completed
  - The provision of behavioral health services to affected individuals, families, communities and responders has been completed
- ☐ Response elements of *ESF #8* may continue to be operational to support the recovery phase of the operations, which may remain active for an extended period of time
- ☐ Full demobilization would occur when all health needs have been met and at the termination of the operational elements at the local EOC

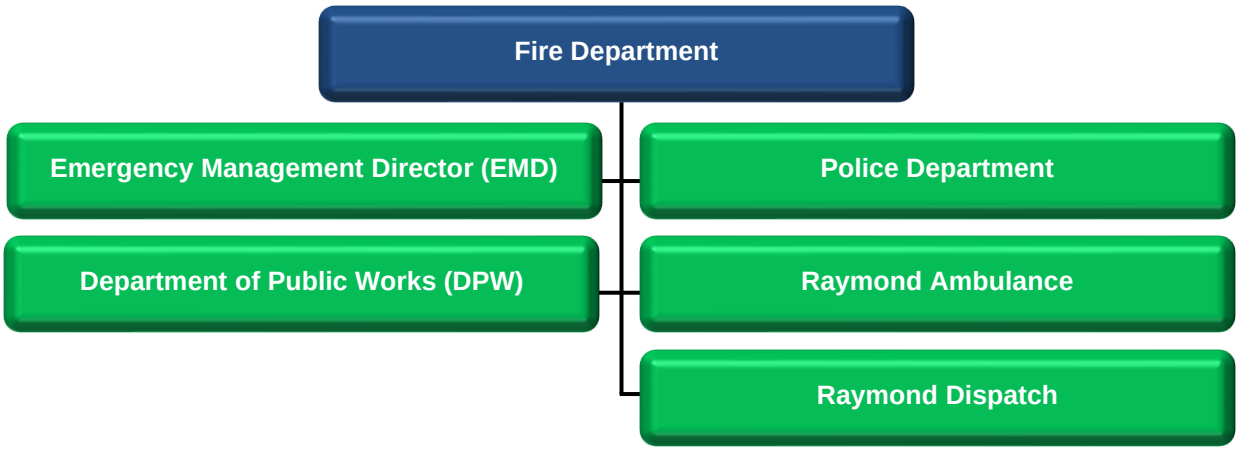
PAGE INTENTIONALLY LEFT BLANK

# *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*

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

### *PLANNING ASSUMPTIONS*

An emergency or disaster can occur in Raymond 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 woodland incidents.

NH Fish & Game is responsible for 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 the Raymond Fire Department. 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 State of NH Medical Examiner and the Rockingham County Attorney's Office, by state law.

### *ORGANIZATION*

In accordance with the organizational chart at the beginning of this ESF, the Lead Agency will notify the EMD who will activate ESF Support Agencies as needed. Components of *ESF #9* may include, but not be limited to staging areas, health & medical, public information, volunteer & donations and law enforcement.

## 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

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *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:

- Search and Rescue Canine Units – Troop A or Rockingham County Sheriff's Office
- Swift Water Technical Rescue Team – Manchester Fire and Bedford Fire
- Heavy Equipment Contractors
- Off Road Vehicles
- Engineering Resources
- Aircraft
- Boats
- Mass Care Resources

## *RESPONSE PHASE*

### LEAD AGENCY

#### *Fire Department*

☐ Begin call up of all Fire Department personnel
☐ Determine and mobilize resources, personnel and equipment that will be needed for SAR.
☐ 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
☐ Report to the EOC when requested by the EMD and delegate the on-scene command of the department to the next qualified member
☐ Assist with evacuations as needed for impacted areas
☐ Search for and rescue trapped occupants if structural fire occurs
☐ 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
☐ Perform water rescue(s) if needed
☐ Notify Marine Patrol and/or NH Fish & Game for the recovery and investigation of water fatalities
☐ 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 the Police Department to provide manpower, equipment and technical assistance for large-scale search and rescue efforts
☐ Activate the Mass Casualty Plan if needed
☐ Request 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, maintain and report the following *ESF #9* status information for inclusion into the EMD's Situation Report (SitRep):
    - 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

### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.
- ☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

### *Emergency Management Director (EMD)*

- ☐ Notify the Town Manager 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
- ☐ In coordination with other departments, contact the functional needs community, elder citizens and vulnerable populations who may need assistance
- ☐ In coordination with other departments, assess structural stability of buildings, bridges and dams
- ☐ 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*

### *Police Department*

- ☐ Coordinate with the Fire Department to provide manpower, equipment and technical assistance for large-scale search and rescue efforts
- ☐ Assist with evacuations as needed for impacted areas
- ☐ Establish a perimeter and provide access control to SAR sites
- ☐ Determine and mobilize resources, personnel and equipment that may be needed

- ☐ Establish traffic rerouting and roadway blockade as needed
- ☐ Increase patrol, security and visibility in and around any impacted areas as available
- ☐ Maintain complete logs of actions taken, resource requirements and other activities.
- ☐ Provide investigative services in missing person's cases and/or criminal offenses

### *Raymond Ambulance*

- ☐ 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

### *Department of Public Works (DPW)*

- ☐ Inform the EOC of road and highway conditions
- ☐ Support *ESF #9* by providing personnel, engineering, equipment and other resources to assist in search and rescue
- ☐ Assist the Police Department in traffic control by providing equipment, barricades and other traffic control devises
- ☐ Clear and maintain roadway passage for regular vehicular and emergency vehicle access.
- ☐ Clear debris and downed trees from incident site
- ☐ Conduct post incident clean-up for return to public use
- ☐ Inspect and assess structural stability of buildings, roads, bridges, dams and other infrastructure in conjunction with other departments or agencies

### *Raymond Dispatch*

- ☐ Receive alerts & notifications from various services
- ☐ Provide initial notification and ongoing communication to all responders
- ☐ Dispatch emergency services for Police, Fire, and DPW
- ☐ 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*

## *RECOVERY PHASE*

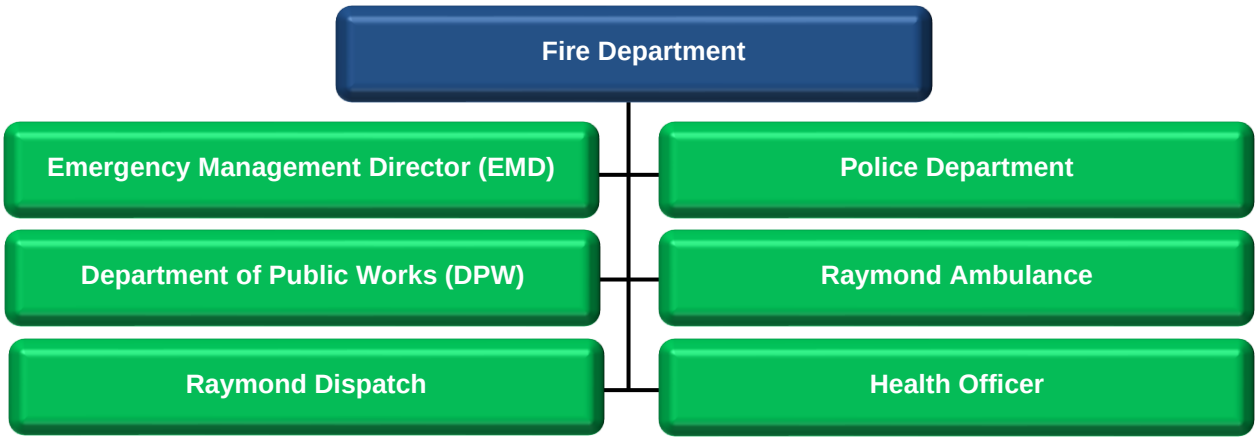
- ☐ Initiate recovery efforts when it is determined that the search and rescue operation is complete or the emergency conditions have stabilized or are improving
- ☐ Ensure that all health and safety issues are resolved and that all individuals are rescued (or located) and provided with proper medical 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

# *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. The town has several of the major concerns for the transport of hazardous materials including busy roadways, four busy state highways (NH Routes 27, 107, 102 and 156) and Interstate 101.

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 Raymond 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 Raymond:

- Hazardous materials are found throughout Raymond. 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.

- Some businesses and institutions in the community (i.e., Palmer Gas, Walmart Distribution Center, Gemini Valve, Fisher Auto, Sanel Auto, Advanced Auto, Radio Grove Hardware and Ben Franklin's Hardware) use and store hazardous materials in day-to-day operations.

- Minor spills resulting from motor vehicle accidents and other sources are handled routinely by the Fire Department.

- Federal law requires the use of the Incident Command System at all HazMat incidents.

- The NH National Guard can be requested to assist with decontamination using their mobile decon capabilities.

- Although members of the Fire Department have received training in HazMat response, the Fire Department can only guarantee a defensive response to a HazMat incident and decontamination for response personnel.

### *PLANNING ASSUMPTIONS*

The Town of Raymond 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, the Lead Agency will notify the EMD who will activate ESF Support Agencies as needed. Components of the organization for *ESF #10* may include, but not be limited to staging areas, law enforcement, sheltering and fielf 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 Raymond 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

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *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*

### LEAD AGENCY

#### *Fire Department*

- ☐ Activate hazardous materials response, if necessary
- ☐ Respond to and supervise emergency operations in hazardous materials accidents or incidents
- ☐ Begin call up of all Fire Department personnel
- ☐ Assist the Police Department with traffic issues as needed
- ☐ 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
- ☐ 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*
- ☐ 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)
- ☐ Notify state and regional resources if the situation warrants (i.e., NH Department of Safety, NH Department of Environmental Services, any company manufacturers, US EPA)
- ☐ Contact the State of NH Fire Marshal or NH HSEM who will contact the appropriate HazMat team and others if additional resources are needed
- ☐ Report to the EOC when requested by the EMD and delegate the on-scene command of the department to the next qualified member
- ☐ Request medical transportation as needed
- ☐ Activate the Mass Casualty Plan if needed
- ☐ Assist with evacuations as needed for impacted areas
- ☐ Determine affected area and protective actions and restrict access to affected areas
- ☐ Evaluate hazardous materials storage for impact from flooding
- ☐ In coordination with other departments, ensure the structural integrity of buildings and/or structures involved in a hazardous materials incident
- ☐ Establish communications with field command and control elements and other activated Lead and Support agencies
- ☐ 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
- ☐ Coordinate with *ESF #8, Health & Medical,* to ensure the health and safety of the general public and response personnel

- ☐ Establish the need for decontamination and/or medical treatment through *ESF #8, Health & Medical*
- ☐ 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, maintain and report the following *ESF #10* status information for inclusion into the EMD's Situation Report (SitRep):
    - Status of local and regional HazMat response activities (i.e., containment, cleanup and disposal)
    - Status of evacuation or shelter-in-place orders and personal protective actions
    - Staffing and resource capabilities, shortfalls and unmet needs
    - Allocation of HazMat resources
    - Status of operation facilities (i.e. staging areas, fixed/mobile command posts)

### SUPPORT AGENCIES

#### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

#### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.
- ☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

#### *Emergency Management Director (EMD)*

- ☐ Notify the Town Manager 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
- ☐ In coordination with other departments, contact the functional needs community, elder citizens and vulnerable populations who may need assistance
- ☐ In coordination with other departments, assess structural stability of buildings, bridges and dams
- ☐ Coordinate with NH HSEM for additional resources as needed

#### *Police Department*

- ☐ Establish a perimeter and coordinate the provision of site security and access control during hazardous material operations
- ☐ Control traffic around the incident site(s)
- ☐ Establish traffic rerouting and roadway blockade as needed

- ☐ Increase patrol, security and visibility in and around any impacted areas as available
- ☐ Assist with the evacuation of affected areas if needed

### *Department of Public Works (DPW)*

- ☐ Inform the EOC of road and highway conditions
- ☐ Provide heavy equipment and materials for spill containment
- ☐ Provide or obtain engineering resources to support the situation
- ☐ Provide personnel as needed and available
- ☐ Assist the Police Department in traffic control by providing equipment, barricades and other traffic control devises
- ☐ Clear and maintain roadway passage for regular vehicular and emergency vehicle access
- ☐ Clear debris from incident site
- ☐ Coordinate efforts to remove downed trees if applicable
- ☐ Assess the damage to the town's water supply and protect storm drains
- ☐ Inspect and assess structural stability of buildings, roads, bridges, dams and other infrastructure in conjunction with other departments or agencies
- ☐ Isolate storm drains in the release area to prevent water contamination
- ☐ Take necessary precautions to prevent contamination of the public water supply
- ☐ Conduct post incident clean-up for return to public use

### *Raymond Ambulance*

- ☐ Provide health and medical services per *ESF #8, Health & Medical*
- ☐ Provide rehab for the emergency responders
- ☐ Provide medical transportation

### *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

### *Raymond Dispatch*

- ☐ Receive alerts & notifications from various services
- ☐ Provide initial notification and ongoing communication to all responders
- ☐ Dispatch emergency services for Police, Fire, and DPW
- ☐ 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
- ☐ Assist with media and public messaging *per ESF #15, Public Information.*

## *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

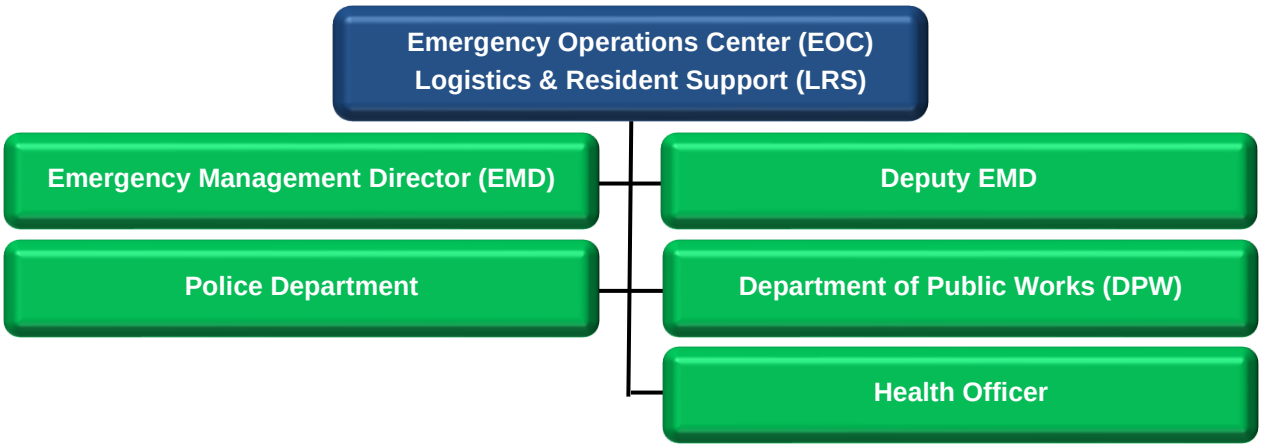
- ☐ Recovery would occur when all hazardous materials have been cleaned to the extent that they no longer pose a threat to human, animal or environmental health and when personnel have been decontaminated and the damage has been assessed
- ☐ Full demobilization would occur at the termination of incidents in the field and of the operational elements at the local EOC

## *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. In Raymond these activities are performed by Logistics & Resident Support (LRS).

#### *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. Downtown Raymond which includes the Historical Society, a train depot and a school add significant historic value and culture to the town. The depot and school are on the National Historic Register.

## 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.

Harm to the lakes in Raymond would greatly affect the economy of the town due to reduced tourism. Onway Lake (proposal for 300 camps), Governor's Lake, Carroll Lake are all used for camping, boating, and fishing. There are also residents living on the lake and a girl's camp (Zion's Camp) that could be affected. Carroll Lake is also close to the town's water supply which has two drilled wells that could become affected in the event of a contamination in the lake.

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 Raymond 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 Raymond has an Animal Control Officer who reports to the Police Chief. The local humane society (Stratham ASPCA) and local veterinarians (Raymond Animal Hospital & Candray Pet Care Center (Candia, NH) may be available to assist during an emergency.

### *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 the 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 |
|---|---|---|
| **1) Responding to animal and plant diseases and pests** | NH Department of Agriculture, Markets & Food (DAMF) | (603) 271-3551 |
| **2) Ensuring the safety and security of the commercial food supply** | NH Department of Agriculture, Markets & Food (DAMF) | (603) 271-3551 |
| | NH Department of Health & Human Services (DHHS) | (603) 271-9200 |
| **3) Protecting natural and cultural resources** | NH Department of Cultural and Natural Resources (DNCR) | (603) 271-2392 |
| | NH Archives and Records Management | 603-271-2236 |
| **4) Providing for the safety and well-being of livestock** | 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 State of NH Veterinarian will be advised immediately. The Police Department 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 Lead Agency will activate this ESF and notify Support Agencies as needed. Components of the organization for *ESF #11* may include, but not be limited to 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 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.

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *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*

### LEAD AGENCY

#### *Logistics & Resident Support (LRS)*

- ☐ Provide a needs assessment outlining the urgency of the situation and the staff and equipment needs
- ☐ 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 responders in the field, 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
- ☐ 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
- ☐ Collect, maintain and report the following *ESF #11* status information for inclusion into the EOC's 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

#### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.
- ☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

### *Emergency Management Director (EMD)*

- ☐ Notify the Town Manager and surrounding town EMDs of all EOC activations
- ☐ Establish direction and control at the EOC as needed and activate *ESF #11*
- ☐ Contact state emergency management, federal and/or private organizations if the situation warrants

### *Deputy EMD (DEMD)*

- ☐ In the absence of the EMD, assume the responsibilities of the EMD
- ☐ Work with the EMD to provide assistance when and wherever needed
- ☐ Work with other ESF agencies as directed to assist in the protection of life and property
- ☐ Offer relief assistance to the EMD when and if needed

### *Police Department*

- ☐ Provide protective perimeter in areas that are known to require quarantine
- ☐ Provide security to protect quarantined areas
- ☐ Coordinate with other agencies when necessary for any investigations arising out of any criminal or terrorists activities
- ☐ Request medical transportation as needed

### *Department of Public Works (DPW)*

- ☐ Coordinate with the EMD and the Town Manager on 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

### *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
- ☐ Coordinate triage and assume authority for decisions on medical assistance and mutual aid
- ☐ 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 or wild animal carcasses

### *RECOVERY PHASE*

☐ Demobilization of this ESF will occur when:

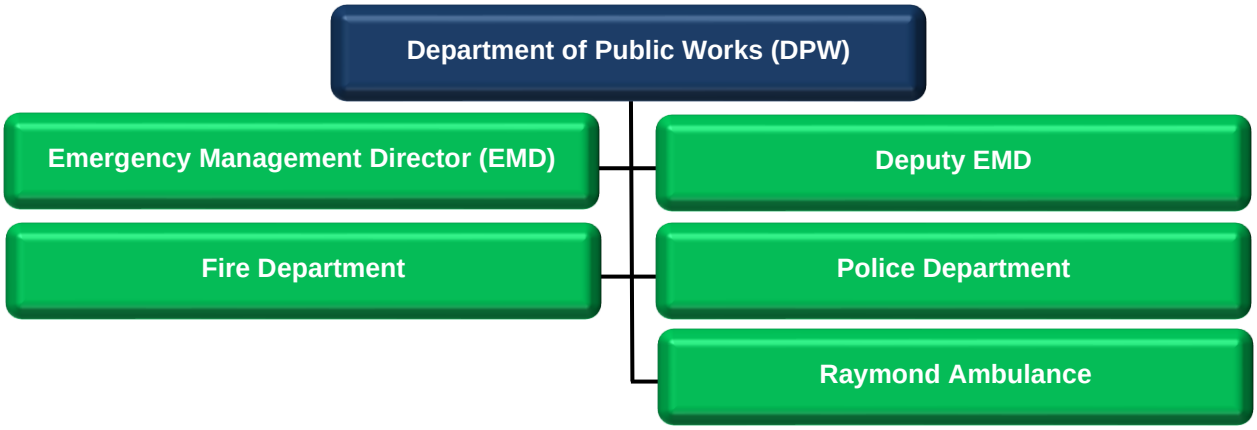
- Site remediation and restoration is complete
- Lost or damaged equipment and personnel injuries are identified and tracked
- An extended monitor period has been established
- A detailed cost accounting has been documented
- The operational elements at the EOC have been terminated

# *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 are two utilities supplying electrical power to Raymond; NH Electric Coop and Eversource. The Town of Raymond imports all its energy resources other than wood.

### *PLANNING ASSUMPTIONS*

The Town of Raymond 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 Raymond.
- Private water supplies could 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 Lead Agency will activate ESF Support Agencies as needed. Components of *ESF #12* may include, but not be limited to evacuation (if there is an extended period of power loss), staging, sheltering, fire prevention and 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 Raymond include, but may not be limited to:

- The Emergency Operations Centers (EOC; has generator)
- The Police, Fire and EMS Station (same building as EOC; has generator)
- The Department of Public Works Garage (has generator)
- Vulnerable populations who need power for health needs
- The Raymond Town Hall
- The Irving Station (Route 27; the Town of Raymond currently gets its fuel supply for all vehicles from the local Irving Station which does not have a generator)
- Fueling facilities such as NH DOT and local gas stations that are commonly used by emergency response personnel
- Vulnerable populations who need power for health needs
- Private contractors who may be able to provide emergency fuel

☐ Develop advance agreements with utility providers to ensure that critical facilities have priority in restoration efforts.

☐ Develop protocols with utility providers to ensure information is shared during an emergency; identify a single point of contact at NH Electric Coop and Eversource

☐ Maintain and keep an up-to-date a list of energy resources

☐ Department heads will coordinate with the Town Manager to develop a maintenance program for generators at key critical facilities

☐ NH Electric Coop and Eversource will work to ensure that rights of ways are maintained to minimize power disruptions

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ Maintain generators for emergency back up at key facilities, if available
- ☐ Ensure an adequate supply of fuel for emergency response vehicles and equipment during a shortage.
- ☐ Pre-develop energy conservation protocols outlining requirements for the reduction of power usage

### *RESPONSE PHASE*

#### LEAD AGENCY

##### *Department of Public Works (EMD)*

- ☐ Report utility power outages to the ECO
- ☐ 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
- ☐ Coordinate with *ESF #1, Transportation*, for the transport of critical energy supplies
- ☐ Coordinate with *ESF #3, Public Works & Engineering*, to establish emergency access to impacted areas (i.e. building temporary roads into an affected area)
- ☐ Coordinate regularly with utilities to determine utility status, customers and areas affected and to determine that response, repair and restoration actions are being undertaken
- ☐ 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
- ☐ With the Fire Department and the Police Department, conduct an immediate survey of streets to determine if downed trees, limbs and power lines require the closure of roads
- ☐ Assist with traffic control near downed power lines, as available
- ☐ Identify locations that can be used for debris storage and/or disposal
- ☐ Monitor utility services and coordinate activities and efforts to restore power if applicable
- ☐ 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

- ☐ 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 and closed roads
  - Proper disposal of perishable goods
  - Estimated length of the outage or shortage
  - Rationing and conservation of fuel supplies
- ☐ Collect, maintain and report the following *ESF #12* status information for inclusion into the EMD's 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

#### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

#### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.
- ☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

#### *Emergency Management Director (EMD)*

- ☐ Notify the Town Manager and surrounding town EMDs of all EOC activations
- ☐ Establish direction and control at the EOC
- ☐ Contact state emergency management, federal and/or private organizations if the situation warrants

#### *Deputy EMD (DEMD)*

- ☐ In the absence of the EMD, assume the responsibilities of the EMD
- ☐ Work with the EMD to provide assistance when and wherever needed
- ☐ Work with other ESF agencies as directed to assist in the protection of life and property
- ☐ Offer relief assistance to the EMD when and if needed

### *Fire Department*

- ☐ Assist with the provision of traffic control and fire suppression for downed power lines
- ☐ In conjunction with Raymond Ambulance and the Police Department, maintain a list of those requiring power for home health care
- ☐ Provide for the safety of energy personnel, equipment and critical facilities as necessary
- ☐ With the DPW and the Police Department, conduct an immediate survey of streets to determine if downed trees, limbs and power lines require the closure of roads
- ☐ Report utility power outages to the EOC
- ☐ Assist the Police Department with traffic issues as needed
- ☐ Assist the general public with the proper use of generators as available
- ☐ Provide assistance in mitigating and preventing fire and life safety hazards associated with energy fuel restorations

### *Police Department*

- ☐ With the DPW and Fire Department, conduct an immediate survey of streets to determine if downed trees, limbs and power lines require the closure of roads
- ☐ In conjunction with the Raymond Ambulance and the Fire Department, maintain a list of those requiring power for home health care
- ☐ Report utility power outages to the EMD
- ☐ Provide for traffic control near downed power lines
- ☐ Provide security and enforce rationing at public fuel distribution locations

### *Raymond Ambulance*

- ☐ Provide medical treatment per *ESF #8, Health & Medical*
- ☐ Provide medical transportation to medical facilities for individuals who require power for home health care

## *RECOVERY PHASE*

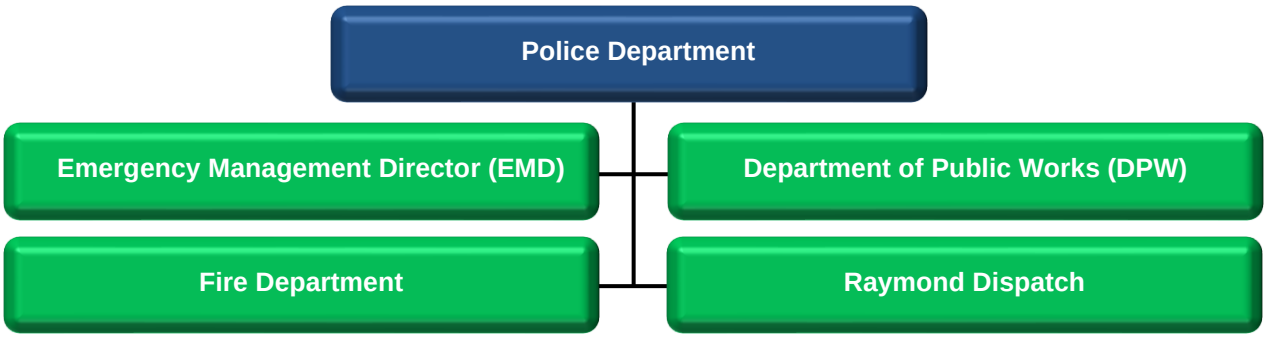
- ☐ Demobilization of this ESF will occur when:
  - All energy related issues are resolved and power is restored to major areas of the town
  - All transportation routes are deemed safe for travel
  - The energy shortage has subsided
  - Any persons sheltered as a result of long-term power failure have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

# *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 the Police Department may include manpower, equipment and/or technical expertise.

## SITUATION AND PLANNING ASSUMPTIONS

### *SITUATION*

The Raymond Police Department is a full-time department providing law enforcement services to the residents and visitors of Raymond 24 hours a day, 365 days a year. The department staffs a full-time Chief and 20 full and part-time officers. The Raymond Police Department has mutual aid agreements with surrounding towns, the Rockingham County Sheriff's Office and the NH State Police-Troop A.

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

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

### *PLANNING ASSUMPTIONS*

The Police Department has primary responsibility for the protection of life and property by enforcing laws, orders and regulations within the Town of Raymond. The Police Department assumes that law enforcement and security capabilities could be overwhelmed should a significant emergency occur. Based on this assumption, the Police Department 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 both affected and non-affected areas. 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 may 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 by the Raymond Police Department. The NH State Police, the National Guard, Rockingham County Sheriff's Office and area police departments may be called upon to augment the Police Department.

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.

The Police Department will maintain the town's lead responsibility for response management to threats or acts of terrorism until a time at which state, federal and regional agencies establish a Unified Command. The Police Department, 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 estanlish a unified command.

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

- NH State Police – Troop A
  - Canine Unit
  - SWAT Team
  - Major Crimes Unit
  - Explosive Ordinance Disposal (EOD)
- Raymond Fire Department (for HazMat)
- US-DA Forest Service
- Federal Bureau of Investigation (FBI)
- Rockingham County Sheriff's Office
- Southern NH Special Opeations Unit (SWAT)
- NH Fish & Game
- NH Forest & Lands (DNCR)
- NH Marine Patrol (Department of Safety)
- NH National Guard – Twelfth Support Team
- US Marshal Service
- Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF)

The Police Department operates under the following authorities: Stafford Act (42 U.S.C. 5121); RSA 105: 13; RSA 48:11-a (extended police authority for in-state mutual aid); RSA 105:13A (extended out of state police authority). For more information, see Chapter 7 of this plan.

### *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 *ESF #13* may include, but not be limited to criminal investigation, unified command, traffic control and 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
- ☐ Maintain mutual aid agreements
- ☐ Ensure proper training for all law enforcement personnel
- ☐ Develop traffic control plans for special and regional events
- ☐ Work with the school district to develop and maintain a school emergency operations plan

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

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ Develop procedures for coordinating activities with the DPW during major emergencies to ensure personnel know which routes are being utilized
- ☐ Maintain and up-to-date inventory and inspect and maintain all equipment, vehicles and radios
- ☐ Identify the functional needs population with other town departments
- ☐ Ensure an adequate supply of fuel for emergency response vehicles
- ☐ Assist the schools with emergency planning and response
- ☐ Practice fire and evacuation drills with the schools 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*

#### LEAD AGENCY

##### *Police Department*

- ☐ Enforce all laws, orders, ordinances and regulations
- ☐ Conduct criminal investigations
- ☐ Evaluate other potential targets
- ☐ Evaluate parking ban requirements
- ☐ Patrol and search for abandoned vehicles that may have been impacted by inclement weather
- ☐ 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
- ☐ Unless otherwise instructed, request that responding police personnel report to the scene of the emergency or police station and await assignment
- ☐ Disperse police equipment and personnel to strategic locations as necessary
- ☐ The on-duty officer will continue to perform duties that he/she feels necessary until instruction is received from a ranking officer
- ☐ Increase patrol, security and visibility in and around any impacted areas as available
- ☐ Activate the necessary procedures and plans to respond to an active shooter situation in coordination with the SAU's Emergency Operations Plan 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 the Fire Department and the DPW
- ☐ Coordinate the use of other police agency and non-police agency personnel in traffic control operations during emergencies
- ☐ Provide assistance to federal and state agencies for long term investigations
- ☐ Establish necessary communications with field personnel, assessing the overall law enforcement needs and response capabilities and notify the Support Agencies and the EMD
- ☐ 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 Rockingham County Sheriff's Office, the NH 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 and investigations 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
    - At temporary mortuary facilities
    - To prevent the contamination of the public water supply
    - The Emergency Operations Center (EOC)
    - Damaged and/or evacuated areas
    - Shelter locations
- ☐ Assist in public warning and alerting procedures through *ESF #2, Communications & Alerting* or if necessary by other means, such as loudspeakers or door-to-door canvassing
- ☐ 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 EMD's Situation Report (SitRep)

### SUPPORT AGENCIES

#### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

#### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.
- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.

☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

### *Emergency Management Director (EMD)*

☐ Notify the Town Manager 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

### *Fire Department*

☐ Provide operational support and resources in support of *ESF #13*
☐ Request medical transportation as needed
☐ Assist the Police Department with traffic issues as needed
☐ Assist the Police Department with command and control of the incident until other state and/or federal assistance arrives

### *Department of Public Works (DPW)*

☐ Provide operational support and resources in support of *ESF #13*
☐ Maintain an inventory of barricades, signs, and other traffic control devices in coordination with the Police Department and the Fire Department
☐ Provide road signage and barricades as available and as needed
☐ Assist the Police Department in traffic control by providing equipment, barricades and other traffic control devises
☐ Provide the necessary equipment and manpower to keep roadways free of debris and/or dangerous materials

### *Raymond Dispatch*

☐ Receive alerts & notifications from various services
☐ Provide initial notification and ongoing communication to all responders
☐ Dispatch emergency services for Police, Fire, and DPW
☐ 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*

## *RECOVERY PHASE*

☐ In the post-disaster recovery period, the Police Department will perform the following functions:
- Provide security for disaster-affected areas to prevent vandalism and looting
- 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 by the affected primary jurisdiction
- When activated resources (i.e., compacts, National Guard personnel, etc.) have been released to normal duty by the primary jurisdiction

## EQUIPMENT INVENTORY LIST – ESF #13, PUBLIC SAFETY & LAW ENFORCEMENT

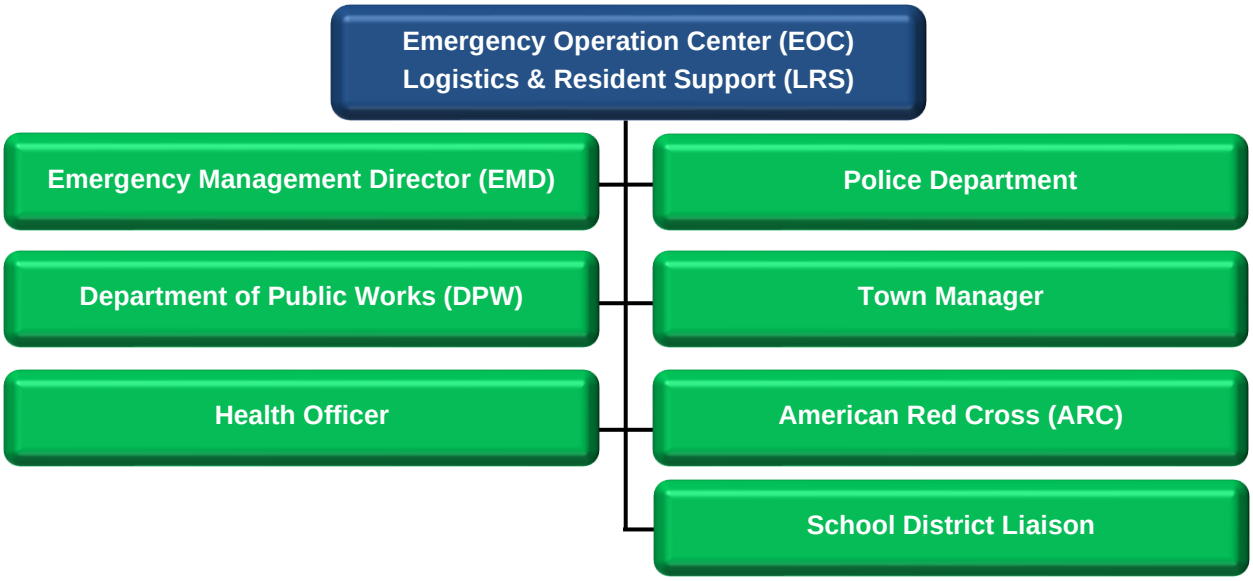
The Police Department and the Capitial Improvement Working Gourp (CIPWG) will maintain and update annual a Equipment Inventory List and submit this list to the EMD and EMWG by October of each year. This list will be kept on file with the EOP.

# *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. In Raymond these activities are performed by Logistics and Resident Support (LRS).

### *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 (i.e. Raymond Baptist Church, Raymond Area Rotary, New Life Assembly). Town assistance will be provided in areas such as: traffic control, security and help in identifying facilities to receive, sort and distribute donated goods. Large numbers of donations may be sent directly to the town itself. The town will coordinate donation management efforts with volunteer organizations and local agencies.

Volunteers working for the Town of Raymond 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 Lead Agency 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, but not be limited to staging, warehousing, volunteer management, phone banks, volunteer centers and fielf 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*

- ☐ LRS will:
  - Recruit and train volunteers for emergency operations
  - Identify and coordinate with volunteer agencies that may assist with volunteers and donations including: American Red Cross, area Rotary and Lions Clubs, Public School Volunteer program, etc.

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ Pre-identify possible sites for resource staging areas, distribution centers and a volunteer center
- ☐ Prepare the necessary forms that will be needed to track and document the receipt of donations and the assistance of volunteers
- ☐ The Town Manager 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*

#### LEAD AGENCY

##### *Logistic & Resident Support (LRS)*

- ☐ 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, available resources and establish receipt and distribution locations
- ☐ Notify pre-identified volunteers to assist in emergency operations to areas that are within their training and abilities
- ☐ Prepare the necessary signage to indicate routes to donations centers and/or staging areas
- ☐ Report, or send a designee, to the EOC to report to the EOC Director

- ☐ 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 (i.e. Red Cross, Salvation Army, VOAD, RSVP, Etc.) for response efforts
- ☐ 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 *ESF #7*, *Resource Support* to establish warehousing capabilities and to obtain other resources as needed
- ☐ Coordinate with *ESF #13, Public Safety & Law Enforcement*, to provide for security and safety requirements
- ☐ Coordinate with the EMD through *ESF #15, Public Information,* for the dissemination of information to the public regarding disaster needs
- ☐ Coordinate with the other *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 polices; establish and maintain forms for registration of volunteers; gather information to include:
  - Expertise & Qualifications
  - Interests & Availablitity
- ☐ Provide and keep copies of receipts for all donations
- ☐ Collect, maintain and report the following *ESF #14* status information for inclusion into the EMD's Situation Report (SitRep):
  - 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

#### *Town Manager*

- ☐ Act as EOC Director upon activation (or assign designee)
- ☐ Act as a Member of the EMWG
- ☐ Incorporate EMWG CIP recommendations into the overall Town CIP
- ☐ Ensure all Departments support the EMD in the Towns EM efforts
- ☐ Leverage all assets under the Town control to achieve EOC or IC emergency needs

#### *Emergency Operation Center Director (EOC Director)*

- ☐ EOC Director will take charge of EOC operations and fill operational staff positions as necessary.

- ☐ EOC Director will determine which, if any, other officials and staff should be notified or requested.
- ☐ The EMD will notify the Town Manager of all EOC activations.
- ☐ EOC Director will consider seeking the Town Manager (if not EOC Director) to declare a state of emergency, if necessary. In the absence or infirmity of the Town Manager this will reside with the Chair of the Board or Selectmen.

### *Emergency Management Director (EMD)*

- ☐ Notify the Town Manager 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 LRS 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

### *Police Department*

- ☐ 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

### *Department of Public Works (DPW)*

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

### *Finance Department*

- ☐ 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

### *Health Officer*

- ☐ Assist with the appropriate storage of donated foods to ensure quality
- ☐ 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

### *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.

### *RECOVERY PHASE*

Demobilization of this ESF will occur when:

- ☐ The need for volunteers and donated goods has ended
- ☐ Volunteers have been deactivated and 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
- ☐ Volunteers have been properly recognized for their service to the town
- ☐ Spontaneous volunteers have been recognized and encouraged to participate in the future

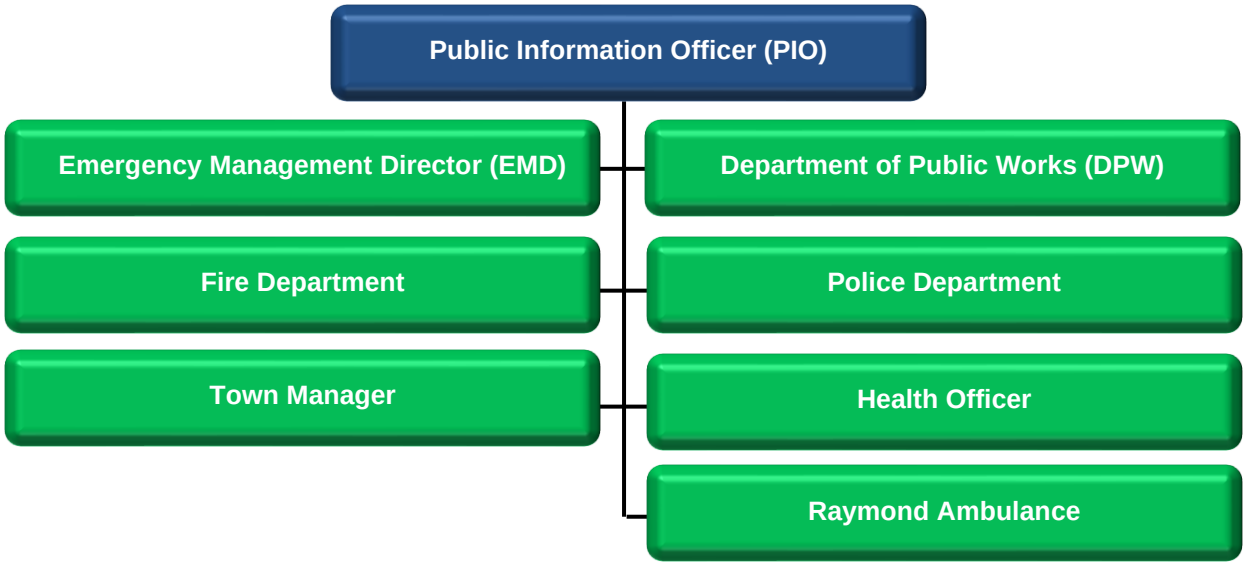
PAGE INTENTIONALLY LEFT BLANK

# *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 #15* 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*

An emergency or disaster may cause extensive damage to life and property. Communications and transportation access will likely be disrupted or destroyed. Preservation of life and property may hinge on instructions and directions given by authorized officials.

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

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

### *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

### *State Information Support Structure*

- The State of NH Public Information Officer (PIO) at HSEM will manage and coordinate the state's emergency public information response through all phases of the disaster from the Incident Planning & Operations Center (IPOC) in Concord, NH or at a Joint Information Center (JIC) if one is established.
- State agencies with specific ESFs or other response roles will provide staff support for the state's emergency public information efforts.
- If a Joint Information Center (JIC) is established, state-level emergency public information will also 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.
- The Governor and 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.

### *Federal Information Support Structure*

- The state will coordinate with federal agencies to provide federal-level information to the public following a natural, technological or human-caused emergency or disaster, as deemed necessary.
- If requested, the federal government will assist with locating and managing the operations of a Joint Information Center (JIC).

### *Local Information Support Structure*

- CodeRED
- Reverse calling at the School (Alert Now)
- Door-to-door Notifications
- Citizen Information Center
- Media Centers
- Emergency Hotlines

  Vehicle Mounted Public Address Systems
- Ham Radio Operators
- Town website, www.raymondnh.gov
- Facebook: Fire Department
- Local newsletters and community websites
- Television
  - WMUR-TV, Channel 9 (Manchester)
  - NH-1 News, Channel 18
  - WCVB-TV, Channel 5 (Boston, MA)
  - WHDH-TV, Channel 7 (Boston, MA)
  - Raymond Community Television, Channels 13 & 22 (Raymond)
- Radio
  - WOKQ, 97.5 (Portsmouth)
  - NPR, 89.1 (Concord)
  - WERZ, 107.1 FM (Portsmouth)
  - WHOM 94.9 FM (Mt. Washington, NH)
- Newspapers
  - Carriage Town News (Kingston)
  - Union Leader (Manchester)

### *ORGANIZATION*

In accordance with the organizational chart at the beginning of this ESF, the EMD and a designated Public Information Office (PIO) (if predesignated) will call for the activation of this ESF and notify the Support Agencies. Components of *ESF #15* may include, but not be limited to media centers, public information centers, information hotlines and phone banks, computer and internet centers, volunteer centers and 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 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

### *MITIGATION PHASE*

- ☐ Review and implement the recommended actions that are outlined in the community's hazard mitigation plan to lessen or diminish the effects of natural, technological and human-caused hazards
- ☐ After a disaster conduct an After Action Report (AAR) with Support Agencies to review and update this ESF to increase its effectiveness and to mitigate future potential disasters

### *PREPAREDNESS PHASE*

- ☐ 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
- ☐ 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
- ☐ Identify a location for a media center

### *RESPONSE PHASE*

#### LEAD AGENCY

#### *Public Information Officer ((PIO)*

- ☐ Report to the EOC to obtain briefing on the situation and as directed
- ☐ Become familiar with general organization structure and objectives for incident being managed
- ☐ Gather and analyze all public information and instructions for release
- ☐ Respond to media and community requests for information
- ☐ Arrange press conferences, interviews, media briefings and tours
- ☐ Assign responsibilities to all personnel participating in public information activities

- ☐ Prepare all public information announcements and press releases; review them with the EOC Director
- ☐ 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
- ☐ Open public information centers in strategic locations of the town for inquiries by citizens
- ☐ In coordination with the EOC Director, provide subject matter experts for media interviews and press conferences, as requested and appropriate
- ☐ Establish an emergency media center in the vicinity of the EOC, if necessary
- ☐ Conduct media monitoring to determine the need to clarify issues
- ☐ Manage rumor control through creation of an emergency hotline
- ☐ Provide public information relating to recovery process and programs
- ☐ Compile chronology of media releases and events
- ☐ Assess effectiveness of public information and education programs
- ☐ Collect and maintain the following ESF status information and coordinate with *ESF #5, Emergency Management*, to ensure inclusion into the Situation Report (SitRep):
    - Media releases issued
    - Schedule of press conferences and releases
    - Major *ESF #15* issues/activities

### SUPPORT AGENCIES

#### *Emergency Management Director (EMD)*

- ☐ Notify the Town Manager and surrounding town EMDs of all EOC activations
- ☐ Establish direction and control at the EOC
- ☐ Support the gathering and anylizing of all public information and instructions for release.
- ☐ Arrange regular briefings and work with the designated Public Information Officer (PIO) to disseminate information to the general public and the media.
- ☐ Approve all communications that are to be disseminated to the public and the media.
- ☐ Coordinate with state, federal and private public information systems; establish Joint Information Center as needed.

#### *Town Manager*

- ☐ Coordinate with the EMD and the PIO to issue press releases.

#### *Police Department*

- ☐ 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

#### *Fire Department*

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

### *Department of Public Works (DPW)*

- ☐ 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*

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

### *Raymond Ambulance*

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

## *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

# CHAPTER 6 – RESOURCE INVENTORY

## Table of Contents

CATEGORIZED RESOURCE INVENTORY LIST ..... 169

PAGE INTENTIONALLY LEFT BLANK

## *CATEGORIZED RESOURCE INVENTORY LIST*

### POLICE DEPARTMENT

| Resource (Equipment) | Model | Capacity | Location | Fuel | FEMA Cost Codes |
|---|---|---|---|---|---|
| Police Vehicle | 2017 Ford Explorer | 4 | PD | GAS | |
| Police Vehicle | 2018 Ford Explorer | 4 | PD | GAS | |
| Police Vehicle | 2018 Ford Explorer | 4 | PD | GAS | |
| Police Vehicle | 2020 Ford Explorer | 4 | PD | GAS | |
| Police Vehicle | 2019 Chevrolet Tahoe | 4 | PD | GAS | |
| Police Vehicle | 2013 Ford Taurus | 4 | PD | GAS | |
| Police Vehicle | 2017 Ford Explorer | 4 | PD | GAS | |
| Police Vehicle | 2008 Toyota Camry | 4 | PD | GAS | |
| Police Vehicle | 2010 Ford Transit | 2 | PD | GAS | |
| Police Vehicle | 2014 Ford Explorer | 4 | Chief Residence | GAS | |
| Police Vehicle | 2013 Ford Taurus | 4 | Lt. Residence | GAS | |
| Police Vehicle | 2002 Kodiak Yamaha OHRV | 2 | PD | GAS | |
| Police Vehicle | 2019 Harley Davidson MC | 1 | PD | GAS | |

### FIRE DEPARTMENT

| Apparatus | Year | Manufacturer | Type | Water Capacity (gal) | FEMA Cost Codes |
|---|---|---|---|---|---|
| Engine 5 | 2019 | HME | Engine | 1000 | |
| Engine 4 | 2006 | Crimson | Engine | 1000 | |
| Engine 3 | 1990 | Pierce | Engine | 1000 | |
| Tank 1 | 1994 | Pierce/Mack | Tanker | 2500 | |
| Tower 2 | 199 | Pierce | Quint | 300 | |
| Forestry 1 | 1976 | AME | Brush | 850 | |
| Forestry 3 | 1979 | AME | Brush | 1600 | |
| Rescue 1 | 2005 | Freightliner | Cargo | N/A | |
| Hose 1 | 1940 | Ford | Hose Reel | N/A | |
| Utility 1 | 2020 | Ford | Service | N/A | |
| Utility 2 | 2014 | Ram | Service | N/A | |
| Boat 1 | 2008 | Zodiac | Boat | N/A | |
| UTV | 2018 | Kabota | Off-Road | N/A | |
| ATV | 2001 | Kawasaki | Off-Road | N/A | |

## PUBLIC WORKS DEPARTMENT

| Resource (Vehicles) | Model | Capacity | Location | Fuel | FEMA Cost Codes |
|---|---|---|---|---|---|
| Dump Truck - 6 wheel [ T19] | 2004 Freightliner FL 80 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | 8720 |
| with front plow and wing plow | | | | | 8450 |
| with front plow, wing plow and sander | | | | | 8456 |
| Dump Truck - 6 wheel / plow / sander [ T22] | 2007 Freightliner FL 80 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | 8720 |
| with front plow and wing plow | | | | | 8450 |
| with front plow, wing plow and sander | | | | | 8456 |
| Dump Truck - 6 wheel / plow / sander [ T23] | 2010 International 7400 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | 8720 |
| with front plow and wing plow | | | | | 8450 |
| with front plow, wing plow and sander | | | | | 8456 |
| Dump Truck - 6 wheel / plow / sander [ T25] | 2013 International 7400 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | 8720 |
| with front plow and wing plow | | | | | 8450 |
| with front plow, wing plow and sander | | | | | 8456 |
| Dump Truck - 6 wheel / plow / sander [ T28] | 2018 International 7400 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | 8720 |
| with front plow and wing plow | | | | | 8450 |
| with front plow, wing plow and sander | | | | | 8456 |
| Dump Truck - 6 wheel / plow / sander [ T29] | 2019 International 7400 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | 8720 |
| with front plow and wing plow | | | | | 8450 |
| with front plow, wing plow and sander | | | | | 8456 |
| Dump Truck - One Ton / plow / sander [ T26] | 2016 Ford F550 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | |
| Dump Truck - One Ton / plow / sander [ T27] | 2017 Ford F550 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | |
| Dump Truck - One Ton / plow / sander [ T21] | 2006 Ford F450 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | |
| Dump Truck - 6 wheel - chipper body [ T6] | 1987 Ford L8000 | 35,000 GVW | DPW Yard - Raymond, NH | Diesel | |
| Utility Truck - One Ton - Highway [ T18 ] | 2002 Ford F350 | 19,500 GVW | DPW Yard - Raymond, NH | Diesel | 8805 |
| Utility Truck - One Ton - Parks [ R4 ] | 2011 Ford F350 | 19,500 GVW | DPW Yard - Raymond, NH | Diesel | 8005 |
| Utility Truck - One Ton - Water [ W1 ] | 2016 Ford F550 | 19,500 GVW | DPW Yard - Raymond, NH | Diesel | 8005 |
| PickUp Truck - 1/2 ton - Buildings Division | 2014 Ford F350 | 1/2 ton | DPW Yard - Raymond, NH | Diesel | 8807 |
| PickUp Truck - 1/2 ton - Water Division | 2019 Ford F150 | 1/2 ton | DPW Yard - Raymond, NH | Diesel | 8801 |
| Bucket Truck [ T 24 ] | 1999 | | DPW Yard - Raymond, NH | Diesel | 8486 |
| DPW Directors Car | 2017 Ford Taurus | 4 passenger AWD | | Gas | |

| Resource (Equipment) | Model | Capacity | Location | Fuel | FEMA Cost Codes |
|---|---|---|---|---|---|
| Front End Loader [ LDR 1 ] | 1991 Dresser 520C | 3 yd bucket | DPW Yard - Raymond, NH | Diesel | 8209 |
| Front End Loader [ LDR 3 ] | 2002 Case 621D | 3 yd bucket | DPW Yard - Raymond, NH | Diesel | 8209 |
| Front End Loader [ LDR 4 ] | 2011 Case 631E | 3 yd bucket | DPW Yard - Raymond, NH | Diesel | 8209 |
| Excavator | 2007 Volvo EW 1808 | | DPW Yard - Raymond, NH | Diesel | 8283 |
| Motor Grader | 1971 Gallion 500A | | DPW Yard - Raymond, NH | Diesel | |
| Backhoe | 2020 Case 631 | 1 yd bucket | DPW Yard - Raymond, NH | Diesel | 8572 |
| Backhoe w/ mounted broom | 2020 Case 631 | | | | |
| Tractor - Road side mower | 2005 John Deere | | DPW Yard - Raymond, NH | Diesel | |
| Tractor - Parks | 2021 Kioti | 1/2 yd bucket | DPW Yard - Raymond, NH | Diesel | |
| Tractor - Historic | 1958 Ford | | DPW Yard - Raymond, NH | Gas | |
| Tractor - Parks | 1997 Kubota B2150 | | DPW Yard - Raymond, NH | Diesel | |
| Chipper | 1993 Morback | | DPW Yard - Raymond, NH | Diesel | 8201 |
| Light Tower | | | DPW Yard - Raymond, NH | Diesel | 8871 |
| Polar Trac - snowblower - mower combo | Toro Polar Trac | | DPW Yard - Raymond, NH | Diesel | |
| Infield Groomer ( ballfield groomer ) | Smithco | | DPW Yard - Raymond, NH | Gas | |
| Riding Mower | 2017 Hustler zero turn | | DPW Yard - Raymond, NH | Gas | |
| Riding Mower | 2014 Hustler zero turn | | DPW Yard - Raymond, NH | Gas | |
| Walk behind Mower | 2008 Hustler 4' walk behind | | DPW Yard - Raymond, NH | Gas | |
| Walk behind Mower | 2008 Husqvarna 3' walk behind | | DPW Yard - Raymond, NH | Gas | |
| Asphalt Roller | 1996 | | DPW Yard - Raymond, NH | Gas | |
| Cement / Motar Mixer | | | DPW Yard - Raymond, NH | Gas | 8401 |
| Plate Compactors | various sizes | | DPW Yard - Raymond, NH | Gas | |
| Mud Pumps | | | DPW Yard - Raymond, NH | Gas | |
| Chain Saws | various sizes | | DPW Yard - Raymond, NH | Gas | |
| Small Generator | | | DPW Yard - Raymond, NH | Gas | |

PAGE INTENTIONALLY LEFT BLANK

PAGE INTENTIONALLY LEFT BLANK

# CHAPTER 7 – ADMINISTRATIVE DOCUMENTS & REFERENCE MATERIALS

## Table of Contents

ADMINISTRATIVE DOCUMENTS ..... 175
***Record of Revisions & Changes ..... 175***
***Signatories to the Raymond Emergency Operations Plan ..... 175***
***Statement of Adoption – Raymond ..... 177***
***NIMS Resolution - Raymond ..... 179***
***Annual Review Year One ..... 181***
***Annual Review Year Two ..... 183***
***Annual Review Year Three ..... 185***
***Annual Review Year Four ..... 187***
REFERENCE MATERIALS ..... 189
***Town Statistics ..... 189***
***Shelter Recommendations ..... 193***
***Terrorism Definitions ..... 195***
***Acronyms & Abbreviations ..... 200***
***Definitions ..... 201***
***Authority of Emergency Response Agencies ..... 206***
***Emergency Management Statutes – Chapter 21P ..... 208***
***Incident Command System (ICS) Chart – Town of Raymond ..... 212***

PAGE INTENTIONALLY LEFT BLANK

## *ADMINISTRATIVE DOCUMENTS*

### RECORD OF REVISIONS & CHANGES

- **Raymond Emergency Operations Plan 2015 (15 ESF format)**
  Plan development completed by MAPS; Adopted, November 9, 2015 by the town
- **Raymond Emergency Operations Plan Update, 2021 (This plan; 18 ESF Format)**
  Draft of current version with requested changes, submitted to town 8/6/21 by MAPS
  Full update of the plan, completed by the town and submitted to HSEM 8/31/21

### SIGNATORIES TO THE RAYMOND EMERGENCY OPERATIONS PLAN

| Name | Position | Signature |
|---|---|---|
| The signatures below indicate the signee has read the Raymond Emergency Operations Plan 2021 and understands his/her responsibilities as outlined in the plan. **(L) = Lead Agency. This chart will be updated when project nears completion.** | | |
| George H. Plante | Select Board – Chair | |
| Kathy M. Hoelzel | Select Board – Vice Chair | |
| D. Scott Campbell | Select Board – Member | |
| Christopher W. Long | Select Board – Member | |
| William R. Weldy | Select Board – Member | |
| Joseph S. Ilsley | Town Manager | |
| Paul Hammond | Fire Chief/Emergency Management Director (L) | |
| Michael R. Labell | Police Chief (L) | |
| Stephan Brewer | Director, Public Work Department (L) | |

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

PAGE INTENTIONALLY LEFT BLANK

## STATEMENT OF ADOPTION – RAYMOND

This publication of the Raymond, 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 Raymond'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 Raymond, NH.

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

Adopted, this day the _____ of _____, 2021

***Select Board Chair***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Emergency Management Director***

_____
Signature

_____
Print Name

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

PAGE INTENTIONALLY LEFT BLANK

## NIMS RESOLUTION - RAYMOND

It is hereby resolved by the Town of Raymond, 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 _____ of _____, 2021

***Select Board Chair***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Member of the Select Board***

_____
Signature

_____
Print Name

***Emergency Management Director***

_____
Signature

_____
Print Name

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

PAGE INTENTIONALLY LEFT BLANK

## ANNUAL REVIEW YEAR ONE

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

Raymond, NH
Emergency Operations Plan

**Date** _____

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

SIGNATURE: _____

PRINTED NAME: _____
*Emergency Management Director*

**Concurrence of Approval by the Select Board**

SIGNATURE: _____

PRINTED NAME: _____
*Select Board-Chair*

**EOC Alert List Review & Update:** _____ _____
*Date* *Initials*

**Resource Inventory List Review & Update:** _____ _____
*Date* *Initials*

***Please use reverse side for additional notes*** ➡

**Additional Notes – Year One:**

## ANNUAL REVIEW YEAR TWO

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

Raymond, NH
Emergency Operations Plan

**Date** _____

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

SIGNATURE: _____

PRINTED NAME: _____
*Emergency Management Director*

**Concurrence of Approval by the Select Board**

SIGNATURE: _____

PRINTED NAME: _____
*Select Board-Chair*

**EOC Alert List Review & Update:** _____ _____
*Date* *Initials*

**Resource Inventory List Review & Update:** _____ _____
*Date* *Initials*

***Please use reverse side for additional notes***

**Additional Notes – Year Two**

## ANNUAL REVIEW YEAR THREE

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

Raymond, NH
Emergency Operations Plan

**Date** _____

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

SIGNATURE: _____

PRINTED NAME: _____
*Emergency Management Director*

**Concurrence of Approval by the Select Board**

SIGNATURE: _____

PRINTED NAME: _____
*Select Board-Chair*

**EOC Alert List Review & Update:** _____ _____
*Date* *Initials*

**Resource Inventory List Review & Update:** _____ _____
*Date* *Initials*

***Please use reverse side for additional notes***

**Additional Notes – Year Three**

## ANNUAL REVIEW YEAR FOUR

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

Raymond, NH
Emergency Operations Plan

**Date** _____

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

SIGNATURE: _____

PRINTED NAME: _____
*Emergency Management Director*

**Concurrence of Approval by the Select Board**

SIGNATURE: _____

PRINTED NAME: _____
*Select Board-Chair*

**EOC Alert List Review & Update:** _____ _____
*Date* *Initials*

**Resource Inventory List Review & Update:** _____ _____
*Date* *Initials*

***Please use reverse side for additional notes*** →

**Additional Notes – Year Four**

## *REFERENCE MATERIALS*

### TOWN STATISTICS

| Town Statistics | | | | |
|---|---|---|---|---|
| **Census Population Data** | **2010** | **2000** | **1990** | **1980** |
| **Raymond, NH - Census Population Data** | **10,138** | **9,697** | **8,854** | **5,453** |
| **Rockingham County** | **295,223** | **278,748** | **246,744** | **190,345** |
| Estimated Population 2019 *(*ACS 2015-2019)* | 10,529 | | | |
| *Elderly Population-% over 65 (*ACS 2015-2019)* | 13.4% | | | |
| *Median Age (*ACS 2015-2019)* | 42.1 | | | |
| *Median Household Income (*ACS 2015-2019)* | $76,234 | | | |
| *Individuals below the poverty level (*ACS 2015-2019)* | 7.5% | | | |
| *Change in Population-Summer Weekends (%)* | 15-20% | | | |
| *Change in Population-Winter Weekends (%)* | Minimal | | | |
| *Special Events (%)* | Deerfield Fair, Town Fair, Campers shopping - 8-10% | | | |
| **Housing Statistics (2010 Census & Town Statistics)** | | | | |
| *Total Housing Units* | 4,254 | | | |
| *Occupied Housing Units* | 3,925 (3,206 owner-occupied; 719 renter occupied) | | | |
| *Vacant Housing Units* | 329 (129 for seasonal, recreational, or occasional use; 44 all other vacants) | | | |
| **Regional Coordination** | | | | |
| *County* | Rockingham | | | |
| *Tourism Region* | Seacoast | | | |
| **Municipal Services & Government** | | | | |
| *Town Manager* | Yes; appointed | | | |
| *Selectboard (5 member)* | Yes; elected | | | |
| *Planning Board* | Yes; elected | | | |
| *School Board* | Yes; elected | | | |
| *Zoning Board of Adjustment* | Yes; appointed | | | |
| *Conservation Committee* | Yes; appointed | | | |
| *Master Plan* | Yes; 2009 (currently updating) | | | |
| *Emergency Operation Plan (EOP)* | Yes; November 9, 2015 | | | |
| *Hazard Mitigation Plan (HMP)* | Yes; 2015 (currently updating) | | | |
| *Zoning Ordinances* | Yes; March 2019 | | | |
| *Subdivisions Regulations* | Yes; October 3, 2019 | | | |
| *Site Plan* | Yes; October 3, 2019 | | | |
| *Capital Improvement Plan* | Yes | | | |
| *Capital Reserve Funds* | Yes | | | |
| *Building Permits Required* | Yes | | | |
| *Town Web Site* | Yes; www.raymondnh.gov | | | |

| Town Statistics | |
|---|---|
| *Floodplain Ordinance* | Yes; Adopted March 1997 / Amended March 10, 2009 |
| *Member of NFIP* | Yes; April 15, 1982 |
| *Flood Insurance Rate Maps (DFIRMS)* | May 17, 2005 |
| *Flood Insurance Rate Study (FIS)* | May 17, 2005 |
| **Percent of Local Assessed Valuation by Property Type-2019 (NH Department of Revenue)** | |
| *Residential Buildings* | 85.0% |
| *Commercial Land & Buildings* | 12.9% |
| *Other (including Utilities)* | 2.1% |
| **Emergency Services** | |
| *Town Emergency Warning System(s)* | CodeRED |
| *School Emergency Warning System(s)* | Alert Now |
| *Emergency Page* | No |
| *Social Media* | Facebook: Town, Police |
| *ListServ* | Yes; (voluntary signups) |
| *Local Newspapers* | Raymond Area News, Monthly Talk of the Town |
| *Public Access TV* | Channel 22 & 13 |
| *Local TV Stations* | WMUR Channel 9 |
| *Local Radio* | Through HSEM |
| *Police Department* | Yes; full-time Chief, 16 full-time, 5 part-time officers |
| *Police Dispatch* | Raymond Dispatch |
| *Police Mutual Aid* | Surrounding towns, NH State Police, Rockingham County Sheriff's Office |
| *Animal Control Officer* | Yes |
| *Fire Department* | Yes; full-time Chief, 4 full-time, 28 paid on-call firefighters |
| *Fire Dispatch* | Raymond Dispatch |
| *Fire Mutual Aid* | 48 towns, including some in Massachusetts & Maine |
| *Fire Stations* | One |
| *Fire Warden* | Yes |
| *Emergency Medical Services* | Raymond Ambulance Inc.; volunteer President, 2 full-time, 20 volunteers |
| *EMS Dispatch* | Raymond Dispatch & Rockingham Dispatch (for other towns) |
| *Emergency Medical Transportation* | Raymond Ambulance |
| *HazMat Team* | Seacoast Technical Assistance Response Team (START) |
| *Established EMD* | Yes (Town Manager) |
| *Established Deputy EMD(s)* | Yes |
| *Line of Succession (should EMD be out of the town)* | 1st…Deputy EMDs (Fire Department, Police Department, Department of Public Works) |
| | 2nd…Deputy Fire Chief |
| | 3rd…Police Lieutenant |
| | 4th…Highway Superintendent |
| *Public Health Network* | Seacoast Public Health Network |

| Town Statistics | |
|---|---|
| *Health Officer* | Yes & Deputy Health Officer |
| *Building Inspector* | Yes & Deputy Building Inspector/Code Enforcement Officer |
| *Established Public Information Officer (PIO)* | No |
| *Primary Hospitals* | Exeter Hospital, Exeter (14 miles, 99 beds) |
| | Elliot Hospital, Manchester (16 miles, 279 beds) |
| *Alternate Hospitals* | Parkland Medical Center, Derry (16 miles, 82 beds) |
| | Catholic Medical Center, Manchester (16 miles, 330 beds) |
| *Local Humane Society or Veterinarians* | Candray Kennels (Candia), Raymond Animal Hospital |
| *Primary EOC* | Torrent Hall (generator) |
| *Secondary EOC* | Iber Holmes Gove Middle School or Town Hall (no generator) |
| *Primary Shelter* | Iber Holmes Gove Middle School (generator) |
| *Secondary Shelter* | Raymond High School (generator) |
| **Utilities** | |
| *Town Sewer* | Private septic |
| *Department of Public Works* | Yes; full-time Director, 14 full-time, 5 part-time |
| *Public Works Mutual Aid* | Yes |
| *Class V Roads* | 70 paved, 3 gravel, 73 total |
| *Water Supply* | Pennichuck & Raymond Water Department |
| *Waste Water Treatment Plant* | No |
| *Electric Supplier* | Eversource Energy & NH Electric Coop |
| *Natural Gas Supplier* | None (proposed gas, follow Rt. 101, within next five years) |
| *Cellular Telephone Access* | Yes (dead spots remain) |
| *Pipelines* | No |
| *High Speed Internet* | Yes |
| *Telephone Company* | First Light, Fairpoint, Comcast & Consolidated Communications |
| **Transportation** | |
| *Primary Evacuation Routes* | NH Route 101; NH Route 27, 102, 107 & 156; |
| *Secondary Evacuation Routes* | |
| *Nearest Interstate* | I-93, Exit 7 (15 miles) |
| *Nearest Commercial Airport(s)* | Manchester-Boston Regional Airport, Manchester, NH (21 Miles) |
| | Pease International Trade Port (18 miles) |
| *Public Transportation* | No |
| *Railroad* | No |

| Town Statistics | |
|---|---|
| **Education & Childcare** | |
| *Elementary School* | Lamprey River Elementary School (grades K-3) |
| *Middle School* | Iber Holmes Gove Middle School (grades 4-8) |
| *High School* | Raymond High School (grades 9-12 & Pre-K) |
| *School Administrative Unit* | SAU 33 |
| *Private School(s)* | No |
| *Licensed Childcare Facility* | 3 facilities, 120 capacity |
| *Colleges/Universities* | No |
| **Fire Statistics** ***(NH Division of Forests & Lands & the Town of Raymond)*** | |
| *Wildfire Fires (2019)* | None over five acres for last three years |
| *Rockingham County Fire Statistics (2018)* | 2 fires, <1 acre |
| *State Forest Fires Statistics (2018)* | 53 fires, 46 acres |
| **American Community Survey; Census Bureau; five year average of returned long-form census forms,* | |
| *Information found in Table 2.1, unless otherwise noted, was derived from the Economic & Labor Market Information Bureau, NH Employment Security, January 2021. Community Response Received 6/17/2019; http://www.nh.gov/nhes/elmi/htmlprofiles/pdfs/raymond.pdf and from the Town of Raymond* | |

## 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 the Fire Department 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

AAR ..... After Action Report
ACS ..... Acute Care Site
ARC ..... American Red Cross
ARES ..... Amateur Radio Emergency Service
BFE..... Base Flood Elevation
BOCA ..... Building Officials and Code Administrators
CBRNE ..... Chemical, Biological, Radiological,
CDC..... Centers for Disease Control and Prevention
CDP ..... Center for Domestic Preparedness
CERT ..... Community Emergency Response Team
CFR ..... Code of Federal Regulations
CIKR ..... Critical Infrastructure & Key Resources
CIP..... Capital Improvements Program
COG ..... Continuity of Government
COGCON... Continuity of Government Readiness Conditions
COOP ..... Continuity of Operations
CPCC ..... Continuity Policy Coordination Committee
CWPP..... Community Wildfire Protection Plan
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
DBEA..... Department of Business & Economic Affairs
DNCR ..... Department of Natural & Cultural Resources
DOD..... Department of Defense
DOE..... Department of Energy
DOJ ..... Department of Justice
DOT ..... Department of Transportation
DPW ..... Department of Public Works
DRC..... Disaster Recovery Center
EAS ..... Emergency Alert System
EMD..... Emergency Management Director
EMS..... Emergency Medical Services
EMWG ..... Emergency Management Working Group
EO ..... Executive Order
EOC..... Emergency Operations Center
EPA ..... U.S. Environmental Protection Agency
EPZ..... Emergency Planning Zone
ERF ..... Emergency Response Facility
ERG..... Emergency Relocation Group
ESF..... Emergency Support Functions
FEMA..... Federal Emergency Management Agency
FIRM..... Flood Insurance Rate Map
FPP..... Facilities & Populations to Protect
GIS ..... Geographic Information System
HazMat ..... Hazardous Material(s)
HFRA..... Healthy Forest Restoration Act
HMGP..... Hazard Mitigation Grant Program
HSAS..... Homeland Security Advisory System
HSEM ..... Homeland Security Emergency Management
HSPD..... Homeland Security Presidential Directive
IAP..... Incident Action Plan
IC..... Incident Commander
ICC ..... Incident Command Center
ICS ..... Incident Command System
JIC ..... Joint Information Center
LEOP ..... Local Emergency Operations Plan
MCI ..... Mass Casualty Incident
MEF ..... Mission Essential Function
MOU ..... Memorandum of Understanding
NAWAS ..... National Warning System
NEF ..... National Essential Function
NERF..... Non-Emergency Response Facility
NFIP ..... National Flood Insurance Program
NGVD ..... National Geodetic Vertical Datum of 1929
NIMS..... National Incident Management System
NOAA ..... National Oceanic and Atmospheric Association
NRP ..... National Response Plan
NSPD..... National Security Presidential Directive
NTAS ..... National Terrorism Advisory System Nuclear, and Explosive
NWS ..... National Weather Service
PA..... Public Assistance
PDA ..... Preliminary Damage Assessment
PDD ..... Presidential Decision Directive
PIO ..... Public Information Officer
PMEF..... Primary Mission Essential Function
POD..... Point of Distribution
PPE ..... Personal Protective Equipment
PR ..... Potential Resources
PSA ..... Public Service Announcement
RERP..... Radiological Emergency Response Plan
RNAT..... Rapid Needs Assessment Team
SERT ..... State Emergency Response Team
SITREP..... Situation Report (Also SitRep)
SNS ..... Strategic National Stockpile
SOG..... Standard Operating Guidelines
SOP ..... Standard Operating Procedures
SPNHF ..... Society for the Protection of NH Forests
UC ..... Unified Command
USDA-FS..... US Department of Agriculture – Forest Service
USGS ..... United States Geological Society
VOAD ..... Volunteer Organization Active in Disasters
WMD..... Weapon(s) of Mass Destruction
WMNF ..... White Mountain National Forest
WUI ..... Wildland Urban Interface

## DEFINITIONS

**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.

**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.

**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).

**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.

**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. 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.

**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.).

**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.

**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 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.

**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.

**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.

**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 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.

**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.

**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.

**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.

**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.

## 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:<br>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 | |
| | ✶ Emergency Shelter | RSA 126 |
| | | |
| Department of Natural & Cultural Resources (DNCR) | ✶ Access & Traffic Control in State Parks & Forests | RSA 218<br>RSA 12 |
| | | |
| Department of Safety<br>Division of Fire Safety & Emergency Management | ✶ Direction of Emergency Response Organization | RSA 21 |
| | ✶ Control of Emergency Communications | |
| | ✶ Request Federal and Regional Assistance | |
| | ✶ Actions & Provisions of the Disaster Relief Act of 1974 | RSA 108 |
| | ✶ NH Radiological Emergency Response Plan | RSA 21/125 |
| Pupil Transportation | ✶ Direct Resources of Bus Services | RSA 265 |
| State Police | ✶ Access Control | RSA 106 |
| | ✶ Support to Local Police | |
| | ✶ Support to Traffic Control | |
| | ✶ Crime Prevention & Control | |
| | ✶ Request for Regional Law Enforcement Assistance | NESPAC |
| Emergency Management | ✶ Local Organization for Emergency Management | RSA 21-P:39 |
| | ✶ Immunity and Exemption | RSA 21-P:41 |

| Position/Agency | Authorities | Authority |
|---|---|---|
| Department of Transportation | ✶ Utilize Traffic Control Devices | RSA 228 |
| | ✶ Clearing Roads of Vehicles, Debris, & Snow | |
| | ✶ Installing Evacuation Route Signs | |
| | | |
| Fish & Game Department | ✶ Support DPHS Special Environmental Sampling & Monitoring of Shellfish | RSA 206 |
| | ✶ Access & Traffic Control in Remote Areas | RSA 211 |
| | ✶ Notification & Evacuation of Individuals in Outdoor Recreational Areas | RSA 208 |
| | | |
| NH National Guard | ✶ Mobilization of Reserves for Protracted Emergency PeriodGeneral Support | RSA 110 |
| | | |
| Fire Department | ✶ NH Statutes and Codes; Chapter 154, Firewards, Firefighters and Fire Hazards<br>✶ 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 | |
| | ✶ Courier & Message Service | |
| | | |
| 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, *the Robert T. Stafford Disaster Relief & Emergency Assistance Act* | PL 93-288 |
| ***RSA = (New Hampshire Revised Statues Annotated) of the State Emergency Management Act** | | |

## 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 Select Board 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.

(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 Select Board, 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 Select Board, 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.

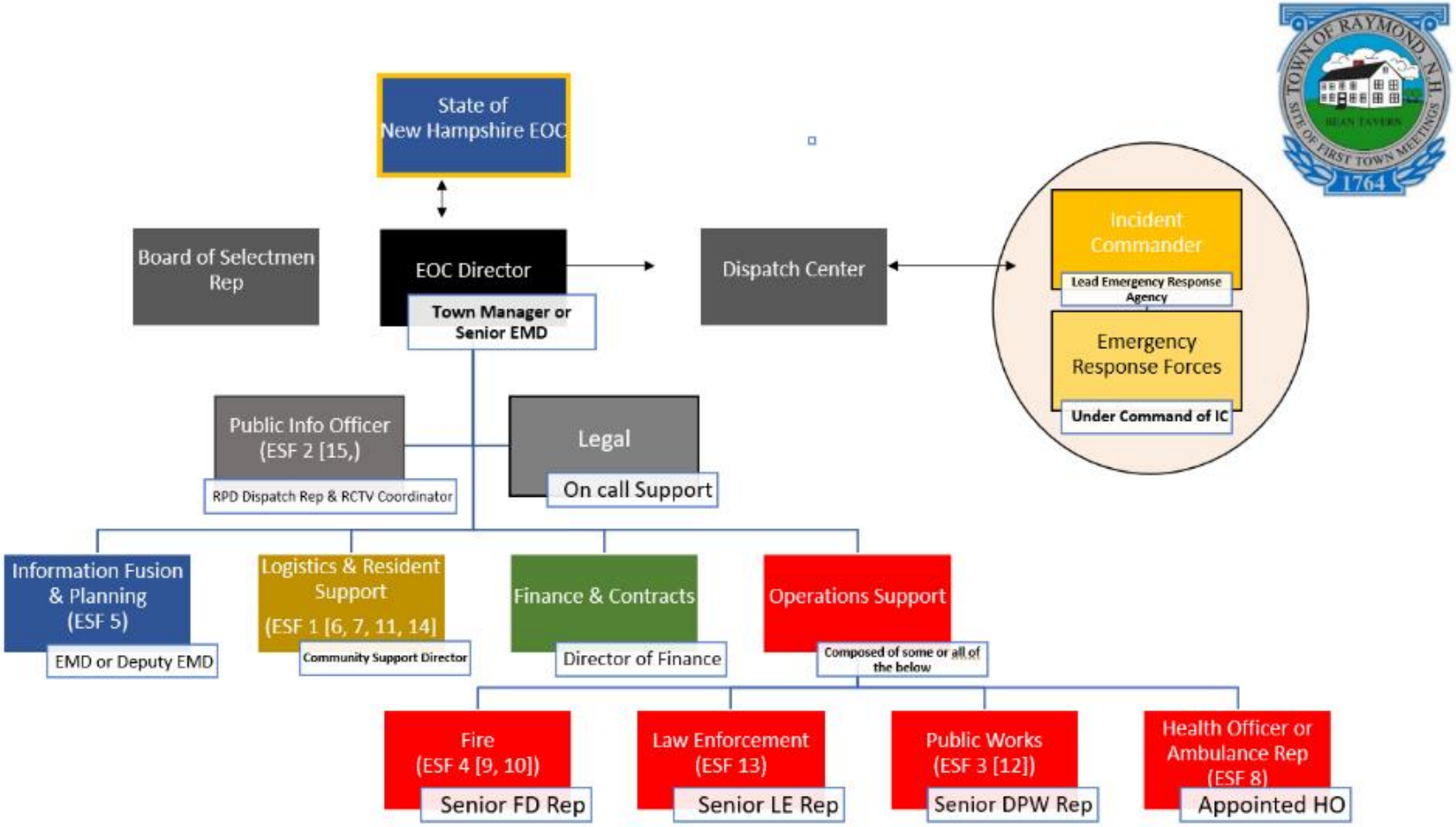
**Section 21-P: 47 Penalty**

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 – TOWN OF RAYMOND



PAGE INTENTIONALLY LEFT BLANK

# CHAPTER 8 – FORMS

## Table of Contents

*DAILY SHELTER REPORT - RAYMOND* ..... *216*
*RECEIPT OF DONATED GOODS & CASH - RAYMOND* ..... *218*
*VOLUNTEER REGISTRATION FORM - Raymond* ..... *220*
*FUNCTIONAL NEEDS FORM* ..... *222*
*AMERICAN RED CROSS SAFE & WELL* ..... *224*

For 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

For ICS Forms in word-fillable format, go to:
http://training.fema.gov/EMIWeb/is/ICSResource/icsforms.htm

PAGE INTENTIONALLY LEFT BLANK

**DAILY SHELTER REPORT - RAYMOND**

**DAILY SHELTER REPORT**
*Town of Raymond*

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: _____

PAGE INTENTIONALLY LEFT BLANK

## RECEIPT OF DONATED GOODS & CASH - RAYMOND

### RECEIPT FOR DONATED GOODS AND CASH

*Town of Raymond*

**Please make checks payable to:** _____

Name of Donor: _____ Date: _____

Street Address: _____

Town: _____ State: _____ Zip: _____

**Description of item** **Quantity**

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Signature: _____ _____

Donations Center Staff Date

PAGE INTENTIONALLY LEFT BLANK

## VOLUNTEER REGISTRATION FORM - RAYMOND

**VOLUNTEER REGISTRATION**
**EMERGENCY OPERATIONS PROGRAM**
*Town of Raymond*

*Name:* _____ *Date:* _____

*Address:* _____ *Contact Number:* _____

**PLEASE CHECK ANY OF THE FOLLOWING IN WHICH YOU HAVE EXPERTISE AND TRAINING**.

| | |
|---|---|
| _____First Aid (current card: Yes___ No___) | _____Structural Engineer |
| _____CPR (current card: Yes___ No___) | _____Shelter Management |
| _____Triage | _____Waste Disposal |
| _____Construction | _____Recreational Leader |
| _____Search & Rescue | _____Physician |
| _____Law Enforcement | _____Nurse |
| _____Multi-Lingual (Languages: _____) | _____Mental Health Worker |
| _____Food Preparation | _____Other_____ |
| _____Bus/Truck Driver | _____Other_____ |
| _____Commercial Driver's License | _____Other_____ |
| _____Ham Radio Operator | _____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:_____

PAGE INTENTIONALLY LEFT BLANK

## FUNCTIONAL NEEDS FORM

## Town of Raymond

**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.*

**Yes/I am the person who will need assistance during an emergency:**

Name: _____
Address: _____
City/State/Zip: _____
Phone (Home):_____
Phone (Cell): _____
Email: _____

**Relative/person we can notify to assist you in an emergency:**

Name: _____
Address: _____
City/State/Zip: _____
Phone (Home):_____
Phone (Cell): _____
Phone (Work): _____

**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_____

PAGE INTENTIONALLY LEFT BLANK

## 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 where your loved ones can search for information about you. Family members or loved ones will enter your name and address or phone number. Results will show your first and last name, the date and time of registration, and the messages you selected to tell your story. Other identifying information, such as your current location, date of birth, email address, and phone number will not be made available to those who search. The American Red Cross may use this information to provide disaster relief services such as family reunification, and may share it with other organizations involved in providing disaster relief.

**ARC Instructions for Using Form**

Use this form when there is no internet connectivity available and someone wishes to register on the Safe and Well website. Forms should be taken to the nearest location for data entry into the Safe and Well website. Treat the form as confidential information and shred it following data entry.

**CLIENT INFORMATION**

| FIRST NAME (N/A IF REGISTERING AS AN ORGANIZATION) | LAST NAME (OR ORGANIZATION NAME) |
|---|---|
| | |

| EMAIL ADDRESS (SUGGESTED) | DATE OF BIRTH (SUGGESTED) |
|---|---|
| | |

**PRE-DISASTER HOME INFORMATION**

| PRIMARY PHONE | WORK PHONE (SUGGESTED) | OTHER PHONE (SUGGESTED) |
|---|---|---|
| | | |

| HOME ADDRESS | CITY | STATE | ZIP |
|---|---|---|---|
| | | | |

**BEST CURRENT CONTACT INFORMATION**

| ADDRESS | CITY | STATE | ZIP |
|---|---|---|---|
| | | | |

**SAFE AND WELL MESSAGES**

(Check boxes next to the appropriate messages to make your selections)

- ☐ I am safe and well
- ☐ Family and I are safe and well
- ☐ Currently at shelter
- ☐ Currently at home
- ☐ Currently at family member/friend's house
- ☐ Currently at a hotel
- ☐ I am safe and in the process of evacuating
- ☐ I am evacuating to a shelter
- ☐ I am evacuating to the house of a family member/friend
- ☐ I have evacuated and I am safe
- ☐ I am currently/remaining at home
- ☐ Will make phone calls when able
- ☐ Will email when able
- ☐ Will mail letter/postcard when able

**CUSTOM MESSAGE**

You may also add your own short message, up to 255 characters. Please take care that your message is appropriate for the public, and do not include names or details if doing so could be harmful to you or others.

_____

_____

_____

**For ARC Use Only**

| Date and Time Entered | DRO Number /Location | Print Name or Enter DSHR No. |
|---|---|---|
| | | |

# ADDENDUM – SUPPORT DOCUMENTS

## Table of Contents

SUPPORT DOCUMENTS ..... 228
***Resource List (Internal Use Only)..... 226***
***Emergency Operations Center Alert List (Internal Use Only)..... 233***

***Resource List (FOR INTERNAL USE ONLY)***

| Business/Agency | Contact | Location | Phone |
|---|---|---|---|
| **Ambulances** | | | |
| Raymond Ambulance | Jean Larrabee | Raymond | 895-4353 |
| Epping Fire Department | | Epping | 679-5446 |
| Nottingham Fire & Rescue | | Nottingham | 679-5666 |
| CarePlus Ambulance Service (Private Service) | | Manchester | 800-899-8331 |
| LifeLine Ambulance Service (Private Service) | | Concord | 410-4800 |
| **American Red Cross** | | | |
| American Red Cross-NH | | Manchester | 624-4307 |
| American Red Cross-NH | | Concord | 225-2767 |
| **Animal Care & Boarding** | | | |
| Candray Veterinary | | Candia | 435-8630 |
| The Barking Dog, LTD Boarding, Grooming, & Daycare | | Exeter | 773-2275 |
| **Animal Feed & Equipment** | | | |
| Paw Tuckaway Pet | Sue | Raymond | 244-5110 |
| Rockingham Feed & Supply | | Exeter | 778-8132 |
| Garland Farm | John | Deerfield | 431-8484 |
| Cole Farm | Kevin | Pittsfield | 365-0550 |
| **Auto Parts & Service** | | | |
| Sanel Auto Parts | | Raymond | 895-4000 |
| Advanced Auto Parts | | Raymond | 895-3904 |
| Fisher Auto | | Raymond | 895-1234 |
| Raymond Foreign Auto | | Raymond | 895-6155 |
| County Tire | Tony | Raymond | 895-2661 |
| 27 Automotive | Shawn | Epping | 679-3499 |
| **Barricade** | | | |
| Raymond Highway Department | | Raymond | 895-0900 |
| New England Barricade | | Newmarket | 659-2182 |
| **Blankets** | | | |
| Red Cross NH Manchester | | Manchester | 624-4307 |
| Red Cross NH Concord | | Concord | 225-2767 or 800-365-8365 |
| **Blasting Contractors** | | | |
| Maine Drilling & Blasting | | Gardiner, ME | 800-370-2338 |
| Blastech Corporation | | Candia | 483-2543 |
| Hathaway Drilling & Blasting | | Fremont | 867-2256 |
| **Boats** | | | |
| NH Fish & Game | | Concord | 271-3422 |
| NH Marine Patrol | | | 293-2037 |

| | | | |
|---|---|---|---|
| **Body Bags (required by Medical Examiner)** | | | |
| Office of The Chief Medical Examiner | | Concord | 271-1235 |
| Graingers | | Manchester | 800-472-4643 |
| **Bomb Disposal Unit** | | | |
| New Hampshire State Police | | Concord | 525-5555 |
| **Building Supplies** | | | |
| Raymond Building Supply | | Raymond | 895-2791 |
| Jackson Lumber | | Raymond | 895-5151 |
| **Building Inspector(s)** | | | |
| Greg Arvanitis | | Raymond | 895-7020 |
| Paul Hammond | | Raymond | 895-3321 |
| **Busses (mass transportation vehicles)** | | | |
| Dail Transportation | | Epsom | 736-3682 |
| LaidLaw Transportation | | Plaistow | 893-1631 |
| **Churches** | | | |
| Raymond Baptist Church | | Raymond | 895-2859 |
| Congregational Church of Raymond | | Raymond | 895-2362 |
| New Life Assembly of God | | Raymond | 895-6041 |
| Bethany Church | | Raymond | 431-3646 |
| United Methodist Church | | Raymond | 895-2265 |
| **Clergy** | | | |
| Rev. Ken Bosse | | Raymond | 895-6041 |
| Selena Black | | Raymond | 895-6041 |
| **Clothing** | | | |
| Chester Clothes Closet | | Chester | 887-4379 |
| **Concrete (block)** | | | |
| Quikrete | | Brentwood | 778-2123 |
| Advanced Concrete Technologies | | Greenland | 431-5661 |
| **Concrete (poured)** | | | |
| Southern NH Poured Concrete | | Londonderry | 432-2225 |
| **Contractors, Plumbing, HVAC** | | | |
| Heritage Plumbing, Heating, Cooling, Electric | | | 294-1232 |
| Poole Oil Burner Service HVAC | Mike | Raymond | 895-6779 |
| **County** | | | |
| Rockingham County Commissioners | | Brentwood | 679-2256 |
| Rockingham County Attorney | | Brentwood | 642-4249 |
| Rockingham County Sheriff | | Brentwood | 679-2225 |
| Rockingham County Nursing Home | | Brentwood | 679-5335 |

| | | | |
|---|---|---|---|
| **Cranes & Riggings** | | | |
| Locke Crane Services | | Chester | 895-8488 |
| Aerial Crane Services | | Hooksett | 627-1340 |
| **Damage Assessors** | | | |
| Summit Engineering PLLC | | Portsmouth | 319-1817 |
| **Divers** | | | |
| NH Fish & Game | | | 271-3421 |
| NH State Police | | | 525-5555 |
| **Dogs (search & rescue)** | | | |
| New England K-9 Search & Rescue | | Grantham | 526-6754 |
| **Engineers** | | | |
| Jones & Beach Engineers, Inc. | | Stratham | 772-4746 |
| Dubois and King | | Bedford | 637-1043 |
| **Exterminators** | | | |
| Elite Pest Management | | Raymond | 895-6600 |
| Pesky Critters Pest Control | | Raymond | 895-5222 |
| **Fire Mutual Aid** | | | |
| Rockingham County Dispatch | | Brentwood | 679-2225 |
| **Food (restaurants & dining facilities)** | | | |
| Supreme House of Pizza | | Raymond | 895-9500 |
| Pizza by George | | Raymond | 895-0133 |
| GMS Pizza | | Raymond | 895-1212 |
| Louie's Pizza | | Raymond | 895-6800 |
| Tuckaway Tavern & Butchery | | Raymond | 244-2431 |
| Gordo's Burritos and Tacos | | Raymond | 895-1222 |
| China One | | Raymond | 895-8878 |
| Lucky Corner | | Raymond | 895-9396 |
| McDonalds Restaurant | | Raymond | 895-4114 |
| Nick's Place | | Raymond | 895-4114 |
| Longbranch | | Raymond | 895-4272 |
| Cork-N-Keg | | Raymond | 244-1573 |
| **Food (food stores & potable drinks)** | | | |
| Hannaford's Supermarket | | Raymond | 895-0010 |
| 7-Eleven | | Raymond | 895-3349 |
| Dunkin Donuts | | Raymond | 895-4764 |

| | | | |
|---|---|---|---|
| **Fuel (gas, diesel, home heating, propane)** | | | |
| Irving Gas Station | | Raymond | 895-0001 |
| Philips 66 | | Raymond | 895-0641 |
| Shell Gas | | Raymond | 895-0339 |
| Mr. Gas | | Raymond | 895-9593 |
| 7-Eleven | | Raymond | 895-3349 |
| Mega-X | | Raymond | n/a |
| **Funeral Homes** | | | |
| Brewitt Funeral Home | | Raymond | 895-3628 |
| **Generators** | | | |
| Lowe's Home Improvement | | Epping | 693-3000 |
| **HazMat** | | | |
| Clean Harbors | | Bow | 224-6626 |
| EnviroVantage | | Epping | 679-9682 |
| ServPro | | Portsmouth | 883-4800 |
| Peniel Mitigation | Keith Sparks | Milford | 855-317-8236 |
| Service Master | | Londonderry | 622-5627 |
| **Heavy Equipment (Dump Trucks, Excavators & other Heavy Equipment)** | | | |
| Raymond Septic | Rick | | 246-3310 |
| Taylor | John | | 895-0272 |
| Littlewoods Construction | James | | 895-2331 |
| **Helicopters - EMS** | | | |
| Dartmouth Hitchcock Air response Team (DHART) | | Lebanon | (800) 650-3222 |
| Boston MedFlight | | Bedford, Ma | (800) 233-8398 |
| Life Flight of Maine | | Portland Me | 207-2307092 |
| **Helicopters - Search & Rescue/Damage Assessment** | | | |
| JBI Helicopter Service | | Pembroke | 225-3134 |
| **Hospitals** | | | |
| Exeter Hospital | | Exeter | 778-8412 |
| Portsmouth Regional Hospital | | Portsmouth | 433-6953 |
| Parkland Medical Center | | Derry | 421-2222 |
| Elliott Hospital | | Manchester | 644-8302 |
| Catholic Medical Center | | Manchester | 396-2991 |
| Concord Hospital | | Concord | 225-6136 |
| Frisbee Memorial Hospital | | Rochester | 335-8132 |
| Wentworth-Douglas Hospital | | Dover | 743-4507 |
| **Ice** | | | |
| Mr. Gas | | Raymond | 895-0339 |
| Raymond Middle School (Iber Homes Gove) | | Raymond | 895-3394 |

| | | | |
|---|---|---|---|
| **Jersey Barriers** | | | |
| Town of Raymond Highway Dept. | | Raymond | 895-0900 |
| **Lodging Facilities** | | | |
| Pond Side Motel | | Epping | 679-5318 |
| Super 8 | | Manchester | 623-0883 |
| **Morgue (temporary/established by Medical Examiner)** | | | |
| Brewitt Funeral Home | | Raymond | 895-3628 |
| **Pharmaceutical Supplies** | | | |
| Walgreens | | Raymond | 895-9842 |
| Rite Aid | | Raymond | 895-0657 |
| Hannaford's Supermarket | | Raymond | 895-0010 |
| **Photographers** | | | |
| Nye Photography | Tiffany | Raymond | 490-8193 |
| **Portable Light Towers** | | | |
| Raymond Highway Dept. | | Raymond | 895-0900 |
| Ats Equipment, Inc. | | Candia | 483-2100 |
| **Portable Toilets** | | | |
| A-1 Environmental Service | | | 433-2108 |
| Dave's Septic Service | | | 800-672-3402 |
| **Print Media** | | | |
| Bradford Copy | | Raymond | 895-8888 |
| **Radio Equipmeny & Repair** | | | |
| County Communications | | Kensington | 394-7070 |
| Cady Communication | Aaron | Deerfield | 867-5906 |
| Beltronics | Jeff LaBrie | Nashua | 670-8495 |
| 2 way communicationd | | Portsmouth | 431-6288 |
| **Radio Stations** | | | |
| WGIN 930 AM | | Portsmouth | 332-5666 |
| WOKQ 97.5 FM | | Dover | 749-9750 |
| WHEB 100.3 | | Portsmouth | 431-7669 |
| WZID 95.7 | | Manchester | 669-5777 |
| WGIR 101.1 | | Manchester | 668-0234 |
| **Refrigeration** | | | |
| Thermo Dynamics Inc. | | Eliot, ME | 207-439-5049 |

| | | | |
|---|---|---|---|
| **Rotary, Masons & Other Clubs & Service Agencies** | | | |
| VFW | | Raymond | 895-3661 |
| American Legion Post 30 | | Raymond | 244-2288 |
| Raymond Area Rotary | | Raymond | 682-3449 |
| Tucker Lodge #33 (Masons) Steve W. Welch | | Raymond | 895-4312 or 244-2070 c |
| **Rubbish Haulers & Dumpsters** | | | |
| Waste Management | | Londonderry | 800-443-5515 |
| Casella | | Raymond | 244-3143 |
| **Sand & Gravel** | | | |
| Town of Raymond Highway Dept. | | Raymond | 895-0900 |
| Coastal Materials | | Raymond | 895-0132 |
| Deerfield Sand & Gravel | Steve Rollins | Deerfield | 463-7404 |
| Hartman Enterprises | | Raymond | 772-5285 |
| **Sand Bags** | | | |
| Town of Raymond Highway Dept. | | Raymond | 895-0900 |
| **Schools** | | | |
| SAU 33 | | Raymond | 895-4299 |
| Lamprey River Elementary | | Raymond | 895-3117 |
| Iber Holmes Gove Middle School | | Raymond | 895-3394 |
| Raymond High School | | Raymond | 895-6616 |
| **Snow Plowing & Removal** | | | |
| LaBrie Property Maintenance & Landscaping | | Raymond | 895-9565 |
| **Snowmobiles & ATVs (OHRV, Off Highway Recreational Vehicle)** | | | |
| HK Powersports | | Hooksett | 668-4343 |
| NH Fish & Game | OHRV | Concord | 271-3129 |
| **State & Federal Agencies** | | | |
| **NH Department of Natural and Cultural Resou** | Forestry | Concord | 271-2214 |
| Forest Ranger Mike Matson | Mike | Concord | 227-8731 |
| Homeland Security | Duty Officer | Concord | 800-852-3792 |
| NH Fish & Game | | Concord | 271-3422 or 271-3421 |
| NH Highway Department (DOT) | | Concord | 271-3734 |
| NH State Police | | Concord | 271-3636 or 800-525-5555 |
| NH Department of Environmental Services (DES) | | | 271-3503 |
| State Fire Marshall | | Concord | 271-3294 |
| **Television** | | | |
| WMUR 9 | | Manchester | 641-9000 |
| NH1 | | Concord | 230-9010 |

| | | | |
|---|---|---|---|
| **Tent Rental** | | | |
| Exeter Events & Tents | | Newmarket | 778-3838 |
| **Tires** | | | |
| County Tire | | Raymond | 895-2661 |
| Stratham Tire | | Brentwood | 679-5661 |
| **Towing (wreckers)** | | | |
| Al's Towing | | Exeter | 231-3546 or 778-8158 c |
| Grants Towing | Jodi Grant | Raymond | 895-1111 or 303-8679 c |
| Avalanche Towing | Jim Wilson | Candia | 483-8118 |
| Morgan's Towing | | Epping | 679-2889 |
| Towns (area) | | | |
| Epping Town Office | | Epping | 679-5441 |
| Nottingham Town Hall | | Nottingham | 679-5022 |
| Deerfield Town Hall | | Deerfield | 463-7432 |
| Chester Town Hall | | Chester | 370-0175 |
| Candia Town Office | | Candia | 483-8101 |
| **Traffic Control Device Rental** | | | |
| East Coast Signals | | Deerfield | 463-5451 |
| **Tree Removal Services** | | | |
| J M Tree Service | | Raymond | 413-427-7173 |
| Hammond Logging/Tree Removal | | Raymond | 895-6297 |
| Buldoc Tree Service | | Fremont | 396-8761 |
| Littlewoods | James | Raymond | 895-2331 |
| **Utilities (Electric, Phone)** | | | |
| Fairpoint | | | 866-534-2944 |
| NH Electric Coop | | | 800-698-2007 or 800-343-6432 |
| Eversource | | | 800-662-7764 |
| Eversource Emergency nonpublic number | | Concord | 800-386-4086 |
| Time Warner Cable | | | 800-627-2288 |
| Verizon | | | 555-1515 |
| I.C. Reed | | Raymond | 895-2731 |
| JCR | | Raymond | 895-4062 |
| Hi Volt | Tim or George | Raymond | 895-0100 |
| **Volunteer Organizations (Volunteer Organizations Active in Disaster, VOAD)** | | | |
| Volunteer NH | | | 271-6098 |

| Water – Potable | | | |
|---|---|---|---|
| Raymond Water Dept. Foreman Scott Keddy | | Raymond | 867-9862 |
| Buxton Oil Company | | Epping | 679-2224 |
| **Welders** | | | |
| Starkey Welding & Crane | | Brentwood | 679-2553 |
| Cramer Welding Services | Nicholas | Raymond | 845-9898 |
| Raymond Highway Garage, Bruce Chapman Welder | Bruce | Raymond | 895-0900 |

## EMERGENCY OPERATIONS CENTER (EOC) ALERT LIST (FOR INTERNAL USE ONLY)

| EMERGENCY OPERATIONS CENTER (EOC) ALERT LIST - LOCAL | | | | |
|---|---|---|---|---|
| Name | Title | Phone (work) | Phone (home) | Cell |
| Paul Hammond | Fire Chief & EMD | 603-895-3321 | 603-895-6297 | 603-234-5779 |
| | Deputy EMD | | | |
| Michael Labell | Police Chief | 603-895-0914 | | 603-765-9546 |
| Stephen Brewer | Director of Public Works | 603-895-7035 | | 603-365-7134 |
| Greg Arvanitis | Health Officer Building Inspector | 603-895-7020 | | 603-365-7132 |
| Joseph Ilsley | Town Manager | 603-895-7006 | | 603-706-2474 |
| George Plante | Selectboard Chair | | | 603-817-1118 |
| Scott Campbell | Selectboard Member | | | 603-396-1841 |
| Chris Long | Selectboard Member | | | 603-244-6769 |
| Lee Weldy | Selectboard Member | | | 603-502-5281 |
| Kathy Hoelzel | Selectboard Member | 603-895-4172 | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| EMERGENCY OPERATIONS CENTER (EOC) ALERT LIST - OTHER | | | |
|---|---|---|---|
| Name | Title | Phone (work) | Cell |
| Heather Dunkerley | Homeland Security Field Rep. | | |
| HSEM | Homeland Security 24-Hour Duty Officer | 800-852-3792 | - |
| Charles Hall | NH American Red Cross | 889-6664 | - |
| NH State Police-Troop A | Duty Officer | 679-3333 | - |
| Rockingham County Sheriff's Office | Duty Officer | 679-2225 | - |
| Jennifer Harper | NHHSEM | | 603-419-9179 |

**The Town of Raymond**
Chief Paul Hammond
Emergency Management Director
Town of Raymond
4 Epping Street
Raymond, NH 03077
(603) 895-4735
phammond@raymondnh.gov