

ANNEX A EMERGENCY SUPPORT FUNCTIONS

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Emergency Support Function #1:

TRANSPORTATION

Lead Agency:

- Emergency Management Director/Coordinator

Support Agencies:

- Police Department
- Fire Department
- General Services
- Engineering/GIS Department
- SAU #8
- SAU #46 /MVHS

I. INTRODUCTION

A. PURPOSE

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

B. SCOPE

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

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

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

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

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

Major evacuation routes are (See map at end of this ESF):

- State Routes
- US Routes 3, 4 and 202
- Interstate 393, 93 and 89

B. PLANNING ASSUMPTIONS

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

III. CONCEPT OF OPERATIONS

A. GENERAL

1. The EMD/EMC is responsible for coordinating ESF #1 activities in the EOC.
2. Status of committed and uncommitted resources is tracked during activation of the EOC.

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

IV. ORGANIZATION

1. Operational Facilities/Sites

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

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

V. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

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

B. RESPONSE ACTIVITIES

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

C. RECOVERY ACTIVITIES

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

VI. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION:

ESF #1 Lead and Support Agencies activities include:

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

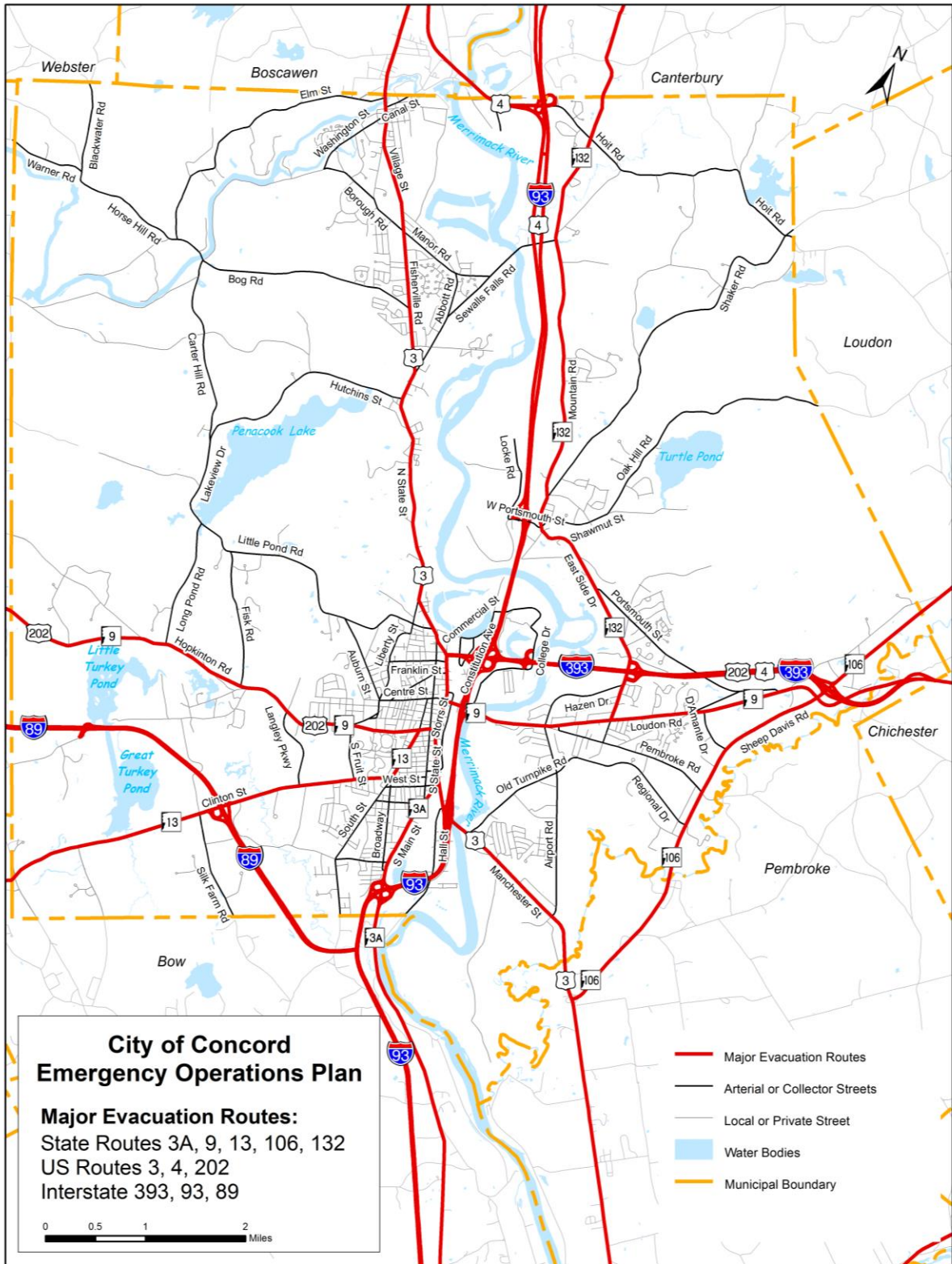
B. EQUIPMENT AND FACILITIES

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

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

VII. REFERENCES

- A. PLANS
None
- B. LISTINGS/MAPS
Map of evacuation route on next page
- C. MUTUAL AID AGREEMENTS
None



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

- Emergency Management Director/Coordinator

Support Agencies:

- City Manager
- Fire Department
- Police Department
- General Services
- Information Technology
- SAU #8
- SAU #46 / MVHS

I. INTRODUCTION**A. PURPOSE**

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

B. SCOPE

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

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

The Fire/EMS, Police and General Services currently maintain radio networks for conducting day-to-day operations. These departments are equipped with interoperable radios to communicate with all mutual aid entities. The City utilizes the NH 911 Emergency Notification System (ENS) to provide emergency information to the public.

B. PLANNING ASSUMPTIONS

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

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

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

B. NOTIFICATION & ACTIVATION

Capital Area Fire Mutual Aid is responsible for dispatching Concord Fire. Concord Police Department is responsible for dispatching police. Methods of alerting the public consist of:

- NH 911 Emergency Notification System
- Concord TV
- Cable/TV
- Local Media Outlets
- City Website / Social Media
- Door to Door Notification

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

1. Capital Area Fire Mutual Aid and Concord Police Dispatch are responsible for maintaining dispatching capabilities for the Fire and Police.
2. The EMD/EMC will be responsible for maintaining the NH 911 ENS information for the City of Concord.

B. RESPONSE ACTIVITIES

1. Fire, EMS and Police will utilize their dispatching organizations for emergency response communications.
2. The EMD/EMC will prepare and activate NH 911 ENS public information messages.
3. Gathering and generating information that will be needed for periodic briefings, situation reports or the development of incident action plans.

C. RECOVERY ACTIVITIES

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

V. ROLES & RESPONSIBILITIES**A. ACTIVITIES ASSOCIATED WITH FUNCTION:**

ESF #2 Lead and support activities will include:

1. All ESF #2 lead and support agencies will provide available, trained personnel to serve as ESF #2 representatives, as capable.
2. Providing real-time assessment of communication capabilities and infrastructure including damages, outages, repairs, etc.
3. Ensuring accessible communication methods for Functional Needs populations.
4. Dispatching agencies will maintain notification procedures and lists for Fire, Police, General Services and other City Departments.
5. EMD/EMC will activate the E911 Emergency Notification System (ENS) as appropriate.
6. IT will support this ESF in disseminating information to emergency response personnel and the general public.
7. EOC to assign a HAM/ARES radio operator as necessary.

VI. REFERENCES

A. PLANS

None

B. LISTINGS/MAPS

None

C. MUTUAL AID AGREEMENTS

Tele Communications Emergency Response Team

Emergency Support Function #3: PUBLIC WORKS AND ENGINEERING

Lead Agency:

- General Services

Support Agencies:

- Fire Department
- Code Enforcement
- Engineering/GIS Department

I. INTRODUCTION

A. PURPOSE

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

B. SCOPE

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

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

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

The City of Concord is responsible for the management of public works and engineering needs within City boundaries, excluding state and federal government facilities that are not within their authority. Public Works services are coordinated by the General Services Department. The City of Concord's General Services Department is responsible for street maintenance, trash and recycling, water, wastewater and the Everett ice arena. NH DOT maintains a district shed on Hazen Drive. The City has one High Hazard Dam (Penacook

Lake Dam) and four Significant Hazard dams on the Contoocook River and Turkey River. There are four Emergency Action Plans for York Dam, Penacook Upper Falls, Penacook Lake and Turkey Pond, which are on file with the EMD/EMC that includes response actions for imminent dam failure. Private sector entities incorporate their own emergency operations planning and facilities for damage restoration activities.

B. PLANNING ASSUMPTIONS

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

III. CONCEPT OF OPERATIONS

A. GENERAL

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

B. NOTIFICATION AND REPORTING

1. **Notification**
 - a. Upon determination of an impending or actual incident requiring transportation capabilities, the EMD/EMC will request agency representatives to implement ESF activities from the EOC.
 - b. WebEOC will be utilized to provide continuous situational awareness.
2. **Event Reporting**
 - a. Lead and support agencies shall compile damage assessments and report to EMD/EMC.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

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

B. RESPONSE ACTIVITIES

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

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION:

1. Local damage assessment team to conduct damage and safety assessment.
2. Coordinate restoration of public infrastructure and utilities (i.e. water/sewer system).
3. General Services will coordinate transportation activities with the EMD/EMC.
4. Provide equipment and personnel to implement public works function.
5. Provide emergency debris clearance to allow access for emergency personnel and equipment.
6. Collect status information and share with the Emergency Management Director such as:
 - a. Status of debris removal
 - b. Status of critical facilities
 - c. Status of emergency access routes
 - d. Unmet needs
 - e. Status of public utility restoration
 - f. Provide back-up power for all City facilities, including wells, pump station and traffic lights
 - g. Providing fleet maintenance

VI. REFERENCES

A. PLANS

Dam Emergency Action Plans on file with DES and Concord General Services

B. LISTINGS/MAPS

None

C. MUTUAL AID AGREEMENTS

None

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

- Fire Department

Support Agencies:

- Police Department
- General Services
- Code Enforcement
- Human Services Director
- Engineering/GIS Department

I. INTRODUCTION**A. PURPOSE**

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

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

Concord Fire Department has a staff of 101 full-time employees including a chief, deputy fire chief, bureau chief / fire marshal, bureau chief / EMS and professional standards officer, assistant fire marshal, communications supervisor, 8 dispatchers, fire alarm and traffic superintendent, 4 battalion chiefs, 4 captains, 12 lieutenants, 4 paramedic lieutenants, 15 firefighter / paramedics, and 45 firefighter / EMTs and 2 administrative specialists.

Operations personnel work out of four strategically placed fire stations throughout the City which are staffed around the clock with a daily on-duty staff of 19.

NH Department of Resources and Economic Development – Division of Forests and Lands is the primary agency responsible for supporting State and local operations to mitigation the effects of wild land fires in the State.

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

1. The Concord Fire Department is the primary agency responsible for local operations to mitigate the effects of urban and wildland incidents in the City.
2. Unified Command will be utilized when possible to manage ESF #4 assets.

B. NOTIFICATION

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

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

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

3. Develop procedure to protect public from fires, including evacuation strategies.

B. RESPONSE ACTIVITIES

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

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION

1. Contain urban and wildland fires.
2. Disburse personnel and equipment.
3. Implement existing operating procedures and mutual aid agreements.
4. Require evacuations per RSA 154:7 II(b).
5. Disseminate emergency warning to the general public.
6. Coordinate emergency transportation routes.
7. Monitor water supply for fire suppression.
8. Inspection of buildings.

VI. REFERENCES

A. MUTUAL AID AGREEMENTS

Capital Area Fire Mutual Aid
 Statewide Fire Mobilization Plan
 Interstate Emergency Unit Mutual Aid System

Emergency Support Function #5: EMERGENCY MANAGEMENT

Lead Agency:

- Emergency Management Director

Support Agencies:

- Engineering/GIS Department
- IT Department

I. INTRODUCTION

A. PURPOSE

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

B. SCOPE

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

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

Concord City officials are responsible for developing, coordinating, and implementing emergency response plans, including the activation of local mutual aid compacts. They are also responsible for the management of resource needs. The impact of an emergency may exceed the capabilities of local jurisdictions and the State, thus requiring assistance from the Emergency Management Assistance Compact (EMAC), International Emergency Assistance Compact (IEMAC), and the federal government to supplement efforts.

B. PLANNING ASSUMPTIONS

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

III. CONCEPT OF OPERATIONS

A. GENERAL

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

1. Emergency responders at all levels of government will initially assess the situation to identify the response actions needed. The assessment will provide:

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

B. NOTIFICATION AND REPORTING

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

C. ORGANIZATION

The EMD/EMC or designee is the primary person assigned to the Command and Control Section of the EOC and coordinates City wide emergency response. The EMD/EMC will notify the appropriate ESF departments and request designate personnel to report the EOC. Annex B contains EOC guidelines that further define the function of the EOC.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Maintaining, reviewing and updating on a periodic basis, the staff's contact information for all agencies involved in emergency response and EOC activities.
2. Reviewing the After-Action Reports (AAR) and comments from previous incidents to develop and implement remedial strategies, as necessary.
3. Planning the location and use of any potential mobilization sites, staging areas and distribution points

B. RESPONSE ACTIVITIES

1. Activating the appropriate ESFs and agencies that may be required for incident response.
2. Maintaining operational status of the EOC.
3. Assigning personnel to staff the EOC.
4. Establish a briefing schedule (i.e. every 12 hours) and media briefing schedule.
5. Coordinating and documenting initial damage assessment including key resources and critical infrastructure, businesses and individual homes.

6. Working with ESF #15 for public notification activities including activation of the Emergency Notification System (ENS), as appropriate.

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION

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

VI. REFERENCES

A. PLANS

Annex B - EOC Operating Guidelines and Checklist

B. RESOURCES

Seacoast Incident Management Team (Type 3 IMT)

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

- Emergency Management Director/Coordinator
- Human Services Director

Support Agencies:

- Health Officer
- SAU #8
- Capital Area Public Health Network
- SAU #46

I. INTRODUCTION**A. PURPOSE**

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

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

1. The City of Concord will establish a temporary local emergency shelter at a place to be determined at the time of the event. The City may direct people to a regional shelter.
2. Disasters or emergencies requiring activation of ESF #6 are affected by a number of factors to include evacuation displacing large numbers of individuals, families, and household pets, as well as functional needs population groups (e.g. disabled, elderly, and children) who have lost their immediate support. This can include tourists, students, and foreign visitors separated from loved ones by a sudden-impact disaster or emergency necessitating the need to be evacuated from affected areas.
3. In most emergency or disaster situations, there may be a sudden and prolonged need of the public for protection from the effects of the emergency. Sheltering, emergency assistance, short-term housing, mass care and feeding, basic human services and household pet sheltering may be required. Dependent upon the resources immediately available and/or proactive stance of local communities, careful coordination is needed to assure needs are met for the total population affected.

B. PLANNING ASSUMPTIONS

1. The number in need of shelter and mass care services is scalable depending upon the emergency.
2. Emergency situations may require the provision of short-term warming/cooling shelters, mobile feeding, etc.
3. All sheltering activity will be recorded and tracked (to the best of their ability) by the ESF #6 representative in the EOC via WebEOC.
4. Approximately 70% of all NH households own a pet. This implies during large-scale disasters, pet ownership may affect the behavior of large segments of the population at risk. During an emergency Volunteer NH Disaster Animal Response Team will work with local municipalities and/or the American Red Cross of NH to coordinate the activation and deactivation of household pet shelters.
5. Through public education, animal owners will know how to prepare themselves and their household pets for an emergency/disaster situation.
6. Service animals will stay with their handlers/owners in the shelter.
7. DHHS will coordinate with Volunteer NH to access support of other NGOs.

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

1. The City of Concord will carry out emergency mass care of disaster victims. This may be accomplished through established local government organizations such as fire and police departments, health department, social services department, and voluntary organizations such as churches or the local American Red Cross.

B. NOTIFICATION AND ACTIVATION

1. Activation of this ESF #6 will be made by the EMD/EMC.
2. The EMD/EMC will notify the State EOC of local shelter activation through WebEOC.

C. ORGANIZATION

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

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

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

B. RESPONSE ACTIVITIES

1. Prepare facilities for sheltering.
2. Coordinate feeding of shelter clients.
3. Provide emergency medical treatment and transportation.
4. Track the status of committed and uncommitted shelter resources at the local EOC.

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES**A. ACTIVITIES ASSOCIATED WITH FUNCTION:**

ESF #6 Lead and Support Agencies activities include:

1. Providing for adequate staffing, maintenance, supply, and equipment support for identified shelters.
2. Coordinating and directing the establishment and operation of mass feeding for impacted populations.
3. Providing resource support for the ESF #6 mission to include, but not limited to: housing and human service activities associated with quarantine and isolation procedures, as required.
4. Assisting in identifying and assessing the requirements for food, feeding, and critical emergency needs of the impacted population.
5. Providing mass feeding.
6. Assistance for clothing and basic essential items.
7. Replacing prescriptions lost in the disaster.
8. Providing Emergency first aid at shelters.
9. Assisting in providing information about federal and other resources available for additional assistance to the impacted population.
10. Providing bed and meal counts to the EOC.
11. Providing training to local officials and personnel in shelter management and other related disaster-relief programs and activities.

VI. REFERENCES**A. PLANS, PROCEDURES, ETC.**

Capital Area Regional Shelter Operations Plan?

B. LISTINGS/MAPS

None

C. MOUs/LOAs

None

Emergency Support Function #7:**RESOURCE SUPPORT****Lead Agency:**

- Emergency Management Director/Coordinator
- Deputy City Manager for Finance

Support Agencies:

- Fire Department
- Police Department
- General Services
- City Solicitor

I. INTRODUCTION**A. PURPOSE**

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

B. SCOPE

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

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

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

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

B. PLANNING ASSUMPTIONS

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

III. CONCEPT OF OPERATIONS

A. GENERAL

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

B. NOTIFICATION AND ACTIVATION

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

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

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

B. RESPONSE ACTIVITIES

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

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION

ESF #6 Lead and Support Agencies activities include:

1. Coordinating requests for additional personnel, equipment and services.
2. Reporting Department resource shortfalls to the EOC.
3. Acquiring resources as needed and authorizing the expenditures necessary for acquisition.
4. Implement mutual aid resources.
5. When local resources are exhausted resource requests will be reported to the State EOC.

VI. REFERENCES

A. LISTINGS

Appendix C Resource List

B. MOUs/LOAs

Capital Area Mutual Aid

Police Department Mutual Aid

Emergency Support Function #8:**HEALTH AND MEDICAL****Lead Agencies:**

- Fire Department

Support Agencies:

- Emergency Management Director/Coordinator
- Health Officer
- General Services
- Capital Area Public Health Network

I. INTRODUCTION**A. PURPOSE**

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

B. SCOPE

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

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

- **HEALTH AND MEDICAL CARE** refers to emergency medical services (including field operations and first responders), resident medical and dental care, doctors, nurses, technicians, pharmaceuticals, supplies, equipment, hospitals, clinics, planning, and operation of facilities and services.
- **PUBLIC HEALTH AND SANITATION** refers to the services, equipment, and staffing essential to protect the public from communicable diseases and contamination of food and water supplies; development and monitoring of health information; inspection and control of sanitation measures; inspection of individual water supplies; disease vector and epidemic control; immunization; and laboratory testing.
- **BEHAVIORAL HEALTH**, to include crisis counseling and psychological first aid, refers to the professional personnel, services, and facilities to relieve mental health and/or substance abuse problems caused or aggravated by a disaster or its aftermath.
- **DECEASED IDENTIFICATION AND MORTUARY SERVICES** refers to the identification, registration, certification, and disposition of human remains.
- **Chemical, Biological, Radiological, and Nuclear (CBRN) MONITORING/ACCIDENT ASSESSMENT/PROTECTIVE ACTIONS** refers to the monitoring of chemical, biological, radiation and nuclear contamination, assessing the impact upon the population, food, water, and based on findings, making recommendations for protective actions to ensure the public's safety.

- MASS CASUALTY INCIDENT refers to any incident in which emergency medical service resources, such as personnel and equipment are overwhelmed by the number and severity of casualties.
- MASS FATALITY refers to an incident where the number of deaths overwhelms the capabilities of the Chief Medical Examiner's Office and local mortuary providers.

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

In most emergency or disaster situations, there may be a sudden and prolonged need of the public for health and medical care. These resources must be temporarily realigned from established programs at the local, regional, or state level to provide such assistance. Careful coordination is required to avoid creating a decrease in care capacity in other areas.

Demand for skilled health professionals is often high in the aftermath of a disaster or emergency, stressing the entire healthcare system from patient transport to hospital-based medical care, and from pharmaceutical services to laboratory testing. Some incidents may also necessitate the need for fatality management.

Additionally, disasters impact populations of all types and with different functional needs. This necessitates a careful approach to ensuring access to health, emotional, and medical care for the "at risk" populations.

B. PLANNING ASSUMPTIONS

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

- c. Managing medications, intravenous (IV) therapy, tube feeding, and/or regular vital signs;
- d. Medical readings;
- e. Dialysis, oxygen, and suction administration;
- f. Managing wounds, catheters, or ostomies; and,
- g. Operating power-dependent equipment to sustain life.

III. CONCEPT OF OPERATIONS

A. GENERAL

The City of Concord has a responsibility to provide health and medical treatment for casualties caused by a disaster situation and to provide procedures for the handling of fatalities. The City of Concord is a member of the Capital Area Public Health Network (CAPHN) which is a collaborative of municipal and health and human service agencies in the region. CAPHN has developed a regional plan to address public health emergencies, called the Regional Public Health Emergency Response Annex. This Plan is on file with the EMD/EMC.

When a Public Health Emergency has been declared, the Multi-Agency Coordinating Entity (MACE) will ensure each agency within the region provides resource and status information, and will coordinate the efforts of the local EOCs within the region. The local EOCs will be responsible for supporting the MACE in coordination, communications, resource dispatching and tracking, information collection, analysis and dissemination. In a public health emergency the local EOC and the MACE will maintain communication links and the MACE will maintain communications with the State EOC. The primary MACE location is the Concord Fire Department Headquarters. Requests to activate the MACE are made through the Merrimack County Sheriff's Department.

B. NOTIFICATION AND ACTIVATION

1. This ESF is activated by the EMD/EMC and/or the Health Officer. The EMD/EMC will notify appropriate departments and agencies.
2. As identified the MACE Annex of the CAPHN Public Health Emergency Response Annex, activation of the MACE is triggered when:
 - a. More than one City is involved in a public health incident
 - b. City has incident and calls for assistance
 - c. State contacts region to open POD, ACS, NEHC
 - d. Threat outside region likely to affect our region
 - e. A regional shelter has been requested
3. The MACE is activated by calling the Merrimack County Sheriff's Department at 603-225-5584 or 603-225-5453.

C. ORGANIZATION

Concord Fire Department is responsible for response to and coordination of mass casualty incidents (MCI). The CAPHN serves as the Multi-Agency Coordination Entity (MACE) and coordinates local and regional resources during large-scale public health emergencies within the CAPHN Region.

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Participate in preparedness activities with CAPHN.

B. RESPONSE ACTIVITIES

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

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES

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

VI. REFERENCES

A. PLANS

Capital Area Public Health Network (CAPHN) Public Health Emergency Response Annex is on file with the EMD/EMC.

B. MOUs/LOAs

None

Emergency Support Function #9:**SEARCH AND RESCUE****Lead Agencies:**

- Police Department
- Fire Department

Support Agencies:

- City Planner
- Engineering / GIS

I. INTRODUCTION**A. PURPOSE**

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

B. SCOPE

Search and Rescue consists of two components:

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

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

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

In addition, most structures in New Hampshire are not built to withstand the effects of major disasters including large, urban fires, seismic activities, building collapses due to

heavy snowfall and flooding. Collapsing structures endanger individuals who are unable to escape, trapping them within the confines of the debris.

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

B. PLANNING ASSUMPTIONS

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

III. CONCEPT OF OPERATIONS

A. GENERAL

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

B. NOTIFICATION AND ACTIVATION

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

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

1. Maintain SAR resource contact information.

B. RESPONSE ACTIVITIES

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

C. RECOVERY ACTIVITIES:

1. Collect data for reimbursement, such as personnel hours, equipment and material used.
2. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.
3. When it is determined that the emergency conditions have stabilized or are improving, the EMD/EMC shall determine the requirements to sustain the recovery efforts. Factors to be considered, but not limited to, are:
 - Identify specific areas that would sustain recovery efforts
 - Mobilization needs for resources, personnel and equipment.
 - Determine the coordination capabilities between local, state and federal officials to initiate recovery efforts.

V. ROLES & RESPONSIBILITIES

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

VI. REFERENCES**A. PLANS**

None

B. MOUs/LOAs

Capital Area Mutual Aid

Interstate Mutual Aid System

Police Mutual Aid

Emergency Support Function #10:**HAZARDOUS MATERIALS****Lead Agency:**

- Fire Department

Support Agencies:

- Police Department
- General Services
- Engineering/GIS Department

I. INTRODUCTION**A. PURPOSE**

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

B. SCOPE

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

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

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

For purposes of this appendix, the following definitions apply:

- “Hazardous Materials” is a general term intended to mean hazardous substances, pollutants, and contaminants as defined in the NCP. Hazardous materials include chemical, biological, radiological, nuclear or explosive substances, whether accidentally or intentionally released
- “Oil” means petroleum products and their by-products of any kind, and in any form including, but not limited to, petroleum, fuel, sludge, crude, oil refuse or oil mixed with wastes and all other liquid hydrocarbons regardless of specific gravity and which are used as motor fuel, lubricating oil, or any oil used for heating or

processing. The term "oil" shall not include natural gas, liquefied petroleum gas or synthetic natural gas regardless of derivation or source; (RSA 146-A:2).

B. PLANNING ASSUMPTIONS

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

III. CONCEPT OF OPERATIONS

A. GENERAL

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

B. NOTIFICATION AND ACTIVATION

The Fire Department will initiate activation of this ESF.

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

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

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

B. RESPONSE ACTIVITIES

1. A Fire Department designee will locate at the local EOC as soon as possible after notification.
2. Assisting in evacuation of individuals and animals in impacted area
3. Providing personal protective equipment recommendations, as the incident requires.
4. Determine initial and ongoing activities through established intelligence gathering procedures.
5. Ensure that communications interoperability is established and maintained with local command and control, primary agencies, support agencies, regional HazMat teams, state and federal counterparts, and others as deemed necessary according to existing procedures.

C. RECOVERY ACTIVITIES:

1. Initiation of recovery operations will occur when feasibly possible and will follow prescribed HazMat response operation protocols.
2. Collect data for reimbursement, such as personnel hours, equipment and material used.
3. Identify and track any lost or damaged equipment and record any personnel injuries or equipment accidents.

V. ROLES & RESPONSIBILITIES

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

VI. REFERENCES**A. PLANS**

None

B. LISTINGS/MAPS

None

C. MOUs/LOAs

Central NH HazMat Team

Capital Area Fire Mutual Aid

Emergency Support Function #11:

AGRICULTURE, CULTURAL AND NATURAL RESOURCES

Lead Agency:

- Emergency Management Director/Coordinator

Support Agencies:

- None

The purpose of Emergency Support Function #11 – Agriculture, Natural and Cultural Resources (ESF #11) is to support State and local authorities' efforts to respond to incidents caused by all-hazards, including: providing evacuation of livestock, controlling and eradicating outbreaks of highly contagious or economically devastating animal or zoonotic diseases (i.e. transmitted between animals and people).

The City of Concord does not include ESF 11 in its Emergency Operations Plan, due to the lack of risk. If the need arises, the Emergency Management Director will coordinate with the State Department of Agriculture.

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

- Emergency Management Director/Coordinator

Support Agencies:

- Fire Department
- Police Department
- General Services
- Community Development

I. INTRODUCTION**A. PURPOSE**

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

B. SCOPE

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

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

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

B. PLANNING ASSUMPTIONS

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

III. CONCEPT OF OPERATIONS

A. GENERAL

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

B. NOTIFICATION AND ACTIVATION

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

C. ORGANIZATION

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

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

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

B. RESPONSE ACTIVITIES

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

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES

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

VI. REFERENCES

A. PLANS/LISTS

None

B. MOUs/LOAs

None

Emergency Support Function #13:**PUBLIC SAFETY AND LAW ENFORCEMENT****Lead Agency:**

- Police Department

Support Agencies:

- Fire Department
- General Services
- City Solicitor
- Engineering/GIS Department

I. INTRODUCTION**A. PURPOSE**

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

B. SCOPE

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

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

The Concord Police Department has approximately 106.68 employees. The Police Chief serves full-time and is the operational and administrative head of the department. It is as well-equipped as any community of comparable size. The Police Department has Standard Operating Procedures (SOPS) for normal operations in all areas of law enforcement and it may give mutual aid assistance to neighboring communities or receive assistance from those communities, the Merrimack County Sheriff's Department and/or New Hampshire State Police. The Police Station has emergency back-up power.

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

B. PLANNING ASSUMPTIONS

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

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

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

B. NOTIFICATION AND ACTIVATION

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

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

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

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

B. RESPONSE ACTIVITIES

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

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES

1. Provide necessary law enforcement services.
2. Provide emergency crowd and traffic control.
3. Assist in public warning and alerting procedures.
4. Activate law enforcement mutual aid.
5. Activate Central NH Special Operations Unit (CNHSOU)

VI. REFERENCES

A. MOUs/LOAs

The Police Department maintains mutual aid agreements with all contiguous towns, Merrimack County Sheriff's Department, NH State Police and CNHSOU.

Emergency Support Function #14: VOLUNTEERS AND DONATIONS

Lead Agency:

- Human Services Director

Support Agencies:

- Emergency Management Director/Coordinator
- Deputy City Manager for Finance
- SAU #8
- SAU #46
- General Services

I. INTRODUCTION

A. PURPOSE

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

B. SCOPE

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

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

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

The City of Concord should coordinate with voluntary agencies, community and faith-based organizations, volunteer centers, and private-sector entities through local Citizen Corps Councils and local or Community Voluntary Organizations Active in Disasters (VOADs) to participate in preparedness activities, including planning, establishing appropriate roles and responsibilities, training, and exercising. A primary responsibility is coordinating local resources and establishing a structure responsible for receiving, recruiting, tasking, training

and employing the full range of goods and services that may be donated and/or required during an emergency.

B. PLANNING ASSUMPTIONS

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

III. CONCEPT OF OPERATIONS

A. GENERAL

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

B. NOTIFICATION AND ACTIVATION

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

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

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

B. RESPONSE ACTIVITIES

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

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES

1. Conduct just-in-time training for volunteers.
2. Manage a system to log, track and assign volunteers.
3. Coordinate with the EMD/EMC to request/delegate volunteer resources.
4. Ensure the sanitation of donated items.
5. Credential volunteers, as required.
6. Community Emergency Response Team (CERT) is activated through CAPHN.

VI. REFERENCES

A. MOUs/LOAs

Capital Area Public Health Network (CAPHN)

Emergency Support Function #15:**PUBLIC INFORMATION****Lead Agency:**

- City Manager

Support Agencies:

- Emergency Management Director/Coordinator
- Fire Department
- Police Department
- General Services
- Health Officer
- SAU #8
- SAU #46
- IT Department
- Capital Area Public Health Network
- Community Development
- Concord TV

I. INTRODUCTION**A. PURPOSE**

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

ESF #15 must develop and implement strategies:

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

B. SCOPE

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

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

II. SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

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

B. PLANNING ASSUMPTIONS

1. The public needs timely and accurate information for protection of life and property during preparedness for, response to and recovery from a disaster or emergency situation.
2. The event may require numerous responding agencies to provide instructions and information. A comprehensive and collaborative approach to information sharing is vital.
3. The State may start or engage a current public information system to augment or enhance local capabilities or when requested by a local agency. A joint information system (JIS) may be initiated by the state to report on the State's preparedness, response, recovery and/or mitigation activities.
4. Preservation of life and property may hinge upon instructions and directions given by authorized local and State officials.
5. Establishing and maintaining an effective rumor control mechanism will help clarify emergency information to the public.
6. Some events can bring many reporters, photographers, and camera crews into the area which will create a heavy demand upon the emergency public information organization. All emergency workers should be instructed to refer inquiries to public information staff.
7. The public will utilize various venues to gather information including internet and social media outlets.

III. CONCEPT OF OPERATIONS

A. GENERAL

1. Public Information will be coordinated through the Emergency Management Director at the EOC. If a Joint Information Center is established, public information will be provided through that facility.

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

B. NOTIFICATION AND ACTIVATION

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

- NH 911 Emergency Notification System
- Concord TV
- Cable/TV
- Local Media Outlets
- City Website / Social Media

IV. PHASED ACTIVITIES

A. PREVENTION/PREPAREDNESS ACTIVITIES

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

B. RESPONSE ACTIVITIES

1. EMD/EMC activate public warning systems through the State Emergency Notification System (ENS), Concord TV and local media outlets, social media and Concord Alert.
2. During public health emergencies, coordinate with the MACE to establish a Joint Information Center.

C. RECOVERY ACTIVITIES:

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

V. ROLES & RESPONSIBILITIES

1. Provide trained personnel to serve as representatives at the EOC and for the PIO role.
2. Prepare news releases to be approved by EMD/EMC and other involved agencies.
3. Implement public information messaging for all populations utilizing available City, regional and state resources.
4. Support in the development of situation reports.
5. Provide subject matter experts as needed.
6. Schedule media briefings, and identify an appropriate location for media briefings.

VI. REFERENCES

A. LISTINGS

Media Contact in Appendix C Resource List

B. MOUs/LOAs

Contract with Concord TV