

SOUTH HERO, VT

Emergency Operations Plan

2005

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RECORD of REVISIONS and CHANGES

Emergency Operations Plan

200

I. Introduction

The SOUTH HERO Emergency Operations Plan, hereafter referred to as the **EOP**, is designed to address the response to consequences of any disaster or emergency situation that would affect the population and/or property within South Hero. The **EOP** is applicable to natural disasters such as earthquakes, hurricanes, and tornadoes; manmade incidents such as civil disturbances; and technological situations such as hazardous materials incidents (including Terrorism), power failures, nuclear power plant incidents, and national security emergencies.

The **EOP** describes the basic mechanisms and structures by which South Hero would respond to potential and/or actual emergency situations. To facilitate effective response operations, the **EOP** incorporates a functional approach that groups the types of assistance to be provided into Functional Areas (FAs) (i.e., communications and alerting, transportation, etc.). Each FA is assigned a primary or co-primary agency, which has been selected based upon statutory authority, current roles and responsibilities, resources, and capabilities within the particular functional area. Other agencies have been designated as support agencies for one or more of the FA(s) based upon their expertise, resources, and capabilities to support the functional areas. The primary agency is responsible for developing and maintaining the FA documents and for coordinating related tasks during emergency operations.

A. Purpose

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

1. Identify planning assumptions, assess hazard potentials, and develop policies;
2. Establish a concept of operations built upon an interagency coordination in order to facilitate a timely and effective local response;
3. Assign specific functional responsibilities to appropriate departments and agencies;
4. Coordinate actions necessary to respond to an emergency and coordinate the links between local governments, neighboring states, and federal response;

- 5. Unify the efforts of government, volunteers, and the private sector for a comprehensive approach to reducing the impacts of emergencies and disasters.

B. Scope

- 1. This **EOP** addresses the emergencies and disasters likely to occur as described in the **Appendix D, Hazard Analysis and Assessment**.
- 2. Includes those actions that support local and state government efforts to save lives, protect public health and safety, and protect property.
- 3. Comprises all local departments and agencies assigned one or more functions, activities, and/or tasks, to provide response and recovery activities in support of local operations during an emergency or disaster.
 - a. Department and agency assignments are based upon their day-to-day responsibilities, statutory/legislative requirements, and/or Federal regulations.
 - b. Additional assignments may be made through direction of the local governing body or the incident commander, as the situation warrants.
- 4. Provides for the integration and coordination between government, the private sector, and volunteer organizations involved in emergency response and recovery efforts.
- 5. Describes how State and Federal resources will be coordinated to supplement local resources in response to a disaster.
- 6. Where possible, this **EOP** corresponds with the National Incident Management System (NIMS) of March 1, 2004. The SOUTH HERO EOP establishes the basic elements of the NIMS, including the Incident Command System (ICS).

C. Structure

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

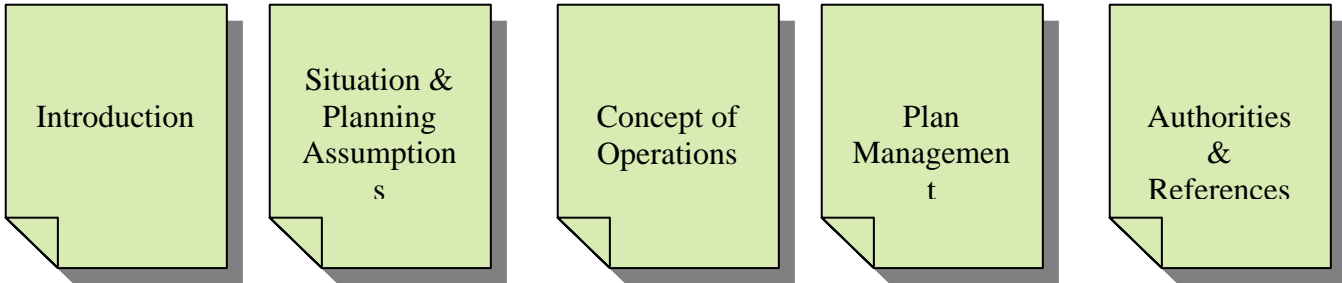
- 1. The format of the **EOP** is consistent with the State of Vermont Emergency Operations Plan as well as the National Response Plan (NRP) using the Functional Area concept and approach to providing assistance.
- 2. The **Basic Plan**, which describes the purpose, scope, situations and assumptions, hazard analysis, concept of operations, plan management, and authorities of the State departments and/or agencies in response to an emergency or disaster.

3. **Administrative Appendices** that include: a list of acronyms/abbreviations, terms and definitions, a compendium of emergency authorities and directives, and hazard analysis and assessment, which serve as points of reference and information for the users.

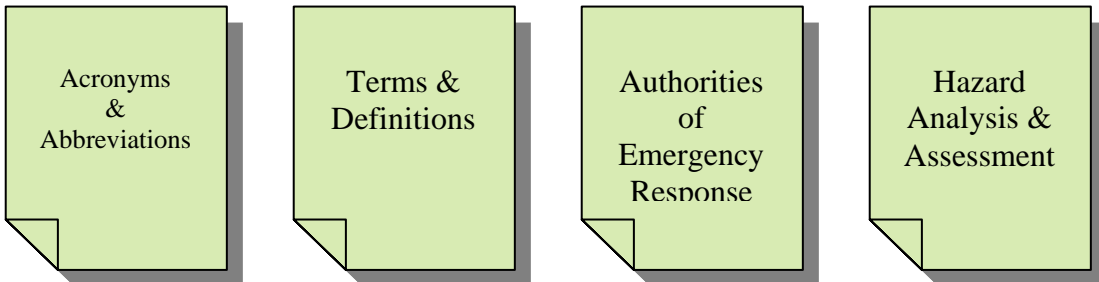
4. **Function Areas (FAs)** that delineate primary and/or co-primary and support agencies and describe policies, situations, concept of operations, and responsibilities; necessary standard operating procedures/guides (SOPs/SOGs) to implement functions. The Functional Areas listed here may be combined based on community and organization procedures, e.g. Firefighting and Hazardous Materials could be combined in many Vermont communities.

5. **Hazard-specific Annexes**, which include Hazardous Materials, Radiological Protection and Terrorism.

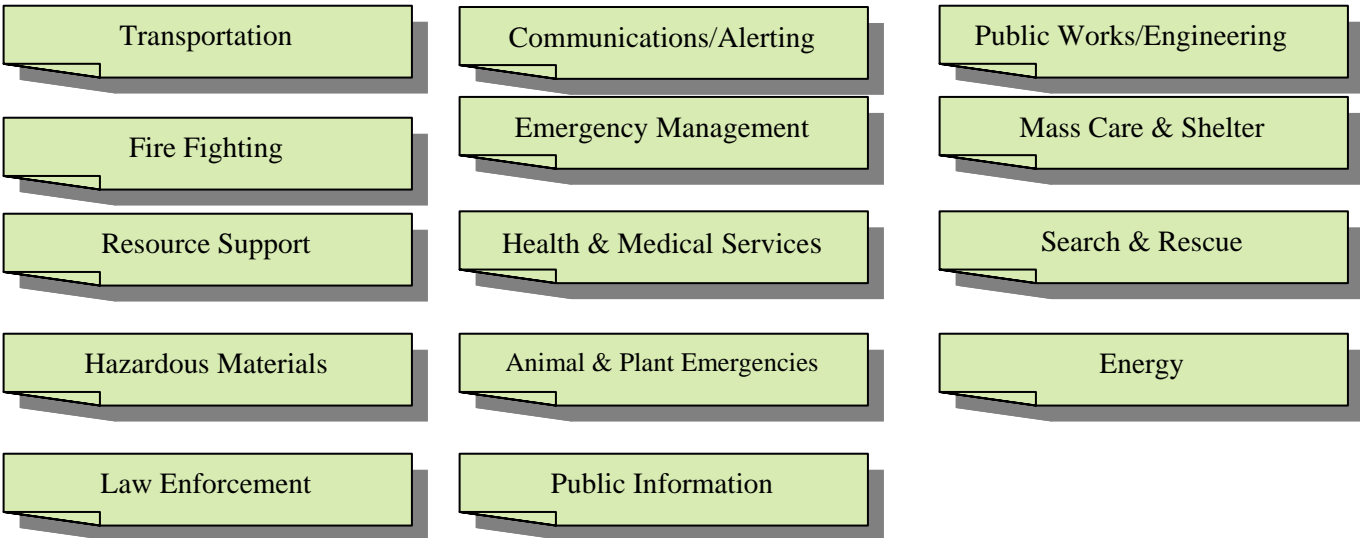
Basic Plan



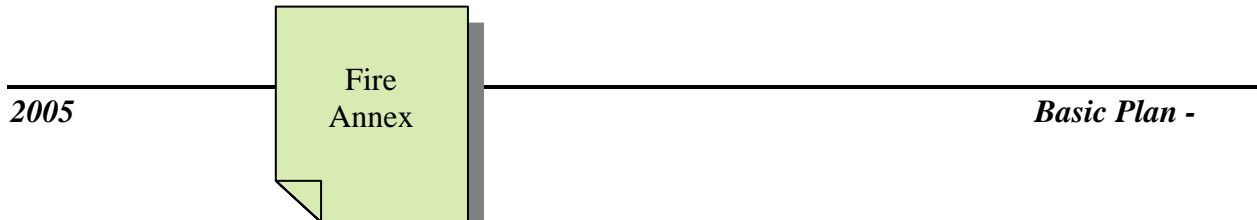
Administrative Element



Functional Areas



Hazard Specific Annexes



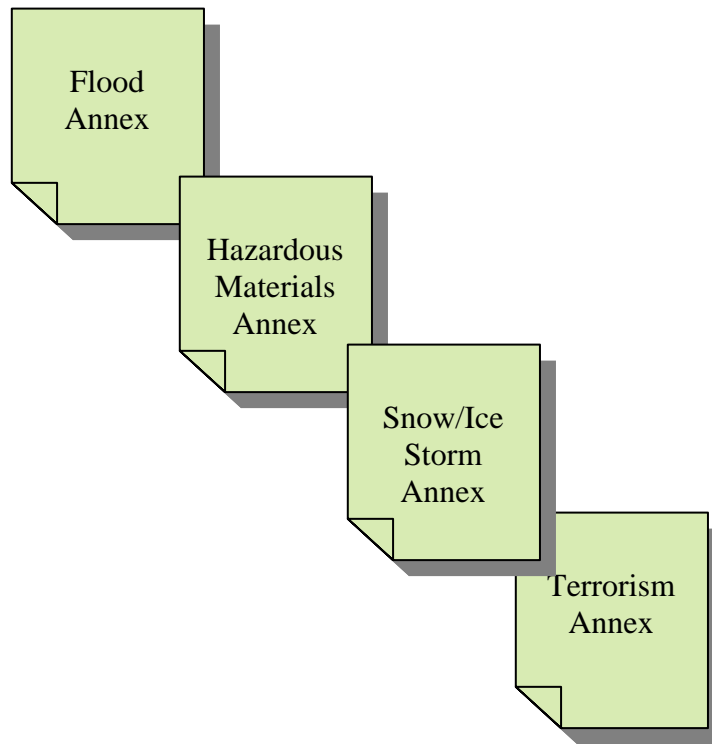


Figure 1 - Components of the SOUTH HERO EOP

D. Function Descriptions

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

FA-2, Communications and Alerting – Provides emergency warning, information and guidance to the public. Facilitates the requirements and resources needed to provide for backup capability for all means of communication.

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

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

FA-5, Emergency Management – Provides for the overall management and coordination of the State's emergency operations in support of local government; collects, analyzes and disseminates critical information on emergency operations for decision making purposes;

identifies the roles and responsibilities of state government in coordinating Federal assistance to local government.

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

FA-7, Resource Support – Secures resources through mutual aid agreements and procurement procedures for all FAs, as needed. Provides for coordination and documentation of personnel, equipment, supplies, facilities, and services used during disaster response and initial relief operations. Facilitates the delivery of donated goods and volunteer services to support response operations and relief efforts in a disaster.

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

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

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

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

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

FA- 13, Public Information – Provides for effective collection, control, and dissemination of public information to inform the general public adequately of emergency conditions and available assistance; coordinates a system to minimize rumors and misinformation during an emergency.

FA – 14, Volunteers and Donations

FA- 15, Law Enforcement & Security – Provides for the protection of life and property by enforcing laws, orders, and regulations, including the movement of persons from threatened or hazardous areas; provides for area security, traffic, and access control.

FA - 16 Animal and Plant Emergency Services - Provides for a coordinated response in the management and containment of any communicable disease resulting in or from an animal health or plant emergency.

Figure 2 Functional Area Assignment Matrix

	Selectmen	Selectboard Chair	EMD	Police Dept.	Fire Dept.	EMS	Road Agent	Building Insp.	School Superintendent	Town Clerk	Town Treasurer	Health Officer	Welfare Admn.	Planning Board		
Transportation	S		S	P	P		S		S		S					
Communications & Alerting	S		S	P	P		S		S							
Public Works & Engineering	S			S	S		P									
Fire Fighting	S			S	P	P	S									
Information & Planning			P	S	S	S										
Mass Care & Shelter			P	S	S	S	S									
Resource Support	S		P	S	S	S	S		S	S	S	S				
Health & Medical Services			P	S	S	P	S	S	S			S				
Search & Rescue	S		S	P	P	S	S									
Hazardous Materials			P	S	P	P	S		S			S				
Food & Water	S		P	S	S	S	S	S	S		S	S				
Energy	S		P	S	S	S	S									
Law Enforcement & Security			S	P	S		S									
Public Information	S		P	S	S	S	S		S							
Volunteers & Donations	S		P	S	S				S			S				
Animal Health	S		S	P			S					S				

P = Primary Agency

S = Support Agency

II. Situation and Planning Assumptions

A. Situation

Insert a brief narrative as to the location of the community within the state including: Main roadways, any MOU's/Mutual Aid agreements, public transportation. (all items significant to the communities situation)

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

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

Accordingly, the situation is as follows:

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

B. Planning Assumptions

An emergency or disaster can occur in the town at any time, any place. It may create significant degrees of human suffering, property damage and economic hardship to individuals, local government, and the business community. South Hero assumes that there are many emergency situations that may directly produce severe consequences and the varying degrees of impact will affect the response. Hence, the following assumptions are valid:

1. The town, in conjunction with the State, is primarily responsible for natural, manmade, and technological emergency preparedness and has shared responsibilities with the State and Federal government for national security preparedness.

2. These responsibilities necessitate the development of a multi-hazard plan, with functional FAs and detailed procedures.
3. That a disaster, producing a great number of casualties and wide spread damage, may occur with little or no warning.
4. Depending upon the severity of the situation, South Hero may be quickly overwhelmed with the emergency.
5. Each level of government will respond to an incident using its available resources, to include the use of mutual aid, and may request assistance from the next higher level of government, if required (i.e., municipality to State and State to Federal government).
6. The State will modify normal operations and redirect resources to assist and support our local government in saving lives, relieving human suffering, sustaining survivors, protecting property, and re-establishing essential services.
7. Private and volunteer organizations, (i.e., American Red Cross, Voluntary Organizations Active in Disasters (VOAD), etc.) will provide immediate life-sustaining relief to individuals and families, not normally available from government resources. Local and/or State agencies will assist these organizations by providing information, guidance, and coordination of relief efforts.
8. Local and State emergency operations plans address the ability to direct, control, coordinate and manage emergency operations during multiple events.
9. The Incident Command System (ICS) will be used as the principal on-scene incident management system to direct and control response and initial relief actions and activities.
10. State and Federal government resources and expertise can be mobilized to augment emergency operations and recovery efforts beyond the capabilities of local government.
11. Local government will continue to function under all disaster and emergency conditions.
12. Citizens expect governments to keep them informed and to provide assistance in the event of an emergency or disaster. All levels of government share the responsibility for working together in mitigating, preparing for, responding to, and recovering from the effects of an emergency or disaster.

- 13. If the situation warrants, the Governor of Vermont may declare a STATE OF EMERGENCY and request immediate Federal assistance to augment efforts in relieving major emergency or disaster related problems beyond the capabilities of State and local government.

C. Hazard Analysis and Assessment

The hazard analysis and assessment study is located as *Appendix D, Hazard Analysis and Assessment*, in the Administrative Appendices to this *EOP*.

III. Concept of Operations

A. General

- 1. Local response operations will be organized and managed under the Incident Command System (ICS).
- 2. Actions/Activities identified under the concept of operations are based upon the premise that an emergency or disaster event has exceeded the capabilities and resources of local government, thereby requiring State assistance. Such assistance, when authorized, will be provided by State agencies operating under their own authority, or as part of an effort coordinated by the Department of Public Safety – Division of Emergency Management (VEM), operating on behalf of the Governor. The Governor may request assistance from the Federal government if the capabilities and resources of both local and State governments are exceeded.
- 3. Assigned agencies have been grouped together under the State Support Functions (SSFs), either as primary, co-primary, or support, to facilitate the provisions of the response actions of the State. At the Local level these functions are called Functional Areas (Fas) and are listed with their primary areas of responsibilities in the Basic Plan.
 - a. Each FA has been assigned a number of functions to support response operations in an emergency situation. The designated primary agency, with the assistance of one or more of the support agencies, is responsible for managing the activities of the FA and ensuring the missions are carried out, as necessary. The primary and support agency assignments for each of the FAs are identified by *Figure 2, Functional Area Assignment Matrix* shown earlier in Section I of the Basic Plan.
 - b. Specific functional missions, organizational structures, response actions, primary and/or co-primary, and support agency responsibilities are described in the individual FA sections to the *EOP*.

- 4. Based upon the situation, primary, co-primary, and support agencies may be authorized to provide assistance in support of local operations without an executive order or proclamation of a STATE OF EMERGENCY.

B. Plan Implementation

The plan has the force and effect of law as promulgated by VSA 20. Plan implementation, and the subsequent supporting actions taken by local government are specific to the emergency or disaster situation. Implementation is influenced by the timely acquisition and assessment of reliable information gathered from the disaster scene. The plan is in effect for preparedness, response, and initial recovery activities when a major emergency or disaster occurs or is imminent.

C. Phases of Emergency Management..

The *EOP* addresses many types of hazards that SOUTH HERO may be exposed to. The plan also takes a comprehensive and integrated approach to addressing the Town’s capabilities and shortfalls to respond to the hazards identified in *Appendix D, Hazard Analysis and Assessment* to the *EOP*. In doing so, the plan takes into consideration the following four phases of emergency management:

1. ***Mitigation/Threat Reduction***

Mitigation/Threat Reduction 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 examples include flood plain management and public education programs, as well as Threat Condition Protective Actions. Mitigation/Threat Reduction seeks to prevent disasters and to reduce the vulnerability of people to disasters that may strike. Hazard mitigation should continue through all phases of a disaster or incident.

2. ***Preparedness***

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

3. ***Response***

Response is the actual provision of emergency services during an emergency and/or disaster. These activities can reduce casualties, limit damage, and help to

speed recovery. Response activities include directing emergency operations, evacuation, shelter, and other protective measures.

4. **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.

D. Organization and Assignment of Responsibilities

1. General

In response to an incident that requires the activation of the **EOP** and subsequently the Emergency Operations Center (EOC), the Emergency Management Director (EMD) or Deputy EMD will determine the extent of the town's emergency response and activate appropriate FAs accordingly. The extent of activation will be based upon, but not limited to the following:

- a. Communications and Alerting in support of agency notifications and EOC operations.
- b. Initial planning & information data (damage assessment) received from outside sources (i.e., local governments, public, news organizations, and Federal government).
- c. Requests for State assistance from local governments.
- d. Pre-disaster response to emergency situations (i.e., hurricanes, winter storms, flooding potential, etc.).
- e. The EMD or his/her designee, after consideration of the event(s), will determine the extent of **FA-2, Communications and Alerting, and FA-5, Emergency Management**, activation level.

2. Emergency Operations Center (EOC)

The Primary EOC is the facility that is used to coordinate a local response to any major emergency or disaster situation. Initially this activity will occur at the Incident Command Post. It is located at the SOUTH HERO EOC. Security and maintenance of the EOC facilities will be carried out in accordance with EOC SOPs to be developed by the EMD. In the event the Primary EOC is threatened, an alternate EOC may be activated at the LOCATION of BACK UP EOC.

3. **Organization**

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

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

a. **Command and Control Section**

This section is composed of elements that provide direction and control of the emergency situation; ensures the response follows established SOPs/SOGs; and provides for a centralized EOC facility. The EMD or his/her designee is the primary person assigned to the Command and Control Section and will ensure the following:

- 1) Coordinate all emergency response functions in the EOC.
- 2) Establish and maintain a facility to be used as the EOC for centralized direction, coordination, and control of emergency operation.
- 3) Develop EOC activation/deactivation SOPs/SOGs, personnel staffing requirements, and functional operating procedures/guides.

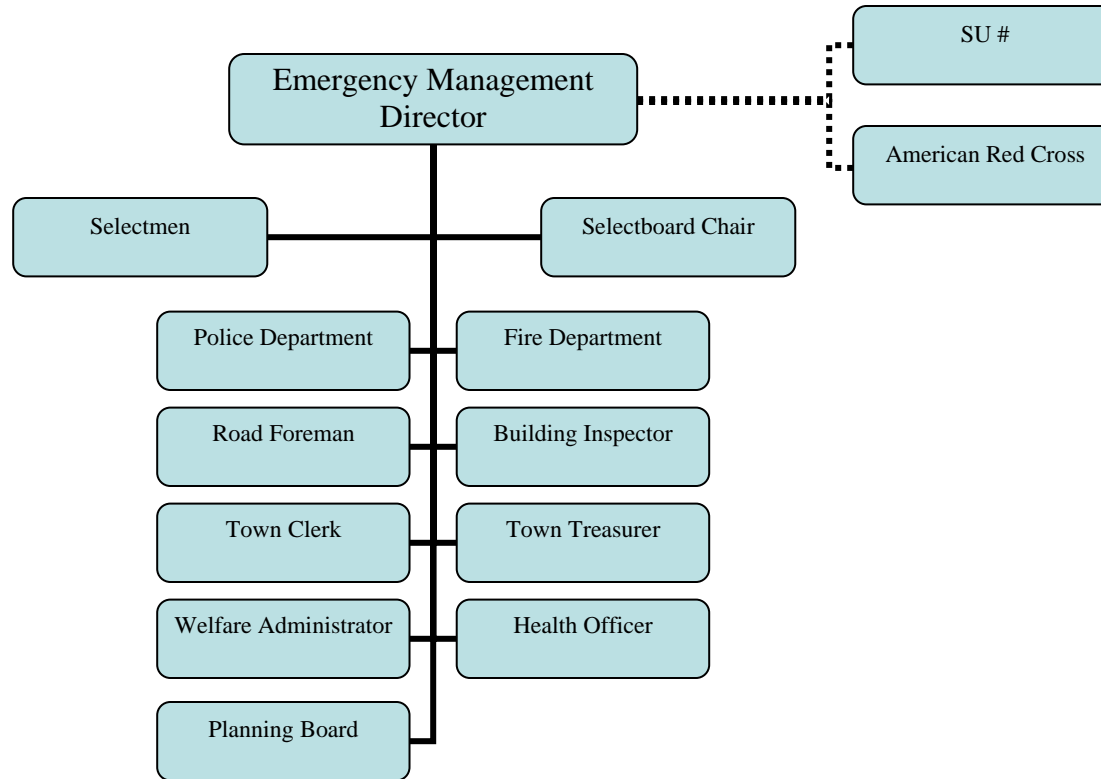


Figure 3: Emergency Operations Center Organization Chart

b. **Operations Section**

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

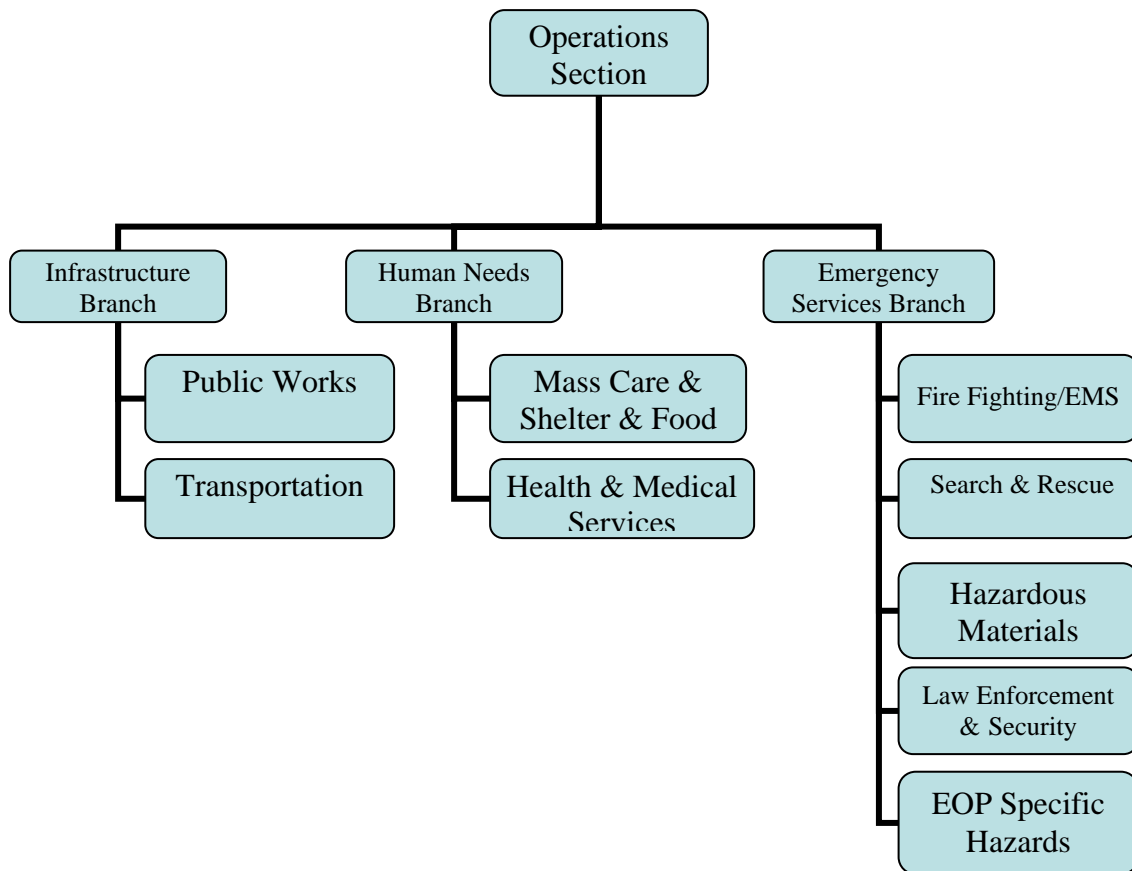


Figure 4: Operations Section Organization Chart

c. **Emergency Management Section**

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

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

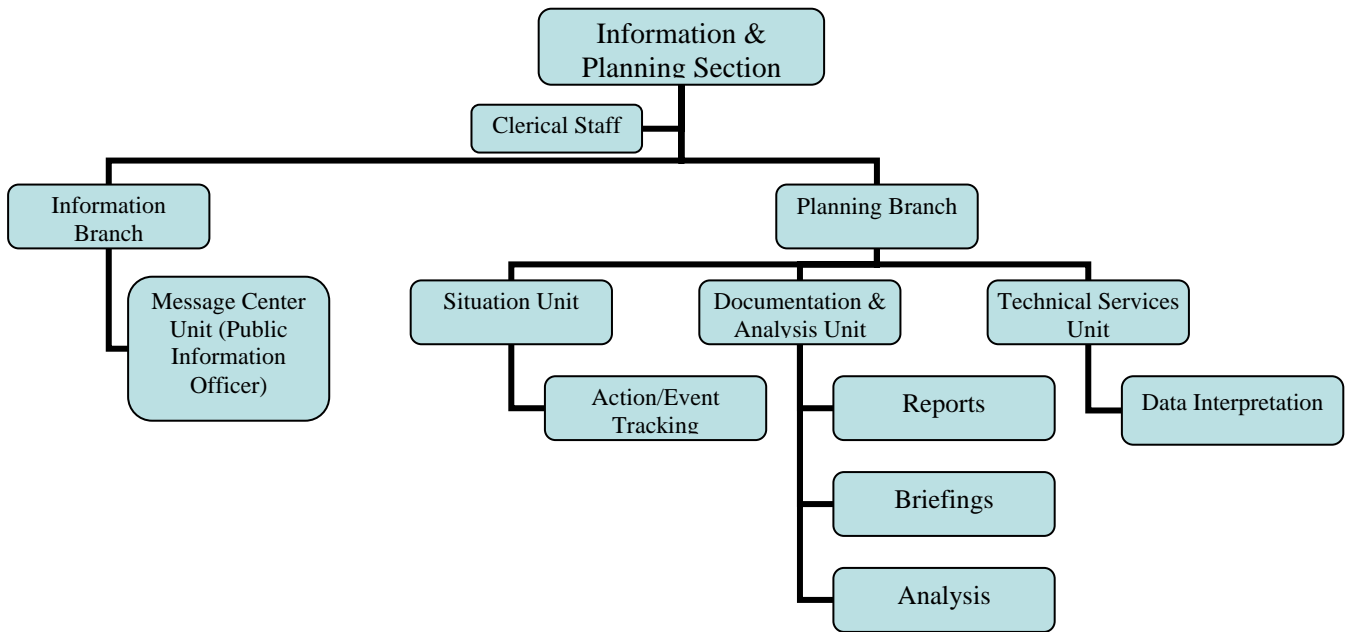


Figure 5: Emergency Management Planning Section Organization Chart

d. **Logistics Section**

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

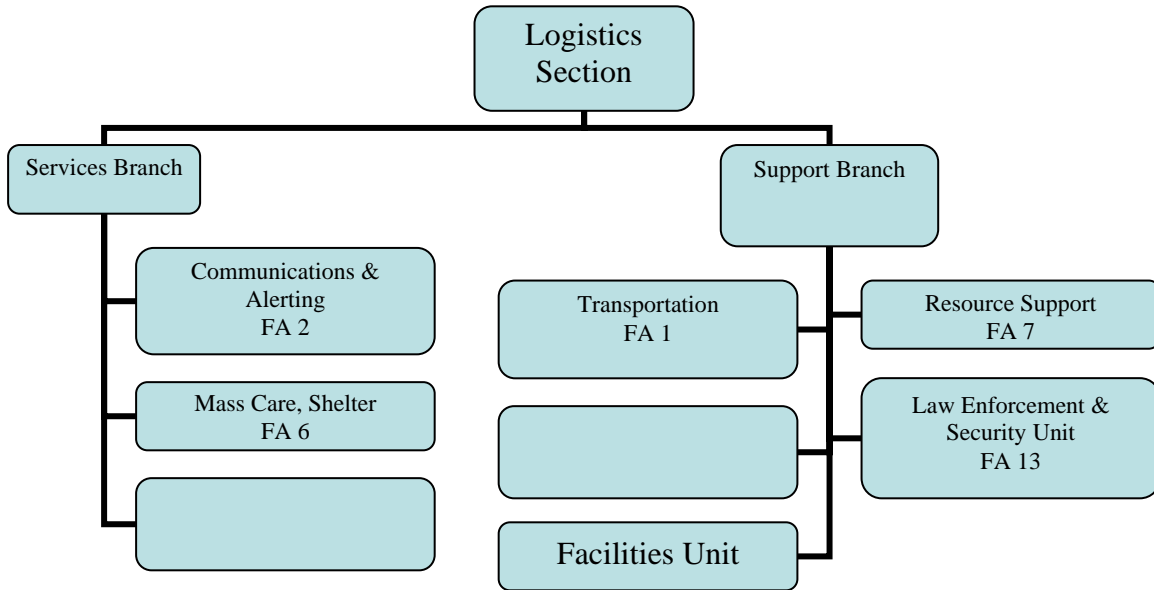


Figure 6: Logistics Section Organization Chart

e. **Administrative & Finance Section**

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

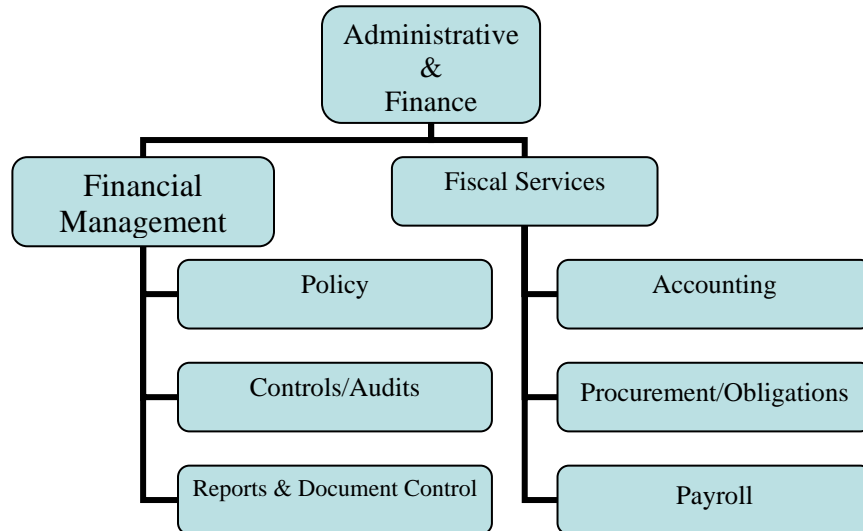


Figure 7: Administrative & Finance Section Organization Chart

4. **Responsibilities**

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

The Chairman (Board of Selectmen) is responsible for:

- Supporting Emergency Management efforts in establishing, equipping and staffing an Emergency Operations Center (EOC).
- Protecting life and property through executive decisions assisted by all departments and organizations stated herein.
- Requesting and coordinating all military assistance through Vermont Department of Emergency Management (VEM).
- Requesting the Declaration of a State of Emergency.
- Coordinating financial support for emergency response and recovery operations.
- Assist in issuing emergency evacuation recommendations.
- Providing emergency public information and instructions.
- Coordinating emergency shelter, feeding and clothing.
- Providing leadership for disaster mitigation program.

Supporting emergency management in establishing, equipping and staffing an Emergency Operations Center (EOC).

- Protecting life and property through executive decisions assisted by all departments and organizations stated herein.
- Support dissemination of public information.

The Emergency Management Director (EMD) is responsible for:

- Coordinating emergency operations training for all departments.
- Conducting test exercises of a multi-department nature and assisting departments to conduct their own test exercises.
- Coordinating the emergency operations.
- Assisting in providing for the protection of life and property.
- Maintaining of the Emergency Operation Plan.
- Assisting all departments in maintaining and training auxiliary forces.
- Gathering and analyzing all information and instructions for the general public to be released by the Chairman.
- Providing and maintaining an up-to-date departmental emergency operations plan and assisting other departments in providing and maintaining their own departmental emergency operations plans.
- Providing information on existing and potential resources.
- Providing and coordinating administrative support for the EOC.
- Coordinating emergency functions for community or organizations and industries.
- Coordinating the rationing of essential community resources and supplies, as directed by the Selectboard Chair.
- Coordinating the training and assignment of public shelter management and staff.
- Establishing a community shelter plan.
- Training and assigning radiological personnel and maintaining radiological equipment.

The Police Department is responsible for:

- Providing emergency operations training for its own personnel, assisted by the Emergency Management Director (EMD).
- Conducting its own test exercises, as coordinated by the EMD.
- Protecting life and property, assisted by all departments.
- Providing crowd control, assisted by the Fire Department.
- Dispersing its own equipment and manpower to strategic locations, as necessary.
- Maintaining and training its own auxiliary forces, assisted by the Emergency Management Director.
- Coordinating regional police mutual aid.
- Assisting the Fire Department in providing radiological monitoring capability.
- Coordinating all emergency traffic control procedures within the community.

The Fire Department is responsible for:

- Emergency operations training for its personnel.
- Conducting test exercises, as coordinated by the Emergency Management Director.
- Assisting the Police Department in providing crowd control.
- Dispersing its own equipment and manpower to strategic locations, as necessary.
- Providing a monitoring capability for radiological accidents or incidents.
- Containing and extinguishing fires.
- Coordinating regional fire mutual aid.
- Providing rescue operations.
- Receiving warnings from the County Sheriffs Office National Alert and Warning System (NAWAS) point and alerting local officials.
- Developing a public warning plan and system.
- Coordinating the emergency communications system.
- Supervising emergency operations in hazardous materials accidents or incidents.

The Rescue Squad is responsible for:

- Emergency operations training for its personnel.
- Conducting test exercises, as coordinated by the Emergency Management Director.
- Dispersing its own equipment and manpower to strategic locations, as necessary.
- Coordinating regional EMS mutual aid.
- Providing rescue operations and emergency medical services.
- Receiving warnings from the County Sheriffs Office National Alert and Warning System (NAWAS) point and alerting local officials.
- Developing a public warning plan and system.
- Coordinating the emergency communications system.

The Highway Department is responsible for:

- Providing emergency operations training for members of its own staff, assisted by the Emergency Management Director.
- Assisting in the protection of life and property.
- Dispersing its own equipment and manpower to strategic locations, under direction of the EOC/EMD.
- Maintaining and training its own auxiliary forces, assisted by the Emergency Management Director.
- Coordinating regional highway mutual aid.
- Keeping streets clear of debris.
- Providing refuse disposal.
- Coordinating emergency transportation.

- Coordinating restoration of utility services.
- Coordinating damage assessment activities.

The School Superintendent is responsible for:

- Providing emergency operations training for its own personnel, assisted by the Emergency Management Director.
- Conducting test exercises, at the SOUTH HERO School, as coordinated by the Fire/EMS Chief.
- Coordinating regional mutual aid within the SAU.
- Assisting the Red Cross in the mass feeding and sheltering of evacuees.
- Coordinating emergency operations planning in all public schools and maintaining an up-to-date school department emergency implementation plan.

The Building Inspector is responsible for:

- Coordinating emergency repairs to essential community structures.
- Coordinating damage assessment activities.
- Maintaining an accurate record of all issues which need to be addressed in an effort to maintain or reestablish State code compliance or health and safety issues.
- Monitoring all temporary facilities to maintain health code compliance.

The Town Treasurer is responsible for:

- Maintaining records of emergency expenditures.
- Advising selectmen on the disbursement of town funds.

The Town Clerk is responsible for:

- Providing population data.
- Protecting all town records

The Health Officer is responsible for:

- Enforcing public health standards.
- Assisting in coordinating emergency shelter and feeding.
- Directing inoculation or immunization.
- Coordinating emergency health care planning.
- Liaison with Local Hospital

The Welfare Administrator is responsible for:

- Coordinating with American Red Cross.
- Coordinating volunteers and donations.

The Planning Board is responsible for:

- Providing maps for planning and EOC display purposes.
Collecting and providing FA status information for inclusion into Situation Reports (SitRep).

E. Administration, Finance, and Logistics

1. Administrative

- a. During an emergency/disaster local government shall determine, as necessary, which normal administrative procedures shall be suspended, relaxed or made optional in order to prevent unnecessary impediments to emergency operations and recovery activities. Departures from normal methods should be stated in the State of Emergency declarations, or as specified in the *EOP* and its supporting documents.
- b. Local response elements will include provisions for documenting all disaster related expenditures using accepted accounting procedures. Such accounting documentation will support the Town's request for supplemental assistance.
- c. Upon activation of the *EOP*, each delegated representative of the emergency response team shall ensure that personnel, property, equipment, supplies and vehicles are accounted for and protected. In addition, assurances for rapid deployment should be maintained.
- d. 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.
- e. When local resources have been exhausted, requests for assistance will be submitted to the State EOC.
- f. Training of emergency operations staff will be conducted annually through in-house training sessions, exercises, actual response, and Vermont of Emergency Management (VEM)/Department of Homeland Security, Federal Emergency Management Agency (DHS, FEMA) courses. If warranted, the EMD training staff will conduct accelerated/refresher training on an appropriate subject matter during periods of increased readiness status.

2. Finance

- a. Funding allocations to meet the needs of an emergency situation is met by:

- 1) If a disaster declaration is requested by the Governor, through DHS, FEMA Region I, to the President of the United States, and if such is declared, then reimbursement of associated disaster activity expenses may be available through DHS, FEMA. Procedures for applying for Federal disaster assistance funds will be in accordance with prescribed State and Federal disaster assistance protocols and procedures.
 - 2) If a disaster declaration is not requested by the Governor or the declaration is denied, funding for disaster activity expenses will be a coordinated effort between the local and State governments and voluntary or non-profit agencies.
- b. A major disaster or emergency may require the expenditure of large sums of State and local funds. Financial operations may be carried out under compressed schedules and intense political pressures requiring expeditious actions that meet sound financial management and accountability requirements.
 - c. Town departments designated as primary and/or co-primary agencies for the FAs, conducting emergency support activities, will be responsible for establishing and maintaining financial support and accountability during emergency operations. Each department is responsible for maintaining appropriate documentation to support requests for reimbursement, for submitting bills in a timely fashion, and for closing out assignments.
 - d. The town of SOUTH HERO is responsible for documenting all emergency or disaster related expenditures using generally accepted accounting procedures or as stipulated in the FA documents. Care must be taken throughout the course of the emergency to maintain logs, records, receipts, invoices, purchase orders, rental agreements, etc. These documents will be necessary to support claims, purchases, reimbursements, and disbursements. Record keeping is necessary to facilitate closeouts and to support post recovery audits.

3. *Logistics*

- a. The EMD, in coordination with other town departments, will facilitate logistical support for emergency operations (i.e., provide supplies and equipment) and, if required, sleeping and feeding facilities for EOC staff.

- b. Appropriate departments shall implement established resource controls and determine resource availability; this would include source and quantity of available resources. Further, they shall keep the EOC advised of any anticipated shortfalls in required resources needed to support a given emergency or disaster operations.
- c. Town government should develop and maintain a current database of locally available resources and their locations. The database should include all public and available private equipment, and personnel with special technical skills, pertinent to the anticipated needs of the local jurisdiction.

4. Mutual Aid Agreements

No single local jurisdiction will have all the personnel, equipment, and materials required to cope with a major emergency or disaster. Additional assistance may be rendered through a system of mutual aid agreements, which provide for obtaining additional resources from non-impacted inter/intra-jurisdictional governmental agencies and other organizations. Mutual aid agreements are an essential component of emergency management planning, response, and recovery activities. These agreements can significantly increase the availability of critical resources and improve response and recovery efforts. According to VSA, *Title 20*, 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. The Grand Isle County Mutual Aid Agreement is Attachment A to this document.

F. Notification

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

- 1. The EMD would be alerted to the emergency or disaster situation by the local dispatch, VT State Police, and/or other responding agencies. Depending upon the severity of the incident, the EMD would initiate all or part of the *EOP* in coordination with the Selectboard Chair.
- 2. If the emergency occurs during off duty hours, the EMD is notified of the situation via the local dispatch. Based upon the severity of the incident, the EMD will initiate further notifications and/or activations (partial or full) of the *EOP*.
- 3. Primary and support agency notification actions are described in detail under the agency's assigned FA component of the *EOP*.

4. Upon initial notification each responding agency is responsible for conducting its own internal notifications.

G. Activation and Deployment

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

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

H. State to Local, State to Federal Interface

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

1. Once the *EOP* and the EOC has been activated, the linkage within the local EOC and the State EOC will be established and maintained. The following highlights the issues regarding this linkage with specifics found in the individual FAs:
 - a. **Points of Contact:** A list correlating the local and state functional counterparts and primary contacts, will be provided during the initial notification phase and thereafter upon changes in status. In addition, a current copy of *Figure 2, Functional Area Assignment Matrix*, of the *EOP*, will be attached to the initial notification to the State EOC. This figure lists the functional FAs and assigns primary, co-primary, and support agencies to each function.

- b. Status reports, compiled by EOC Staff will be forwarded to the Emergency Management Director at the State EOC.
 - c. Software Compatibility: The town of SOUTH HERO has standardized software with Microsoft 2000 and Microsoft XP. The Department of Public Safety – Division of Emergency Management and the State EOC has standardized software with Microsoft Office 2000. DHS, FEMA has standardized using Microsoft Office 97. No conflicts are apparent.
2. The state to local interface will be specified with each **Local EOP** and will be guided by emergency management and **FA-2, Communications and Alerting**. Unless otherwise noted, the chief elected official (CEO) of the jurisdiction is responsible for direction and control within the jurisdiction and an emergency management director is appointed and shall have direct responsibility for the organization, administration, and operation for emergency management within said jurisdiction.

I. Continuity of Operations

- 1. The major thrust of an emergency operations plan is to protect the lives and properties of those involved in a disaster and return the situation to normal. Disasters can interrupt, paralyze, and/or destroy the ability of State and local governments to carry out specific executive, legislative and judicial functions. Therefore, it is imperative that the town of SOUTH HERO establishes and maintains the capability to provide mitigation, preparedness, response, and recovery functions during emergencies or disasters.
- 2. The Emergency Management Director is responsible for developing, maintaining, and exercising a COOP Plan for the Town. The EMD is also responsible for ensuring that all departments, agencies, and offices develop, maintain, and exercise a COOP Plan outlining how essential services/functions will be maintained during emergencies/disasters, respectively.
- 3. In order to ensure effective emergency operations, the following should be considered:
 - a. 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.

b. That local emergency response departments provide for the following during emergency operations:

- 1) Each element have designated and trained personnel available for EOC deployment; and
- 2) Each element maintains and updates notification lists, twenty-four hour staffing capabilities, and standard operating procedures/guides (SOPs/SOGs).

c. Each of the emergency response departments will also develop and maintain policies, plans and SOPs/SOGs to ensure the capability to provide essential services/functions sustainable during emergencies and/or disasters.

4. In the event the **primary EOC - South Hero Town Offices** is inaccessible, is damaged to the point it is rendered inhabitable or is destroyed, the EMD will take action to relocate local emergency operations to the alternate EOC site.

a. The **first alternate EOC is located at the Town Garage.**
The **second alternate EOC is located at the Allenholm Farm.** See ATTACHMENT C.

b. The EMD is responsible for developing and maintaining an EOC Relocation Procedures/Guides and/or Checklists, as appropriate.

J. Continuity of Government/Line of Succession

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

2. The following is the Line of Succession that has been established for those who report to the SOUTH HERO Board of Selectmen. The Emergency Management Director (EMD) will exercise Direction and Control. In the event the EMD is not available, the position of Chief Executive is filled in succession as listed below.

- a. **Deputy EMD**
- b. **Fire Chief**
- c. **Sheriff**

- d. **EMS Chief**
- e. **Deputy Fire Chief**
- f. **Highest Ranking Police Officer**
- g. **EMS Assistant Chief**

- 3. A list of prioritized essential functions that are required to be performed by statute or executive order or are otherwise necessary to provide vital services, exercise civil authority, and maintain the safety and well being of the general populace in an emergency is found in Attachment B of this document.
- 4. A list of vital records and databases necessary to support essential functions is found in Attachment B of this document.

K. Recovery and Demobilization

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

- 1. Ensure that all health and safety issues are resolved prior to full deactivation;
- 2. That all essential services and facilities are re-established and operational;
- 3. Partial deactivation of the *EOP*, in particular FAs, may occur only when all issues within the specific functional area are resolved;
- 4. Recovery operations may be initiated during response operations;
- 5. Deactivation of response operations may be followed by the recovery operation; and
- 6. Final deactivation of all operational activities will only occur with authority from the Governor and in coordination with appropriate local, State, and Federal governments.

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IV. Plan Management

A. Development.....

- 1. The EMD will coordinate the development of this *EOP*. The development of the FA components, SOPs/SOGs, alerting and notification lists, and resource inventories, shall be developed by the primary, co-primary, and/or support agencies within the FAs, as assigned.

2. In addition, the development will include the coordination between local, State, and Federal governments to ensure the necessary link with all jurisdictions having emergency response capabilities met.

B. Maintenance

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

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

C. Document Control

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

1. The document control system will include the following:
2. Inventory Control Numbering System for plans.
3. List of plans with control numbers.

4. Identify the location of where the plans are stored/maintained (e.g., EOC, Town Office Library).
5. Record of plan revisions.
6. Plan distribution list.

D. Training and Exercises

1. The EMD will utilize training and exercise funding, provided by the Department of Public Safety, to evaluate the capability of the Town to respond to local, minor and major disasters. The EMD will coordinate the training of local and volunteer personnel on their roles and responsibilities in the four phases of emergency management (i.e., preparedness, response, recovery, and mitigation).
2. The training and exercise programs will help to ensure the operational readiness of the Town’s emergency support functions and emergency responders through the design and delivery of courses, professional development seminars and workshops, and hazard specific exercises (e.g., animal health and terrorism related exercises and Radiological Emergency Preparedness Exercises for commercial nuclear power plants) to evaluate established plans and procedures/guides that are activated during an emergency situation at all levels of the emergency management system.
3. After each hazard-specific exercise a critique is held to allow participants to provide input into the development of an After-Action Report (AAR) that captures all recommended changes to existing policies, plans, and procedures/guides. A plan of implementation will be developed to address agreed to changes or corrective actions and will assign a responsible agency and projected time frame for implementation.

V. Authorities and References

A. Statutes and Regulations

Title 20, VSA, Authority of Emergency Response Agencies, describes a compiled list of authorities and regulations that reflect Federal, State, and local agencies, departments, and/or offices authority to respond and initiate emergency response procedures. Additionally, hazard-specific Annexes may contain supplemental authorities and regulations.

B. References

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

1. FEMA, State and Local Guide (SLG) - 101, Guide For All-Hazard Emergency Operations Planning, September 1996.
2. Federal Emergency Management Agency, Managing The Emergency Consequences of Terrorist Incidents, Interim Planning Guide for State and Local Governments, July 2002.
3. Federal Emergency Management Agency, CPG 1-8A, A Guide for the Review of State and Local Emergency Operations Plans, October 1992.
4. National Response Plan, November 2004.
5. COMMUNITY Emergency Management Plan, October 1997
6. Federal Emergency Management Agency, CPG 1-10, Guide for the Development of a State and Local Continuity of Government Capability.
7. Federal Emergency Management Agency, CPG 1-20, Guide for EOC Operations.
8. Vermont State Emergency Operations Plan, December 2004

FUNCTIONAL ANNEXES (may be combined based on local assigned responsibilities)

17. Transportation.....
18. Communications and Alerting.....
19. Public Works and Engineering
20. Fire Fighting.....
21. Emergency Management
22. Mass Care, Food and Shelter
23. Resource Support.....
24. Health and Medical Services

- 25. Search and Rescue
- 26. Hazardous Materials
- 27. Animal and Plant Emergency Services.....
- 28. Energy.....
- 29. Law Enforcement.....
- 30. Public Information

HAZARD SPECIFIC ANNEXES(Top 3/Top 5 based on Hazard/Threat Assessment – must include Terrorism/WMD)

- Fire Annex
- Flood Annex
- Hazardous Materials Annex
- Snow/Ice Storm Annex
- Terrorism Annex

ADMINISTRATIVE APPENDICES

- F. List of Acronyms/Abbreviations
- G. Terms and Definitions
- H. Authorities of Emergency Response Agencies
- I. Hazard Analysis and Assessment
- J. Resource List

RECORD of REVISIONS and CHANGES

Emergency Operations Plan 200

FA-1 TRANSPORTATION

Co-Primary Agency: Police Department
Fire Department

Support Agencies: Selectboard
Emergency Management Director
Public Works Director
School Transportation Coordinator
Finance Director

1. Purpose: Provide for a coordinated response in the management of transportation needs and resources.

2. Scope: This FA addresses the need to coordinate and manage transportation needs and resources by designing a system to identify local transportation needs and to allocate those needs on a priority basis. This function can involve assessing damage to the Town's transportation infrastructure, assisting in activation of local shelters, ordering buses and ambulances for an evacuation, clearing and removing debris from local streets and roads and documenting any unmet local transportation needs.

3. Situation and Assumptions: An evacuation may be ordered when all or a part of the Town is affected. The Town could serve as a host community for evacuees from a nearby jurisdiction. Evacuation is a protective action that should only be recommended when other types of protective actions, such as shelter-in-place, are inadequate. Locations in the Town that may require evacuation include;

- The floodplain;
- Areas around a hazardous materials incidents;
- Areas downwind of a hazardous chemical materials accident;
- Structures that are unsound due to fires, earthquake, hurricanes et cetera;
- Areas threatened by an advancing forest fire and
- An area around or near a downed aircraft.

Most families have access to vehicles and for those who do not, the Town, through the EOC, will provide school buses and available commercial vehicles.

4. Concept of Operations: In accordance with the EOP, the Police and Fire Departments have primary responsibility for this function supplemented by the Selectboard, EMD, Public Works Director and the School Transportation Coordinator. The EOC staff will determine if the actual or impending incident requires transportation capabilities and will request the Department to implement FA # 1. Communications will be primarily conducted by telephone, Town radio, cellular phone, or short wave radio, if necessary.

5. Roles and Responsibilities:

The Emergency Management Director will:

- Coordinate overall direction of the evacuation procedures.
- Begin the public warning procedures.
- Determine the approximate number of people involved.
- Notify the Public Works Director, local ARC Chapter and School Transportation Coordinator to open and begin sheltering procedures, if required.
- Notify VT Emergency Management Agency and request state and/or federal assistance, if required.
- Disseminate information and instructions to the public through the local media via a Public Information Coordinator.
- Instruct EOC and operational staff to implement their evacuation procedures.
- Perform such other functions as directed by the Selectboard and Selectboard.

The Public Works Director will:

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

The Police Department will:

- Continue ongoing disaster operations.
- Coordinate emergency transportation routes.
- Establish and maintain control points to maximize traffic flow.
- Organize patrols to provide security in the evacuated area.
- Distribute personnel and vehicle identification to key worker and emergency services personnel.

The Fire Department will:

- Maintain ongoing emergency operations.
- Provide recommendations on areas to be evacuated due to hazardous materials accidents in coordination with other agencies.
- Provide post-evacuation fire surveillance.
- Maintain emergency communications capability.
- Assist those special needs persons who require assistance to relocate.
- Provide emergency medical treatment and evacuation of the injured.

The School Transportation Coordinator will:

- Inform the schools of planned actions such as early closings, sheltering or evacuation in concert with established and maintained plans.
- Coordinate with the Public Works Director, and school bus provider for the planned actions and a potential evacuation. Provide for the tracking of persons transported.
- If the school is used as a community shelter, assure the schools are closed to students at the time sheltering is planned to start.
- Ensure that school properties are available as pick up points.
- Provide a representative at the EOC for school issues.

The Finance Director will:

- Disburse funds, at the direction and approval of the Selectboard or Selectboard, as necessary to implement FA 1, Transportation.
- Maintain appropriate financial records.

FA-2 COMMUNICATIONS AND ALERTING

Co-Primary Agency: Police Department
Fire Department

Support Agencies: Selectboard
Emergency Management Director
Public Works Director
School Transportation Coordinator

1. **Purpose:** Assign responsibilities and establish procedures to provide for communications and alerting of the Town. Provide the EOC staff with the capability to communicate with emergency responders in the field and to alert the public as to protective actions that may be recommend.
2. **Scope:** Under this FA, Town resources consist of personnel and equipment including those local, state, federal and volunteer resources essential for communication purposes.
3. **Situation and Assumptions:** The Fire, Police and Public Works Director along with those respective Departments in the Villages, currently maintain radio networks for conducting day to day operations. These departments have base stations and mobile radios for dispatching field forces and interfacing with other systems, both regional mutual aid and state agencies. These local networks form the basis for the Town's Emergency Communications System. In addition, telephones will be utilized as long as those systems are in the operation. If needed, and available, cellular phones, local REACT (HAM - amateur radio), band networks may be used to augment the existing communications capability. Since it cannot be determined in advance which systems may remain operational, alternatives may have to be developed at the time of an emergency.
4. **Concept of Operations:** This FA manages and coordinates communications and alerting activities during existing or potential emergency conditions, using established processes, and procedures. Primary responsibility for the assessment and determination of communication requirements will rest with the responding Police and Fire Departments along with the appropriate support agencies. The Town of South Hero will use Incident Command System (ICS) structure as its operational guide.

Once there is notification of an emergency situation, the following should occur:

- Ranking Police Officer on Duty notifies local dispatch to contact EMD or designee.
- Fire Department Dispatch shall contact the EMD who may approve the activation of the EOC and subsequent notifications. Upon verbal approval, responding Police and Fire Chiefs shall make the initial notifications using the phones and their paging software.

- Upon activation, the EMD, or designee will exercise authority for EOC operations. The executive and operational staff positions shall be filled and shall report their state of readiness and recommendations to executive staff.
- Members of the senior EOC staff (Selectboard Chair, Selectboard, EMD) will determine which, if any, other officials and staff should be notified and requested.
- The Chair of the Selectboard shall be notified of all EOC activations.

Once alerted, the communications team (co-primary and support agencies), will assume responsibility for implementation of this FA. Upon notification of an emergency alert, the Police and Fire Departments will establish communication links with the following:

- South Hero Emergency Operations Center (EOC)
- Emergency response personnel including South Hero Fire, Isle La Motte Fire, South Hero Fire, Vermont State Police, South Hero County Sheriff
- Vermont EOC
- South Hero County Mutual Aid and other mutual aid systems
- Nearby local EOCs
- Emergency Alert System (EAS) and local radio stations

If an immediate notification to the general public of an imminent or actual emergency is required, the senior EOC staff (Selectboard, Selectboard, EMD) will approve such a message prior to dissemination. Methods of alerting the public will consist of any of the following:

1. Outdoor Warning Devices (sirens, bull horns, etc. if available)
2. Church Bells
3. Loudspeaker - Equipped Vehicles
4. Door-to-Door Canvassing
5. NOAA weather radios
6. Emergency Alert System --- need to contact VEMA
7. Cable TV systems
8. Word-of-mouth by relatives, friends, neighbors

The EMD will determine if partial deactivation is appropriate based on the extent of the current response and recovery actions. Full deactivation will occur at the termination of the operations elements at the local EOC.

5. Roles and Responsibilities:

All Primary and Support Departments will:

- Maintain and test their own communication equipment.

- Establish written procedures for communications.
- EMD, or his designee, shall provide and coordinate emergency communications training as required.
- Develop and maintain the personnel notification procedures lists for their department.

The Police Department will:

Organize and control emergency communications.

- Receive warnings from the National Weather Service and/or VT Emergency Management Agency the NAWAS.

Notify immediately the Chair of the Selectboard, Selectboard and EMD of the emergency message received.

The Fire Department will:

- Upon notification of an emergency alert, the responding Fire Department dispatch shall make required notification per Fire Department procedures.
- Coordinate communications between the Police and Fire departments.
- Provide communication equipment for first responders, as needed.
- Provide communication support.

The Emergency Management Director will:

- Coordinate communications between the responding Police and Fire Departments.
- Authorize activation of the local area EAS and other warning systems.
- Research and obtain additional communication resources.

The Selectboard will:

- Support the emergency communications network as appropriate.
- Review and approve emergency information and instructions to the public.

The Public Works will:

- Support communications between the Police, Fire and Highway Departments.

The School Transportation Coordinator will:

- Receive and disseminate emergency information and instructions to all school principles.

FA-3 PUBLIC WORKS AND ENGINEERING

Primary Agency: Public Works Department

Support Agencies: Police Department
Fire Department
Selectboard

1. **Purpose:** Provide for and implement procedures and policies in coordinating all public works and engineering resources and expertise in surveying and assessing damage and initiating emergency repair of public highways, right-of-ways, bridges, public buildings, and critical facilities. This also includes emergency removal of ice, snow and debris and emergency demolition of unsafe structures.

2. **Scope:** There will be a need for manpower, vehicles and equipment to maintain roadways to provide water and sewer service and to assist other Departments during and after an emergency situation.

3. **Situation and Assumptions:** A significant emergency situation may cause unprecedented property damage. Structures may be destroyed or severely weakened. Homes, public buildings, bridges, and other facilities may have to be reinforced or demolished to ensure safety. Debris may make streets and highways impassible. Public utilities may be damaged and/or partially or totally inoperable. Sufficient resources may not be available to state and local jurisdiction to meet emergency requirements. In such a situation, federal assistance will 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.

4. **Concept of Operations:** This FA will provide support to the local emergency response efforts during and after an emergency. The Public Works Department will coordinate with other Town and Village departments, state and federal officials. Damage assessment information is a responsibility.

5. **Roles and Responsibilities:**

The Public Works Director or his designee will:

- *Coordinate resources and provide support and personnel in response to disasters, including local or national terrorist incidents or attacks.*
- *Assist in mobilization needs for resources, manpower and equipment.*
- *Coordinate emergency transportation activities.*
- *Provide emergency debris clearance to allow emergency personnel and equipment the ability to perform lifesaving and life protection activities.*
- *Provide temporary construction of emergency access routes necessary for passage of emergency response personnel.*

- Assist in the restoration of critical utility services, including electric, telephone, gas.
- Maintain a list of qualified private contractors to assist in the restoration of critical facilities.
- Supply emergency power to the emergency shelters, if needed.
- Compile and evaluate damage assessments from Town departments.
- Provide status reports on debris removal activities and the status of critical facilities
- Ensure that emergency access routes are accessible.
- Determine any unmet needs and communicate them to the EMD at the EOC.
- Provide a status report of public utility services restoration

The Police Department will:

- Provide personnel and equipment to manage and operate staging areas, as needed.
- Coordinate traffic control activities.

The Fire Department will:

- Stabilize or demolish damaged structures or facilities determined to be an immediate threat or hazard to public safety.
- Provide resources in response to local or national terrorist incidents or attack. Assist in damage assessment with federal, state and local officials.
- Serve as a member of the safety and damage assessment teams assessing public buildings for potential fire damage, hazards, etc.

FA-4 FIRE FIGHTING

Co-Primary Agency: South Hero Fire Department
South Hero Rescue

Support Agencies: Public Works Director
Selectboard
Police Department

1. Purpose: Provide for a coordinated response of local resources for the mitigation of wildland fires, village/rural fires and incidents of a significant magnitude that require a response from the Fire Department.
2. Scope: This FA includes actions to control and suppress incidents that have exceeded available resources.
3. Situation and Assumptions: The nature, type and magnitude of the event or incident determine which Departments will respond. The basic functions of the Fire Department include fire safety/prevention, fire surveillance, reporting procedures and fire fighting for all types of fires. Individual Fire Departments have the primary responsibility for responding to emergencies in their districts. Other departments respond according to long standing mutual aid agreements and practice.
4. Concept of Operations: The operations of the fire departments require a rapid and coordinated response whereby the implementation is pre-planned and is not dependent on a particular individual. The particular dispatch notifies fire department personnel via pagers; a telephone fan-out system can be used as a back-up. The fire officer in charge of the scene has the responsibility for establishing a command post, a staging area, if necessary, evaluating the on-scene situation and requesting additional assistance if needed. The fire departments have established procedures and test the procedures during training exercises.
5. Roles and responsibilities:

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

- Begin notification procedures, upon approval of the EMD or Selectboard.
- Begin call-up of additional department personnel
- Recruit additional personnel if needed
- Begin emergency communications procedures

- Notify the EMD and Selectboard of the state of readiness of the department and request outside assistance if necessary
- Report to the EOC when directed by the EMD or Selectboard and delegate the on-scene command of the department to the 1st Assistant Chief
- Disburse personnel and equipment to predetermined strategic locations
- Extinguish and/or contain all fires
- Report any power outages to the Vermont Electric Cooperative.
- Provide personnel to other emergency services to augment their capabilities, if available
- The Fire Department will implement existing operating procedures, mutual aid agreements, and notification as outlined within existing protocols

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

- Coordinate decontamination functions, if necessary.
- Assist in providing security for disaster-affected areas, if requested.
- Coordinate in clean-up operation.
- Coordinate outside fire-suppression assistance.
- Perform such other functions as requested by the Selectboard or EMD in order to alleviate adverse situations and return the citizens of South Hero, VT to as near normal conditions as possible

The Fire Department will:

- Extinguish and contain all fires.
- Receive the notification of an actual or impending emergency and forward it to the EMD and Selectboard per discretion of the Fire Chief.
- Disseminate emergency warnings to the general public.
- Perform such other functions for the protection of life and property as deemed necessary by the Fire Chief in accordance with Vermont Title 20.
- Train fire personnel for multi-hazard response and discipline.
- Establish procedures to provide fire protection in evacuated areas and to provide roving fire watch patrols.
- Maintain an up-to-date inventory of personnel and equipment.

The Public Works Director will:

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

EMS will:

- Stand by at the scene to aid firefighters and victims as needed.

The Police Department will:

- Coordinate traffic control.
- Coordinate emergency transportation routes.

The Emergency Management Director will:

- ***Activate the Emergency Operations Center, when needed.***

FA-5 INFORMATION AND PLANNING

Primary Agency: Emergency Management Director

Support Agencies: All Town departments involved in the response effort

1. Purpose: Compile, analyze, and coordinate the collection of data relevant to injury, death and damage assessment in disaster areas.
2. Scope: The scope is the overall coordination and collection of data activities at the local EOC in order to formulate response and recovery actions. This function serves as a clearinghouse of information for all interested parties. It is also responsible for establishing and maintaining the message center and coordinating initial needs and damage assessment activities. The activities are grouped among the following functions: information and planning, reports, displays, planning and support for action plan and technical assistance.
3. Situation and Assumptions: Accurate and up-to-date information on existing and future conditions regarding the emergency situation enables the EOC response team to effectively manage the emergency situation.
4. Concept of Operations: The activities of this FA will commence once the Town's EOC is activated. Emergency responders at all levels of government will initially assess the situation to identify the response actions needed. The assessment provide an initial report of emergency impacts, a general assessment of the status of local Town and Village operations and the operational status of critical facilities such as the schools, day care centers, health care center, transportation network, water and wastewater services and related services.
5. Roles and Responsibilities:

The Emergency Management Director or his designee will:

- Collect, process and disseminate information on the disaster or emergency situation for use by the local EOC.
- Prepare briefings and reports based on input from other FA operational elements.
- Maintain status boards, maps, and charts critical to the operation of the local EOC.
- Provide for secure technical advice, as needed.
- Prepare planning reports and develop special reports describing specific actions, priorities or contingency planning requirements as requested.

FA-6 MASS CARE AND SHELTER

Primary Agency: Emergency Management Director

Support Agencies: Fire Department / EMS
Police Department
Public Works Director
School Transportation Coordinator
Finance Director
Health Officer
Community Emergency Response Team (CERT)

1. Purpose: Coordinate the provision of mass care, shelter, feeding and emergency first aid, following a disaster or other event requiring activation of this support function.

2. Scope: In the event of a prolonged disaster, that exceeds 24 to 48 hours, the Town of South Hero would likely require the assistance of the American Red Cross (ARC). The ARC independently provides mass care to all disaster victims as part of a broad program of disaster relief, as outlined in federal law. ARC also assumes primary agency responsibility under the Federal Response plan, to coordinate federal response assistance to the mass care response of state and local governments, and the efforts of other voluntary agencies.

3. Situation and Assumptions: The following are basic protective action recommendations:

- Shelter in place;
- Limited evacuation of the affected area and
- Large scale evacuation.

The recommendation to evacuate people at risk during an emergency situation automatically requires that shelter facilities be made available and the provision for the care and feeding of evacuees begin. Generally, schools and churches provide the best shelter facilities since these facilities have the capability for mass feeding. Other potential shelters would include community centers, armories, town halls and service clubs. In South Hero, the Folsom School and the Town Office/Rescue Building complex, if unaffected by the emergency situation, could provide shelter space for its evacuees or a like number from an affected community. See ATTACHMENT D.

4. Concept of Operations: The ARC has been designated the primary agency responsible for mass care. State agencies have been designated to support the mass care foundation. Resources from the private sector will also be evaluated and applied to the response effort as appropriate. The Selectboard will advise the public through the

Emergency Alert System, if available, and other media outlets on the shelter locations(s), the procedures to follow when evacuating and recommendations that evacuees bring as much non-perishable foods with them as possible. Sheltering, feeding and emergency first aid activities will begin as soon as possible after the emergency event or before, if there is sufficient warning. The Health Officer will monitor conditions in the shelters and make recommendations to ensure the health and safety of evacuees.

5. Roles and Responsibilities:

The Emergency Management Director or his designee will:

- Develop and maintain a shelter plan.
- Identify and secure permission of those buildings to be designated as shelters.
- Ensure that a list of evacuees at shelters and their health status, if available.
- Advise the Health Officer of the facilities providing the best protection.

The Health Officer will:

- Assist with the shelter operations and in developing and maintaining shelter plan.
- Coordinate feeding operations with the American Red Cross.
- Obtain cots and blankets from American Red Cross and any other sources.

The Fire Department/EMS will:

- Advise on those facilities which provide the best fire protection.

The Police Department will:

- Provide security at the shelters.

The School Transportation Coordinator will:

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

The Public Works Director will:

- Be available to assist in the sheltering operations.

The Finance Director will:

- Advise the Selectboard and Selectboard on the disbursement of town funds.

The Selectboard will:

- Coordinate press releases and public information
- Assist in the implementation of this function.

The American Red Cross may provide the following services:

- Provide listings of ARC approved shelters in the area.
- Assist with long-term sheltering of residents as necessary.

CERT will:

- Provide assistance as requested.
- Assist with long-term sheltering of residents as necessary.

FA-7 RESOURCE SUPPORT

Primary Agency: Emergency Management Director

Support Agencies: Selectboard
Fire Department / EMS
Police Department
Public Works Director
School Transportation Coordinator
Finance Director
Health Officer
Town Clerk / EOC staff
CERT

1. Purpose: Provide logistical support preceding or following a disaster.
2. Scope: This function covers a broad range of resources.
3. Situation and Assumptions: The Town of South Hero will require necessary resources to maintain essential functions and services, to support key personnel working within these facilities and to provide the citizens with at the basic levels of essential survival resources. These include food, water, housing, medical care, fire and police protection, etc. If possible, the stockpiling of as much essential materials as possible will begin prior to an emergency and in cooperation with the VEMA. The nature of the emergency might be such that the community would have to survive for an extended period of time on those resources available until outside assistance can be obtained. Therefore, rationing may become necessary.
4. Concept of Operations: Upon activation of the Emergency Operations Center, each emergency services department will inform the EMD of the status of essential resources available, present or predicted shortfalls and needs for additional resources. The EMD will report the shortfalls and needs to the VT Emergency Management Agency and Selectboard, and request assistance, if the necessary resources are exhausted or not available locally. In order that State and/or Federal resources be requested, the Town must indicate that its capability to continue the emergency response is inadequate.

Initial Actions:

- Place emergency service personnel on standby or direct to staging areas with some facilities staffed for immediate response.
- EMD will request the support agencies to activate and staff the EOC, and will notify state agencies and FEMA Region I of the situation.

- Support agencies will provide logistical support as required.
- Primary and support agencies for the resource function will be prepared to provide initial reports based on resources that have been requested.
- Communication resources will be provided.
- Transportation needs will be provided.
- Food and fuel will be provided with cooperation with the food and energy functions.

On-going Actions:

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

5. Roles and Responsibilities:

The Emergency Management Director or his designee will:

- Coordinate requests for additional personnel and equipment.
- Advise the Selectboard on the location of additional resources.
- Coordinate the use of essential utility services.
- Maintain the resource inventory listing in an up-to-date condition.
- Assume overall control of resource allocation.

The Selectboard will:

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

The Fire Department will:

- Provide personnel and equipment to implement this function.

EMS will:

- Provide personnel and equipment to implement this function.

The Police Department will:

- Provide personnel and equipment to implement this function.

The Public Works will:

- Maintain liaison with local contractors and equipment dealers.
- Assist EMD in maintaining a listing of local construction equipment and personnel.

The School Transportation Coordinator will:

- Provide school buses if requested.
- Account for individuals in each school bus.
- Provide, maintain and oversee space in school buildings for use as shelters, and provide and maintain lists of people in same.

The Finance Director will:

- Disburse funds on orders of the Selectboard and Selectboard.
- Maintain records of funds expended for possible post-disaster reimbursement.

The Health Officer will:

- Provide assistance to the EMD on the resources available for the incident.

CERT will:

- Provide assistance to the EMD as requested.

FA-8 HEALTH AND MEDICAL SERVICES

Co-Primary Agency: Emergency Management Director / EMS Coordinator

Support Agencies: Fire Department
Police Department
Public Works Director
School Transportation Coordinator
Health Officer

1. **Purpose:** Coordinate the delivery of both primary and supplemental health, medical and basic human services to individuals, families, communities, emergency services personnel, and to disrupted or overwhelmed local health and medical personnel and facilities.
2. **Scope:** The scope of this function is limited to emergency medical services related in an emergency situation.
3. **Situation and Assumptions:** At present, the local health and medical resources in the Town consist of trained Emergency Medical Services (EMS) responders and transfer to the Northwest Medical Center in St. Albans or Fletcher Allen Health Care in Burlington. EMS has a procedure for dispatching responders and for triage protocol.
4. **Concept of Operations:** The Town of South Hero 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 implement it in concert with this plan. This function builds upon existing mass casualty plan. In the post-disaster period, potential threats to human health such as contaminated water could be possible. Therefore, the public must be alerted to the possibility of contaminated water and the procedures necessary for safeguarding health. Because of the wide range and scope of natural and man-made disasters, the responders and EOC staff will make many decisions at the time of the incident based on local capabilities and the availability of medical resources. The Health Officer and Selectboard will make these decisions based on the best available advice and recommendations. Federal and state officials can assist in the decision-making process.
5. **Roles and Responsibilities:**

The EMS representative will:

- Ensure that all necessary emergency medical treatment functions are provided.
- Coordinate emergency health and medical functions with the Health Officer.

- Assess the medical capabilities on hand and report these to the Selectboard.
- Establish medical procedures for evacuees at the shelter(s)
- Provide situational reports containing the number, type and severity of casualties.
- If a mass casualty situation exists, implement the procedures for establishing and managing a triage treatment system.
- Perform all administrative and operational functions of the EMS Service
- Provide direction and control of the EMS Division during a disaster situation operating from the Emergency Operations Center (EOC)
- Coordinate medical assistance with Northwest Medical Center in St. Albans or Fletcher Allen Health Care in Burlington.

The Emergency Management Director or his designee will:

- Assist the Health Officer in coordinating health functions.
- Provide situation reports (number, type and severity of casualties) to the VT EOC.
- Report any excess medical capacity which may be available to EOC.
- Coordinate with health care facilities on the release of names of casualties and proper notification to relatives.
- Make requests for medical assistance, equipment, supplies and health manpower, as appropriate through local EOC.

The Health Officer will:

- Coordinate all health functions.
- Establish procedures for evacuating medically ill patients.
- Maintain direct communications with EMS/Fire Department.
- Act as liaison with the VT Health & Human Services department.
- Coordinate implementation of public immunization.

The Police Department will:

- Provide security and escorts, as required.
- Identify and ensure access routes are available.
- Coordinate with the law enforcement agencies from non-impacted areas in the State for the provision of security and access management at health and medical facilities.
- Provide emergency transportation of blood, health personnel and medications.

The Public Works Director will:

- Assist with a staging facility for triage.
- Assist Police Department with traffic control.

The School Transportation Coordinator will:

- Assist in the coordination of bus transportation and school facilities.

CERT will:

- Assist as requested.

FA-9 SEARCH AND RESCUE

Co-Primary Agency: Fire Department
Police Department

Support Agencies: Emergency Management Director
Selectboard
Public Works Director
EMS representative

1. **Purpose:** Provide assistance in all activities associated with search and rescue operations and to coordinate the integration of personnel and equipment resources.
2. **Scope:** The scope is limited to persons who are missing as a result of an emergency situation.
3. **Situation and Assumptions:** The Town's Fire and Police Departments have experience in this field and can refocus their efforts on an emergency situation.
4. **Concept of Operations:** The Search and Rescue function 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 a downed aircraft, collapsed buildings, flooding events, water and woodlands incidents. The Town could request assistance from such diverse groups as the FEMA Region 1 search and rescue team and the New England K-9 Search & Rescue program.
5. **Role and Responsibilities:**

The Police Department will:

- Coordinate with Fire Department to conduct search and rescue operations.
- Provide for after hours dispatching, issue warnings information to other primary agencies, and provide aerial search and rescue support as needed.
- Coordinate with the Fire Fighting function to provide manpower, equipment and technical assistance for large-scale search and rescue efforts in the appropriate setting.
- Provide dissemination of protective actions with regards to public health, and provide proper guidance for sanitation measures involving food & water.
- Inform the Agency of Wildlife Resources of any search and rescue event.
- Provide investigative services in missing persons cases.

The Fire Department/EMS will:

- Coordinate with the Police Department to conduct search & rescue operations.
- Provide manpower, equipment and technical assistance for large-scale search and rescue efforts in the appropriate setting.
- Collect and maintain the following status information:
 1. *Number of victim rescues attempted and completed.*
 2. *Status of rescue operations.*
 3. Unmet needs.
 4. Allocated and requested search and rescue resources.
 5. Staffing and resource shortfalls.
- Coordinate the provision of resources to local and state search and rescue operations.
- Provide medical assistance in search missions.

The EMD or his designee will:

- Provide assistance in search missions.
- Provide direction and control at the Emergency Operations Center.

The Public Information Coordinator and Selectboard will:

- Coordinate public notification and announcements.

The Public Works Director will:

- *Provide search and rescue support through equipment and personnel.*

FA-10 HAZARDOUS MATERIALS

Co-Primary Agency: Fire Department / EMS
Emergency Management Director

Support Agencies: Police Department
Public Works Director
School Transportation Coordinator
Health Officer
Selectboard

1. **Purpose:** Provide a coordinated local response and mitigate potential effects of a hazardous materials incident resulting from a natural man-made, technological disaster or a terrorist incident.
2. **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 Hazardous Materials function will manage and coordinate the HazMat activities surrounding existing or potential disaster conditions. This will be accomplished by monitoring resources in support of local and mutual aid agencies. This function will use established HazMat organizations, processes, and procedures.
3. **Situation and Assumptions:** Both the Northwest Regional Planning Commission and LEPC 13 have had studies of Hazard Identification and Risk Estimation, including the possibility of Terrorism/WMD. The majority of incidents theorized tend to be localized and do not require the activation of the EOC and EOP. This FA uses and supplements that past work.

Although the large majority of incidents are likely to be minor in nature, the potential exists for a significant incident to occur. The largest quantities of hazardous materials used or stored are flammable or combustible liquids such as heating and automotive fuels.

Transportation of hazardous materials through South Hero by rail and highway pose a risk. The impact of a hazmat release depends on the location of the incident and the size of the local population. Areas most vulnerable include those most heavily populated, water supplies, and sensitive environmental areas adjacent to Lake Champlain. Past plans have included a probability and impact assessment of potential hazardous materials incidents, concept of operations and other elements. A significant event would trigger the activation of the EOC and EOP.

4. Concept of Operations:

The following is an operations chart for operations of hazardous materials function.

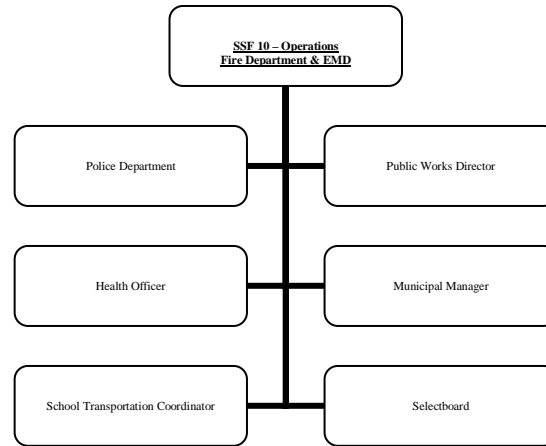


Figure 1-1

A. Notification and Activation:

- Upon notification of a significant event, the Fire Department will be requested to activate and coordinate FA-10 activities from the EOC.
- The Fire Department will implement existing operating procedures, mutual aid agreements, vendor contracts, and notifications as outlined within existing protocols.
- Deployment of personnel and resources will take place in accordance with established mobilization guidelines.

B. Emergency Response Actions:

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

- A designee from the Fire Department will staff the EOC soon after notification.
- The designee will ensure that communications interoperability is established and maintained with local command and control, primary agencies, support agencies, regional HazMat teams, state and federal counterparts, and others as deemed necessary according to existing procedures.
- Determine initial and ongoing activities through established intelligence gathering procedures.
- Determine and resolve issues regarding resource shortages and bottlenecks, interagency conflicts, and policy matters as necessary.
- *Maintain complete log of activities taken, resources ordered, records and reports.*

5. *Role and Responsibilities:*

The Fire Department will:

- Establish and maintain a database of entities that sell, manufacture, store and/or transport extremely hazardous substances in town.
- Coordinate with the Transportation and Public Works and Engineering functions during HazMat scenarios involving transportation incidents.
- Ensure the use of Incident Command System (ICS) during all HazMat incidents.
- Coordinate local activities during HazMat incidents.
- Ensure appropriate communication links are established with local or field elements, regional HazMat teams and other agencies, as required.
- Coordinate with the Resource Support function in the identification and acquisition of additional HazMat equipment and supplies to support local, regional and state response operations.
- Collect and maintain the following status information on:
 1. Local and regional HazMat response activities (i.e., containment, cleanup and disposal).
 2. Protective action recommendations such as evacuation or shelter-in-place.
 3. Staffing and resource capabilities and shortfalls.
 4. Unmet needs (staff, equipment, etc)
 5. Allocation of HazMat resources.
 6. Operation facilities (i.e. staging areas, fixed/mobile command posts)
- Coordinate with the Transportation function for resources involving transportation, highway conditions, and weather conditions involving highways.

The EMD will:

- *Provide direction and control at the Emergency Operations Center.*

The Police Department will:

- Coordinate the provision of site security and access control during hazardous material operations.

The Public Works Director will:

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

The Health Officer will:

- 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.
- Ensure sanitation measures, and the safety of the public's food and water.
- Assist with assessment, sampling and monitoring teams, as needed.

The School Transportation Coordinator will:

- Carry out assignment as requested by the EOC.

EMS will:

- *Assist the Fire Department with the response effort.*

The Selectboard will:

- *Assist the Fire Department with the response effort.*

FA-11 FOOD AND WATER

Primary Agency: Emergency Management Director

Support Agencies: Selectboard
Police Department
Fire Department / EMS
Public Works Director
School Transportation Coordinator
Finance Director
Health Officer

1. Purpose: Identify, secure or prepare for distribution, and arrange for transportation of safe food to affected areas in response to an emergency situation.
2. Scope: The EOC staff will:
 - Identify authorized food assistance needs;
 - Obtain appropriate and safe food supplies;
 - Arrange transportation of supplies to designated sites and
 - Assist in authorization of emergency food stamp assistance
3. Concept of Operations: This function will coordinate food and potable water supplied to designated sites and coordinates such activities through the Mass Care and Shelter function with the American Red Cross (ARC) or other facility managers regarding special nutritional requirements, food safety, and the issuance of disaster food stamps. The following is a functional organization structure of this FA as shown in Figure 2.

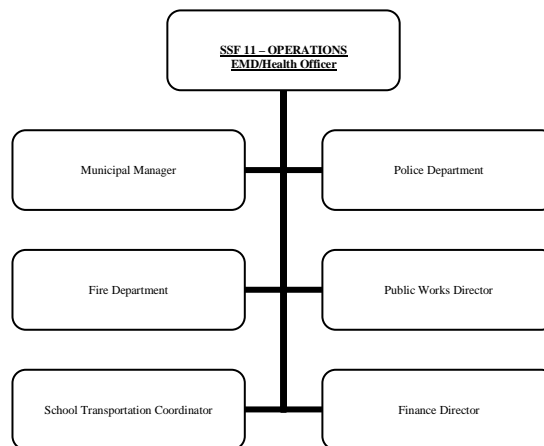


Figure 2-1

A. Notification and Activation

- Upon notification of an emergency or impending incident, the EMD would consider the need for activation of FA-11.
- The EMD will implement existing operating procedures, mutual aid agreements, and notifications as outlined within existing protocols.
- Deployment of personnel and resources will take place in accordance with established mobilization guidelines.

B. Emergency Response Actions

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

- The EMD will ensure that communications interoperability is established and maintained with local command and control, primary agencies, support agencies, regional HazMat teams, state and federal counterparts, and others as deemed necessary according to existing procedures.
- Determine initial and ongoing activities through established intelligence gathering procedures.
- Determine and resolve issues regarding resource shortages and bottlenecks, interagency conflicts, and policy matters as necessary.
- Maintain complete log of activities taken, resources ordered, records and reports.

4. Role and Responsibilities:

The EMD or his designee will:

- Maintain records of the cost of supplies, resources, and employee hours needed to respond to the emergency.
- Collect and maintain the following FA status information:
 1. Number of people and meals served
 2. Number of food stamps distributed to disaster victims
 3. Status of feeding operations
 4. Unmet needs (staff, equipment, etc)
 5. Staffing and resource capabilities and shortfalls.
 6. Dietary needs
 7. Source of food
 8. Coordinate with ESF-8, the health and safety of response personnel.

The Health Officer will:

- Coordinate provision and distribution of food and potable water and the provision of transportation to distribute food stocks.
- Coordinate feeding operations with the American Red Cross.
- Make available on-hand food supplies.
- Coordinate with the Mass Care / Shelter and Volunteers / Donations functions to determine the food need of the affected population(s).
- Develop a course of action that will ensure timely distribution of food.
- Coordinate food and potable water supplied to designated sites and coordinate such activities through FA-6, Mass Care and Shelter with the ARC or other facility managers regarding special nutritional requirements, food safety, and the issuance of disaster food stamps.
- In coordination with the State, inspect food for safety to include preparation, transportation and storage.
- Assure all personnel involved in the preparation and distribution of food adhere to appropriate food safety regulations.
- Provide disease surveillance, as needed.
- Provide public notification of food recall and tampering.
- Witness the destruction of contaminated and embargoed foods.
- Assist with the food requirements of special needs populations.

The Police Department will:

- Assist the EMD and Health Officer on measures of security needed.

The Fire Department/EMS will:

- Assist the EMD and Welfare Officer in the implementation of FA 11.

The Public Works Director Agent will:

- Assist in transportation of food & water to designated shelters.

The School Transportation Coordinator and School Principal will:

- Assist the Health Officer with shelter management.
- Assist in the identification of shelter managers and monitors and distribute shelter management and monitoring guidance material as needed.
- Assist the Health Officer of the facilities providing the best protection.

The Selectboard will:

- Coordinate with the Finance Director on disbursement of funds.

FA-12 ENERGY

Primary Agency: Emergency Management Director

Support Agencies: Fire Department / EMS
Police Department
Public Works Director
Selectboard

1. Purpose: Provides a coordinated response in the restoration of energy services in a disaster area in order to save lives and protect health and property and to implement other emergency response functions.
2. Scope: The scope involves the provision of emergency power and fuel to support the immediate response activities and to provide power and fuel to bring the Town back to normal conditions.
3. Situation and Assumptions: This FA, 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 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. The following is a functional organization chart for this activity.

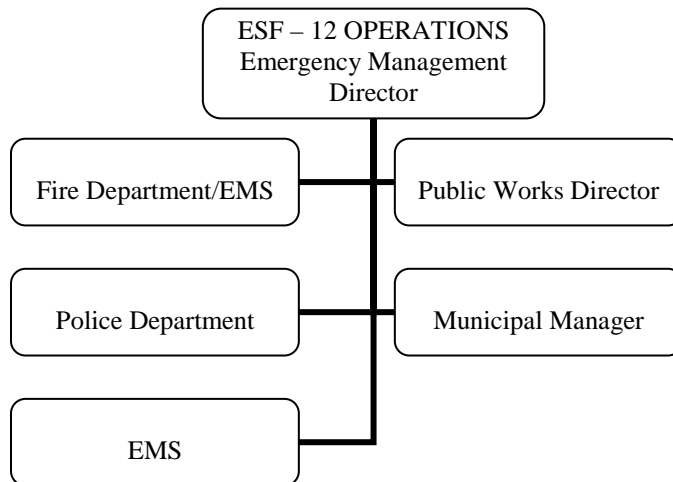


Figure 3-1

Emergency Response Actions:

The following should be considered for emergency response:

- Determine the energy status of affected areas.
- Use information available to determine the possible energy needs for response.
- Receive and assess requests for energy assistance from affected areas.
- Provide accurate assessment of energy supplies, demands, and requirements for repair and restorations of energy systems to Town's EOC staff.
- Contact providers of energy to ensure they have this information.

4. Roles and Responsibilities:

The Emergency Management Director or his designee will:

- Provide direction and control of the EOC in the implementation of this function.
- Determine the possible energy needs for emergency responders.
- Prioritize resource request and allocations, as needed.
- Identify critical facilities requiring uninterrupted power or priority restoration during emergencies/disasters.

The Public Works Director will:

- Provide a coordinated response in the restoration of energy services in an emergency/disaster area in order to save lives and protect health, safety and property, and to carry out other emergency response functions.
- Assess fuel and electrical power damage, energy supply and demand, and assist in identifying requirements for restoration.
- Provide assistance to energy suppliers in obtaining equipment, specialized personnel and transportation to repair or restore energy systems.
- Collect and maintain the following status information:
 1. Status of energy systems
 2. Status of critical facilities (i.e schools, day care centers, etc.)
 3. Areas without energy
 4. Unmet needs (staff, equipment, etc)
 5. Staffing and resource capabilities and shortfalls.

The Fire Department will:

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

The Police Department will:

- Provide traffic control at utility restoration locations.
- Provide security for areas without power, as staff availability allows.
- Provide back-up communication

The Public Information Coordinator and Selectboard will:

- *Provide public information announcements.*

FA-13 PUBLIC INFORMATION

Primary Agency: Emergency Management Director
Public Information Coordinator

Support Agencies: Selectboard
Police Department
Fire Department/EMS
Public Works Director
School Transportation Coordinator

1. **Purpose:** Establish uniform policies for the effective development, coordination, and dissemination of information to the public in the event of a disaster. The FA also describes the means, organization, and process by which a jurisdiction provides timely, accurate, and useful information and instructions to area residents throughout the duration of the emergency situation.
2. **Scope:** The severity of an emergency or disaster situation determines the amount of emergency public information that will be required. The public expects and will respond appropriately to timely public information broadcasts or instructions. A significant emergency public information response will involve many state, Town and private sector agencies. This FA identifies those agencies and their responsibilities.
3. **Situation and Assumptions:** Sometimes overlooked in the response effort, accurate public information is an important component.

Emergency/Disaster Conditions and Hazards:

- A significant emergency or disaster may cause extensive damage to life and property. Communications and transportation access will likely be disrupted or severed for a period of time. Timely and proper instructions and directions from authorized officials can reduce or even eliminate the possible loss of life and damage to property.
- Accurate and expedited dissemination of information is critical. In the event of a local or national terrorist incident the Town needs to provide the public with accurate and timely information on emergency operations. Establishing and maintaining an effective rumor control mechanism will clarify emergency information for the public. Initial interaction with the media is likely to be implemented by an Public Information Coordinator, as directed by the EMD.
- In the event of a terrorist attack, federal agencies, particularly the Federal Bureau of Investigation (FBI), would assume command of the incident. To facilitate the release of information, the FBI may establish a Joint Information Center (JIC) composed of

representatives from federal, state, and Town authorities for the purpose of managing the dissemination of information to the public, media, and businesses.

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

- Emergency Alert System (EAS) – requires VT EMA authorization.
- Television
- Radio – WCFR, Springfield, VT; WHDQ and WXXK, Claremont, NH
- Local Cable TV not participating in EAS
- Newspapers – The Town Crier, Brattleboro Reformer, Rutland Herald, Eagle Times
- TDD/TTY
- Rumor Control / Citizen Information Center – managed by the EOC staff

In addition for specific protective action recommendations, back-up means include a vehicle-mounted public address system, door-to-door notifications and the Town's website.

Audience

The primary target audience for emergency public information messages consists of people directly affected by the emergency, who need immediate information / instructions for the protection of life and property, such as evacuation routes and sources of emergency assistance. Secondly, the general public needs information regarding existing and prospective conditions and local emergency response actions. Significant disasters and terrorist events are major news stories and the Town should provide arrangements to accommodate extensive media coverage.

4. Role and Responsibilities:

The EMD will:

- Manage and supervise all public information activities.

The Public Information Coordinator will:

Gather and analyze all public information and instructions and provide them to the EMD and Selectboard for their review and approval.

- Provide draft new releases to the EMD and Selectboard for review and approval.
- Arrange regular media briefings
- Establish an emergency media center, if necessary
- Establish a rumor control system

The Selectboard will:

- Coordinate activities with the Public Information Coordinator.
- Authorize the activation of the local area EAS and other warning systems
- Be available to assist the PI coordinator and Selectboard.

The Fire Department/EMS will:

- Provide information for media interviews and press conferences, as requested and appropriate, in coordination with the PI Coordinator and Selectboard.
- Provide departmental public information and public education support, as needed.

The Police Department will:

- Provide information for media interviews and press conferences, as requested and appropriate, in coordination with the PI Coordinator and Selectboard.
- Provide departmental public information and public education support, as needed.

The Public Works Director will:

- Provide information to the EMD on status of emergency conditions.
- Assist in setting up the press staging area, if personnel and time permit.

The School Transportation Coordinator will:

- *Provide information to the PI Coordinator and Selectboard regarding school activities and bus resources during an emergency or disaster.*

FA-14 DONATED GOODS AND VOLUNTEERS

Primary Agency: Emergency Management Director

Support Agencies: Selectboard
Police Department
Fire Department
School Transportation Coordinator
Health Officer
CERT

1. **Purpose:** Provide facilitated delivery of donated goods and volunteer services to support response operations and relief efforts in a disaster.
2. **Scope:** This SFF 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.
3. **Situation and Assumptions:** This function will manage and coordinate the provision of donated resources to meet the disaster needs. A coordinating group comprised of local responders, voluntary organizations and state agencies, when necessary, will be activated to facilitate the provision of volunteers and donations based on assessed needs.
4. **Role and Responsibilities:**

The EMD will:

- Notify all supporting agencies upon activation of this function.
- Coordinate with the public information function for the dissemination of information regarding disaster needs to the public.
- Coordinate with Transportation function for the following:
 1. Provision of additional transportation resources.
 2. Identification or creation of alternate access routes to affected areas, as needed.
- Ensure that an Action Plan for delivery of goods / donations is developed for each operational period.
- Collect and maintain the following status information:
 1. Number of volunteers, registered, referred, and/or deployed;
 2. Type, value and amount of goods and services donated;
 3. Staffing and resource shortfalls;
 4. Major issues and activities and

5. Unmet needs of disaster victims.

The Health Officer will:

- Coordinate with the ARC on the establishment of a call center for donated goods and volunteer services.
- Pre-identify prospective staging areas and warehouses available for lease.
- Establish and maintain a system for the registration / assignment of volunteers.
- Verify the credentials of volunteers who are medical, public health, and mental health professionals.
- Coordinate with the Food and Water function, to ensure the safety and sanitation of donated food items.

The Selectboard will:

- Coordinate with the Town Attorney on matters of legality and fraud in acceptance of donated goods and services.
- Provide liaison between local, state and federal government.

The Police Department will:

- Provide security as required.
- Assist in the collection of volunteers and donations.

The Fire Department will:

- Assist in the collection of volunteers and donations.

The School Transportation Coordinator will:

- Assist in the collection of volunteers and donations.

CERT will:

- Assist as requested.

FA-15 LAW ENFORCEMENT

Primary Agency: Police Department

Support Agencies: Emergency Management Director
Public Works Director
Fire Department

1. **Purpose:** Provide for a coordinated emergency response for law enforcement and security.
2. **Scope:** The scope of this FA include local police actions to minimize the adverse impact upon a disaster area. The aid may include manpower, equipment and/or technical expertise in cooperation with local authorities, designed to assure the continuity of law enforcement.
3. **Situation and Assumptions:** The Vermont State Police located at Troop A in St.Albans and the Grand Isle County Sheriff provide law enforcement services to the town. In every type of emergency that requires activation of the Emergency Operation Plan and the Emergency Operations Center, the Town of South Hero and its Emergency Management Director will have a role and responsibilities. The nature, location and magnitude of a specific emergency situation will determine the role and responsibilities of the town and its local responders. The emergency response will depend on the location, nature and magnitude of the event. The responding law enforcement agency can request additional assistance through existing agreements and understandings.

In the event of a major emergency situation, it is likely the responding law enforcement agency 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, the EOC would likely seek assistance through the State EOC.

4. **Concept of Operations:**

Notification and Activation:

- Under normal conditions, the responding Police Department will function under regular department standard operating procedures/guidelines.
- Upon notification of an impending emergency, the Police Chief or designee may authorize the following functions:
 - Begin call-up of off-duty police personnel
 - Recruit additional personnel if needed

- Notify the EMD and the Selectboard of the state of readiness and request outside assistance, if necessary
- Report to the EOC when directed by the Emergency Management Director
- Disburse personnel and equipment to strategic locations or in concert with EOC decisions.
- Assist the Fire Department in emergency public warning procedures.
- Coordinate the establishing and manning of traffic control points with the other law enforcement agencies.
- Provide 24-hour protection for all evacuated properties as determined by safety standards, as personnel are available
- Maintain this FA in an up-to-date condition.

Emergency Response Actions:

Immediate actions upon activation include but are not limited to:

- Establishing necessary communications with field operations.
- Assessing of overall law enforcement needs and response capabilities.
- Managing and coordinating the Town of South Hero's law enforcement requirements in support of the incident or emergency.
- *Provide additional support capabilities as necessary.*

5. Roles and Responsibilities:

The Police Department will:

- Provide necessary law enforcement services.
- Provide emergency crowd and traffic control.
- Provide security in damaged and/or evacuated areas.
- Assist in public warning and alerting procedures.
- Assign personnel and equipment to the appropriate host area to augment law enforcement capabilities.
- Provide and issue appropriate identification for emergency services personnel, essential workers and vehicles.

- Perform such other emergency functions for the safety of people and the protection of property as deemed necessary by the Municipal Manger and EMD.

The Emergency Management Director or his designee will:

- Provide operational support and resources, where appropriate, in support of the law enforcement function.

The Public Works Director will:

- Assist in the provision of transportation resources to support area evacuations, as needed.

The Fire Department/EMS will:

- *Support the Police Department with the implementation of this FA.*

FA-16 ANIMAL, PLANT AND EMERGENCY SERVICES

Primary Agency: Police Department

Support Agencies: Selectboard
Public Works Director
Emergency Management Director
Health Officer

1. Purpose: Provide a coordinated response in the management and containment of any communicable disease resulting in an animal health emergency affecting the health, welfare, and safety of Vermont's wildlife, livestock, residents, and visitors, as well as responding to pet, farm, and wild animal care needs before, during, and after a significant natural disaster or man-made event

2. Scope: This Emergency Support Function, FA-16, Animal Health provides the framework for managing and coordinating the activities and resources required to affect the rapid containment of any reportable and/or communicable disease that poses a significant threat to the health and welfare of animals and people. This will include pets (domestic and exotics), wildlife, and livestock. This FA will also provide for the overall management, coordination, and prioritization of statewide resources that support pet, farm, and wild animal needs in the event of an emergency or disaster.

3. Situation and Assumptions: This function will manage and coordinate all activities/operations involved in animal health emergencies in the State, as requested, and that are beyond the capabilities of the local jurisdictions. This FA will also provide operational guidelines for the care and support of animals in the event of a disaster.

4. Roles and Responsibilities:

The Police Department will:

- Coordinate with the Communications and Alerting function to establish and maintain communications with field operations, as necessary.
- Provide traffic control operations and enforce quarantine areas, as requested and available.
- Coordinate with the Health and Medical Services function regarding issues such as, public health and safety issues that may arise from an animal disease, obtain additional medical supplies as needed.
- Coordinate with the Health and Medical Services and the Public Information functions for the release of public information regarding animal health issues.
- Coordinate with the Public Works and Engineering function to assist in the disposal of animal carcasses and site remediation.

The Health Officer will:

- Coordinate agriculture and animal health resources, as needed, to support local emergency operations.
- Assist the State Veterinarian with quarantine or restrict animal movement, when necessary, for disease control and observation.
- Assist with the disposal of pet animal carcasses.

The EMD or designee will:

- Establish operations at the EOC as necessary, to assist in the implementation of the Animal Plant and Emergency Services function.
- Collect and maintain the following status information:
 - a. Status of containment and disposal efforts
 - b. Road closures and traffic control points
 - c. Statistical Information such as:
 - 1) Number of animals culled or destroyed
 - 2) Number of infected farms operations
 - 3) Collateral impacts (e.g., crops)
 - d. Status of quarantine areas
 - e. Unmet needs
 - f. Allocated Resources
 - g. Status of critical facilities (i.e., communications center, equipment storage sites, operational sites, etc.)
 - h. Staffing and resource shortfalls
 - i. Number of animals sheltered
 - j. Number of animals treated
 - k. Number of animals rescued and identified

The Public Works Director will:

- Assist with the disposal of large animal carcasses to disposal sites and/or assist in actual disposal operations.
- Provide equipment and personnel for the implementation of this function.

The Public Information Coordinator and Selectboard will:

- Coordinate press releases and public information.
- *Coordinate finances required to implement this function.*

FA-17 - FLOOD

Primary Agency: Public Works Department

Support Agencies: Police Department
Fire Department
Selectboard

1. **Purpose:** Provide for and implement procedures and policies in coordinating all public works and engineering resources and expertise in surveying and assessing damage and initiating emergency repair of public highways, right-of-ways, bridges, and critical facilities.
2. **Scope:** There will be a need for manpower, vehicles and equipment to maintain roadways to provide water and sewer service and to assist other Departments during and an after an emergency situation.
3. **Situation and Assumptions:** A significant emergency situation may cause unprecedented property damage. Floodwaters may make streets and highways impassible. Public utilities may be damaged and/or partially or totally inoperable. Sufficient resources may not be available to state and local jurisdiction to meet emergency requirements. In such a situation, federal assistance will 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.
4. **Concept of Operations:** This FA will provide support to the local emergency response efforts during and after an emergency. The Public Works Department will coordinate with other Town and Village departments, state and federal officials. Damage assessment information is a responsibility.
5. **Roles and Responsibilities:**

The Public Works Director or his designee will:

- Coordinate resources and provide support and personnel in response to floods.
- Assist in mobilization needs for resources, manpower and equipment.
- Coordinate emergency transportation activities.
- Provide emergency debris clearance to allow emergency personnel and equipment the ability to perform lifesaving and life protection activities.
- Provide temporary construction of emergency access routes necessary for passage of emergency response personnel.
- Assist in the restoration of critical utility services, including electric, telephone, gas.
- Maintain a list of qualified private contractors to assist in the restoration of critical facilities.
- Supply emergency power to the emergency shelters, if needed.

- Compile and evaluate damage assessments from Town departments.
- Provide status reports on debris removal activities and the status of critical facilities
- Ensure that emergency access routes are accessible.
- Determine any unmet needs and communicate them to the EMD at the EOC.
- Provide a status report of public utility services restoration

The Police Department will:

- Provide personnel and equipment to manage and operate staging areas, as needed.
- Coordinate traffic control activities.

The Fire Department will:

- Stabilize or demolish damaged structures or facilities determined to be an immediate threat or hazard to public safety.
- Serve as a member of the safety and damage assessment teams assessing public buildings for potential flood damage, hazards, etc.

FA-18 SNOW/ICE STORM

Primary Agency: Public Works Department

Support Agencies: Police Department
Fire Department
Selectboard

1. **Purpose:** Provide for and implement procedures and policies in coordinating all public works and engineering resources and expertise in surveying and assessing damage and initiating emergency repair of public highways, right-of-ways, bridges, public buildings, and critical facilities. This also includes emergency removal of ice, snow and debris and emergency demolition of unsafe structures.
2. **Scope:** There will be a need for manpower, vehicles and equipment to maintain roadways to provide water and sewer service and to assist other Departments during and an after an emergency situation.
3. **Situation and Assumptions:** A significant emergency situation may cause unprecedented property damage. Snow, ice or debris may make streets and highways impassible. Public utilities may be damaged and/or partially or totally inoperable. Sufficient resources may not be available to state and local jurisdiction to meet emergency requirements. In such a situation, federal assistance will 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.

4. Concept of Operations: This FA will provide support to the local emergency response efforts during and after an emergency. The Public Works Department will coordinate with other Town and Village departments, state and federal officials. Damage assessment information is a responsibility.

5. Roles and Responsibilities:

The Public Works Director or his designee will:

- Coordinate resources and provide support and personnel in response to disasters, including local or national terrorist incidents or attacks.
- Assist in mobilization needs for resources, manpower and equipment.
- Coordinate emergency transportation activities.
- Provide emergency snow, ice, debris clearance to allow emergency personnel and equipment the ability to perform lifesaving and life protection activities.
- Provide temporary construction of emergency access routes necessary for passage of emergency response personnel.
- Assist in the restoration of critical utility services, including electric, telephone, gas.
- Maintain a list of qualified private contractors to assist in the restoration of critical facilities.
- Supply emergency power to the emergency shelters, if needed.
- Compile and evaluate damage assessments from Town departments.
- Provide status reports on snow, ice, debris removal activities and the status of critical facilities
- Ensure that emergency access routes are accessible.
- Determine any unmet needs and communicate them to the EMD at the EOC.
- Provide a status report of public utility services restoration

The Police Department will:

- Provide personnel and equipment to manage and operate staging areas, as needed.
- Coordinate traffic control activities.

The Fire Department will:

- Stabilize or demolish damaged structures or facilities determined to be an immediate threat or hazard to public safety.
- Assist in damage assessment with federal, state and local officials.
- Serve as a member of the safety and damage assessment teams assessing public buildings, roads, for potential damage, hazards, etc.

FA- 19 WMD INCIDENT

Co-Primary Agencies: Police Department
Fire Department
Heavy Rescue
EMS
Emergency Management Director

Support Agencies: Public Works Director
School Transportation Coordinator
Health Officer
Selectboard
CERT

1. **Purpose:** Provide a coordinated local response to mitigate effects of a man-made disaster or threat of such disaster. Such an event may be the result of a disaster in which this town or county is the intended target, or in which there is some other intended target, e.g., an explosion of a vehicle traveling through the town, or of a boat negotiating waters near the town, or a crash of an airplane flying over the town.
2. **Scope:** The local scope of operations shall include actions taken by readily available local agencies and mutual aid agencies. This function will use established organizations, processes, and procedures. Because of the unpredictability of the nature and magnitude of man-made disasters, this function may rely heavily on any or all of the other functional annexes contained in this EOP.
3. **Situation and Assumptions:** Acts of Terrorism/WMD by nature will probably result in a mass casualty incident when aimed at targets within the town, and include the possibility of intended secondary disasters. Extreme care must be taken to determine scene safety for first responders. Accidents which occur while perpetrators are destined for elsewhere may not include the probability of intended secondary disasters, but extreme care must still be taken.

4. Concept of Operations:

A. Notification and Activation:

- Upon report of such an event to 911, Police, Fire Department, Heavy Rescue, and EMS will be notified via normal routes. If it is not apparent from 911 notification, the first agency on scene will determine the nature and extent of the event, and declare such to other responding agencies, and request mutual aid if required. If it appears that a man-made disaster has occurred and possible functioning terrorists are still suspected, Police will respond first to determine scene safety. If no possible functioning terrorists are suspected, Police will still respond first to determine scene safety where practical to determine scene safety. If it is not realistic or practical for Police to be on scene first, the Fire Department will determine scene safety. The EMD will be requested to activate and coordinate FA-19 activities from the EOC.
- Police, Fire Department, Heavy Rescue, and EMS will implement existing operating procedures, mutual aid agreements, vendor contracts, and notifications as outlined within existing protocols.
- Deployment of personnel and resources will take place in accordance with established mobilization guidelines.

B. Emergency Response Actions:

The following activities will commence upon report of a Terrorist/WMD incident:

- The EMD and designees from the Sheriff/VSP, Fire Department, and EMS will staff the EOC soon after notification.
- The EMD will notify state and federal counterparts, and others as deemed necessary according to existing procedures.
- The EOC designees will ensure that communications interoperability is established and maintained with local command and control, primary agencies, support agencies, regional HazMat teams, determine initial and ongoing activities through established intelligence gathering procedures.
- The EOC participants will determine and resolve issues regarding resource shortages and bottlenecks, interagency conflicts, and policy matters as necessary.
- The EOC participants will maintain complete log of activities taken, resources ordered, records and reports.

5. *Role and Responsibilities:*

The EMD will:

- Provide direction and control at the Emergency Operations Center.

The Police Department will:

- Notify state and federal law enforcement as may be required under existing protocols.
- Determine that the scene is safe from further criminal activities.
- Establish and secure crime scene borders under existing protocols.
- Coordinate the provision of site security and access control under existing protocols.
- Coordinate the provision of traffic control with assisting agencies.

The Fire Department will:

- After criminal threat is removed, determine scene safety in accordance with existing protocols.
- Extinguish and contain all fires.
- Perform such other functions for the protection of life and property as deemed necessary by the Fire Chief in accordance with Vermont Title 20.
- Coordinate with the Transportation function for resources involving transportation, highway conditions, and weather conditions involving highways.
- Provide direction to Heavy Rescue.

Heavy Rescue will:

- Provide mechanical rescue assistance at the direction of the Fire Department.

EMS will:

- Assist the Fire Department with the response effort.
- Determine the number of patients and invoke Mass Casualty Incident procedures if necessary.
- Provide emergency trauma and medical services according to existing protocols.
- Monitor the health and safety of all emergency responders as per normal procedures.

The Public Works Director will:

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

The Health Officer will:

- 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.
- Ensure sanitation measures, and the safety of the public's food and water.
- Assist with assessment, sampling and monitoring teams, as needed.

The School Transportation Coordinator will:

- Carry out assignments as requested by the EOC.

The Selectboard will:

- Assist the Fire Department with the response effort.

CERT:

- Assist as requested.

ADMINISTRATIVE APPENDICES AND ATTACHMENTS

To be added in final report.

ATTACHMENT A - Grand Isle County Mutual Aid Agreement

Parties

By and among the towns of Grand Isle County and the emergency response organizations serving the towns of Grand Isle County, including the towns of South Hero, Grand Isle, North Hero, Alburg, and Isle La Motte, Village of Alburg, and South Hero Volunteer Fire Department, Grand Isle Volunteer Fire Department and Marine Division, North Hero Volunteer Fire Department and Marine Division, Alburg Volunteer Fire Department, Inc., Isle La Motte Volunteer Fire Company, South Hero Rescue, Grand Isle Rescue Squad, Grand Isle Sheriff's Department, Vermont Emergency Management, and the North Champlain Community Emergency Response Team (CERT), **and also including towns contiguous to Grand Isle County and those emergency response organizations residing outside Grand Isle County that may be called on to assist in emergencies in Grand Isle County, or may request the assistance of the above named towns and emergency response organizations in their own service territory**, including the towns of Milton, Colchester, and Swanton Village, Vermont, Rouses Point and Champlain, New York, and the towns of Saint-Georges-de Clarenceville and Noyan, Province of Quebec, and the Clarenceville/Noyan Fire Service, Milton Volunteer Fire Department, Colchester Volunteer Fire Department, Malletts Bay Fire Department and Marine Division, Swanton Village Fire Department, Rouses Point Volunteer Fire Department, Milton Rescue, Colchester Rescue, Mississquoi Valley Rescue, St Michael's Rescue, Rouses Point Volunteer Fire Department, Champlain Rescue.

Definitions

Emergency – Any incident, human-caused or natural, that requires responsive action to protect life or property.

Emergency Response – Activities that address the short-term, direct effects of an incident of emergency. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit loss of life, personal injury, property damage, and other unfavorable outcomes.

Emergency Response Equipment – Emergency response organizations' vehicles, tools, and supplies as well as town or village vehicles such as road maintenance trucks, plows, school buses, whether publicly owned or privately owned under contract to the town or village, and any town or village equipment which may be used in emergency response.

Emergency Response Organizations – any organization approved by the state, county, or local governmental organization to provide emergency response.

Emergency Response Personnel – persons who are members in good standing of an Emergency Response Organization, and who are trained and certified to provide specified emergency services, or who are under the supervision of a trained and certified person.

Incident Command System - a standard, on-scene, all-hazards incident management system already in use by firefighters, hazardous materials teams, rescuers and emergency medical teams. The ICS has been established by the NIMS as the standardized incident organizational structure for the management of all incidents.

Mutual Aid Emergency – Any emergency which is beyond the capabilities of the local emergency response organizations to resolve, or which by normal protocol requires the assistance of emergency response organizations based outside the town or locale in which the emergency occurs.

National Incident Management System (NIMS) – a comprehensive national approach to incident management utilizing best practices that have been developed over the years. Unified Command - a command structure in which the individual chiefs from several jurisdictions jointly determine objectives, plans, and priorities and work together to execute them.

Release of personnel and equipment

The above named towns and emergency response organizations hereby agree to assist each other as required in times of emergency, or in times of disaster to the extent of sending equipment and emergency response personnel at request, or holding equipment or emergency response personnel in standby status at request, to the extent that, in the opinion of the sending chief, chief's designate, or person in charge, such equipment or personnel can be spared when a call for assistance is received. Heavy rescue personnel and equipment, cooperatively maintained by Grand Isle County fire departments and rescue squads, will be available for mutual aid outside the county under the same terms and conditions described above in this section.

Request for personnel and equipment

It is further agreed that such request for assistance shall be made by the incident commander at the scene of the emergency. Request for EMS mutual aid will be made in the order designated by the Vermont District # 1 Backup Plan and the Vermont District # 3 Response List. Requests for decontamination trailers to be used outside of a home territory must be routed through Vermont Emergency Management.

Operational structure

It is further agreed that command will be structured in accordance with the Incident Command System (ICS) of the National Incident Management System (NIMS), and that if the emergency/disaster is multi-jurisdictional, a Unified Command will be employed when practical.

It is further agreed that when any personnel or equipment are sent under the terms of this agreement, the ranking officer of the requested organization shall report to the requesting organization's incident commander. Firefighters will respond with full turnout gear and SCBAs consistent with accepted firefighting practices. Orders by the incident commander will be given to the visiting chief, chief's designate, or person in charge who will then give the orders to his/her personnel and then remain in communication with the incident commander. The visiting personnel may be under the direct control of an officer of the requesting organization. The visiting chief, chief's designate, or person in charge shall have the right and responsibility to ensure that visiting personnel are asked to perform only those tasks or operations that are consistent with their training, and in accordance with their home protocols and accepted safe practices. Such personnel shall remain under the control of "command" until the organization requesting assistance releases said personnel and equipment, or until said personnel and equipment are recalled by the organization providing assistance. Such personnel and equipment shall be released as soon as is reasonably possible and returned to the sending organization.

Operating protocols

It is further agreed that each assisting emergency response organization will operate in accordance with its home district protocols, and each emergency response person will operate according to the protocols of his/her own organization, and within the scope of

his/her own training and certification, or under the supervision of a person with the appropriate training and certification. In no event shall the visiting personnel be required to perform in a way inconsistent with their home protocols or inconsistent with accepted safe practices.

No Compensation

It is further agreed that there will be no compensation for providing mutual aid; however, where a party or parties responsible for the causing the emergency are liable for coverage of expense of the emergency, coverage of such expense may be pursued from such parties.

Hold harmless

Each of the parties hereto further agree to be responsible for their own personnel and equipment and agree to indemnify, protect, and save harmless each other, in the absence of gross negligence or willful misconduct, from any and all claims, demands, and liability for loss, damage, injury, or any other casualty to personnel and/or equipment.

Annual Review and Revision

It is further agreed that each party will review the agreement and report to LEPC 13 any suggested updates or revisions annually by April 30.

Duration of agreement

This agreement shall be a continuing agreement and shall remain in effect until terminated by giving ninety (90) days of written notice of termination.

In witness whereof, the parties to this Agreement have set their signatures.

<u>Signature</u>	<u>Title</u>	<u>Representing</u>	<u>date</u>
_____	_____	South Hero Volunteer Fire Department	_____
_____	_____	South Hero Rescue	_____

_____	_____	Town of South Hero, Vermont	_____
_____	_____	Grand Isle Volunteer Fire Department	_____
_____	_____	Grand Isle Rescue Squad	_____
_____	_____	Town of Grand Isle, Vermont	_____
_____	_____	North Hero Volunteer Fire Department	_____
_____	_____	Town of North Hero, Vermont	_____
_____	_____	Alburg Volunteer Fire Department, Inc.	_____
_____	_____	Town of Alburg, Vermont	_____
_____	_____	Village of Alburg, Vermont	_____
_____	_____	Isle La Motte Fire Company	_____
_____	_____	Town of Isle La Motte, Vermont	_____
_____	_____	Grand Isle Sheriff's Department	_____
_____	_____	North Champlain Community Emergency Response Team (CERT)	_____
_____	_____	Vermont Emergency Management	_____

In witness whereof, the parties to this Agreement have set their signatures.

<u>Signature</u>	<u>Title</u>	<u>Representing</u>	<u>Date</u>
_____	_____	Milton Volunteer Fire Department	_____
_____	_____	Milton Rescue	_____
_____	_____	Town of Milton, Vermont	_____
_____	_____	Colchester Volunteer Fire Department	_____
_____	_____	Colchester Rescue	_____

_____	_____	Saint Michael's Rescue	_____
_____	_____	Town of Colchester, Vermont	_____
_____	_____	Malletts Bay Volunteer Fire Department	_____
_____	_____	Swanton Fire Department	_____
_____	_____	Mississquoi Valley Rescue	_____
_____	_____	Town of Swanton, Vermont	_____
_____	_____	Village of Swanton, Vermont	_____
_____	_____	Rouses Point Volunteer Fire Department	_____
_____	_____	Town of Rouses Point, New York	_____
_____	_____	Champlain Rescue	_____
_____	_____	Town of Champlain, New York	_____
_____	_____	Clarenceville/Noyan Fire Service	_____
_____	_____	Municipalite of Saint-Georges-de-Clarenceville, Quebec	_____
_____	_____	<i>Municipalite of Noyan, Quebec</i>	_____

ATTACHMENT B - Continuity of Operations Plan prioritized lists.

3. Following is a list of prioritized essential functions that are required to be performed by statute or executive order or are otherwise necessary to provide vital services, exercise civil authority, and maintain the safety and well being of the general populace in an emergency:

4. Following is a list of vital records and databases necessary to support essential functions:

ATTACHMENT C

EMERGENCY OPERATIONS CENTERS SOUTH HERO

TOWN GARAGE 280 US ROUTE 2 372-4485

Electrical service ----- Yes
Generator ----- No
Phone lines ----- Yes 372-4485
Plumbing ----- Yes
Changes needed: **Generator availability**

TOWN OFFICE 333 US ROUTE 2 372-5552

Electrical service ----- Yes
Generator ----- Yes
Phone lines ----- Yes 372-5552, 372-4841
Plumbing ----- Yes
Changes needed:

ALLENHOLM FARM 150 SOUTH STREET

Electrical service ----- Yes
Generator ----- Yes
Phone lines ----- Yes 372-5566
Radio ----- VHF hospital frequency, 800 mhz portable
Plumbing ----- Yes
Changes needed:

ATTACHMENT D

EMERGENCY SHELTER SOUTH HERO

**FOLSOM SCHOOL
75 SOUTH STREET
372-6600**

Electrical service ----- **Yes**
Generator ----- **Yes, but a small one just for lights**
Phone lines ----- **3**
Septic ----- **Yes**
Showers ----- **Yes**
Bedding ----- **Gym mats**
Kitchen facilities ----- **Yes**
Heat in winter ----- **Yes**
Changes needed for emergency use: **Install larger generator**

TOWN OFFICE/RESCUE BUILDING COMPLEX 329-333 US ROUTE 2

Electrical service ----- **Yes**
Generator ----- **Yes**
Phone lines ----- **Yes**
Septic ----- **Yes**
Showers ----- **No**
Bedding ----- **12**
Kitchen facilities ----- **No**
Heat in winter ----- **Yes**
Overall area in square feet ----
Changes needed for emergency use:

RECORD of REVISIONS and CHANGES

To be added in final report.

South Hero, Vermont Emergency Operations Plan is adopted by the Selectboard as a guide to emergency planning and operations.

Signature

Title

Date