TOWN OF ROCKY HILL CONNECTICUT

EMERGENCY OPERATIONS PLAN

AUTHORITY AND DELEGATION

The Town of Rocky Hill will operate its Emergency Management Program and Emergency Operations Plan within specifications outlined in the National Response Framework, Federal Stafford Act (Section 44 of the Code of Federal Regulations), National Incident Management System, Homeland Security Presidential Directive 5 (HSPD-5), Presidential Policy Directive 8 (PPD-8), Connecticut State Response Framework, Connecticut Governor's Executive Order number 34, and Connecticut General Statutes Title 28, Chapter 517 and Title 29.

Pursuant to Section 28-7 of the Connecticut General Statutes, The Town of Rocky Hill will submit its Emergency Operations Plan to the State of Connecticut Director of Emergency Management for approval. This plan shall be reviewed annually. Yearly notification will be made to the Director of Emergency Management of all changes made to the plan. If no changes are made a notification will be made advising of the same.

The Town of Rocky Hill Emergency Operations Plan will be effective upon the date of signing by the Emergency Manager and the Town Manger/ Public Safety Director. The current plan will replace any and all previous documents and plans prior to signing.

Plan Submitted by:

_____
Stephen Pendl, Director of Emergency Management

Plan Approved By:

_____   9/20/2022
Stephen Pendl, Director of Emergency Management   Date

_____   10/19/2022
Ray Carpentino, Town Manager Public Safety Director.   Date

PLAN DISTRIBUTION

Upon approval of the Town of Rocky Hill Emergency Operations Plan, the plan will be disseminated to the following individuals and/or agencies. These individuals and/or agencies will be immediately notified of any changes in this plan. If no changes are made, individuals and/or agencies will be notified in writing on a yearly basis advising of the same.

TITLE	NAME	Print / Digital	Date
Town Manager / Public Safety Director	Ray Carpentino		09/20/22
Director of Emergency Management	Stephen Pendl		09/220/22
Police Chief	Michael Custer		09/20/22
Fire Chief	Michael Garrahy		09/20/22
Fire Marshal *Kelley for*	Richard Renstrom		09/20/22
EMS Chief *Ricci for*	Bryant Goodrich		09/20/22
Human Services Director	Melissa Gerace-Hicks		09/20/22
Town Clerk	Sandra Wieleba		09/20/22
Town Assessor	Stuart Topliff		09/20/22
Highway Superintendent	Joseph Lentini		09/20/22
Director of Public Works	Steve Sopelak		09/20/22
Town Engineer	Stephen Sopelak		09/20/22
Building Department *C Soulagnet for*	Michael Violette		09/20/22
Director Parks and Recreation	Craig Bowman		09/20/22
Finance	Mona McKim		09/20/22
Director of IT	John Nowakowski		0920/22
Director of Facilities	Phil Cyr		09/20/22
Superintendent of Schools	Mark Zito		09/20/22
Director of Personnel	Dana McGee		09/20/22
Director of Health, CCHD	Charles Brown	on File @	09/20/22
CT DESPP / DEMHS Region 3 Office	William Turley	on File @	09/20/22
Mayor	Lisa Marotta		09/20/22
Public Safety Committee Chair	Edward Charamut		09/20/22
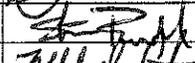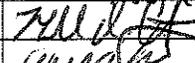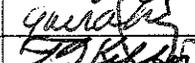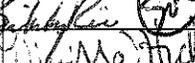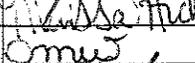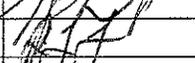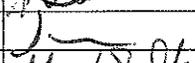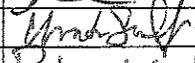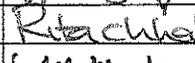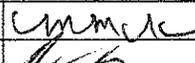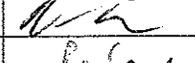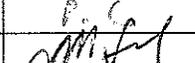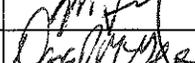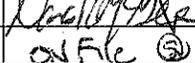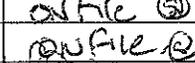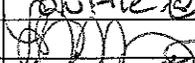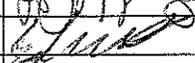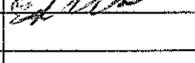
RECORD OF ANNUAL REVIEW AND CHANGES

The Town of Rocky Hill will review its Emergency Operations Plan at least annually. A record of the annual review shall be documented. The purpose of updating the plan is to stay current with state and federal regulations, government operations and ordinances, departmental rules and regulations, and any deficiencies that are identified through emergency responses, or through drills and exercises. Any changes to the document will be noted and distributed. All individuals and/or agencies will be notified annually of any changes to the plan or if the plan remains unchanged. The notice of change will include the effective date, the change number, subject, purpose and actions required by the individuals and/or agencies. Upon publication and approval, the change will be considered a part of the EOP. The notice of change will include revised pages for the replacement within the EOP.

Change Number:	Change Date:	Subject:	Page Number(s):	Change made by:	Distribution Completed Date:
New	12/12/16	Complete	ALL	J. Belanger	12/23/16
18-01	12/01/18	Public Utilities	35	J. Belanger	12/13/18
18-02	12/01/18	Annex A Replace	62-82	J. Belanger	12/13/18
18-03	12/01/18	Annex A-2 Replace	84-134	J. Belanger	12/13/18
18-04	12/01/18	Annex T New	343-366	J. Belanger	12/13/18
18-05	12/01/18	Annex U New	368-376	J. Belanger	12/13/18
18-06	12/01/18	Annex V New	378-459	J. Belanger	12/13/18
18-07	12/01/18	Annex W New	461-519	J. Belanger	12/13/18
20-01	08/01/20	RH Schools	34	J. Belanger	09/15/20
20-02	08/01/20	Public Health	34	J. Belanger	09/15/20
20-03	08/01/20	Attach N	N/A	J. Belanger	09/15/20
22-01	03/24/22	EMD language Change	33,47,64,77	S. Pendl	09/20/22
22-02	03/24/22	EOC Activation Level	76	S. Pendl	09/20/22
22-03	03/24/22	PD. Notification ICS structure	78	S. Pendl	09/20/22

Change Number:	Change Date:	Subject:	Page Number(s):	Change made by:	Distribution Completed Date:
22-04	3/24/2022	sheltering location	166	**S. Pendl**	09/20/22

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Attachment O.   Capitol Region Chiefs of Police Blue Plan

Attachment P.   Rocky Hill Fire Department Task Force Operations Plan

Attachment Q.   Rocky Hill Fire Department Mutual Aid SOP

Attachment R.   Rocky Hill Emergency Medical Services Mass Casualty Plan

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Attachment Y.   CRCOG Traffic Diversion Plans

Attachment Z.   RHFD Response to Hostile / Violent Incidents

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I. PURPOSE

The purpose of the Town of Rocky Hill Emergency Operations Plan (EOP) is a multi-disciplinary all hazards plan that establishes a comprehensive framework for the response and management of major emergencies and disasters within the town beyond the routine daily responsibilities and to respond effectively to any emergency of any size or complexity.

The primary responsibility of the town and its plan is to protect the lives and property of the citizens, businesses, employees and visitors, and to provide guidance to responding personnel.

The plan is implemented when it becomes necessary to mobilize the resources of the identified personnel and/or agencies to save lives and to protect property and infrastructure, and direction and control for the continuity of government operations during disasters.

The EOP will establish both general and agency specific responsibilities during activation of this plan. The EOP provides the incorporation of private sector resources and abilities into the Town of Rocky Hill's Emergency Management and response during activation.

For effective plan implementation and activation it requires significant commitment, planning, training, and exercising by all involved individuals and/or agencies prior to a real emergency in order to respond competently and proficiently.

This document is an end product of the collective efforts between the Office of Emergency Management and personnel and/or agencies that would have roles and responsibilities during an activation of this plan. This plan is intended to be used in conjunction with established plans and procedures of town agencies. The consumers of this document are encouraged to recommend any changes that will improve clarity and usage of this plan.

II. RESPONSIBILITY

The following general responsibilities are required by all involved individuals and/or agencies:

- Perform assigned roles and responsibilities identified within the EOP
- Implement the EOP concepts and processes when carrying out the assigned roles and functional responsibilities.
- Conduct operations in accordance to the Incident Command System, National Incident Management System, and National Response Framework.
- Train in emergency response activities to accomplish desired outcomes.
- Participate in all agency, department, town or regional approved drills and exercises.
- Keep vital records preserved securely.

III. TOWN OF ROCKY HILL DEMOGRAPHICS

The Town of Rocky Hill sits centrally located within the State of Connecticut within Hartford County. The town size is 13.8 square miles with an estimated population of 21,000. Rocky Hill serves as a mixed community of residential, commercial, manufacturing, and administrative offices.

Rocky Hill is surrounded by 5 other Connecticut towns; Wethersfield (north), Glastonbury (east), Cromwell (south), Berlin (west) and Newington (Northwest). The Connecticut River is located on the eastern border of town, running north to south and sits on the town line with Glastonbury.

A. **Town Government**

Town of Rocky Hill operates its government structure with a Mayor, Town Council and Town Manager.

The Town Council is the legislative and policy making body of the town. It is made up of nine positions that are elected in two year terms. The Mayor, a member of the Town Council, is elected separately and designates a Deputy Mayor who would preside in their absence.

The Town Manager is designated as the town's Chief Executive Officer and Public Safety Director. This position is directly responsible to the Town Council and supervises all departments via appointments of department heads. This is a full time, appointed by the town council, position.

B. **Public Safety**

The Town of Rocky Hill provides public safety services (Police, Fire and EMS) within its town borders. Supplemental services to assist or back fill of responsibilities are maintained by Mutual Aid agreements from surrounding municipalities and state agencies. The Town of Rocky Hill 9-1-1 Primary Service Answering Point (PSAP) is located within the Police Department Headquarters. 9-1-1 and routine complaints are handled through the Public Safety Dispatch Center which is staffed 24 hours per day. The Dispatch Center handles the dispatching services for Police, Fire and EMS. It also handles callouts of other town departments during off hours.

1. <u>Police Services:</u>

Rocky Hill Police Department, Headquarters located at 699 Old Main Street.

50 Department Members: 38 Sworn Personnel, 8 Public Safety Dispatchers, 4 Clerical.

Organizational Chart is specified in Attachment B.

Equipment list is detailed in Attachment H.

Connecticut State Police, Headquarters located at 1111 Country Club Road, Middletown, are the primary responders to Interstate 91 north and south.

2. <u>Fire Service:</u>

Rocky Hill Fire Department, Headquarters located at 3050 Main Street (Company 3). Other fire stations are located 739 Old Main Street (Company 1) and 52 New Britain Avenue (Company 2).

There are 88 department members. Certifications include; Firefighter 1, Hazardous Materials Operations, ICS 100, 200, 700, and 800.

Organizational Chart is specified in Attachment C.

Equipment list is detailed in Attachment I.

3. <u>Emergency Medical Services:</u>

Monday through Friday, 06:00 to 18:00 services are provided by a commercial ambulance service that is contracted commercially. All other hours, holidays, or special circumstances, services are provided by the Rocky Hill Volunteer Ambulance Association, with Paramedic services provided by a commercial ambulance services that is contracted. Headquarters are located at 3050 Main Street.

There are 54 department members. Certification levels include EMT, AEMT, and Paramedic.

Primary hospitals transport to; Hartford Hospital, St. Francis Hospital, Middlesex Hospital, Hospital of Central Connecticut, New Britain, and John Dempsey Hospital/ UConn Med. Center

Organizational Chart is specified in Attachment D.

Equipment list is detailed in Attachment J.

4. <u>Emergency Management:</u>

Emergency Management operations are overseen by the Emergency Management Director located at Town Hall ,761 Old Main Street.

C. **Highway Department/Public Works**

Town roads are maintained by the Town of Rocky Hill Highway Department. Garage is located at 59 Old Forge Road. Department Superintendent's office is located at Town Hall, 751 Old Main Street.

State roads; Interstate 91 north and south, Route 160 (Glastonbury Avenue, Elm Street, New Britain Avenue), Route 411 (West Street), Route 3 (Cromwell Avenue and Maple Street), and Route 99 (Silas Deane Highway and Main Street) are maintained by State of Connecticut Department of Transportation.

There are 10 regular employees, 4 mechanics, and 5 dumpster attendants.

Equipment list is detailed in Attachment K.

D. **Parks and Recreation Department**

Parks and town properties are maintained by the Parks Department. Garage is located at Parsonage Street. Department Superintendent's office is located at Town Hall, 751 Old Main Street.

There are 6 full time employees with additional seasonal employees that vary.

Equipment list is detailed in Attachment L.

E. **Educational Institutions**

There are 6 public educational buildings, 1 quasi-public regional facility, and 1 private facility.

1. Town of Rocky Hill:

The Rocky Hill Board of Education comprises of nine members who are elected to office for a two year term. Board of Education Superintendent is hired and appointed by the Rocky Hill Board of Education. The Board of Education is responsible for the oversight of the town's educational system and 6 public educational buildings. Transportation services of students is provided by Durham Bus Company.

West Hill Elementary School located at 95 Cronin Drive. 85 staff members and 503 students.

Stevens Elementary School located at 322 Orchard Street. 74 staff members and 396 students.

Moser Intermediate School located at 10 School Street. 60 staff members and 470 students

Griswold Middle School located at 144 Bailey Road. 82 staff members and 579 students.

Rocky Hill High School located at 50 Chapin Avenue. 114 staff members and 743 students.

Pathways School located at 525 Brook Street. 3 staff members and 40 students.

2. Capitol Region Education Council:

Capitol Region Education Council office is located at 111 Charter Oak Avenue, Hartford.

Academy of Aerospace and Engineering Elementary School located at 7 Gardner Way. 60 Staff members and 342 students. Transportation services of students is provided by CREC Transportation.

3. Porter and Chester Institute:

Porter and Chester Institute is located at 30 Waterchase Drive. 7am to 11pm. 40 Staff members and 310 students. There is no transportation services for students.

F. **Health Services**

Public health services are provided by the Connecticut Central Health District. Central office located at 2080 Silas Deane Highway, Rocky Hill.

G. **Social Services**

Human and Social Services are provided by the Town of Rocky Hill Human Services Department located at 699 Old Main Street.

H. **Public Utilities**

Utilities that are required by Town of Rocky Hill residents are sewer, water, electric, phone and cable.

1. Sewer and Water

Metropolitan District Commission with central office located at 555 Main Street, Hartford.

2. Electricity

Eversource with main office located at 107 Selden Street, Berlin.

3. Phone and Cable

Cox Communications with main office located at 170 Utopia Road, Manchester.

Frontier Communications with main office located at 10 Willard Road, Norwalk.

4. Gas

Connecticut Natural Gas with main office located at 76 Meadow Street, East Hartford

I. **Chamber of Commerce:**

Rocky Hill Chamber of Commerce provides sustainable business community. Office is located at 2264 Silas Deane Highway.

IV.   SCOPE

This plan is designed and intended to have a broad focus of the numerous hazards that may affect the Town of Rocky Hill. By utilizing the FEMA based model of all hazards planning, the Emergency Operations Plan can be utilized for any type of incident. The plan is a tool that will assist in reducing the loss of life and property within the town. The plan is town wide in scope and will guide strategic organizational operations before, during and after a significant incident. By utilization of functional specific operational annexes the plan assigns emergency roles and responsibilities to individuals and/or agencies, establishes authority for direction and control. The plan will describe the concept of operations and legal authority for managing incidents within the town. The plan will also describe clear guidelines, definitions and operational concepts for the effective response of individuals and/or agencies. Use of this plan provides scalable, flexible, and adaptive concepts to assign key roles and responsibilities in order to respond to a large scale emergency or event.

Annexes will define and assign emergency roles and responsibilities to individuals and/or agencies and key positions for managing emergency operations in the town.

V.   HAZARDS AND THREATS

The Town of Rocky Hill is vulnerable to many types of disasters. These disasters may be natural or manmade in nature. The following list is not exclusive of incidents that may occur.

Natural disasters include: snowstorm or blizzards, ice storm, rainstorm, tornadoes, hurricanes, earthquakes, flooding, water source contamination, droughts, freezing temperatures, heat waves, and fires.

Manmade disaster include; fires, hazardous materials accidents, auto accidents, train accidents, aircraft accidents, fuel shortages, bridge failures/collapses, building collapses, public utilities failure, civil unrest, CBRN (Chemical, Biological, Radiological and Nuclear), and terrorist events.

VI.   PLANNING ASSUMPTIONS

- Any event can affect the town at any time, sometimes with very little warning which would not allow proper notification to be sent to citizens.
- In the event a disaster or emergency occurs, the Town of Rocky Hill government will continue to provide emergency and essential services. The town will operate emergency operations as specified in NIMS and ICS.
- Emergency Management Officials will initiate actions that save lives and protect property and the environment while maintaining direction and control of resources.
- All governmental actions will be executed in accordance to local and state statutes.
- The occurrence of one or more substantial incidents could or will result in a catastrophic situation. These situations could overwhelm town resources and require mutual aid assistance.
- A disaster affecting the Town of Rocky Hill can restrict the ability to travel and cause significant loss of utilities and commodities and threaten government operations and the health and safety of the citizens.
- Mutual aid assistance will be available through mutual aid compacts or agreements. These agreements could be municipality specific or regional.
- Town of Rocky Hill citizens and businesses need to utilize their own resources and be self-sufficient for at least 48 hours following a significant event or disaster.
- Businesses should have internal emergency operations procedures including Continuity of Operations Plan (COOP).
- Outside public safety assistance will be made available through mutual aid agreements or compacts. These agreements could be between municipalities or regionally.
- Residents and businesses will compete for resources.
- Widespread power and communications outages may require the use of alternate methods of providing public information and delivering essential services.
- Methods of communications may become problematic due to increased demands that may exceed network capacities.
- No matter how robust of a public awareness campaign that the Town of Rocky Hill promotes, it will not be 100 percent effective. Some people may ignore, not understand or obtain issued warnings.

VII.   CONCEPT OF OPERATIONS

Town of Rocky Hill will utilize a comprehensive emergency management program providing guidance and support to town's agencies and personnel during emergencies. This program will be organized and utilize the four phases of emergency management along with Emergency Service functions as specified in the National Response Framework.

A.   PHASES OF EMERGENCY MANAGEMENT

1.   Mitigation

The primary goal of mitigation is to reduce loss of life and property by decreasing the impact of disasters. This can be achieved by state and local regulations or ordinances, land use and building practices, and projects that either remove or reduce the risk from hazards and their effects. Mitigation, by reducing the impacts of a disaster it may also lessen the demand for resources. During this phase, After Action Reviews will be utilized to update and improve response plans. These After Action Reports should identify weaknesses or failures in previous response or operations.

2.   Preparedness

This phase includes developing plans to ensure the most effective, efficient response prior to an event. Also any activity taken in advance of an emergency to develop, support and enhance operational capabilities, and to recover from an emergency situation.

3.   Response

Any action taken immediately before, during, or after an emergency situation to reduce casualties, save lives, minimize damage to property, and enhance the effectiveness and speed of recovery.

4.   Recovery

Once the immediate threat to life and property has passed and appropriate response operations conducted, steps will be taken in an attempt of rapid recovery to return to normalcy. Recovery operations may begin concurrently with response operations. There may be different rates of recovery in different areas of town based on the severity of the event and its impact. Recovery activities may include coordination with the state and federal government for administering state and federal assistance.

B. **Measures to be taken by the town during each phase**

1. **Mitigation**

- Restrict development in areas of hazard with degree of risk.
- Promote personal safety and fire prevention.
- Promote citizens and businesses to maintain an emergency plan.
- Enhancement of public safety operations and planning while supporting professional development for all public safety personnel.
- Develop and maintain mutual aid agreements with surrounding jurisdictions.
- Develop and maintain memorandums of agreements with major businesses in town.
- Develop and maintain All Hazard annexes and training with town personnel.
- Utilize After Action Reports of previous incidents and conducted drill and exercises to identify gaps or weaknesses.
- Any other action deemed necessary to complete function.

2. **Preparedness**

- The Emergency Manager and Public Safety Director will maintain a line of communication with town agencies, department heads, and external agency representatives.
- All equipment and inventories will be confirmed and prepared for deployment.
- All personnel to be notified and be prepared for deployment.
- If an impending emergency occurs during a time when education facilities are open and occupied with staff and students, The Public Safety Director will work with education management to ensure safety of those individuals.
- If the event is local, the Region 3 State of Connecticut Office of Emergency Management and outside jurisdictions which the town has mutual aid compacts with shall be notified.
- Communications and Warning Plan to be activated in the prepared state.
  - o PIO to develop new releases for media outlets and alerts for citizens and businesses.
  - o Pre-alert warnings may be released to the public.
- The Emergency Operations Center will be activated and department representatives will be required to be designated to the EOC.
- Any other action deemed necessary to complete function.

3. **Response**

- Activation of the Emergency Operations Plan and its annexes.
- Immediately alert the citizens and businesses that may be affected. Provide guidance or instruction regarding emergency.
- Fully activate the Emergency Operations Center.
- Confirm contact communications with the Region 3 State of Connecticut Office of Emergency Management.
- Conduct emergency operations response in a safe and efficient manner utilizing available resources.
- If appropriate, declare state of emergency.
- Warnings and vital updates to be released to the public.
- Activate shelter operations if necessary.
- Any other action deemed necessary to complete function.

4. **Recovery**

- Continue to provide rescue operations and medical assistance.
- Provide transportation for individuals being relocated.
- Arrange for temporary shelter, housing, food and clothing.
- Certify buildings or areas are safe for habitation.
- If necessary, provide emergency, temporary mortuary service.
- Provide property protection from theft and vandalism.
- Assist public utilities with restoration of vital services.
- Continue to release vital updates to the public.
- Establish and maintain a public information center.
  - If Rocky Hill is included in a federal major, disaster assistance may be available through the Robert T. Stafford Disaster Relief and Emergency Assistant Act.
    - Federal Disaster assistance may also include:
      - Individual Assistance
      - Housing Assistance
      - Other Needs Assistance
  - FEMA's Public Assistance Grant Program.
  - Small Business Administration Disaster Loan Program
- Identify and Appoint a Long Term Recovery Coordinator
- Identify and Appoint a Volunteer Coordinator
- Identify and Appoint a Donations Coordinator

1. SHORT TERM RECOVERY

Activity that will return vital life support systems and critical infrastructure to minimum operating standards.

- o Initiated as soon as possible following the disaster, if not immediately
- o Evaluate damage assessment and prioritize restoration.

2. INTERMEDIATE RECOVERY

- o May begin within days of an event and may last weeks or months afterwards.
- o Actions that are transitory to provide a "bridge" to permanent measures.
- o May include returning individuals, families, commercial services and governmental services to a functional level.

3. LONG TERM RECOVERY

Designed to return normality to lives or to an improved state.

- o Planning for permanent reconstructions and revitalization to the impacted areas of town.
  - ▪ May last a few years
- o Changes to policies or town ordinances to lessen the impact of another disaster.

- - There may be a disaster related loss experienced by citizens or businesses that cannot be restored via provided programs that are available by local, state or federal programs due to the victim's ineligibility. The town will work in partnership with private and nonprofit organizations to assist with unmet needs.

5. **After Action Review**

After Action Reviews are essential for recognizing issues that hindered operations or original approaches that were introduced during preparedness, response and recovery that may be pertinent to future events. The Emergency Manager will issue an After Action Report (AAR) for any incident conducted utilizing the Emergency Operations Plan (EOP).

- o All issues need to be identified and documented.
- o All individuals and/or agencies will participate in the process and submit issues along with recommended solutions to the Office of Emergency Management for review and consolidation.
  - The Office of Emergency Management will provide templates for agencies to utilize during this process.
- o For actions that were deemed deficient, they will be identified in the After Action Report with recommended solutions.
  - The Office of Emergency management will work with individuals and/or agencies to track the status of work to resolve deficiencies.
  - These actions will be review quarterly until work has been completed.
- o All individuals and/or agencies directly involved in the operation will be invited to participate in an After Action Review meeting as an open forum.
  - Agencies may request separate AAR meetings specific to their division at any time prior to the final issued document of the AAR.
- Any other action deemed necessary to complete function.

C. **NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)**

NIMS defines standard means and establishes requirements for processes to describe, inventory, mobilize, track, and recover resources over the life cycle of the incident. These components are not covered in the Emergency Operations Plan, but in specialized annexes and agency standard operational guidelines.

D. **EMERGENCY SUPPORT FUNCTIONS (ESFs)**

Emergency Support Functions are the grouping of governmental and predesignated private sector capabilities into an organizational structure to provide support, resources, program application, and services that are most likely needed to save lives, protect property, restore essential services and critical infrastructure, and to help victims and the community return to normal following an incident. The ESFs will be activated as needed to support the operational needs of the town. This will include onsite operations, Emergency Operations Center operations, or Support operations.

The specific detail of each ESF will be outlined in in Annex A.

E. **INCIDENT COMMAND SYSTEM (ICS)**

The Incident Command System is an emergency management system designed to enable effective and efficient management of incidents by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. The ICS applies to any event, no matter to complexity, size and duration.

The initial responsibility of ICS will be that of the first responders. Upon arrival on scene, the responders will establish incident command and designate a command post location in where they will manage the emergency.

The Incident Commander (IC) is the individual responsible for all incident activities including the development of incident objectives, approving on scene strategies and tactics, and the ordering and release incident resources. The IC is delegated the overall authority and responsibility for conducting incident operations.

The ICS Command organizational structure develops in a top down, modular fashion that is based upon the size and complexity of the emergency. When needed, separate functional elements can be established, each which can be further subdivided if needed. Responsibility for the establishment, expansion and reduction of the ICS organization will ultimately be the responsibility of the on scene Incident Commander.

The ICS structure, staff and responsibilities are outline in in Annex A.

F. **UNIFIED COMMAND**

Unified Command will be utilized when there is more than one agency with incident jurisdiction or when incidents cross over municipal boundaries. Agencies will work together through the designated members of the Unified Command to establish common objectives and strategies under a single Incident Action Plan (IAP).

Unified Command provides relatively equal management participation by departments involved, but it is recognized that the lead agency must be the final arbiter within the Unified Command Team.

During a response, event parameters may change such that the focus and objectives in the response may change. A significant change could transfer the primary responsibility for lead agency within the Unified Command to a different agency. If this occurs, the members of the Unified Command team make this determination, by utilizing the incident planning process, and document the transition of lead agency status.

Continued assessment of each discipline in the Unified Command team as to the need for their participation is a component of the planning cycle throughout the duration of the event.

G. **INCIDENT COMPLEX**

An Incident Complex refers to two or more individual incident located in the same general area that are assigned to a single Incident Command or Unified Command.

H. **AREA COMMAND**

When a single incident covers a large geographical area or there are multiple incidents over a large geographical area, multiple ICS organizations may be required. When multiple organizations are operational, it may be necessary to establish an Area Command organization. Area Command has the responsibility to set overall strategy and priority, allocate critical resources according to the priorities, and ensure that all incidents are properly managed and established objectives are achieved.

I. **EMERGENCY OPERATIONS CENTER (EOC)**

The Emergency Operations Center serves as a multi-agency coordinator center where it is responsible for the strategic overview of a disaster. The EOC's function is to collect, gather and analyze data, make long term decisions pertaining to protecting life and property, maintaining continuity of operations and disseminate those decisions to all involved. The EOC usually only makes long term operations decisions, but does not customarily directly control field resources.

The EOC organizational structure and operations are outlined in Annex A.

J. **MULTI-AGENCY COORDINATION SYSTEM (MACS)**

The Multi-Agency Coordination System defines operating characteristics, interactive management components, and organizational structure of cooperating incident management entities engaged at the local, regional, state and federal level through mutual aid agreements.

A Multi-Agency Coordination Center (MACC) is established when incidents cross disciplinary and jurisdictional boundaries or involve complex incident management scenarios. A MACC is a fixed site facility with the responsibility for establishing priorities among the incidents and allocating resources accordingly.

K. **JOINT INFORMATION SYSTEM (JIS)**

The Joint Information System are the processes, procedures, and systems for communicating timely and accurate information to the public during a crisis or emergency situations.

The JIS is outlined in Annex H.

L. **CONTINUITY OF OPERATIONS PLANS (COOP)**

A major incident or emergency could include injury or death to key town officials, the partial or complete destruction of established facilities, and destruction of vital public records that are essential to government operations. A plan needs to be in place to ensure continued governmental operations during an event

The COOP is outlined in Annex K.

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XI.   EMERGENCY ROLES AND COORDINATION RESPONSIBILITIES

In addition to the following specific responsibilities listed, all department and/or agency heads have the responsibilities also listed here:

- Collaborate with the Emergency Manager during development of local emergency plans and provide key response resources.
- Participate in the planning process to build specific capabilities.
- Integrate capabilities into a workable plan to safeguard the community.
- Develop internal policies and procedures to meet response and recovery needs safely.
- Train personnel and participating in interagency training and exercises.
- When an incident occurs, respond according to emergency plans.

A. **TOWN MANAGER** *AKA Public Safety Director, Chief Executive Officer*

The Town Manager has the overall responsibility of ensuring public safety and welfare of the people in the Town of Rocky Hill.

- Establish strong working relationships with local leaders and core private sector organizations, voluntary, civil, and religious organizations.
- Lead and encourage local leaders to focus on preparedness by participating in planning, training, and exercises.
- Support participation in mitigation efforts within the town.
- Understand and implement regulations that support emergency management and response.
- Ensure that local emergency plans take into account the need of:
  - o The Town of Rocky Hill, including citizens, property and structures.
  - o First Responders and their job tasks.
  - o Citizens with special needs, including service animals.
  - o Household pets
  - o Encourage citizens and businesses to develop emergency plans.
- Works closely with the Emergency Manager Director.
- Exercises executive authority and direct control over all municipal departments.
- Declare a State of Emergency for the Town of Rocky Hill. (See Attachment E)
- Declare the activation of the Emergency Operations Plan. (See Attachment F)
- Activation of the Emergency Operations Center. (See Attachment G)
- Requests assistance from the State of Connecticut during an emergency.
- Direct the drafting of an Incident Action Plan.
- Authorizes the mitigation strategy for recovery.

B. **EMERGENCY MANAGEMENT DIRECTOR**

The Emergency Management Director has the day to day authority and responsibility for overseeing emergency management program and activities.

1. Non-Emergency Situations
- Advises the Town Manager on emergency management issues and associated laws, rules and regulations.
- Maintain the Town of Rocky Hill Emergency Operations Plan.
- Provide guidance and support to individuals and/or agencies relative to their role in an emergency activation.
- Coordinate the emergency planning process and work cooperatively with local leaders and core private sector organizations, voluntary, civil, and religious organizations.
- Acts as the town's liaison to other local, state and federal emergency management agencies.
- Maintain awareness of changing nomenclature and developments within the realm of Emergency Management.
- Develop mutual aid and assistance agreements.
- Understanding of the Capitol Region Council of Government's (CRCOG) Regional Emergency Support Plan (RESP).
- Develop and implement public awareness and educational programs.
- Conduct exercises to test plans and systems and to integrate lessons learned into the Town of Rocky Hill's Emergency Operations Plan.
- Strive to include the citizens, and private businesses and organizations in planning, training and exercises.
- Keep current inventory of all available response assets within the town and recognize where to obtain additional resources through mutual aid, MOU/MOAs, contracts and private sources. These lists should be updated annually.
- Establish methods for mass notifications in the occurrence of a significant event.
- Coordinate with Central Connecticut Health District and the North Central CMED System with development of plans relating to mass casualty incidents.
- Establishment of shelter operations guidelines.
- Designation of an Emergency Operations Center along with developing staffing and operational plans.
- Prepares and submits grants for the purpose of securing state or federal money and/or equipment to meet the towns need for emergency preparedness and response.
- Assigns staff to key posts within the emergency management program.
- Facilitates After Action Reports and related meetings.

2.   Emergency Situations

- Responsibility to ensure proper coordination between departments and that all logistical needs are being met.
- Activates, properly staffs, and manages the Emergency Operation Center.
- In conjunction of key members within the EOC, directs and reallocates assets and resources during an emergency.
- Responsible for activation of the emergency public notification system.
- Coordinates the emergency management activities between public and private agencies.
- Coordinate damage assessments during an incident.
- Keep Town government officials informed about emergency management activities during an incident.
- Notify State of Connecticut Region 3 Emergency Management Coordinator of emergency operations with activation of the Emergency Operations Center and declaration of a State of Emergency for the Town of Rocky Hill.
- Maintains the proper course of action within the ICS structure and integrated ESFs.
- Coordinates continuity of operations planning.
- Work in cooperation with volunteer services. Assist with recruitment, registration, and identification of volunteer emergency workers.
- Through the logistics section, ensures required resources are available for response and recovery operations.
- Determines if shelter operations is needed and coordinates with its operation.
- Document all phases of the incident and the Town of Rocky Hill response.

C. **POLICE CHIEF**

Responsibility for the overall operations of the Rocky Hill Police Department.

- Law enforcement resources
- Traffic control
- Law enforcement operations
    - Patrol
    - Investigations
    - Communications
- Requests and manages mutual aid requests and resources
- Provide explosive ordinance detection and disposal.
- Provide traffic management and crowd control
- Coordinates and assists with evacuation operations.
- Assist with ground search and rescue.
- Provides emergency animal control services utilizing RHPD Animal Control Officer.
- Provide security services at designated shelters.
- Serves as a cooperating and coordinating agency representative to the following groups:
    ESF-2: Communications, ESF-3: Public Works and Engineering, ESF-4: Firefighting, ESF-5: Emergency Management, ESF-6: Mass Care, Emergency Assistance, Housing and Human Services, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health and Medical Services, ESF-9: Search and Rescue, ESF-10: Oil and Hazardous Material Response, ESF-13: Public Safety and Security, ESF-15: External Affairs.

D. **FIRE CHIEF**

Responsibility for the overall operations of the Rocky Hill Fire Department.

- Fire service resources
- Fire service operations
- Requests and manages mutual aid requests and resources
- Establishes and coordinates on scene Incident Command activities including the structure and IC post location.
- Determines the need for evacuations through risk analysis and situational awareness, and coordinates as necessary.
- Conducts damage assessments
- Responsible for on scene warnings and alerting.
- Responsible for evacuations in areas of duress during emergencies.
- Serves as cooperating and coordinating agency representative to the following groups:
  ESF-2: Communications, ESF-3: Public Works and Engineering, ESF-4: Firefighting, ESF-5: Emergency Management, ESF-6: Mass Care, Emergency Assistance, Housing and Human Services, ESF-7: Logistics Management and Resource Support, ESF-9: Search and Rescue, ESF-10: Oil and Hazardous Materials Response, ESF-15: External Affairs.

E. **EMERGENCY MEDICAL SERVICES CHIEF**

Responsibility for the overall operations for Emergency Medical Services within the Town of Rocky Hill.

- Volunteer and paid resources
- Assures that personnel triages, treats, and transports injured people during emergency operations.
- Coordinates with the Central Connecticut Health District Coordinator and North Central C-Med during mass casualty situations.
- Serves as cooperating and coordinating agency representative to the following groups:
  ESF-2: Communications, ESF-3: Public Works and Engineering, ESF-4: Firefighting, ESF-5: Emergency Management, ESF-6: Mass Care, Emergency Assistance, Housing and Human Services, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health and Medical Services, ESF-9: Search and Rescue, ESF-13: Public Safety and Security, ESF-15: External Affairs, ESF-16: Volunteer Management, ESF-19: Special Needs Management.

F. **PUBLIC WORKS DIRECTOR**

Responsibility for the overall operations of the public works department within the Town of Rocky Hill.

- Public works resources.
- Public works operations.
- Coordinates with private sector utility representatives for service restoration.
- Coordinates with private sector utility representatives for use of resources within public works related operations.
- Conducts damage assessments.
- Maintains and implements a debris management plan and coordinates debris removal along with private contractors.
- If needed, provide snow and ice removal from critical infrastructures, buildings and/or roadways.
- Assist in fulfilling requests for additional related construction equipment, operators and supplies.
- Coordinate operations with the Parks and Recreation Director for unified operations.
- Serves as a cooperating and coordinating agency representative to the following groups:
  ESF-2: Communications, ESF-3: Public Works and Engineering, ESF-4: Firefighting, ESF-5: Emergency Management, ESF-7: Logistics Management and Resource Support, ESF-9: Search and Rescue, ESF-10: Oil and Hazardous Material Response, ESF-12: Energy, ESF-13: Public Safety and Security, ESF-14: Long Term Community Recovery, ESF-15: External Affairs.

G. **PARKS AND RECREATION DIRECTOR**

Responsibility for the overall operations of the Parks and Recreation Department within the Town of Rocky Hill.

- Parks and Recreation resources.
- Park and Recreations operations.
- Coordinate operations with the Public Works Director for unified operations.
- Coordinate with Shelter and Mass Care Coordinator for assistance in operations.
- Serves as a cooperating and coordinating agency representative to the following groups:
  ESF-2: Communications, ESF-3: Public Works and Engineering, ESF-4: Firefighting, ESF-5: Emergency Management, ESF-7: Logistics Management and Resource Support, ESF-9: Search and Rescue, ESF-10: Oil and Hazardous Material Response, ESF-12: Energy, ESF-13: Public Safety and Security, ESF-14: Long Term Community Recovery, ESF-15: External Affairs.

H. **HEALTH AND MEDICAL COORDINATOR** *Assigned to Central Ct Health District Director*

Coordinates the use of health and medical resources and personnel involved in providing medical assistance to disaster victims.

- Coordinate with representatives of EMS, hospitals, environmental and mental health, mortuary services, MRC, and DMAT to develop emergency medical plans.
- Assists Office of Emergency Management with planning for persons with access and functional needs.
- Point of contact with long term care facilities to coordinate critical needs during an emergency.
- Issues health advisories for responders and citizens.
- Maintains emergency procedures for mass and mobile medical services.
- Maintains emergency procedures for points of distribution (POD).
- Oversees food safety and sanitation during emergencies for all individuals, businesses and shelters.
- Implement isolation and quarantine measures.
- Identify public health hazards during damage assessments.
- Conduct environmental health assessments, disease vectors, and environmental samples.
- Coordinate with agencies during debris removal that impact public health.
- Advises on public health hazards related to human and medical waste, biohazards, hazardous materials and radiological materials.
- Liaison to state and federal health and environmental agencies.
- Serves as a cooperating and coordinating agency representative to the following groups:
    ESF-3: Public Works and Engineering, ESF-4: Firefighting, ESF-5: Emergency Management, ESF-6: Mass Care, Emergency Assistance, Housing, and Human Services, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health Public Health and Medical Services, ESF-9: Search and Rescue, ESF-10: Oil and Hazardous Material Response, ESF-11: Agriculture and Natural Resources, ESF-12: Energy, ESF-14: Long Term Community Recovery, ESF-15: External Affairs, ESF-16: Volunteer Management, ESF-19: Special Needs Management.

I. **HUMAN SERVICES DIRECTOR**

Responsibility for the overall operations of the Human Services Department in the Town of Rocky Hill

- Mission during an emergency is to concentrate on the welfare of citizens and animals affected by disasters.
- Provides emergency contact with town citizens whom have mobility issues during an emergency event.
- Arranges non-emergent transport of citizens to shelters, reunification centers, and public information centers for those who have no other means of transportation.
- Assigned as Donation Coordinator.
- Coordinates existing and available local, state and federal programs via grants to citizens who were affected by an emergency.
- Coordinates with American Red Cross and Salvation Army for support during emergencies.
- Serves as a cooperating and coordinating agency representative to the following groups:
    ESF-5: Emergency Management, ESF-6: Mass Care, Emergency Assistance, Housing, and Human Services, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health Public Health and Medical Services, ESF-11: Agriculture and Natural Resources, ESF-14: Long Term Community Recovery, ESF-15: External Affairs, ESF-16: Volunteer Management, ESF-19: Special Needs Management.

J. **SHELTER COORDINATOR** *Assigned to Human Services Director*

Under the advisement of the Emergency Manager, coordinates and manages all shelter and/or mass care activities during an emergency.

- Maintains and updates a prepared list that identifies the buildings that have been selected for use as shelter/mass care facilities and the number of people that can be facilitated in each.
- If nongovernmental buildings have been identified as shelter/mass care locations, will work with the Emergency Manager in development of MOA with owners for access to those facilities during an emergent event.
- Maintains a resource list for needed supplies for setup and sustainability for each facility.
- Maintains a list of individuals and/or agencies responsible to specific components and resources of shelter/mass care operations.
- Relates facility locations against potential and/or impending hazards and disaster conditions.
- Identify staffing requirements for each facility.
- Designates a Facility manager for each location in operation
- Prepare a manager's kit for each facility.
- Properly train all individuals that would be providing services in care facilities.
- Develops and disseminates a shelter/mass care operational organizational chart with designated assignment locations and contact numbers.
- Assist the Animal Care and Control Coordinator in operations for treatment and care of animals during an emergency.
- Serves as a cooperating and coordinating agency representative to the following groups:
  ESF-5: Emergency Management, ESF-6: Mass Care, Emergency Assistance, Housing, and Human Services, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health Public Health and Medical Services, ESF-11: Agriculture and Natural Resources, ESF-14: Long Term Community Recovery, ESF-15: External Affairs, ESF-16: Volunteer Management, ESF-19: Special Needs Management.

K. **PUBLIC INFORMATION OFFICER** *Assigned to Town Manager*

Responsible for the dissemination of information to the public during emergencies. Information provided should call people to action, educate and inform, and to modify behavior during an emergency. Serves as the single point for media releases.

- Assigned within the Command Staff in ICS and advises the Incident Commander on all public information matters relating to the management of the incident.
- The primary goal is to advise the public of information during an emergency.
- The information should have the ability to reach all citizens, including but not limited to, visual and hearing impaired, non-English speaking
- Oversees that the correct information is disseminated via the available medias;
    o Television
    o Newspapers
    o Radio
    o Town's website
    o Social Media
    o Telephone
    o Electronic signs
    o Face to face
- Establishes and maintains a working relationship with the local media outlets.
- Coordinates with the Board of Education to overlap communications to employees and families.
- Ensure timely information gathering, preparation, and dissemination.
- Gathers information from all emergency operations points of contact and develops emergency information messages, media releases, and media packets.
- News releases shall convey the key messages and;
    o Well organized and easy to follow
    o Uses clear and concise language
    o Correct grammar
    o Concentrate on the most critical items.
- Develops and coordinates the distribution of protective action to the public.
- Manages the Joint Information Center (JIC)
- Monitors and responds to media outlets to identify trends and reduce the dissemination of incorrect or misinformation.
- Maintain a file record of all news releases.
- Serves as a cooperating and coordinating agency representative to the following groups:
    ESF-5: Emergency Management and ESF-15: External Affairs.

L. **COMMUNICATIONS COORDINATOR** *Assigned to the PSAP Communications Supervisor*

Responsible for the management of all emergency communications systems, personnel and policies.

- Coordinates with the town's IT department to ensure computers, phones, network communications, GIS, CAD, and web capabilities are maintained and operational.
- Coordinates with radio service contractor to maintain primary and backup communications equipment.
- Responsible for communications personnel to maintain needed staffing for PSAP and/or EOC.
- Receives warning and notifications of current or pending emergencies and makes the initial notifications in coordination with the Emergency Manager.
- Surveys and analyzes equipment locations for potential hazards and disaster conditions.
- Identifies the communications and warning resources available to the Emergency Operations Center.
- Serves as a cooperating and coordinating agency representative to the following groups:
    ESF-2: Communications, ESF-3: Public Works and Engineering, ESF-4: Firefighting, ESF-5: Emergency Management, ESF-6: Mass Care, Emergency Assistance, Housing and Human Services, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health and Medical Services, ESF-9: Search and Rescue, ESF-10: Oil and Hazardous Material Response, ESF-11 Agriculture and Natural Resources ; ESF-13: Public Safety and Security, ESF-15: External Affairs.

M. **WARNING COORDINATOR** *Assigned to Emergency Manager*

Responsible for the warning system resources within the Town of Rocky Hill.

- Develops a database and catalog of different warning systems with consideration to various hazards and activation procedures.
- Identifies area to be utilized for fixed warning sites and develops procedures to warn areas not covered by warning systems.
- Develops plans for warning systems for special needs citizens.
- Develops plans to warn custodial institutions. (Nursing facilities and schools)
- Coordinates warning requirements with the Emergency Alerting System (EAS) and Integrated Public Alert and Warning System (IPAWS).
- Serves as a cooperating and coordinating agency representative to the following groups:
  ESF-2: Communications, ESF-3: Public Works and Engineering, ESF-4: Firefighting, ESF-5: Emergency Management, ESF-6: Mass Care, Emergency Assistance, Housing and Human Services, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health and Medical Services, ESF-9: Search and Rescue, ESF-10: Oil and Hazardous Material Response, ESF-11 Agriculture and Natural Resources ; ESF-13: Public Safety and Security, ESF-15: External Affairs.

N. **ANIMAL CARE AND CONTROL COORDINATOR** *Assigned to RHPD Animal Control*

Coordinates the services and assistance provided to animal. Will include protection, care, housing and disposal of remains.

- Coordinates with local private and state agencies for assistance during times of an emergency.
- Plans for the protection of companion and farm animals.
- Coordinate assistance from non-governmental organizations and volunteer groups.
- Serves as a cooperating and coordinating agency representative to the following groups:
  ESF-3: Public Works and Engineering, ESF-5: Emergency Management, ESF-7: Logistics Management and Resource Support, ESF-11 Agriculture and Natural Resources, ESF-15: External Affairs.

O. **FINANCE COORDINATOR** *Assigned to Finance Director*

Maintains contact with agency administration on finance and administration matters.

-   Provide financial management assistance including maintaining vendor files and payment of bills.
-   Provide access to emergency funds for use of town agencies during response and recovery phase.
-   Provide assistance or financial advice to The Emergency Manager and Public Safety Director in the preparation and review of financial reports and federal reimbursement forms or applications.
-   Work with each town agency to maintain accurate records and logs of all funds expended and materials/supplies obtained by purchase. Require receipts or detailed written records.
-   Familiarity with procedures required by the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288).
-   Serves as a cooperating and coordinating agency representative to the following groups:
      ESF-5: Emergency Management, ESF-7: Logistics Management and Resource Support, ESF-14: Long Term Community Planning.

P. **PURCHASING AND SUPPLY MANAGEMENT** *Assigned to Facilities Director*

Develops procedures and policies for the acquisition of resources to fulfill requests in support of emergency operations.

-   Coordinates with Finance Coordinator for purchasing of needed supplies and equipment.
-   Maintains a list of suppliers and vendors of equipment, materials and services needed during disaster response and recovery.
-   Develops procedures to track shipments from vendors.
-   Develops procedures for tagging, issuing, tracking and re-inventorying of equipment and supplies.
-   Designates and maintains a location to stage and store donated goods and resources intended for recovery operations and locations.
-   Pre-establishes supply sources for ice, water, generators, tarps, plywood, and ready to eat meals.
-   Serves as a cooperating and coordinating agency representative to the following groups:
      ESF-5: Emergency Management, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health and Medical Services.

Q. **FACILITIES MANAGEMENT** *Assigned to Facilities Director*

Sets up and maintains all facilities and IT functions used in support of the emergency.

- Provides technical assistance to the EOC as required for computers, phones, network communications, GIS, CAD, and web capabilities and make sure they are maintained and operational.
- Ensures emergency backup and contingency communications capabilities in the event normal communications are disrupted.
- Assists town agencies with Geographic Information Systems (GIS) in supporting incident response, recovery and mitigation activities.
- Provide support to mass care facilities or other facilities established to support operations or delivery of assistance.
- Coordinates emergency repairs to town facilities as needed.
- Coordinates the maintenance, custodial services, and continued operation of town facilities where the Facilities Department has assigned responsibilities.
- Identifies town facilities that may be made available to support operations.
- Serves as a cooperating and coordinating agency representative to the following groups:
  ESF-2: Communications, ESF-3: Public Works and Engineering, ESF-5: Emergency Management, ESF-6: Mass Care, Emergency Assistance, Housing and Human Services, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health and Medical Services, ESF-13: Public Safety and Security, ESF-14: Long Term Community Planning.

R. **BUILDING DEPARTMENT** *Assigned to Building Official*

Primary assignment will be structure inspection and habitation status

- Coordinate building inspections between town, state and federal agencies.
- Coordinate inspections with private contractors.
- Receive reports from field Teams.
- Plan the Building Department's response.
- Ensure proper placards are placed on structures.
- Coordinate with Army Corps of Engineers.
- Coordinate with Rocky Hill Engineering Department.
- Serves as a cooperating and coordinating agency representative to the following groups:
  ESF-3: Public Works and Engineering, ESF-4: Firefighting, ESF-5: Emergency Management, ESF-7: Logistics Management and Resource Support, ESF-8: Public Health and Medical Services, ESF-9: Search and Rescue, ESF-13: Public Safety and Security, ESF-15: External Affairs.

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ANNEX A: DIRECTION AND CONTROL

A N N E X   A .   D I R E C T I O N   A N D   C O N T R O L

I.   PURPOSE

This annex outlines the information to be utilized for the means that the Town of Rocky Hill will use to direct and control activities that are essential to saving lives, protecting property and restoring governmental services during and following emergency situations that are out of the normal daily routine response.

Outline the concept of managing and coordinating large scale emergency operations.

To establish plans and procedures for the operation of the Emergency Operations Center (EOC).

To establish communications and coordination with local municipalities and state government agencies.

Explanation and examples of the Incident Command System (ICS).

Explanation of the Emergency Support Functions (ESF) and comprehensive information for each section.

II.   SITUATION

The highest qualified level responder on the scene conducts direction and control during low level emergencies as the Incident Commander. The Incident Commander will utilize the Incident Command System in conjunction with local ordinances, policies and procedures to conduct the control of the response.

When the event or emergency becomes too large or difficult for local resources to handle, it will require mutual aid response. When mutual aid response has been exhausted, it will require the centralization of the direction and control of the response.

The recurring threat of severe weather and the potential hazards that exist within or near the Town of Rocky Hill that have the potential to cause emergencies of such magnitude as to warrant the need of the direction and control of the response.

The Direction and Control will be put in place during any State of Emergency activation.

The EOC serves as the central direction and control point for town wide emergency response activities.

III.   ASSUMPTIONS

Any emergency or disaster can affect the Town of Rocky Hill at any time and without warning.

Incidents will be handled at the lowest possible level. Normal daily routine response shall not be considered an emergency situation to merit an emergency operations plan activation.

The Emergency Operations Center will be activated upon the threat or occurrence of a major emergency situation and designated personnel will report within one (1) hour of notification.

The town's Emergency Operations Center facility and equipment are adequate for coordinating town wide emergency operations.

Proper procedures have been developed to effectively direct and control emergency response and recovery operations.

Emergency operations and coordination at all levels of government will be carried out according to existing plans and procedures.

Centralized direction and control is the most effective approach to emergency management operations in large or significant emergency situations.

Management activities will follow procedures and expectations in accordance to NIMS and ICS.

The Emergency Operations Center is the central coordinating point for obtaining, analyzing, and retaining situational material.

IV.   CONCEPT OF OPERATIONS

Emergency operations include all activities that are directed toward reducing the immediate hazard, establishing control of the situation, and restoring normal conditions within town.

The responsibility for the direction and control of emergency situations is assigned to the Town Manager / Public Safety Director and is typically exercised through the Emergency Management Director.

The Emergency Operations Center is organized and operated according to the National Incident Management System (NIMS) and is the standard for the facility.

The Emergency Management Director activates, coordinates, organizes, and operates the Emergency Operation Center based on the degree of the emergency. The EOC has three (3) activation levels.

The Emergency Operations Center does not command and/or control on scene response or operations, but operates as a guide on priorities and is essential in obtaining needed resources and support for the Incident Commander.

V.   INCIDENT COMMAND SYSTEM

One of the fundamental organizational and procedural constructs of the Command and Management component of NIMS is the Incident Command System (ICS). The Incident Command System has been recognized as the model for the Command, Control, and Coordination of resources and personnel in response to an emergency.

The Incident Command System is used for a broad spectrum of incidents, from routine to complex and is utilized by all levels of government. It is the combination of facilities, equipment, personnel, procedures and communications that are operating within a common organizational structure designed to aid in incident management activities. It is comprised of five major functional areas: Command, Operations, Planning, Logistics, and Finance/Administration.

The ICS organizational structure is modular, extending to incorporate all elements necessary for the type, size, scope, and complexity of an incident. It builds from the top down; responsibility and performance begin with Incident Command. Four separate Sections can be used to organize the General Staff. Each of these Sections may have several subordinate units, or Branches, depending on the incident's management requirements. If one individual can simultaneously manage all major functional areas, no further organization is required. If one or more of the functions requires independent management, an individual is assigned responsibility for that function.

To maintain a manageable span of control, the initial responding Incident Commander may determine it necessary to delegate functional management to one or more Section Chiefs. The Section Chiefs may further delegate management authority for their areas, as required.
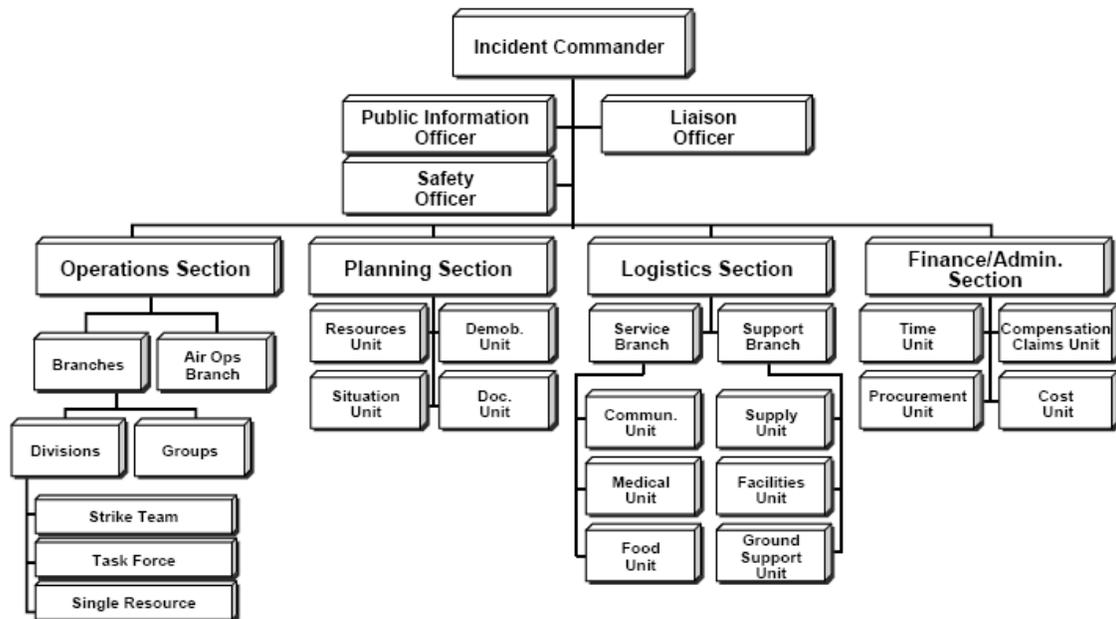
Incident Command has the overall responsibility for the incident and establishes incident objectives, strategies and priorities.

Operations Section determines tactics and resources for achieving objectives and directs tactical response.

Planning Section collects and analyzes information, tracks resources, and maintains documentation.

Logistics Section provides resources and needed services.

Finance/Administration procures needed resources and accounts for expenditures, claims and compensation.

Some of the most important points that are necessary to apply ICS in the field at the incident scene include the following:

Recognizing and anticipating the requirement that organizational elements be activated and taking the necessary steps to delegate authority as appropriate.

Establishing incident facilities as needed to support field operations.

Establishing the use of common terminology for organizational elements, position titles, facilities, and resources.

Rapidly evolving from oral direction to the development of a written Incident Action Plan (IAP).

For all Incidents that occur in the Town of Rocky Hill, the Incident Command Structure will be established by on scene personnel. If the incident becomes too large and escalates beyond the capability of field command staff, the Emergency Operations Center will be activated to provide the needed assistance to the Incident Commander.

A. **Major Principles of ICS**

   1. **Common Terminology**

   ICS establishes common terminology that allows diverse incident management and support organizations to work together across a wide variety of incident management functions and hazard scenarios.

   2. **Modular Organization**

   The incident command organizational structure develops in a modular fashion that is based on the size and complexity of the incident, as well as the specifics of the hazard environment created by the incident.

   3. **Management by Objectives**

   The management by objectives is communicated throughout the entire ICS organization and includes: establishing objectives and strategies; developing and issuing assignments, plans, and procedures; establishing measurable tactics: and documenting results to facilitate corrective action.

   4. **Incident Action Planning**

   Centralized coordinated incident action planning should guide all response activities. An Incident Action Plan (IAP) provides a concise and coherent means of capturing and communicating the overall incident priorities, objectives, strategies, and tactics in the context of both operations and support activities

   5. **Manageable Span of Control**

   Span of control is key to effective incident management. Within ICS, the span of control of any individual with incident management supervisory responsibility should range from three to seven subordinates, with the optimum being five. The type of incident, nature of the task, hazards and safety factors, and distances between personnel and resources all influence span of control considerations.

   6. **Incident Facilities and Locations**

   Various types of operational support facilities are established in the vicinity of the incident, depending on its size and complexity, to accomplish a variety of purposes. The Incident Command (IC) will direct the identification and location of facilities based on the requirements of the situation at hand. Typically designated facilities include incident command posts, bases, camps, staging areas, mass casualty triage areas, points of distribution (POD) sites, and others as may be required.

   7. **Comprehensive Resource Management**

   Maintaining an accurate and up to date picture of resource utilization is a critical component of incident management. Resources are identified as personnel, teams, equipment, supplies, and facilities available or potentially available for assignment or allocation in support of incident management and emergency response activities.

8. **Integrated Communications**

   Incident communications are facilitated through the development and use of common communications plan and interoperable communications processes and designs.

9. **Establishment and Transfer of Command**

   The command function must be clearly established from beginning of incident operations. The agency with primary jurisdictional authority over the incident designates the individual at the scene responsible for establishing command. When command is transferred, the process must include a briefing that captures all essential information for continuing safe and effective operations.

10. **Chain of Command and Unity of Command**

    Chain of command refers to the orderly line of authority within the ranks of the incident management organization. Unity of command is the concept by which each person within the organization reports to one and only one designated person. The purpose of unity of command is to ensure unity of effort under one responsible commander for each objective. These principles clarify reporting relationships and eliminate the confusion caused by multiple, conflicting directives. Incident managers at all levels must be able to direct the actions of all personnel under their supervision.

11. **Unified Command**

    Unified command allows agencies with different legal, geographical, and functional authorities and responsibilities to work together effectively, following a single Incident Action Plan (IAP), without affecting individual agency authority, responsibility, or accountability.

12. **Accountability**

    Effective accountability of resources at all jurisdictional levels and within individual functional areas during incident operations is essential.

13. **Dispatch and Deployment**

    Resources should only respond when requested or when dispatched by an appropriate authority through established resource management systems. Resources not requested must refrain from spontaneous deployment to avoid overburdening the recipient and compounding accountability challenges.

14. **Information and Intelligence Management**

    The incident management organization must establish a process for gathering, analyzing, assessing, sharing, and managing incident related information and intelligence.

NOTE: A detailed description of the Incident Command System can be found in the National Fire Academy's NFA-ICS-SM, The Incident Command System, August 1, 1989.

VI.   EMERGENCY SERVICE FUNCTIONS (ESF)

Emergency Support Functions are the grouping of governmental and predesignated private sector capabilities into an organizational structure to provide support, resources, program implementation. These functions are also services that are most likely needed to save lives, protect property, restore essential services and critical infrastructure, and help victims and communities return to normal following an incident or emergency.

ESFs are used to identify subject matter disciplines in order to coordinate assistance. Each ESF has an assigned coordinating agency and designated cooperating agencies. The coordinating agencies are designated because they either have direct responsibility or the prerequisite expertise and resources due to their program responsibilities. The coordinating agency will work directly with the Emergency Manager for pre-incident planning and coordination to ensure agencies and/or individuals are prepared to provide needed resources and perform assigned operational roles.

ESFs will be activated as needed to support actual or anticipated emergencies or events and will provide representatives to the town's EOC upon activation.

The following chart lists the ESF position, ESF name, coordinating town agency and/or individuals, scope of the ESF, and assumptions.

POSITION	NAME	AGENCY / INDIVIDUAL	SCOPE	ASSUMPTIONS
ESF- 1	Transportation	Public Works	* Transportation Safety * Movement Restrictions *Damage/Impact Assessment * Identify Transportation Resources	* Emergency situations may require the evacuation of parts of The Town of Rocky Hill. *A sufficient warning time will normally be available to evacuate the population. *Traffic control resources shall be coordinated prior to the public release of an evacuation order. *Evacuation and re-entry information will be made to the public. *Debris or damage to roadways could hinder evacuations. *Effective traffic control points shall be established.
ESF-2	Communications	Public Safety Communications	* Coordinate with IT * Operate Public Safety Radios * Operate Phone Systems * Dispatch / CAD Functions * PSAP Functions * Establish and maintain interoperable systems	*Staffing for 24 hour coverage. *Not all routine daily systems may be available. *Ad Hoc functionality of systems may occur. *Additional tasking may occur based on situation(s) and EOC staffing levels.
ESF-3	Public Works and Engineering	Public Works	* Infrastructure protection and emergency repair * Construction Management * Emergency contracting support * Public Utility support * Debris management	*A major disaster will cause unprecedented property damage, blocked roadways, remarkable debris removal and possible disposal problems. *Interruption of some or all essential services due to an emergency or disaster will result in large numbers of

				people without essential services. *Private equipment may be utilized for debris removal. *Critical facilities will receive priority in restoration of essential services.
ESF-4	Firefighting	Fire Department	* Firefighting suppression operations * Rescue Operations	*Planning and training prior to an incident will reduce risk to personnel. *Most emergency situations will be able to be handled through normal operations and mutual aid agreements. *Additional tasking may occur based on situation(s) and Town's needs.
ESF-5	Emergency Management	Emergency Manager	* Coordinate Emergency Management activities * Maintain emergency plans and procedures * EOC Manager * Monitor and input WebEOC * Coordinate disaster damage assessment data collection * Conduct training and exercise activities	* Overall responsibility for the EOC. * Will make appropriate notifications for EOC activations. *Provide direction and control. * Maintain situational boards.
ESF-6	Mass Care, Emergency Assistance, Human Services	Human Services	* Mass Care * Shelter Operations * Emergency assistance * Disaster housing * Human Services	* Grocery stores, restaurants, or other businesses could may support initial shelter operations with donations. *Churches and other groups will open shelters independently. * Residential facilities are responsible for evacuation and relocation plans for their facility.

ESF-7	Logistics and Resource Support	Facilities	* Resource Support * Facility and Office operations * Manage commodities and supplies	* Town owned or controlled resources shall be utilized first. * Adequate resources for a long term incident may not be available in town. * Some resources may not be able to be utilized due to road conditions and manpower. * Resources from Regional or State partners may be delayed in arrival.
ESF-8	Public Health and Medical Services	EMS and Health Department	* Emergency Medical Response * Public Health * Mental Health Services * Mass Casualty and Fatality Services	* Responses may be delayed based on road conditions. * A large scale emergency may result in an increased demand for services within the region resulting in delay of assistance.
ESF-9	Search and Rescue	Fire Department	* Life Saving operations * Search and Rescue Operations	* Resources requested from surrounding agencies may be delayed due to weather, road conditions, or availability of personnel with the required expertise.
ESF-10	Oil and Hazardous Materials	Fire Department	* Hazardous Materials Response * Coordinate short and long term cleanup	* The material involved can be identified within a reasonable timeframe from the owner of the facility / vehicle, shipping documents, The North American Emergency Response Guidebook (ERG) or an equivalent document.

ESF-11	Agriculture and Natural Resources	Parks Department and Animal Control	* Animal and plant disease * Pest response * Natural resources * Household Pets	* Animal services will be in great demand during an incident. * Many people are reluctant to abandon their pets. * Veterinarian offices and kennels will be full to capacity.
ESF-12	Energy	Public Works	* Energy Infrastructure * Energy Utilities Coordination	* A significant emergency may cause widespread and long term outages of services. * Events outside the Town of Rocky Hill can delay restoration of services.
ESF-13	Public Safety and Security	Police Department	* Facility and resource security * Security planning * Police Services * Traffic and crowd control	* Resources will be quickly overwhelmed. * Traffic control problems will increase.
ESF-14	Long Term Community Recovery	Town Manager, Emergency Manager, Human Services Disaster Recovery Group	* Social and economic community impact assessment * Prioritize recovery activities * Long Term Assistance programs * Analysis and review of mitigation programs	* A significant incident will exceed damage assessment resources within the town and will require more personnel. * A catastrophic disaster may impede the ability to provide immediate situational reports. * The thoroughness and accuracy of damage assessments can affect the receipt of recovery assistance.

ESF-15	External Affairs	Town Manager and Emergency Manager	* Public Information * Media Relations	* Timely release of information will gain public trust and reduce negative impact to life and property. * The news media assists in disseminating emergency public information. * Disasters negatively impact citizen's ability to receive information.
ESF-16	Volunteer and Donations Management	Human Services	* Coordinate volunteer workers * Coordinate assistance activities * Coordinate donated goods	* Without proper coordination, undocumented volunteers will be operational. * Without proper cataloging, donated goods may be displaced or lost. * Proper intake will ensure donated goods are needed and in proper condition.
ESF-19	Special Needs	Human Services and Health Department	* Health and welfare of those in need of assistance * Transportation	* Proper assistance saves property and lives. * A percentage of those in need live alone.
ESF-20	Faith Services	Human Services	* Coordinate with town faith facilities	* Some services will independently operate own shelters. * Services have groups that are specific to disaster response.
ESF-21	Collegiate Services	Human Services	* Coordinate volunteered services supplied by area colleges and universities	* There are no colleges in Rocky Hill. * Collegiate Services are mainly volunteer.

VII.   EMERGENCY OPERATIONS CENTER (EOC)

A. **General:** This section will discuss the Emergency Operations Center. Included in this section is the functions of, activation levels, activation, staffing, and staff responsibilities / tasklists.

B. **EOC Location**: Rocky Hall Town Hall, 761 Old Main Street, Rocky Hill. First floor
EOC quarters.
EOC Alternate Locations:
Mobil Field Unit Command Post
Rocky Hill Fire Department Company 2, 52 New Britain Avenue. Rocky Hill
Fire Department Company 3, 3050 Main Street. 1st Responder)

Incident Commanders have several critical needs with which EOC personnel can assist. These needs include:

- A common operating picture.
- Policy direction.
- Communication support.
- Resources.
- Strategic planning.
- Legal and financial support.

The Emergency Operations Center serves as a multi-agency coordinator center where interagency coordination and support to the on scene Incident Command occurs. The EOC is responsible for the strategic overview of a disaster, establishes a common operating picture, and facilitates long term operations. The EOC's function is to collect, gather and analyze data, make long term decisions pertaining to protecting life and property, maintaining continuity of operations and disseminate those decisions to all involved. The EOC usually only makes long term operations decisions, and does not customarily directly control field resources. The EOC helps establish a common operating picture in one location which provides readily access to all available information and allows analysis and verification. The basic organization structure of Management, Operations, Logistics, and Finance functions will be used within the EOC to facilitate operations and coordination.

It is expected that all Town of Rocky Hill's agencies emergency plans and procedures will be adhered to unless situation dictates the need for modifications. All on duty personnel are expected to remain on duty until properly relieved by individuals who are knowledgeable in assigned task. The operational periods shall be event driven and will be based on calculated situations.

Each person designated to fill an EOC staff position should take, at minimum; ICS-100, ICS-200, IS-700 and IS-800.

C. Specific Functions:

The EOC functions performed will vary according to the type and scope of the incident with the following as general activities:

- Mobilizing personnel and resources and equipment for use by the Incident Commander during incident activities.
- Coordinate with the Incident Commander with the identification and acquisition of needed resources.
- Ensures that response systems are interlocked and paired, reinforcing interoperability among various system components.
- Collects, analyzes, and interpretation of information from various sources.
- Generation of appropriate public information and warnings.
- Dissemination of severe weather watches and warnings.
- Coordinate the town's governmental response to the incident.
- Assuring the inspection and operational readiness of critical Town of Rocky Hill facilities, equipment and communications systems.
- Documentation the situation and expended monies during incident on a town wide basis.
- Oversight and support of opening and maintaining mass care shelters.
- Making of regional or state resource requests.
- Allocation, storage, and issuing of vital resources outside the Incident Commander's supervision.
- Coordination and channeling the response of volunteers.
- Coordination of donations
- Coordinate with outside municipal agencies responding to the Town of Rocky Hill.
- Coordinate with any state and/or federal agencies responding to the Town of Rocky Hill.

D. **EOC Activations Levels:**

1. **Monitoring Phase**- Municipal response agencies are conducting normal daily activities. Incidents being handled routinely with available resources, policies and procedures. Small incident or event at one site, could have 1 to 3 agencies involved.

2. **Level 1**- This level may result from an approaching significant weather event, the potential for a public health situation, escalating local event, or a credible threat of a terrorist event with an unspecified location and time.

3. **Level 2**- A situation or threat has developed which would require extended hours monitoring, local event at 2 or more sites, several agencies involved, limited evacuations, significant mutual aid support required, and/or resource support required. This will require partial activation of the EOC.

4. **Level 3**- A local disaster declaration is being considered or has been issued. A significant threat to human life or significant property damage. An incident at multiple sites, multiple agencies involved, widespread evacuations, resource support required, and/or extended operational times. This would require a full activation of the EOC with emergency management personnel and EFS required.

E. **Operational Readiness:** The Emergency Management Director is responsible for maintaining the operational readiness of the EOC. This will involve ensuring that the necessary and proper communications equipment, maps, table, chairs, ICS Forms, and video equipment is available and ready for use.

The Emergency Manager will also ensure an up to date list of personnel who would be required in the EOC along with their contact information.

VIII.   EOC ACTIVATION

The activation of the Town of Rocky Hill Emergency Operations Center will occur when the town's Chief Executive Officer / Public Safety Director determines that the activation of the EOC is appropriate due to the scope or magnitude of an emergency. Notification procedures are to be followed as in Annex A-1.

The Management Structure of an Emergency Operations Center is responsible for overall emergency response support and recovery policies and coordination. The EOC Director has overall responsibility for response and recovery operations. The EOC has five major components. They are: Policy Group, Command Group, Emergency Service Functions (ESF), Planning Group, Logistics, and Finance.

The triggers that would possible require an EOC activation include, but not limited to:

- A Unified Command or Area Command is established.
- Multiple jurisdictions become involved in a response.
- The Incident Commander indicates an incident could expand rapidly or involve cascading events.
- The Chief Executive Officer / Public Safety Director directs that the EOC shall be opened based on information received or protective measures.
- An emergency is imminent or elevated threat levels.
- Threshold events described in Emergency operations Plan occur.
- A similar incident in the past has required an EOC activation.
- Planned event.

The extent of EOC activation will be based on the severity and scope of the emergency. It is the intention that activation of the EOC will be fully activated, but may be scaled back after an initial detailed look at the situation and/or emergency. The particular situation or events that would prevail in the activation of the EOC must be specific, measurable, action orientated, realistic and time sensitive. During the activation of the EOC the situation will have an ongoing SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis.

The EOC will be considered activated when the communications systems are operational and there is a staffing level to complete required tasks. The Emergency Management Director will be deemed the EOC Director and will be responsible for deciding which positions will be staffed to support field operations and complete tasks competently. Most of this shall be handled by the EOC Command Group and Policy Group.

The EOC Section Checklist shall be utilized by the EOC staff to provide support to field level Incident Commanders and to coordinate with other jurisdictions. These checklists are detailed in Annex A-2.

A. EOC STAFFING

The Town of Rocky Hill takes the main ICS group titles and an ESF structural approach to the EOC for effective operations to maintain continuity from the field to the EOC. Each ESF is headed by a primary agency designated on the basis of its authorities, resources, and capabilities in the particular function area. Other agencies have been designated as support agencies for one or more ESFs based on their resources and capabilities to support the functional area(s). ESFs are expected to support one another in carrying out their respective missions.

1. POLICY GROUP

This group's primary responsibilities include:

- Establishing and circulating emergency policy decisions.
- Resolving resource and policy issues.
- Authorizes issuance of evacuation requirements.
- Any other situations where an ad hoc or change to a policy is in emergent need.

The personnel that are part of this group may also be represented in lower tier groups and consist of:

- Chief Executive Officer / Public Safety Director
- Emergency Management Director
- Mayor (representing Town Council)
- Personnel Director
- Health Director
- Director of Finance
- Police Chief
- Fire Chief

2. **COMMAND GROUP**

This position does not take the place of the on scene Incident Commander. This group focuses on overall priorities to allow better coordination and response to field personnel and resources.

The personnel that are part of this group consist of:

- Emergency Management Director/ EOC Director (Responsible for overall operations of EOC)
- Public Information Officer (Interfaces with public and media providing information)
- Safety Officer (Monitors EOC operations for safety and makes recommendations for safety)
- Liaison Officer (Point of contact for outside agencies and/or individuals. Authenticate all information)

3. **PLANNING GROUP**

This function has the responsibility of planning actions for support of personnel who are working at the event or disaster and EOC operations.

- Collecting, analyzing and displaying situational information
- Preparing periodic situational reports
- Facilitate the IAP Planning meeting
- Prepare and distribute the EOC IAP
- Conduct advance planning activities
- Documenting and maintaining files on all EOC activities
- Review all available status reports, action plans, and other significant documents. Determine potential future impacts of the event or disaster. Attention specifically to issues which may modify the overall strategic EOC objectives.

4. **LOGISTICS GROUP**

This function has the responsibility of facilitation of information flow, establishment of facilities, acquisition of supplies, resource ordering, Information Technology, food, security, and responder/EOC personnel support. Moves and dispenses supplies, equipment, and personnel in support of the response operations in the field.

The personnel that are part of this group consist of:

- Facilities
- Human Services
- Police Department
- Communications
- Parks and Recreation

5. **EMERGENCY SERVICE FUNCTIONS (ESF)**

As previously identified in this section each ESF has a functional responsibility during an incident. The EOC shall be staffed with the appropriate ESFs and the corresponding representatives based on situational needs of the Town of Rocky Hill, Emergency Operations Center, and Responders.

The tasklists for each ESF is not all encompassing, and additional tasks and/or requirements may be necessary dependent on the overall situation. Some ESFs do not have specific tasklists based on the overall responsible agency for that ESF. The tasklists do not supersede, circumvent, or replace agency's normal operational procedures. The tasklists are operational guides for unusual events or disasters.

IX.   EOC DEACTIVATION

The Emergency Management Director will consult with the Incident Commander and establish the following statuses and knowns:

- What remains to be done and/or to be completed?
- What resources are required to meet the incident objectives?
- How long it will take to meet incident objectives?
- When the demand for resources will slow down?
- What the recovery needs are?

The Emergency will then meet with the EOC's Policy Group and Command staff and make a mutual decision when to curtail EOC operations, release of personnel and resources. These steps will be done in phases and the priority of those phases will be established based on the incident. The Incident Commander and response personnel will be kept apprised of the EOC status and the change of authority.

Prior to any section or personnel demobilizing there shall be confirmations of the following:

- Any open actions not yet completed will be advised of and will determine who will complete them.
- All required forms or reports are completed prior to deactivation and have copies made of all logs, reports, messages and any other documents used and received in the EOC.

Staff shall be assigned to establish short term recovery goals that facilitate long term recovery.

- The recovery effort's goals.
- Organizational structure of the recovery effort.
- Short term recovery actions needed.
- Shelter and Housing, both temporary and permanent.
- Financial and community resources.
- Economic recovery.
- Environmental recovery
- Infrastructure.
- Social and psychological aspects.

A. Post Evaluation

EOC operations should be evaluated after every activation, and every aspect of operations should be evaluated. Personnel that should be involved in this process include; all Policy Group personnel, Incident Commander, and Command staff. The Emergency Manager shall be the facilitator of these discussions and shall encourage an open and honest discussion.

B. After Action Analysis and Report

As soon as practical, there shall be an after action report developed, utilizing reports, logs, forms and post evaluation reports. The report should document:

- EOC performance completely
- Develop solutions to problems listed.
- Develop a plan to train, test and exercise the proposed solutions.
- Carry the after action results to the EOP.

ANNEX A-1. EOC ACTIVATION- NOTIFICATION

Upon activation of the Town of Rocky Hill's Emergency Operations Center, the Rocky Hill Public Safety Dispatch Center will begin the emergency notification procedure for designated EOC personnel.

The EOC personnel notification will be delivered through the Rocky Hill Police Department's contracted provider of the mass notification system. This system is provided by contract by the Emergency Communications Network via the Everbridge emergency notification system. The Emergency Management Director will provide the Communications Center with a message describing the event for inclusion in the notification. Notification will be attempted by all media available. If the Everbridge system is unavailable or unable to be completed, the Communications Center will contact personnel individually.

The Public Safety Dispatch Center will have a copy of the Rocky Hill Emergency Operations Plan Attachment A, Contact List. It will be expected that personnel will contact the Communications Center advising of receipt of notification and their response and estimated time arrival, or their designated replacement and their estimated time of arrival. Any personnel who is expected to report to the EOC shall do so directly and within 1 hour. Once all personnel are notified, the Communications Center shall advise the Emergency Manager.

If there is limited personnel needed for operations of the EOC, the Communications Center will contact each individually. Once all requested personnel are notified, the Communications Center shall advise the Emergency Manager.

It is expected that each department or organization of the Town of Rocky Hill will develop an internal alerting procedure for use in emergency situations.

Agency representatives shall be prepared to staff the EOC until they are relieved by other personnel or the EOC is deactivated.

I.   INTRODUCTION

This section has tasklists for each position within the Town of Rocky Hill's Emergency Operations Center. The tasklists are comprehensive that outline the actions that should be taken during operations, with the understanding that some incident driven actions may not be on these tasklists. These tasklists do not count for the individual's judgement based on training, experience, the incident, and circumstances.

Decisions that are made by individuals that are significantly different to these guidelines/ checklists should have actions approved by the EOC Director or appropriated Section Chief, prior to any action taken. The change shall be documented for inclusion into the After Action Review document.

II.   GENERAL

 Information for all users:

- Read your specific position task list in its entirety before implementing any tasklist item.
- If a tasklist item is not applicable to the situation, it should be skipped.
- If an incident develops where a previously skipped tasklist item becomes relevant, then that item should be executed.

The tasklists for each position are designed to flow from actions which increase the readiness stature to those actions of general response preparedness and then to actions for specific response.

III.   GENERIC TASKLIST

For all Positions:

A.   ACTIVATION PHASE

__   Check in with the Personnel Unit upon your arrival at the EOC.

__   Report to EOC Director or Emergency Service Function as assigned supervisor.

__   Set up your work station and review your position responsibilities.

__   Establish and maintain a position log (ICS Form 214) and chronologically describe your actions taken.

__   Determine your resource needs (i.e.: computer, phone, paper, pen, plan copies, reference documents)

B.   DEMOBILIZATION PHASE

__   If another person is relieving you, ensure that there is thorough briefing prior to leaving.

__   Deactivate your assigned position and close out logs when authorized by the EOC Director.

__   Complete all required forms, reports, and other documentation. All forms should be submitted through your Supervisor to the Planning Group prior to departure.

__   Clean up work area.

__   Leave forwarding contact information where you can be reached.

__   Be prepared to provide input to the After Action Report.

IV.   EMERGENCY OPERATIONS CENTER DIRECTOR / ESF #5

The EOC Director has the overall responsibility for the management of all emergency activities, including development, implementation, and review of strategic decisions, as well as post event assessment.

RESPONSIBILITIES:

1. Facilitate the overall functioning of the Town of Rocky Hill Emergency Operations Center.
2. Establish the appropriate staffing level for the Town of Rocky Hill Emergency Operations Center and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
3. Exercise the overall management responsibility for the coordination between emergency services within the town.
4. Assist and serve as an advisor to the Command Group and serves as coordinator between the Policy Group and the ESF Staff positions.
5. In collaboration with the ESF Staff, set priorities for response efforts within the town. Ensure that all town agency's actions are accomplished within the priorities established.
6. Ensure that Inter-Agency Coordination is accomplished effectively within the EOC.
7. Assist the Liaison Officer in ensuring that proper procedures are in place for directing agency representatives and conducting VIP/visitor tour of the EOC.
8. Coordinate the overall effort to collect, analyze, process, produce, report, and display essential information.

ACTIVATION PHASE:

ITEM
Determine the appropriate level of activation based on known situation
Ensure that the State of Emergency has been declared
Ensure that the Emergency Operations Plan has been activated
Mobilize appropriate personnel for the initial activation of the EOC
Respond immediately to the EOC and determine operational status
Obtain briefing from whatever resources are available
Name the Incident
Ensure that the EOC is set up and operational
Ensure that the check in procedure is established
Ensure that the initial EOC organization and staffing chart is completed and posted (ICS 203)
Determine which sections are needed, assign ESFs as appropriate and ensure they are staffing the sections appropriately
Notify personnel for the Policy Group
Notify personnel for the Command Group
Notify personnel for the Logistics Group
Notify CEO / Public Safety Director
Notify Mayor
Notify Personnel Director
Notify Health Director, if required
Ensure that the telephones and/or radio communications are established and functioning and request additional equipment if needed.
Schedule the initial Action Planning Meeting
Meet with ESF Staff to determine what representation is needed at the EOC from other emergency response agencies.
Assign a Liaison Officer position to coordinate mutual aid response to the EOC and to assist as necessary in establishing a MAC
Test communications system to ensure working order

OPERATIONAL PHASE:

ITEM
Advisement of EOC Operations to the State of Connecticut, Emergency Management Area 3 Coordinator
Consider an assistant or scribe to document all activity, utilizing ICS 214
Establish immediate priorities
Determine the incident strategic objectives and goals
Brief Command Group and ESF staff, give assignments and delegation of authority
Development of the IAP
Continuously evaluate and ensure that incident objectives are being accomplished
Set up of Maps and Status Boards
Monitor ESF Staff activities to ensure that all appropriate actions are being taken
Assist the Policy Group on enacting emergency proclamations, ordinances and resolutions.
Ensure all notifications and updates are made to the Connecticut Emergency Management Region 3 Coordinator.
In conjunction with PIO, conduct news conferences and review media releases for final approval.
Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.
Based on up to date status reports, establish initial strategic objectives for the EOC.
Coordinate with ESFs, preparing management function objectives for the initial Incident Action Plan meeting.
Convene the initial Incident Action Plan meeting, ensuring that key position representatives are attending.
Upon completion of the IAP by the Command Group and ESF staff, review, approve and authorize its implementation
Conduct periodic briefings with the ESF Staff to ensure current objectives are appropriate and attainable
Review any unmet needs and evaluate solutions
Conduct periodic briefings for elected officials
Brief relief at shift change, ensuring that ongoing activities are identified and follow up requirements are known
Provide assistance to each ESF with shift change activity
Make sure status boards are maintained
Establish and oversee the EOC communications flow
When needed or required, request activation of EAS.
Draft and issue situation reports and daily summaries
Provide necessary assistance to EOC staff as they begin working at their positions
Continue to submit situational reports the State of Connecticut, Emergency Management Area 3 Coordinator every operational period

DEMOBILIZATION PHASE:

ITEM
Overall responsibility for orderly shut-down / demobilization of the EOC
Authorize demobilization of groups, ESFs, and personnel when they are no longer required
Notify the State of Connecticut Emergency management Region 3 Coordinator of the planned demobilization.
Notify on scene Commanders of the planned demobilization
Notify other stakeholders of the planned demobilization
Ensure that any open actions not yet completed will be handled after demobilization
Ensure that all required forms are completed prior to demobilization
Obtain all completed forms from all groups and ESFs.
Deactivate the EOC at the designated time
Make sure the EOC is left in good working order, cleaning is scheduled and supplies that are needed for replacement are listed.
Proclaim termination of the Emergency response and proceed with recovery operations
Facilitate After Action Report meetings
Complete After Action report
Coordinate with FEMA to provide required documentation.

When it is determined that a transfer of command needs to take place, the following is the minimal essential information that should be included in the briefing:

- Situational status
- Objectives and Priorities
- Current ICS organization
- Resource assignments
- Resource status
- Facilities established
- Communications plan
- Projection, concerns, and associated issues

V.   LIAISON OFFICER

RESPONSIBILITIES:

1. Oversee all liaison activities, including coordinating outside agency representatives assigned to the Town of Rocky Hill EOC and handling requests from other EOCs for Rocky Hill agency representatives.
2. Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.
3. Ensuring position specific guidelines, directives, situational reports, and a copy of the IAP is provided to agency representatives upon check in.
4. Provide initial EOC orientations to VIPs and visitors to the EOC.
5. Maintains situational awareness for outside agencies.

ACTIVATION PHASE:

ITEM
Obtain assistance for position through Personnel
Check in to the EOC, provide contact information
Obtain briefing from the EOC Director
Serve as point of contact for outside agency representatives

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure that already on site Agency Representatives have signed in, understand assigned functions, know work locations and floor plan
Determine if additional representation is required from other agencies, utilities not present, private and volunteer organizations.
In conjunction with EOC Manager, establish and maintain a MAC
Conduct regular briefings to the MAC and distribute IAP
Maintain a roster of agency representatives located at the EOC
Coordinate work spaces for incoming representatives from outside agencies
Establish contact information from outside agency representatives
Provide overall procedural guidance to staff, as needed
Monitor activities, status boards, charts and maps

DEMOBILIZATION PHASE:

ITEM
Release any agency representatives that are no longer required in the EOC
Ensure all required forms are completed prior to demobilization
Complete all ongoing projects

VI.   AGENCY REPRESENTATIVES

RESPONSIBILITIES:

1. Responsible for obtaining situation status information and response activities for the EOC.
2. Should be able to speak on behalf of their agencies, within established policy limits, and acting as liaison between their agency and the Town of Rocky Hill EOC.
3. May facilitate requests to or from their agency, but normally do not directly act or process resource requests

ACTIVATION PHASE:

ITEM
Sign in and check in with the EOC Liaison Officer
Clarify any issues regarding your authority and assignment, including the functions of other representatives from your agency, if there are any, in the EOC
Establish communications with home agency, advise Communications Unit of any communications problems
Set up your assigned area and contact Logistics Section for any additional material needed
From the Liaison Officer obtain EOC Organizational Chart, floor plan, and telephone list

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Facilitate requests for support or information that your agency can provide
Stay current of status of resources and activity of represented agency
Provide accurate and timely situational information to the Planning Section
Represent your agency at planning meetings and provide updates about priorities and activities
Maintain contact with agency and relay EOC priorities and activities

DEMOBILIZATION PHASE:

ITEM
When demobilization is approved by the EOC Director, contact agency and advise of time of demobilization and points of contact for the completion of ongoing actions or requirements
Ensure all required forms are completed prior to demobilization
Turn in all documentation to the Planning Section

VII.   PUBLIC INFORMATION OFFICER / ESF #15

RESPONSIBILITIES:

1. Serve as the coordination point for all media releases for the Town of Rocky Hill.
2. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, assistance programs, and other vital information.
3. Coordinate media releases with PIOs from other response agencies.
4. Develop the format for press conferences with input from the EOC Director.
5. Supervise any assigned staff.

ACTIVATION PHASE:

ITEM
Determine staffing requirements for the Public Information Unit and assign personnel
Check in to the EOC, provide contact information
Locate a site as primary work area, away from EOC staff
Establish phone "hotline" with up to date information message
Obtain briefings from the Command and Planning Groups and from ESF Representatives.

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Maintain a contact list of Government Officials, ESFs, Command and Planning Groups, and Chief Officers
Obtain guidance from the EOC Director regarding media releases along with approval process
Keep the EOC Director advised of all unusual requests for information
Advise the EOC Director of all major critical or unfavorable media comments
Recommend measures to improve media relations
Coordinate with ESFs and identify the method for obtaining and verifying significant information as it is developed.
Develop and publish a media briefing schedule. Included shall be location, format, and preparation and distribution of hand out materials.
Implement and maintain an overall information release program
Establish a media Information Center. Provide space, materials, and phones
Consider establishment of Joint Information Center (JIC)
Maintain status boards and ensure up to date correct information
Determine from Incident Commander(s) on limits of information release
If needed, develop content for state Emergency Alert System (EAS)
Monitor EAS to ensure accuracy
Issue timely and consistent advisories and instructions for life safety, health, and assistance to the public.
Ensure measures are in place to correct false or erroneous information
Provide adequate staffing to efficiently handle incoming media and public calls and request for information
Prepare and maintain updates for a public directory for locations of shelters, food, supplies, health services, etc.
Ensure that announcements, emergency information, and material are translated and prepared for special populations. (Non-English speaking, hearing impaired, etc.)
Monitor broadcast media, utilizing information to develop news releases and rumor control
Ensure that file copies are maintained for all information released
Provide copies of all media releases to the EOC Director
Conduct shift change briefings in detail ensuring in progress activities are identified and follow up requirements of each. Prepare briefing sheet
Prepare final news releases and advise media of points of contact for follow up information
Coordinate media access to the EOC on a limited and controlled basis
Continue to brief media on recovery actions
Assist with releasing disaster recovery procedures, telephone numbers, contact name and information, location of application centers, etc.

DEMOBILIZATION PHASE:

ITEM
Ensure all required forms are completed prior to demobilization
Release additional staff
If Joint Information Center was established, arrange for closure
Notify media outlets of deactivation
Ensure that any open actions not completed will be handled after demobilization
Arrange for closure of Media Center
Return issued equipment
Be prepared to provide input to the After Action Report

VIII. SAFETY OFFICER

RESPONSIBILITIES:

1. Ensure that the facility used to support the Town of Rocky Hill's EOC are in safe and operating order.
2. Monitor operational procedures and activities in the EOC to ensure they are being conducted in safe manner while considering the existing situation and conditions.
3. Stop or modify all unsafe operations outside the scope of the EOC IAP and notify the EOC Director of actions taken

ACTIVATION PHASE:

ITEM
Check in with the EOC Director for situational briefing
Evaluate the EOC facility and conditions. Advise the EOC Director of any conditions and actions which might result in liability
Set up access to the EOC, controlled at a sign in desk by the door to the front of the room, with the door at the rear of the room locked to disallow entry.

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Develop safety measures or communication to ensure personnel safety
Ensure an incident safety and health plan is developed
Document location of fire extinguishers, emergency pull stations, and evacuation routes and exits
Prepare and present safety briefings to the EOC Director
Maintain awareness of the EOC to be free from environmental threats
Keep EOC Director advised of unsafe conditions
Evaluate security and notify EOC Director of any concerns
Determine the needs for access into the EOC for special needs individuals
Halt any unsafe operations
Prepare and include safety messages in the Incident Action Plan
Participate in IAP planning meeting

DEMOBILIZATION PHASE:

ITEM
Turn in all documentation to the Planning Section
Return all issued equipment

IX.   PERSONNEL UNIT

RESPONSIBILITIES:

1. Provide personnel resources as requested in support of EOC and Field operations
2. Identify, recruit, and register volunteers as needed
3. Develop an EOC organizational Chart
4. Maintain a proactive approach and anticipate situations and/or problems.

ACTIVATION PHASE:

ITEM
Appropriate the proper personnel to staff section for 24 hour operations.
Prepare objectives for the Personnel Unit and provide to Command Group
Keep Command Group informed of significant events

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Supply personnel to check in area
Coordinate with Liaison Officer and Safety Officer to provide all staff at check in, a current situation and safety briefing
Establish communications with volunteer agencies and organizations that may be able to provide personnel resources
Process all incoming requests for personnel support. Identify the number of personnel, specialized training, where they are needed, and whom to report to.
Maintain a status board or other reference to track incoming personnel resources
Coordinate with the Liaison Officer and Safety Officer to ensure access badging/identification, and proper direction for responding personnel arriving
To minimize redundancy, coordinate all requests for personnel resources from the field through Logistics prior to acting on the request
In coordination with the Safety Officer and Human Services, determine the need for crisis counseling for emergency response personnel
If needed, arrange for child care services of personnel
Keep the Planning Group and Command Group informed of significant issues affecting the Unit

DEMOBILIZATION PHASE:

ITEM
Turn in all documentation
Ensure that any open actions not completed will be handled after demobilization
Return any issued equipment
Be prepared to provide input to the After Action Report

X.   FINANCE UNIT

RESPONSIBILITIES:

1. Maintain all financial records throughout the event or disaster
2. Maintain proper record keeping of on duty time for all Town of Rocky Hill employees
3. Ensure that all time sheets are collected from field level supervisors or Incident Commander(s) for their on duty personnel
4. Ensure there is a continuity of the payroll process for all Town of Rocky Hill employees detailed to the event or disaster.
5. Determine the purchase order limits for the procurement function within the Logistics Section.
6. Ensure worker's compensation claims, resulting from the response are processed in uniformity, given the nature of the situation.
7. Ensure all expense claims are processed in uniformity, given the nature of the situation.
8. In coordination with the Personnel Unit, provide support to all EOC Sections as needed. Activate units within the Finance Section as required, while continuously monitoring activities and making adjustments when needed.
9. Ensure that all documentation is accurately maintained during the event or disaster and submitted on the proper forms.
10. Oversee the investigation of injuries and property/ equipment damage claims involving the town that occurred during the event or disaster.
11. Complete all forms required by worker's compensation program.
12. Maintain a file of injuries and illnesses associated with the event or disaster which should also include results of investigations.
13. Coordinate vendor contracts not previously addressed by existing approved vendor lists.
14. Coordinate with Logistics on all matters involving the need to exceed established purchase order limits.
15. Review the Town of Rocky Hill's emergency purchasing procedures.
16. Track, record, and report all on duty time for personnel working during the event or disaster.
17. Ensure that personnel time records, travel expense claims and other related forms are prepared.
18. Collect and maintain documentation of all disaster information for reimbursement from the State of Connecticut and/or FEMA.
19. Coordinate all fiscal recovery with disaster assistance agencies.
20. Establish a disaster accounting system, to include an exclusive cost for disaster response.
21. Prepare and maintain a cumulative cost report for the event or disaster.
22. Act as liaison for the Town of Rocky Hill with other jurisdictions, State of Connecticut and FEMA to coordinate the cost recovery process.
23. Organize and prepare records for final audit.

ACTIVATION PHASE:

ITEM
Ensure that appropriate personnel, equipment, and supplies are in place.
Based on the situation, designate leaders for each element; Time Keeping, Purchasing, Compensation & Claims, and Recovery
Meet with Logistics Group and determine level of authority of the Logistics Group for purchasing
Meet with all ESF Staff and make sure that responsibilities of time keeping and purchasing are clearly understood
Determine the initial Action Planning objectives for the first operational period
Notify the EOC Director when the Finance Section is operational
Keep the EOC Director informed of significant events
Set up filing system for collected records, documents, and forms

OPERATIONAL PHASE:

ITEM
Ensure that all section personnel are maintaining logs of activity utilizing ICS 214
Make sure displays associated with Finance are current and that all information posted is understandable
Attend and participate in EOC IAP planning meetings
On an ongoing basis keep the EOC Director, ESF Staff, elected officials aware of the current fiscal situation and other related matters
Ensure the maintenance of all financial records throughout the event or disaster
Ensure tracking and records all employees time
Verify costs data in pre-established contracts and/or agreements
Finalize all agreements and contracts, sign contracts as needed and within authority
Ensure that all contracts identify the scope of the work and specific site locations
Negotiate rental rates not already established, or purchase price with vendors as needed
Remove vendors as necessary, regarding unethical practices or inflated rates
Complete final processing of bills and invoices
Ensure to process purchase orders and development of contracts in a timely manner
Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster.
Investigate all injury and damage claims as soon as possible
Prepare appropriate forms for all verifiable injury claims and forward them to worker's compensation within the required time frame and per town policy
In coordination with the Logistics Section, make sure the Purchasing Unit process purchase orders and develops contracts in a timely manner
Maintain a list of leased, rented, purchased equipment
Maintain list of damaged or destroyed equipment

Ensure worker's compensation claims, resulting from the response are processed in uniformity, given the nature of the situation.
Ensure that the Time Keeping promptly processes time sheets and expense claims
Initiate, gather, or update time reports from all personnel, to include volunteers assigned to each shift
Ensure that time records are accurate and prepared in compliance with town policy
Obtain complete personnel rosters from each ESF. Rosters must include all EOC and Field personnel
Provide instructions to all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submission
Establish a file for each employee or volunteer to maintain a fiscal record for the assigned response personnel
Maintain list of damaged or destroyed equipment
Maintain a list of leased, rented, purchased equipment
Compute cost for use of equipment owned, rented, donated, or obtained through mutual aid
Ensure that each ESF is documenting cost recovery information from the onset of the event or disaster.
Collect cost recovery documentation at the end of each shift
Meet with ESFs and review all position logs, journals, all status reports and action plans to determine additional cost recovery items that may have been overlooked
Prepare all required state and federal documentation, as necessary, to recovery all allowable disaster response and recovery costs

DEMOBILIZATION PHASE:

ITEM
Make sure that all Sections and EFSs turn in documentation, check for completeness and accuracy
Authorize demobilization of section, branches and units
Ensure that any open actions not completed will be handled after demobilization
Return any issued equipment
Be prepared to provide input to the After Action Report

XI.   PLANNING GROUP

RESPONSIBILITIES:

1. Ensure that the responsibilities of the Planning Group are addressed as required:

    a. Collecting, analyzing and displaying situational information
    b. Preparing periodic situational reports
    c. Facilitate the IAP Planning meeting
    d. Prepare and distribute the EOC IAP
    e. Conduct advance planning activities
    f. Documenting and maintaining files on all EOC activities

2. Establish the appropriate level of organization for the Planning Group.

3. Keep EOC Director informed of significant issues affecting the Planning Group.

4. In coordination with Emergency Service Functions, ensure that status reports are completed and utilized for situational status reports and the EOC IAP.

5. Maintain a proactive approach and anticipate situations and/or problems.

ACTIVATION PHASE:

ITEM
Ensure the Planning Group is set up properly and that appropriate personnel, equipment, and supplies are in place.
Meet with the Command Group for a preliminary briefing
Evaluate situation and determine appropriate divisions for activation. Consider; Situation Analysis/Status, Documentation, Resource/Demobilization, Advance Planning
Appropriate the proper personnel to staff section for 24 hour operations.
Review responsibilities of group in section and develop plans for carrying out responsibilities
Determine estimated times of arrival of staff from the Personnel Unit.
Based on known situation and forecasted events, determine the future needs of the Planning Group
Identify key issues currently affecting the Planning Group, meet with personnel and determine the appropriate section objectives for the first operational period
Keep the EOC Director informed of significant events

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure that all division personnel are maintaining their individual position logs
Ensure that situational reports and resource information is being maintained by the Situation Analysis/Status Division
Ensure that major incidents reports and ESF status reports are completed and are accessible
Ensure that situational status reports are produced and distributed to the EOC Director and ESFs
Ensure status boards and other displays are kept current and information that is posted is neat and legible
Ensure that the PIO has immediate and unlimited access to all status reports
Conduct briefings with division staff and reach agreements on objectives for the forthcoming operational period
Facilitate the EOC Director's IAP meetings approximately 2 hours before the end of each operational period
Ensure that the objectives for each section are completed, collected, and posted in preparation for the next IAP Planning meeting
Ensure the EOC IAP is completed and distributed prior to the start of the next operational period
Ensure that the Advance Planning division develops and distributes a report of forecasted events or conditions that are likely to occur beyond the next operational period
Confirm that the Documentation division maintains files on all EOC activities and provides reproduction and archiving services for the EOC
Maintain that all fiscal and administrative requirements are coordinated through Finance.

DEMOBILIZATION PHASE:

ITEM
Make sure that all divisions and ESFs turn in documentation, check for completeness and accuracy
Authorize demobilization of Group
Ensure that any open actions not completed will be handled after demobilization
Return any issued equipment
Be prepared to provide input to the After Action Report

ADVANCE PLANNING UNIT

RESPONSIBILITIES:

1. Development of an Advance Plan consisting of potential response and recovery related issues likely to occur beyond the next operational period.
2. Review all available status reports, action plans, and other significant documents. Determine potential future impacts of the event or disaster. Attention specifically to issues which may modify the overall strategic EOC objectives
3. Provide briefings addressing Advance Planning issues

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Monitor the current situation report to include recent updates
Meet with the ESFs and determine the best estimates of future direction and outcomes of the event or disaster
Develop an Advance Plan identifying future policy related issues, social and economic impacts, and significant response or recovery resource needs
Submit the Advance Plan to the Planning Group for review and approval prior to conducting briefings
Review planning objectives submitted by each ESF for the upcoming operational period
Consider a transition strategy when activities shift to recovery operations

SITUATION ANALYSIS / STATUS UNIT

RESPONSIBILITIES:

1. Oversee the collection, organization, and analysis of disaster situation information.
2. Ensure that information collected from all sources is validated prior to posting on status boards.
3. Ensure that situation status reports are developed utilizing the ICS 209 form.
4. Ensure that an EOC IAP is developed for each operational period, based on objectives developed by each EOC section.
5. Make sure all maps, status boards, and other displays contain current and accurate information.

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure there is adequate personnel available to collect and analyze incoming information, maintain status reports, and facilitate the planning process
Prepare unit objectives for the initial planning meeting of the IAP
Ensure position logs and other necessary files are maintained
Oversee the collection and analysis of all event or disaster related information
Oversee the preparation and distribution of the situation status reports
Ensure reports are received from each EOC Group and ESF on a regular basis
Coordinate with PIO to determine best method for ensuring access to current information
Prepare a situation summary for the IAP meeting
Make sure each ESF provide their objectives at least 30 minutes prior to each IAP planning meeting
In preparation for the IAP planning meeting, make sure all objectives are posted in a set up meeting room with appropriate equipment and materials
Following the IAP planning meeting, ensure the Documentation Division publishes and distributes that IAP prior to the start of the next operational period

DOCUMENTATION UNIT

RESPONSIBILITIES:

1. Just prior to the end of each operational period: collect, organize, and file all complete event or disaster related forms to include; all EOC Position logs, situation status reports, EOC Action Plans, and any other related material.
2. Provide document reproduction services to EOC staff
3. Distribute EOC situation status reports, IAP and other documents as needed
4. Maintain a permanent electronic archive of all situation reports and action plans that are associated with the event or disaster

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Set up and maintain document reproduction services for the EOC
Meet with the EOC Director, Command Group, and Planning Group to determine what EOC materials should be maintained as official records
If possible, meet with representative from Disaster Recovery Group / ESF #14 to determine what materials and documents are necessary to provide accurate records and documentation for recovery purposes
Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Division at the end of each operational period
Reproduce and distribute the situational status reports and action plans, ensuring that copies are provided to Connecticut Emergency Management Region 3 Coordinator.
Keep extra copies of reports and plan available for special distribution if needed

DEMOBILIZATION UNIT

RESPONSIBILITIES:

1. Develop a Demobilization Plan for the EOC based on a review of all pertinent planning documents and status reports.

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Monitor the current situation report to include recent updates
Planning for demobilization must occur for each Group, ESF or individual that have been established or activated
Meet individually with the Planning Group and administer the section worksheet for the Demobilization Plan
Meet with the EOC Director and administer the EOC Director's worksheet for the demobilization plan
Utilizing the worksheets, develop a draft Demobilization Plan and circulate to the EOC Director and Planning Group for review and comment
Finalize the Demobilization Plan for approval by the EOC Director
Advise all ESFs to ensure that demobilized staff complete all reports, time sheets, and exit surveys in coordination with the Personnel Unit prior to leaving the EOC

XII. ESF #1 TRANSPORTATION

RESPONSIBILITIES:

1. Develop a transportation plan to support operations.
2. Arrange the acquisition or use of required transportation resources.
3. Keep the EOC informed of significant issues affecting transportation.
4. Maintain a proactive approach and anticipate situations and/or problems.

ACTIVATION PHASE:

ITEM
Appropriate the proper personnel to staff section for 24 hour operations.
Prepare objectives for the incident and provide to the Command Group.
Keep the Command Group informed of significant events.
Review Standard Operating Procedures and any mutual aid agreements.
Identify and notify transportation support agencies to assure that they are activated or made aware.

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure that all ESF #1 personnel are maintaining their position logs
Routinely coordinate with ESF #3 Public Works to determine the status of transportation routes in and around the Town of Rocky Hill and stay up-to-date of progress of route recovery operations
Monitor and report roadway conditions for traffic delays and detours.
Develop a Transportation Plan which identifies routes of ingress and egress, allowing movement of resources in a positive movement and respond to requests for assistance from other agencies responding to the event.
Establish contact with local transportation agencies and Board of Education Superintendent to establish availability of equipment and transportation resources to be used in operations and/or evacuations
Develop inventory of available and personnel resources from supporting agencies.
Instruct agencies to document mileage and times.
Report any road hazards identified by Field Units to ESF #3 Public Works
Establish or identify backup fuel supply locations
Coordinate the evacuation of citizens who are unable to on own. Coordinate with ESF #6, Mass Care, Emergency Assistance, Human Services.
Coordinate transportation resources with requests for the movement of personnel, goods and services to support the response.
Prioritize transportation requests to ensure the most critical are met first
Advise specific ESFs of resources needed to cover shortfalls with as much notice as possible
Track resources that have been committed to specific missions and plan for re-deployment upon release if applicable
Compile a report of any damaged transportation assets
Ensure staffing of ESF position for operational periods.
Assist in recovery transportation and delivery activities as needed
Develop a plan for the priority replacement of any damaged or destroyed transportation assets.

DEMOBILIZATION PHASE:

ITEM
Turn in all documentation
Ensure that any open actions not completed will be handled after demobilization
Return any issued equipment
Be prepared to provide input to the After Action Report

XIII.   ESF #2 COMMUNICATIONS

RESPONSIBILITIES:

1. Coordination of communications in support of Field Units and their operations.
2. Utilization of the Regional Tactical Interoperability Communications Plan and Statewide Communications Interoperability Plan.
3. Coordinate the restoration of the communications infrastructure.
4. Assist EOC positions in determining appropriate types and numbers of computers and computer applications required to facilitate operations.
5. With the assistance Town of Rocky Hill Facilities Department, install, activate, and maintain information systems for personnel within the EOC.
6. Ensure telephone service capabilities are in working order.
7. Ensure all available and designated messaging systems are available for use
8. Provide emergency dispatching capabilities.
9. Support agencies with personnel with the expertise and resources to accomplish job tasks. Install, activate, and maintain information systems for the EOC
10. Assist EOC positions in determining appropriate types and numbers of computers and computer applications required to facilitate operations.
11. Ensure all available and designated messaging systems are available for use.
12. Maintain a proactive approach and anticipate situations and/or problems.

ACTIVATION PHASE:

ITEM
Appropriate the proper personnel to staff section for 24 hour operations.
Obtain a situational report from the Command Group.
Keep the Command Group informed of significant events.
Review Standard Operating Procedures and any mutual aid agreements.
Prepare objectives for ESF #2 Communications and provide to the Command Group prior to the first IAP planning meeting
Gather information to assess communication incident assignment
Prepare objectives for the IT Services
Test EOC technology equipment to ensure proper operation and connectivity
Ensure significant and sensitive equipment are connected through a UPS
Appoint Liaison with vendors for restoration of services (phone, cable, and wireless companies)

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure that other required files and documents are maintained
Supply hardware to field Units
Draft an Incident Radio Communications Plan. Complete on ICS Form 205.
Assign and track communications equipment
Develop instructional guidance for use of radios and telephones and conduct training sessions when necessary
Provide short term restoration of systems during event
Designate personnel to support tactical communications functions
Consider an on scene Incident Communications Center
Determine the need of additional resources and place order through ESF #7 Logistics
Manage communications systems within the EOC for appropriate operations
Coordinate frequencies and resources with outside jurisdictions
Provide communications and IT services to support Joint Field Offices
Provide communications personnel to accompany radio systems for user training and operator introduction
Routinely perform operational tests of deployed equipment
Coordinate with all users to ensure needs are met
Maintain a scalable response specific to the need of the incident
Maintain coordination with agencies and ensure communications requirements are met
Ensure that all fiscal and administrative requirements are coordinated through Finance
Prepare objectives for the ESF #2 Communications for the following operational period. Provide the objectives to the Command Section prior to the end of the shift and the next IAP planning meeting
Coordinate the locations to be utilized for any additional hardware to be set up
Provide a briefing to your relief at shift change. Include on-going activities, branch objectives for the next operational period and any additional pertinent information
Keep Command Section informed of ESF #2 Communications status
Refer any information inquiries or media contacts to the PIO
Immediately notify Command Section of any unmet needs.
Continually monitor and test messaging systems
Keep computers and computer applications in proper working order
Develop instructional guidance for use of computers and computer programs for individuals that may need it
Request additional needed equipment through Logistics

DEMOBILIZATION PHASE:

ITEM
Prioritize demobilization of resources. Advise any users of resources the estimated time of demobilization
Turn in paperwork
Return any issued equipment
Be prepared to provide input to the After Action Report

XIV. ESF #3 PUBLIC WORKS & ENGINEERING / ESF #11 AGRICULTURE / ESF #12 ENERGY

RESPONSIBILITIES:

1. Coordinate the surveying of all utility systems, and restore systems that have been interrupted, including coordinating with utility service providers in the restoration of disrupted service.
2. Survey all public and private facilities, assessing the damage to such facilities, and coordinating the repair of damage to public facilities.
3. Collect initial damage and safety assessment information from other ESFs.
4. If event or disaster is weather or natural related, ensure that inspection teams have been sent to assess the condition of roads and watershed areas.
5. Survey all other infrastructure systems, such as streets and roads within the Town of Rocky Hill.
6. Provide emergency repair and construction to damaged roadways.
7. Assess the status and availability of potable water within the Town of Rocky Hill.
8. Assess the status of the sanitation system within the Town of Rocky Hill.
9. Coordinated provision of emergency lighting and generation power.
10. Point of contact for all utility points of contacts and coordinate restoration of damaged utilities.
11. Establish a department operations center, as needed, to facilitate and coordinate operations.
12. Work closely with representatives from the Building Department and Engineering Department
13. Maintain a proactive approach and anticipate situations and/or problems.
14. Assist other ESFs by providing construction equipment and operators as necessary
15. Provide heavy equipment assistance to the as needed.
16. Provide any available flood fighting and protection assistance.
17. Inspect and assess buildings and structures for safety and occupancy, and if applicable, assess cooking facilities for operational availability.
18. Coordinate building inspection with Fire Department personnel.
19. Maintain detailed records on damaged area and structures.
20. Maintain a proactive approach and anticipate situations and/or problems.

ACTIVATION PHASE:

ITEM
Appropriate the proper personnel to staff section for 24 hour operations.
Obtain a situational report from the Command Group.
Keep the Command Group informed of significant events.
Review Standard Operating Procedures and any mutual aid agreements.
Prepare objectives for ESF #3 and provide to the Command Group prior to the first IAP planning meeting
Compile lists of readily available assets.
Ensure generator and fuel contracts are in place and that all installed generators are functional and have proper fuel supply
Gasoline and Diesel Fuel providers should be contacted to obtain information on supply, prices, delivery options and event dependency.
Based on the situation, activate the necessary Units within the Public Works and Engineering ESF.
Determine needs for a Reconnaissance Unit and Heavy Equipment Unit
Provide an initial situation report to the Operations Section

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure that position logs and other required files and documents are maintained
Develop personnel contact lists with contact numbers
Maintain current status on all Public Works activities being conducted within the Town of Rocky Hill
Ensure that damage and safety assessments are being carried out for both public and private facilities
Obtain initial damage and safety assessment information from Fire, Law Enforcement, and Medical
If needed, request mutual aid support.
Determine and document the status of transportation routes into and within affected areas
Coordinate debris removal as required from roadways and waterways.
Coordinate with Health Department to determine current status of water and sanitation systems and inform of any damage to sewer and sanitation systems.
As requested, provide flood fighting and protection assistance. Provide sandbagging and reroute water from populated areas.
Establish and maintain communications with the utility providers for the Town of Rocky Hill
Determine the extent of damage to utility systems within the Town of Rocky Hill
Coordinate with the Command Group to ensure that agency representatives from affected utilities are available to respond to the Town of Rocky Hill EOC.
Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems
Ensure that all information on outages of system(s) is consolidated and provided ESFs that would be effected.
Identify potential debris sites.
Maintain a list of structure and facilities requiring immediate inspection or engineering assessment
Coordinate with Fire Department personnel to handle building inspections
Clearly label each structure and/or facility inspected in accordance with FEMA structure/Hazards Marking
Prepare detailed damage and safety assessment information, including, if possible, estimated value of losses. Provide information to the Command Group.
Develop and prioritization repair plan for damaged facilities.
Direct support agencies and personnel to track expenses and time.
If needed, provide portable toilets and safety lighting for work sites.
Assist with temporary structures
Continuously assess and reassess priorities to be addressed for the most critical needs.
Ensure that all fiscal and administrative requirements are coordinated through Finance
Ensure that all Public Works Status Reports and Initial Damage Estimation are completed and maintained
Prepare objectives for ESF #3 Public Works and Engineering for the following operational period. Provide the objectives to the Command Section prior to the end of the shift and the next IAP planning meeting
Provide a briefing to your relief at shift change. Include on-going activities, objectives for the next operational period and any additional pertinent information
Refer any information inquiries or media contacts to the PIO
Immediately notify Operations Section of any unmet needs

DEMOBILIZATION PHASE:

ITEM
Prioritize demobilization of resources. Advise any users of resources the estimated time of demobilization
Turn in paperwork
Return any issued equipment
Be prepared to provide input to the After Action Report

RESPONSIBILITIES:

1. Assist Incident Commander(s) in the field by providing coordination for mutual aid requests to and from the Operational Area Fire Coordinator, as appropriate.
2. Respond to requests for fire resources from the field in a timely manner, following established priorities.
3. Coordinate fire, hazardous materials, and search and rescue operations
4. Acquire mutual aid resources, as necessary
5. Request assistance from Regional Teams as needed
6. Ensure that deployed teams are provided with adequate support
7. Monitor and track fire resources utilized during the incident
8. Determine the scope of each needed mission
9. Coordinate the mobilization and transportation of all resources through the Logistics Section
10. Complete and maintain status reports for major incidents requiring or potentially requiring operational area, state and federal response, and maintain status of unassigned fire, hazmat, and rescue resources in the town.
11. Implement the objectives of the EOC IAP assigned to ESF # 4, ESF #9, and ESF #10.
12. Overall supervision of Fire Operations, HAZMAT Unit and Search and Rescue Unit.
13. Request assistance from Regional Teams as needed
14. Ensure that deployed teams are provided with adequate support
15. Maintain a proactive approach and anticipate situations and/or problems.

ACTIVATION PHASE:

ITEM
Appropriate the proper personnel to staff section for 24 hour operations.
Obtain a situational report from the Command Group.
Keep the Command Group informed of significant events.
Review Standard Operating Procedures and any mutual aid agreements.
Based on the situation, activate the necessary Units within Fire Operations, Hazmat Unit, and Search and Rescue
If the mutual aid system is activated, coordinate the use of regional fire resources with the Regional Fire Coordinators.
Prepare and submit a preliminary status report and major incident reports as appropriate to the Command Group
Prepare objectives for ESFs and provide to the Command Group prior to the first IAP planning meeting
Identify potential staging areas for incoming mutual aid resources from outside of jurisdiction.
Identify potential sites that may experience an increase in fire hazards.

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Establish and maintain communication with the Department Operations Center, or Fire Branch at the on scene level
Obtain regular status reports on the fire situation from the Department Operations Center, or Fire Branch at the on scene level
Assess the impact of the disaster or event on the Town of Rocky Hill Fire Department's operational capability
Establish the objectives of Fire Operations based on the nature and severity of the disaster, and provide them to the Command Group prior to the first IAP planning meeting
Provide status updates to the Command Group on a regular basis
Evaluate and process all requests for fire mutual resources through the Regional Fire Mutual Aid Coordinator
As needed, ensure that incident facilities are established to coordinate incoming fire mutual aid resources
If applicable, work closely with on scene Operations Section Branch to determine the scope of HazMat incident.
Request the mobilization of regional HazMat teams in a manner consistent with mutual aid established policies
Maintain communications with all deployed HazMat teams to determine the scope of support needed
Work closely Capital Region to determine the status and availability of HazMat and Search and Rescue teams within the region
Monitor and track the progress and status of each HazMat Team.
Ensure that HazMat Team leaders report all significant events
Ensure the availability of on-site medical monitoring for HAZMAT Teams
Coordinate with Public Works to provide on-site assistance with HazMat operations.
Coordinate with ESF #8, Public Health to provide on scene coroner services and managing facilities at HazMat scenes
Determine status of local contractors who are able to handle HAZMAT refuse
Mobilize and deploy available search and rescue teams to locations within the town in a manner consistent with established policies and priorities
Maintain communications with all deployed Search and Rescue teams to determine the scope of support needed
Coordinate with the ESF 13 Public Safety and Security to determine availability of K-9 Units
Coordinate with ESF #3 Public Works to provide on-site assistance with rescue operations at the request of team leaders
Coordinate with ESF #8 Public Health and Medical Services to provide on-scene assistance to extricated victims requiring medical treatment
Ensure that each Team Leader develops a safety plan for each assigned mission
Monitor and track the progress and status of each search and rescue team
Ensure that Search and Rescue Team Leaders report all significant events
Determine if current and forecasted weather conditions will affect operations
Coordinate with ESF #13 Public safety and Security to determine status of evacuations
Coordinate with Shelter Management Leader for shelter locations and availability

Assist in establishment of camp facilities through the on scene Logistics Section
If needed, assist with warning, notification, or evacuation of Town of Rocky Hill citizens
Determine access points to restrict access into damaged areas
Respond to requests for fire inspections of temporary living or shelter locations
Track daily costs, expenditures, and staff work hours

DEMOBILIZATION PHASE:

ITEM
Prioritize demobilization of resources. Advise any users of resources the estimated time of demobilization
Turn in paperwork
Return any issued equipment
Be prepared to provide input to the After Action Report

XVI. ESF #6 MASS CARE & HUMAN SERVICES / ESF #16 VOLUNTEER & DONATIONS / ESF #19 SPECIAL NEEDS / ESF #20 FAITH SERVICES / ESF #21 COLLEGIATE

RESPONSIBILITIES:

1. Coordinate the supply of food, potable water, clothing, shelter, and other basic needs as required to disaster victims within the Town of Rocky Hill.
2. Coordinate directly with the American Red Cross.
3. With the assistance of the Red Cross, provide inquiries and registration services for family reunification.
4. Provide assistance to Town of Rocky Hill citizens with transition from mass care to separate family or individual housing.
5. Establish a department operations center, as needed, to facilitate, coordinate and control mass care and shelter management operations.
6. Point of contact for American Red Cross
7. Supervise Shelter Management
8. Assess Operational Area requirements for Mass Care and Shelter including access and functional needs.
9. Manage an operations center as needed to facilitate, coordinate, and control mass care and shelter management requirements.
10. Coordinate with surrounding jurisdiction's shelter locations tracking information.
11. Assess the status and availability of crisis and emergency councilors within the Town of Rocky Hill.
12. Assess need and coordinate and provide mental health care for first responders, employees, volunteers, and citizens within the Town of Rocky Hill.
13. Overall management of donations.
14. Overall management of volunteers. This may include citizens, Faith based services, Community groups, or collegiate services.
15. Assess Operational Area requirements for Mass Care and Shelter including access and functional needs.
16. Manage an operations center as needed to facilitate, coordinate, and control mass care and shelter management requirements.
17. Coordinate with surrounding jurisdiction's shelter locations tracking information.
18. Assess the status and availability of crisis and emergency councilors within the Town of Rocky Hill
19. Assess need and coordinate and provide mental health care for first responders, employees, volunteers, and citizens within the Town of Rocky Hill
20. Coordinate with ESF #8, Public Health, in respect to crisis and mental health counselling.
21. Maintain a proactive approach and anticipate situations and/or problems.

ACTIVATION PHASE:

ITEM
Based on the situation, activate the necessary Units within Human Services: Shelter Management and Mental Health.
Ensure contact with the American Red Cross and Salvation Army
Provide an initial situation report to the Command Group
Prepare objectives for Human Services and provide to the Command Group prior to the first IAP planning meeting

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure that position logs and other required files and documents are maintained
Monitor evacuation activities
Ensure coordination of all mass care activities occurs with the Red Cross and Salvation Army
Establish communications with volunteer agencies to provide clothing and other basic life sustaining needs
Coordinate with Personnel for volunteer management
Ensure that each activated shelter meets the requirements as described under the Americans with Disabilities Act (ADA)
Ensure appropriate staffing and support for shelter operations
Activate any inquiries and registration services for family reunification.
Appoint a Shelter Manager
Coordinate the tasking of all shelter activities with supporting agencies.
Maintain reports of shelter conditions and unmet needs.
Track daily costs and develop expense reports. Forward to Finance.
Assist victims with transition from operating shelters to separate individual or family housing
Coordinate with appropriate agencies for long term placement of disaster victims who cannot move back to their normal residences.
Ensure that all fiscal and administrative requirements are coordinated through the Finance.
Prepare objectives for the Human Services for the following operational period. Provide the objectives to the Command Group prior to the end of the shift and the next IAP planning meeting
Provide a briefing to your relief at shift change. Include on-going activities, branch objectives for the next operational period and any additional pertinent information
Keep Command Group informed of Human Service status
If available, provide list of special need citizens in operations sector
Prepare information regarding Shelters for release to the public through the PIO
Refer any information inquiries or media contacts to the PIO
Work closely with ESF #8, Medical to determine the scope of disaster shelter assistance needed

| Determine that status and availability of shelter resources within the operational area. |
| Establish shelter status information to the State of Connecticut Emergency Management Region 3 via Web EOC |
| Work with Red Cross or Salvation Army points of contacts to coordinate shelter and mass care activity |
| Coordinate with Logistics Group to acquire additional resources to provide care and transportation to the victims |
| Coordinate with ESF #11, Animal Control, with sheltering of pets of people at mass care or shelter locations |
| Ensure each shelter of mass care locations meets the requirements as described under the Americans with Disabilities Act (ADA) |
| Maintain contact with of out of town shelters that receive Town of Rocky Hill residents and forward any requests for personnel, supplies, and support to the Logistics Group |
| Complete and maintain Care and Shelter Status Reports |
| Determine the need for mental health services and coordinate provisions of care as needed |
| Coordinate operations for mental health with ESF #8, Public Health |
| Leadership to Councilors in the field |
| Coordinate data collection |
| Work with individuals, families, and groups to provide outreach, emotional support, public education, and referrals when needed |
| Program representative in coordination with other agencies and partners |
| Develop a database of unsolicited goods and services. Begin tracking offers of goods and services. |
| Work with PIO to release a manned phone line number for donations and inquiries |
| Identify location as an intake and staging area for donated goods. |
| Identify location as a point of distribution to citizens |
| Immediately notify Logistics Group of any unmet needs within ESF |

DEMOBILIZATION PHASE:

ITEM
Turn in paperwork
Return any issued equipment
Be prepared to provide input to the After Action Report

XVII. ESF #7 LOGISTICS AND RESOURCE SUPPORT

RESPONSIBILITIES:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies personnel, facilities, and transportation. Also included is arranging for food, lodging, and other support services as needed or required.
2. Establish the appropriate level of organization personnel for the ESF.
3. Ensure section objectives as stated in the EOC IAP are accomplished within the operational period or within the estimated time frame.
4. Keep EOC Director informed of significant issues affecting the ESF.
5. Coordinate with the appropriate ESFs to establish priorities for resource allocation to be activated on scene Incident Commander(s). Ensure radio, telephone and computer resources and services are provided to staff as needed.
6. In coordination with ESF #2, Communications, oversee the installation of communications resources within the EOC.
7. Determine specific computer requirements for all EOC positions.
8. Implement agreed upon messaging systems.
9. Develop and distribute a communications plan which identifies all systems in use and lists specific numbers in use for incident.
10. Ensure adequate essential facilities are provided in support of the operations.
11. Make sure secure access to the facilities and proper configuration of the facilities are adequate for the operations
12. Ensure any acquired buildings or workspaces are returned to their original state when no longer needed
13. Ensure the transportation, facility, and procurement resources and services are provided to staff as needed
14. Oversee the request for resources
15. In coordination with the ESF #1, Transportation, develop a transportations plan to support operations.
16. Arrange the acquisition or use of required transportation resources.
17. Oversee the procurement and allocation of supplies and materials not normally provided through mutual aid channels
18. Coordinate procurement actions with Finance.
19. Coordinate delivery of supplies and materials as needed.
20. Coordinate with element personnel within the Logistics to capture and centralize resource status information.
21. Develop and maintain status boards and lists
22. Maintain a proactive approach and anticipate situations and/or problems.

ACTIVATION PHASE:

ITEM
Ensure the ESF #7 Logistics is set up properly and that appropriate personnel, equipment, and supplies are in place.
Based on the situation, activate the proper number of personnel within Logistics as needed and designate Leaders for each element; Service, Support, Supply, Communications, Transportation, Facilities, Personnel, Resource Status, and Informational Systems. (There may be more than one element per person)
Appropriate the proper personnel to staff section for 24 hour operations.
Identify and notify supporting agencies that may be needed.
Meet with the EOC Director to identify immediate resource needs
Meet with Finance and determine level of authority of Logistics for purchasing
Determine what resources may be purchased under emergency purchase orders.
Assist personnel in developing objectives for plans to accomplish their objectives within the first operational period, or in accordance to the EOC IAP.
Keep the EOC Director informed of significant events

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure that all personnel are maintaining their position logs
Routinely meet with personnel and work to reach agreements on element objectives for upcoming operational periods.
Coordinate with appropriate ESFs to prioritize and validate resource requests from the on scene Incident Commander(s)
Provide the Command Group with the Logistics objectives at least 1 hour prior to each EOC IAP meeting
Attend and participate in EOC IAP planning meetings
Coordinate the relationship of Finance and confirm that all required documents and procedures are completed and followed
Make sure that the transportation requirements, in support of response operations, are met
Maintain and fulfill all requests for facilities and facility support.
Coordinate with all EOC ESFs regarding the use of all communications systems
Ensure that an EOC communications center is set up appropriately to receive and direct all event or disaster related communications to appropriate locations within the EOC.
Coordinate with ESF #2, Communications, that there are appropriate communications links between the EOC and Field resources
Ensure technical personnel are available for equipment maintenance and repair
Maintain resource tracking and accountability
Work closely with the EOC Director and other ESFs in determining facilities and furnishings required for effective operation of the EOC

Arrange for continuous maintenance of acquired facilities and making sure that utilities and restrooms are operating correctly
If acquired facilities are away from the EOC, coordinate with assigned personnel and designate a primary responsible person for that location
Ensure all structures are safe for occupancy and comply with ADA requirements
Develop and maintain a status board which shows the location of each facility along with description of furnishing and supplies
As facilities are vacated, coordinate the return of the location to its original state
Keep all sections informed of the status of the requested resources, particularly those that are critical
Coordinate with all ESFs regarding the request of resources
Monitor the operational effectiveness of the resource requests
Maintain records of all property/ resources loaned, quantities, point of contact and location
Maintain status board of all resource requests
Status boards should track requests by providing at a minimum, the following information; date and time of request, items requested, priority designation, time the request was processed and estimated time of arrival or delivery to the requesting party
An additional status board may be developed to track resource use by the requesting persons or units. Information categories should include the following information; actual arrival time of the resource, location of use, estimated time of use of resource
Routinely coordinate with ESF #1 to determine the status of transportation routes in and around the Town of Rocky Hill
Maintain constant contact with the Public Works Branch to stay up-to-date of progress of route recovery operations
Develop a Transportation Plan for resources which identifies routes of ingress and egress, allowing movement of resources in a positive movement
Establish contact with local transportation agencies and Board of Education Superintendent to establish availability of equipment and transportation resources to be used in operations and/or evacuations
Determine if requested types and quantities of supplies and materials are available in town inventory
Determine procurement spending limits with Finance. Obtain a list of predesignated emergency purchase orders if needed
If needed, and if possible, personally meet with requesting individual to clarify type and amount of supplies or materials. Also verify that the request has not been previously filled through another source
Determine if needed item can be procured from the Operational Area or from another jurisdiction at no cost
Prior to completing any orders, determine unit costs of supplies and materials from suppliers and obtain what payments they accept
Any orders that exceed the purchase order limit must be approved by Finance before the order can be completed
If vendor contracts are required prior to purchases or supplies or materials, refer the request to Finance for development of the necessary agreements
Track daily costs and develop expense reports
Determine if the vendor will deliver the ordered items. If not, coordinate pickup and delivery of items.
Provide food and lodging for EOC staff and volunteers as needed. Assist field personnel with food services at locations as needed
Coordinate with Human Services on donated goods and services from groups, organizations, or individuals. Set up procedures for collecting, inventorying, and distribution of goods

As resource requests are received, post the request on a status board and track the progress of the request until filled
Replenish supplies used
Provide information updates to section personnel

DEMOBILIZATION PHASE:

ITEM
Make sure that all elements and personnel turn in documentation, check for completeness and accuracy
Turn in all documentation to the EOC Director
Verify closing tasks of Logistics are accomplished
Turn in accounting or personnel time sheet to Finance
Turn over all open orders to the Finance Section
Authorize demobilization of elements and personnel
Ensure that any open actions not completed will be handled after demobilization
Return any issued equipment
Be prepared to provide input to the After Action Report

XVIII. ESF #8 PUBLIC HEALTH AND MEDICAL SERVICES

RESPONSIBILITIES:

1. Coordinate EMS and Public Health response
2. Acquire mutual aid resources, as necessary
3. Coordinate the mobilization and transportation of all resources through ESF #7, Logistics.
4. Complete and maintain status reports for major incidents requiring or potentially requiring operational area, state and federal response, and maintain status of unassigned medical resources in the town.
5. Implement the objectives of the EOC IAP assigned to ESF #8
6. Coordinate with Central Connecticut Health District and the State of Connecticut Department of Public Health to rapidly deploy medical teams to areas of numerically high sickness and/or injuries
7. Oversight of transporting the sick and injured to medical facilities
8. Point of contact for American Red Cross
9. Ensure that all available disaster medical resources are identified and mobilized as needed
10. Provide assistance to Incident Command Posts and Operations Centers in establishment of triage teams.
11. Determine the status of nursing, mass care or medical facilities within the affected area
12. Monitor and track medical resources utilized during the incident
13. Coordinate the transportation of injured victims to appropriate medical facilities as required
14. Assess the nature of a public health emergency, bioterrorism event, or disaster and provide information to the Command and Planning Groups as needed.
15. Assess the need for medical care and coordinate assistance and/or coverage at mass care and shelter locations.
16. Assess the need for a direction control plan for the affected disaster area(s) within the Town of Rocky Hill
17. Coordinate Coroner services through the State of Connecticut Medical Examiner's Office
18. Request assistance from Regional Teams as needed
19. Ensure that deployed teams are provided with adequate support
20. Inspect and assess emergency supplies of consumables for purity and usefulness.
21. Inspect and assess emergency cooking facilities for purity and operational availability
22. Assess the status and availability of crisis and emergency councilors within the Town of Rocky Hill
23. Assess the status of availability of mental health facilities within the region
24. Assess need and coordinate care and relocation of supervised mental health care in the Town of Rocky Hill
25. Assess need and coordinate and provide mental health care for first responders, employees, volunteers, and citizens within the Town of Rocky Hill
26. Maintain a proactive approach and anticipate situations and/or problems.

ITEM
Based on the situation, activate the necessary personnel within the Medical ESF.
If the mutual aid system is activated, coordinate the use of regional medical resources.
Prepare and submit a preliminary status report and major incident reports as appropriate to the Command Group
Prepare objectives for ESF #8 and provide them to the Planning Group prior to the first IAP planning meeting
Review mutual aid agreements and memorandums of understanding.

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure that position logs and other required files and documents are maintained
Maintain current status on Medical mission being conducted in the Town of Rocky Hill
Provide the Command Group and the Planning Group with an overall summary of Medical operations periodically or as requested during the operational period
On a regular basis, complete and maintain a Medical Status Report on appropriate ICS forms
Refer all contacts with the media to the PIO
Ensure that all fiscal and administrative requirements are coordinated through Finance
Prepare objectives for the ESF for the following operational period. Provide the objectives to the Planning Group prior to the end of the shift and the next IAP planning meeting
Provide a briefing to your relief at shift change. Include on-going activities, ESF objectives for the next operational period and any additional pertinent information
Collect, complete and forward damage reports and assessments
Keep Command Group informed of Medical Service status
If available, provide list of special need citizens in operations sector
Establish communications with the on scene Incident Command Post
Monitor and coordinate emergency medical resources
Coordinate mental health counseling teams for emergency responders
Notify nursing or mass care facilities within area of emergency of potential hazards
Work closely with ESF #4 to determine the scope of disaster medical assistance needed
Determine that status and availability of medical mutual aid resources within the operational area.
Establish communications, through North Central CMED, with area hospitals to determine their capabilities to treat victims and to determine status and availability of specialized treatment centers.
Coordinate with Logistics to obtain necessary supplies and equipment to field personnel in support of disaster medical operations
Coordinate with Logistics to acquire additional resources to provide care and transportation to the victims
Identify private resources available to support operations

In conjunction with the Planning Group, determine if current and forecasted weather conditions will affect operations
Assess the need for controls or procedures regarding a public health emergency, bioterrorism event, or disaster and make appropriate recommendations
Prepare information for the PIO to be released to the public pertaining to a public health emergency
Coordinate with Human Services for medical support and care and provide staff for mass care and shelter locations
Inform Human Services Coordinator on all activities of Public Health during the operational period or as requested
If systems are damaged, assess drinking water quality and potential health risks from ruptured or damaged systems
Inspect cooking facilities at mass care and shelter locations, operation centers and other emergency and temporary locations
Ensure that locations where fatalities are discovered are secured
Request Coroner services through the State of Connecticut Medical Examiner's Office
Procure through Logistics, all necessary fatalities management equipment and supplies
Keep ESF #13, Public Safety and Security, informed of Coroner activities on a regular basis
Determine the need for mental health services and coordinate provisions of care with Human Services
Coordinate the relocation of mental health patients and/or clients as needed
Provide mental health service to mass care and shelter locations
Continue to respond to town wide emergency medical calls as conditions permit
Decide what conditions will determine EMS calls will be taken and advise supporting agencies
Track daily costs and develop expense reports
Develop action plan to overcome resource shortfalls
Immediately notify Command Group of any unmet needs

DEMOBILIZATION PHASE:

ITEM
Turn in paperwork
Ensure any active missions or tasks will be completed by on scene resources
Notify Logistics of any staged resources and allow for release
Turn in documentation regarding employee time sheets and expenses to Finance
Return any issued equipment
Be prepared to provide input to the After Action Report

XIX. ESF #13 PUBLIC SAFETY AND SECURITY / ESF #11 ANIMAL CONTROL

RESPONSIBILITIES:

1. Coordinate Law Enforcement and traffic control operations during the event or disaster.
2. Acquire mutual aid resources, as necessary
3. Coordinate the mobilization and transportation of all resources through the Logistics and Public Works
4. Complete and maintain status reports for major incidents requiring or potentially requiring operational area, state and federal response, and maintain status of unassigned Law Enforcement resources in the town.
5. Implement the objectives of the EOC IAP assigned to Law Enforcement.
6. Coordinate site security at incidents
7. Coordinate Law Enforcement mutual aid requests through Logistics
8. Establish and maintain communications with on-scene Law Enforcement Branch Section Chiefs
9. Respond to requests for Law Enforcement resources from the field in a timely manner, following established priorities.
10. Monitor and track law enforcement resources utilized during the incident
11. Determine the scope of the search and rescue mission, if required
12. Assist in mobilizing Search and rescue teams at the request of Incident Commander(s)
13. Provide search and rescue support as required to other emergency response agencies consistent with established priorities and objectives.
14. Ensure deployed teams are provided with adequate support
15. Assess the nature of animal control operations and provide information to the Planning Group and Command Group
16. Assess the need for animal care, rescue, and evacuation and coordinate assistance and coverage with the appropriate animal care and shelters as needed
17. Assess the need for animal control plan for the affected disaster area(s) within the town.
18. Maintain a proactive approach and anticipate situations and/or problems.

ACTIVATION PHASE:

ITEM
Based on the situation, activate the necessary Units within the Law Enforcement: Police Operations and/or Animal Control Unit
If the mutual aid system is activated, coordinate the use of regional police resources.
Prepare and submit a preliminary status report and major incident reports as appropriate to the Command Group
Prepare objectives for Law Enforcement and provide them to the Planning Group prior to the first IAP planning meeting

OPERATIONAL PHASE:

ITEM
Maintain log of all activity, utilizing ICS 214
Ensure that Unit position logs and other required files and documents are maintained
Ensure adequate staffing for operational periods
Maintain current status on Law Enforcement mission being conducted in the Town of Rocky Hill
Provide the Command Group and the Planning Group with an overall summary of the Law Enforcement operations periodically or as requested during the operational period
Determine need for Law Enforcement mutual aid
Evaluate and process all requests for Law Enforcement mutual resources through the proper regional requests
As needed, ensure that incident facilities are established to coordinate incoming Law Enforcement mutual aid resources
On a regular basis, complete and maintain the Law Enforcement Status Report on appropriate ICS forms
Maintain a map and listing of traffic control points and access control points
Refer all contacts with the media to the PIO
Ensure that all fiscal and administrative requirements are coordinated through Finance
Prepare objectives for Law Enforcement for the following operational period based on the nature and severity of the disaster. Provide the objectives to the Planning Group prior to the end of the shift and the next IAP planning meeting
Provide a briefing to your relief at shift change. Include on-going activities, objectives for the next operational period and any additional pertinent information
Collect, complete and forward damage reports and assessments
Keep Command Group informed of Law Enforcement status
If available, provide list of special need citizens in operations sector
Provide Police security at critical locations
Maintain restricted access to hazardous areas as needed
Identification of secondary hazards that may affect responders
Coordinate towing services as needed
Establish and maintain communication with the Department Operations Center, or Law Enforcement Branch at the on scene level
Obtain regular status reports on the law enforcement situation from the Department Operations Center, or Law Enforcement Branch at the on scene level
Assess the impact of the disaster or event on the Town of Rocky Hill Police Department's operational capability
In conjunction with Planning, determine if current and forecasted weather conditions will affect operations
Coordinate with ESF #4, Fire Fighting, to determine status of evacuations
Supply personnel at limited access points during evacuations.
Work closely with all on scene Operations Section Branch Coordinators to determine the scope of search and rescue assistance required
Coordinate with ESF #4, Fire Fighting, to determine missions for search and rescue teams based on established priorities

Mobilize and deploy available search and rescue teams to locations within the town in a manner consistent with established policies and priorities
Maintain communications with all deployed Search and Rescue teams to determine the scope of support needed
Work closely with Logistics to determine the status and availability of search and rescue resources within the region
Coordinate with other municipalities to determine availability of K-9 Units
Coordinate with ESF #3, Public Works, to provide on-site assistance with rescue operations at the request of team leaders
Coordinate with ESF #8, Public Health and Medical Services, to provide on-scene assistance to extricated victims requiring medical treatment
Ensure that each Field / On Scene Team Leader develops a safety plan for each assigned mission
Ensure that Team Leaders report all significant events
Monitor and track the progress and status of each search and rescue team
Inform the ESF #4, Command Group, and Planning Group of all significant events
Assess the need for access controls or procedures regarding operations of animal shelters and make appropriate recommendations
Provide oversight to agencies providing assistance and resources to animal care, rescue and evacuation operations and take appropriate actions to ensure protection of life and property in accordance with current operational guidance
Coordinate with private and public organizations providing assistance in animal care
Coordinate veterinary and wildlife services in affected areas
Determine under what conditions Animal Control will not respond to calls for service
Plan for animal reunification after disaster
Determine what conditions are unsafe for Law Enforcement resources to respond.
Develop a contingency plan to overcome shortfalls
Track daily costs and develop expense reports.

DEMOBILIZATION PHASE:

ITEM
Turn in paperwork
Ensure any active missions or tasks will be completed by on scene resources
Notify Logistics of any staged resources and allow for release
Turn in documentation regarding employee time sheets and expenses to Finance
Return any issued equipment
Be prepared to provide input to the After Action Report

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ANNEX A-3. INCIDENT ACTION PLAN CHECKLIST

I.   GENERAL

EOC Command personnel involved in an operation should utilize the Incident Command System's incident action planning process to develop incident action plans (IAPs). All partners involved in the incident achieve unity of effort through its disciplined process. Additionally, the IAP is the vehicle by which the senior leaders of an incident communicate their expectations and provide clear guidance to those managing an incident. The incident action planning process requires collaboration and participation among all incident management leaders and their staffs from across the whole emergency management spectrum.

The incident action planning process is built on the following phases:

1. Understand the situation
2. Establish incident objectives
3. Develop the plan
4. Prepare and disseminate the plan
5. Execute, evaluate, and revise the plan

The product of this process, a well-conceived, complete IAP, facilitates successful incident operations and provides a basis for evaluating performance in achieving incident objectives. The IAP identifies incident objectives and provides essential information regarding incident organization, resource allocation, work assignments, operational periods, safety, and weather.

The Planning "P" depicts the stages in the incident action planning process. The leg of the "P" includes the initial steps to gain awareness of the situation and establish the organization for incident management. Although maintaining situational awareness is essential throughout the life cycle of the incident, the steps in Phase 1 are done only one time. Once they are accomplished, incident management shifts into a cycle that of planning and operations, informed by ongoing situational awareness, that continues and is repeated each operational period. This cycle, which is depicted in the barrel of the "P", becomes the Operations "O," and repeats it's self for the duration of the incident.

II.   ICS FORMS

The following NIMS ICS forms are utilized to make up the Incident Action Plan:

ICS Form #:	Form Title:	Typically Prepared by:
ICS 201	Incident Briefing	EOC Command
ICS 202	Incident Objectives	EOC Planning
ICS 203	Organization Assignment List	EOC Planning
ICS 204	Assignment List	EOC Planning and EOC Operations
ICS 205	Incident Radio Communications Plan	EOC Logistics: Communications
ICS 205A	Communications List	EOC Logistics: Communications
ICS 206	Medical Plan	EOC Logistics: Medical
ICS 208	Safety Message / Plan	EOC Safety Officer

III. PLANNING "P"
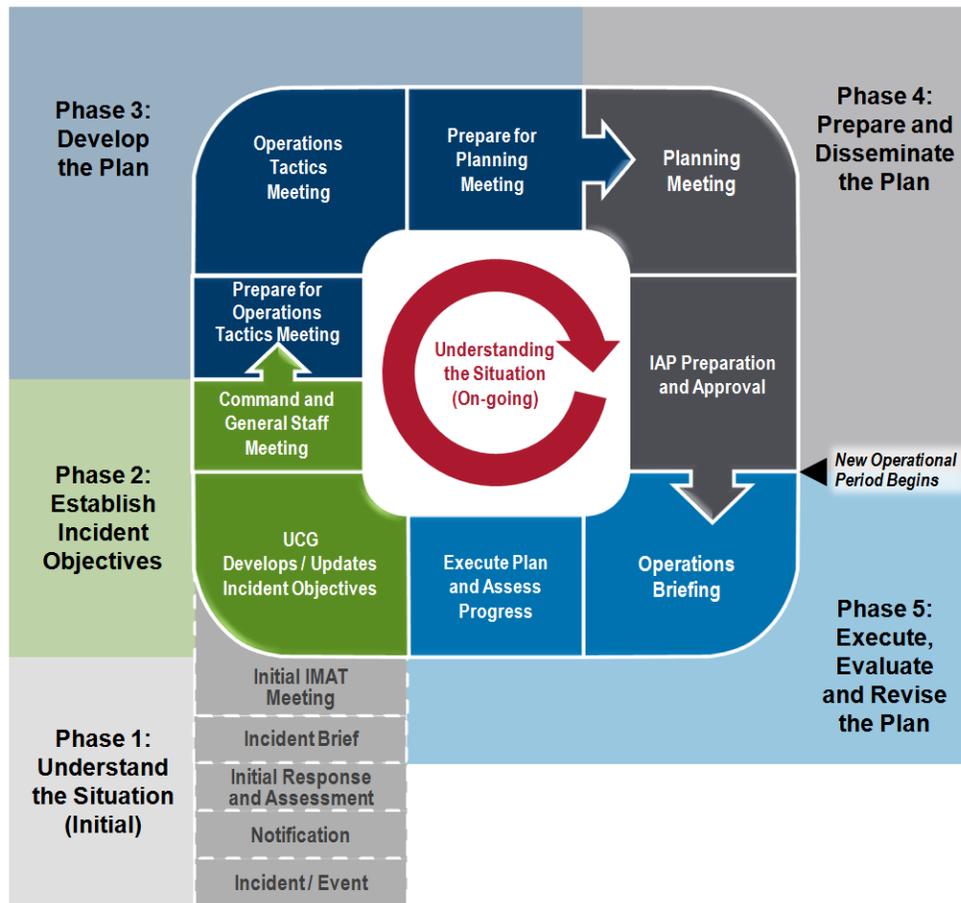
IV. PLANNING "O"
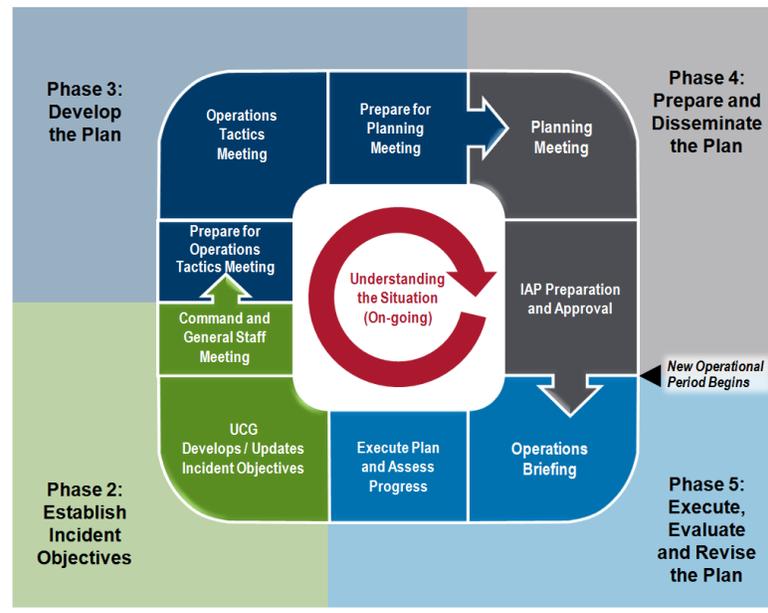
The action planning process is a key element to identify organizational objectives and priorities and to ensure that the entire organization will be focused and acting as a unified, coordinated organization.

The Planning Section Chief is responsible for scheduling and leading the Planning Action Meeting and developing the EOC IAP. If there were previous operational periods, the team may utilize that IAP and build off from that document.

V.   SEQUENCE OF ACTIVITIES

The sequence of activities that occur within the Action Planning Meeting are as followed:

1. The Operations Section Chief and Planning Section Chief present a brief on the current situation.
2. The Operations, Planning, Logistics, and Finance Chiefs provide briefs on their present situations and make recommendations on specific objectives for the next operational period.
3. The EOC Director, after considering the recommendations from the various Section Chiefs, defines the organizational priorities for the next operational period (short term) as well as the immediate objectives. The objectives should not include more than four or five broad goals and represent the strategic objectives of the organization. These objectives should be measurable and verifiable.
4. The Planning Section documents the objectives as determined by the Management Section. These written objective and priorities are approved by the EOC Director, which ensures accuracy of the organization objectives.
5. The Operations Section will then address tactical actions for meeting the organizational objectives.
6. The Logistics Section determines requirements for obtaining the needed personnel, supplies, and materials to support the Operations Section.
7. The Finance Section determines requirements for paying documenting, and recovering the funds or personnel, supplies, and materials to support the Operations Section.
8. The Planning Section Chief provides copies of the objectives along with a blank copy of the Action Plan to each Section Chief. Each Section Chief then fill in the form on how each unit will meet objectives and then returns the document to the Planning Section Chief.
9. The Planning Section Chief compiles the EOC Incident Action Plan for final approval by the EOC Director.
10. The Policy Group reviews and approves the EOC Incident Action Plan.
11. The EOC Director distributes the EOC Incident Action Plan.

VI.   SUMMARY

Command	- Sets objectives and priorities - Provides briefing to Policy Group - Approves EOC IAP
Planning	- Provides brief on situation - Posts objectives for organizations use - Prepares and distributes the EOC IAP documents - Continues collecting, analyzing and displaying information - Continues action planning process
Operations	- Determines tactics to achieve objectives
Logistics	- Determines its support for operations
Finance	- Determines its support for operations

VII. SECTION OBJECTIVES

Each section should have objectives for the operational period of the IAP. The following lists are designed as a guideline and not a specific list.

A. COMMAND SECTION
- Establish Operational Period
- Establish staffing patterns for 12 hour shift durations
- Establish Public Information press release schedule
- Establish special funding limits for the duration of the event or disaster
- Identify and contact agency representatives whom should report to the EOC
- Establish Command staffing pattern and forward to the Logistics Section

B. OPERATIONS SECTION
- Determine the loss or lives and injuries to date
- Identify property damage to date
- Establish appropriate Branches and Units
- Establish Operations staffing pattern and forward to the Logistics Section
- Identify key resource needs beyond normal mutual aid
- Identify mutual aid received and requested

C. PLANNING SECTION
- Establish meeting and conference call schedules
- Establish reporting schedule
- Establish appropriate Units
- Establish Planning staffing pattern and forward to the Logistics Section
- Create a Situation Report
- Create an Action Plan
- Identify Technical Specialists needed and forward to Logistics

D. LOGISTICS SECTION
- Establish appropriate Branches and Units
- Establish a communications plan for the EOC
- Establish a process for obtaining, tracking, and replenishing resources
- Establish, with Finance, emergency purchasing procedures
- Identify scarce resources and establish processes to purchase, rent, or lease
- Establish feeding and logistical needs for the EOC and Staff
- Establish Logistics staffing pattern

E. FINANCE SECTION
- Establish a cost accounting system to capture all costs associated with event
- Establish a process to track all costs for personnel
- Establish a process to update Command Section a timely cost of operations
- Establish emergency purchasing limits

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ANNEX A-4. DISASTER RECOVERY GROUP

The Disaster Recovery Group (DRG) is designed to establish the short term recovery goals that will facilitate long term recovery. Identification and appointment of a long term Recovery Coordinator should be done prior to any activities.

The recovery plan should address the following:

- The recovery effort's goals
- The recovery organization's structure, including the roles of government, the public, business, and not for profit organizations in the process
- Short Term recovery operations, such as debris removal and volunteer and donations management
- Identify network of recovery service(s)
- Determine and prioritize recovery activities
- Temporary shelter and housing, permanent housing
- Economic recovery
- Environmental recovery
- Infrastructure and lifelines
- Financial and community resources
- Social and psychological aspects of recovery

The group should consist of individuals from the following groups or organizations:

- Economic Development
- Human Services
- Chamber of Commerce
- Volunteer Organizations
- Community Organizations
- Faith Based Community
- Public Information Officer
- Emergency Management Director
- DESPP / DEMHS (technical assistance)

This group shall review and evaluate all disaster operations reports. Included in this shall be the After Action Report (AAR) and the reviewers should closely critique response activities to identify area in need of improvement.

Damage assessments should be done, followed up with a hazard mitigation study to limit the loss of property and life in future incidents. Local ordinances, as necessary, should be drafted in response to the hazard mitigation study.

Monthly reports shall be done and forwarded to Town Manager identifying progress.

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I.   Function Description

This function provides personnel assigned to controlling the processing and flow of information into, out of, and within the EOC. Information reception, routing, and logging.

Message Control holds onto the original documentation until deactivation of the EOC and then provides to the Planning Section for documentation.

II.   Responsibilities

- Manage the message control function.
- Maintain a file of all original messages which will serve as official documentation following the event.
- Process and forward incoming and outgoing messages.
- Maintain an official log of incoming and outgoing messages.
- Provide copy and fax services to EOC Staff

III.   ACTIVATION
- Verify that Fax machine and copier are working correctly
- Collect all available messages previously sent and received prior to EOC activation.

IV.   OPERATIONAL PHASE

- All messages shall be made by utilizing a FEMA ICS 213 Form.
- All Messages shall be assigned a control number and shall be in numerical order and in sequence of receipt.
- Messages shall be marked for priority of the message:
    - U: Urgent. Highest priority and must be delivered first.
    - P: Priority. Second
    - R: Routine. Lowest priority
- All incoming and outgoing messages shall be noted on a message log sheet.
- Copy and distribute messages as required.
- Distribute incoming messages to appropriate EOC personnel.
- Collect outgoing messages from EOC personnel and have them checked by the Operations Chief for review and signature. Route messages to proper personnel or agency.
- Retain original messages for incident documentation

V.   DEMOBILIZATION

When EOC is deactivated, all messages should be turned over to the Planning Section for inclusion into the incident files and documentation.

ANNEX B. COMMUNICATIONS

I. PURPOSE

This annex describes the Town of Rocky Hill communications systems and present available communications sources, policies, and procedures to be used by Rocky Hill governmental agencies during emergency situations. This annex coordinates employment of all communications systems during an emergency situation.

II. SITUATION

- Communications plays a critical role in emergency operations.
- The networks available from the Town of Rocky Hill, surrounding jurisdictions, regional capabilities, state capabilities and federal capabilities.
- Properly coordinated these capabilities provide effective communications for the direction and control of emergency response activities.
- The primary location for the Town of Rocky Hill Emergency Communications Center is located within the Police Department at 699 Old Main Street, Rocky Hill, Connecticut 06067.
- The designated back up location for the Emergency Communications Center is Wethersfield Police Department.

III. ASSUMPTIONS

- Any emergency or disaster can affect the Town of Rocky Hill at any time and without warning.
- The established communication system within the Town of Rocky Hill will withstand and survive the effects of an emergency and/or disaster.
- If the emergency is localized, regional support should be available.
- If the emergency extends outside the Town of Rocky Hill, regional or state support might not be immediately available.
- The town's Emergency Operations Center facility and equipment are adequate for coordinating town wide emergency operations.
- Communications with in the field Units shall be handled by the Town of Rocky Hill Emergency Communications Center. The EOC shall not handle this task unless there is a system overload within the Communications Center.

IV. CONCEPT OF OPERATIONS

A. General

o The communications systems and services utilized by the town and its services are operated by Police Department employed personnel.

o The Communications Center is not just a Police function but an all-encompassing Public Safety Emergency Communications function that serves all public safety entities and governmental operation services of the Town of Rocky Hill.

o Emergency calls are received by both a ten digit routine phone line and an E-9-1-1 telephone system and are dispatched according to established standard operating procedures.

o A Police Sergeant is designated as the Communications Division Commander.

o Should an emergency situation become more complex, additional personnel and equipment are available to handle demands.

B. Specific

1. Telephone Systems
   - Telephone service is provided by private companies
     o The Town of Rocky Hill IT Department coordinates telephone support from service providers and is the point of contact for system repairs and modification.
     o AT&T / Frontier Communications provides E-9-1-1 telephone support, hardware and repair.
   - The Police Department subscribes to the Government Emergency Telecommunications Service (GETS).
   - The Public Safety Services within the Town of Rocky Hill can set up issued cell phones to the Homeland Security Wireless Priority Service (WPS).

2. Radio System
   - The Town of Rocky Hill's UHF radio system is designated the principal system to be utilized for direction and control of emergency response activities. It delivers a two way voice communications between the Emergency Communications Center and Mobile Units.
     o Principal users of the system are:
        a. Rocky Hill Police Department
        b. Rocky Hill Fire Department
        c. Rocky Hill Emergency Medical Services
        d. Rocky Hill Public Works
        e. Rocky Hill Parks Department
        f. Town Wide Emergency Channel
   - Other communications systems that may be used to communicate within the region and the state during emergencies include:
     o RAFS East & West

- o InterCity
- o Hotline
- o I-Call / I-Tac
- o Area 3 Emergency Management
- o C-Med
- o STOCS
- o CSPERN
- o CT ARES

The following communications systems can be accessed from the Rocky Hill Emergency Communications Center:

- Rocky Hill Police Department
- Rocky Hill Fire Department
- Rocky Hill Emergency Medical Services
- Rocky Hill Public Works
- Rocky Hill Parks Department
- Town Wide Emergency Channel
- RAFS East & West
- InterCity
- Hotline I-Call / I-Tac
- Area 3 Emergency Management
- Wethersfield 800

For detailed information on regional and state interoperable communications policies, direction, and equipment can be found in the CRCOG CT Region 3 Tactical Interoperable Communications Plan (TICP) and Statewide Communications Interoperability Plan (SCIP).

3. Other Communications Systems

- The EOC has the ability to log into the State of Connecticut sponsored Web EOC. This is a web based emergency management communications system that allows real time situational sharing between Town of Rocky Hill and State of Connecticut Emergency management and other jurisdictions. By utilizing this system it allows the Town of Rocky Hill to pass along vital situational reports accurately and rapidly. This system also allows users to request and track resources.
- Amateur radio operators may be able to provide assistance to the communications links if the networks either fail or are over tasked. These civilian operators operate their own radios and can provide information or relay messages. Amateur radio links are not operated from the Rocky Hill Emergency Communications Center, however there are amateur radio antennas located at RHFD Company 2.

I.   PURPOSE

This Annex is intended to facilitate the coordination of timely emergency information across Town of Rocky Hill agencies and to the general public. It describes methods by which emergency alerts and warnings are communicated to the public from the Town of Rocky Hill Emergency Management Office.

II.   SCOPE

This Annex includes the following message types:

1. Emergency Alert System (EAS)
2. Code Red
3. Town Electronic Signage
4. Public Access Television (Channel 16)
5. Wireless Emergency Alerts (WEA)
6. FEMA's Integrated Public Alert Warning System (IPAWS)
7. CT-ALERT
8. Media releases
9. Social Media
10. Door to door or street level notifications

III.   OBJECTIVES

The provisions of this Annex establishes and maintains a consistent understanding and the use of information, technology, and relationships to communicate emergency information among Town of Rocky Hill agencies, Emergency Management partners, and the general public.

IV.   SITUATION

A.   Some incidents occur with enough warning that notification can be issued to ensure the appropriate level of preparation.
   1.   Natural Incidents, including but not limited to Winter Storms, Hurricanes, and Rain Storms resulting in flooding.
B.   Some incidents occur with little or no advanced warning and do not provide enough time to adequately notify the public.
   1.   Natural Incidents, including but not limited to Earthquake, Tornado, and Sink Holes.
   2.   Manmade Incidents, Including but not limited to Haz Mat, Terrorist Events, Building Collapse, Hostage Situations, and Civil Unrest.
C.   To alert the greatest possible audience at risk in an emergency situation requires the use of multiple systems and approaches to:
   1.   Capture the public's immediate attention, no matter of the time of day and the citizen's location.
   2.   Ensure important safety actions are communicated to all in the affected area(s), regardless of age, language, physical or mental disability, and income.
D.   As a hazard becomes known, the circumstances and conditions evolve, choices will be made to select:
   1.   The best communications tool to use given the situation.
   2.   The appropriate message content.
   3.   The ideal format for each message.
   4.   The most effective times for releasing each message.
E.   Effective emergency messaging requires communication of nature, extent, and expected impact of a hazardous incident as well as a clear, concise, and decisive information concerning appropriate protective measures. It must be recognized that a timely and coordinated use of warning systems can reduce the impact of incidents.
F.   Each mode of communication has its different limitations. Examples may be:
   1.   Limited typed characters
   2.   Voicemails and emails may be disrupted if networks have outages or high traffic volumes.
   3.   Wireless carriers do not guarantee timely delivery of text messages or delivery at all.
G.   With the authorization of the Public Information Officer, agencies should post information regarding a significant incident on their respective agency website or social media accounts.

V.   ASSUMPTIONS

- This Annex is intended to address all emergency messaging available to the Town of Rocky Hill agencies to notify the public from the initial and all ongoing activities during the incident.
- If an incident occurs suddenly and the situation evolves rapidly the information may be incomplete.
- The notification systems that the Town uses has high reliability, the successful delivery of messages is heavily dependent on external networks and providers outside the Town's control.
- The Code Red notification system is different than surrounding jurisdiction's mass notification systems.
- Various factors can influence the public's response to an emergency message.
    - Interpretation of Message: When different people listen to the same message, there may be a variation in what they hear or how they understand the message, leading to different interpretations and responses.
    - Previous Experiences: People may rely on their previous experiences with the hazard to determine the actions or inactions to take.
    - Observations: Responses to warnings may differ, but most people will seek some type of confirmation.
    - Perception of risk to proximity: People will act according to their assessment of risk. High risk will result in quick action, low risk will result in delayed action.
    - Residency: New residents and/or visitors may react differently to established citizens.

VI.   CONCEPT OF OPERATIONS

A. **General:** Timely and accurate emergency notifications to the public can prevent or reduce the effects of an incident. The following principles of effective risk communication manage all alerts and warnings issued by the Town of Rocky Hill:
    1. Message Clarity- Describe the hazard or threat in accessible and direct terms.
    2. Indicate the intended audience- Specify the geographic area or population affected by the alert.
    3. Specify actions- Tell people what they should do to protect themselves and others.
    4. Acknowledge impacts- Specify what damage has occurred or is expected to occur as a result of the incident.
    5. Describe the response- Let people know what is being done to manage the incident and its impacts.
    6. Manage expectations- Provide timely updates and "all clear" messages when appropriate to inform the public when it is safe to resume normal activities.

B. **Message Format:** When a hazard threatens public safety or creates a significant service disruption and an alert needs to be issued to the public, the Incident Commander of the lead response agency or the Emergency Management Director will determine the message content, geographic area to be covered, and timing of message delivery, event duration, and appropriate public warning tools. To the greatest degree practical, alert notifications should be consistently categorized using the following format:

1. Category: Geophysical, Meteorological, Security, Rescue, Fire, Health, Environmental, Transportation, Infrastructure, CBRNE, Safety, or Other.
2. Location
3. Brief description of hazard, intended audience and recommended protective actions.
4. Message expiration and if possible, hazard duration.

C. **Notification:** Warning is a two part function. 1- Learning of the hazard or threat of the hazard. 2- Alert of officials and the public. Agency representatives should notify the Emergency Management Director when a significant incident or event occurs that meets any one or more of the following:

1. Continuity of Operations: Any situation that significantly affects the agency's continuity of operations. An example may be the inability of the agency to meet routine expectations or delivery of essential services.
2. Duration: Any non-routine, unplanned incident expected to continue beyond a single operational period.
3. Resources: Any situation that requires not provided by routine operational procedures or routine mutual aid.
4. Media Interest: Any incident that attracts significant media attention due to social, cultural, economic, political, technical or legal impacts (on agencies, employees or the public).

D. **Communications Tools**

1. **Emergency Alert System (EAS)**. EAS allows for messaging of important messages to be disseminated to the public through participating broadcaster. Persons who usually request an EAS Message usually include Elected Officials, Public Safety Director, Emergency Manager, or the Incident Commander. All requests shall be made through the Emergency Manager who will consult with the Director of Public Safety and will relay messages through the Public Information Officer.

Because of the large geographical area that is served by EAS, use should be restricted to severe situations and should have all the following elements apply according to the following list:

- The situation is imminent
- The situation is life threatening to the public
- The public must be provided with instructions
- Other warning methods would be ineffective

2. **Code RED (Emergency Communications Network).**
   - Code Red is a web based system that can send out SMS text, email and phone calls to residents and businesses that are registered through the town website, and by predetermined lists of contacts. Businesses and residents can register for the Code Red system via link at the bottom of the Town of Rocky Hill website. https://public.coderedweb.com/cne/en-US/424C4DD25C23
   - Code Red provides the user an ability to call specified areas of town based on a drawn circle or polygon to a target area.
   - The Code Red system activation will be requested through the Emergency Manager and will be completed by the Town of Rocky Hill Emergency Communications Center personnel. If the Emergency Manager is unable to be contacted, the process can be requested through the on duty RHPD Shift Commander.
   - There shall be complete information relayed and it will have an expected action attached to the message.

3. **Town Electronic Signage.** Public messages are available for distribution through electronic signs throughout the Town of Rocky Hill. These signs and messages are managed through the Town's IT Department. All requests shall be made through the Emergency Manager, who will contact the IT Department for message content. Content shall also be placed on the Town's website with easy navigation via simplistic messages and web links.

4. **Public Access Television (Channel 16).** Public messages are available for distribution through the Town of Rocky Hill public access television. These messages are managed through the Town's IT Department. All requests shall be made through the Emergency Manager, who will contact the IT Department for message content.

5. **Wireless Emergency Alerts (WEA).** WEA allows geographically targeted text like alert to be delivered directly to WEA enabled mobile devices. The public does not need to sign up for this service, however successful notification requires a WEA enabled mobile device and participation by the wireless provider in WEA.

WEA uses a unique ring tone and vibration to signal that an alert has arrived. These alert are limited to 90 characters and typically alerts the recipient to the type of event and recommended protective action. To obtain more information, the message will contain a direction to a website, local news or other source of information.

WEA is intended to complement the EAS. WEA alerts are also issued by NOAA's National Weather Service for imminent and severe weather conditions.

6. **FEMA's Integrated Public Alert & Warning System (IPAWS).** IPAWS improves alert and warning capabilities by allowing alerting authorities to deliver alerts simultaneously through multiple communications devices reaching as many people as possible to save lives and protect property.

IPAWS is an integration of the nation's alert and warning infrastructure and will save time when time matters. IPAWS provides Public Safety Officials with an effective way to alert and warn the public about serious emergencies from a single interface.

7. **CT-Alert.** It is Connecticut's statewide emergency notification system program that provides municipalities and the state with the ability to alert citizens during significant events. This system allows Incident Commanders and Emergency Managers to send emergency public safety messages to telephones. Citizens may sign up at www.ctalert.gov .

8. **Media Releases.** The Public Information Officer will issue media releases to advise the public of an on-going situation. The information relayed will be for an appropriate response to the situation, update on the status of response and coordination activities following a significant event. Media releases shall not be the primary means of communicating urgent warnings about life threatening situations.

9. **Social Media.** There shall be use of social media accounts to make information quickly accessible to a wide, highly mobile and interconnected public. It should be noted that social media is not just a one way communication, but is also a way to obtain situational updates from the public. While accounts are not continuously monitored, it shall be monitored closely during an emergency.

10. **Door to door or street level notifications.** In the event of a signification or catastrophic telecommunications disruption, or the inability to communicate emergency information via means as previously described in this section, public safety personnel may disseminate emergency information via roaming emergency response vehicles utilizing loudspeaker systems. There also may be a door to door notifications and dissemination of information via printed notices.

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ANNEX D. SHELTER AND MASS CARE

I.   PURPOSE

This annex will establish plans, procedures, and guidelines for providing temporary lodging, feeding, and the general welfare of first responders and citizens forced to leave their homes due to emergency, disaster or evacuation.

II.   SCOPE

The Shelter and Mass Care Annex applies to mass care preparedness, response, and recovery operations during a local and state emergencies or major disasters. This annex will be applied in emergencies that require the care and shelter of affected and displaced individuals.

The initial response activities will focus on meeting the urgent needs of emergency/ disaster victims. Additional assistance will be based on the needs of the victims, the emergency situation, and the availability of resources.

The Sheltering Support function includes the use of pre-identified shelter sites utilizing existing structures.

III.   SITUATION

- Many hazards or events could cause an evacuation of a portion of the Town of Rocky Hill.
- An evacuation of residential area will result in citizens needing shelter provided to them as they have no other options.
- Mass Care support may be needed in the Town of Rocky Hill for both the direct and indirect effects of an emergency or disaster.

IV.   ASSUMPTIONS

- There is practically no conceivable hazard that would require mass care for the full population of the Town of Rocky Hill.
- It is anticipated that many individuals will be prepared and self-sustaining for a minimum of 72 hours after the incident. It is also recognized that displaced individuals with residential damage or destruction or non-residents will not be self-sufficient within those 72 hours.
- Most of the Town of Rocky Hill citizens will seek shelter with family, friends or hotel/motel, prior to the need of utilizing a shelter.
- American Red Cross will coordinate with the Town of Rocky Hill Human Services Department for support of mass care activities.
- There will be a small percentage of citizens that will be housed in the shelter and will have to be forced to checkout once their residence is deemed safe to return or when basic utility services are restored.
- There will be shelters that spontaneously appear due to community based organizations or faith based organizations trying to meet perceived need. These independent shelters are outside the established Town of Rocky Hill response mechanism and will assume all liabilities, financial and legal, on their own.
- Neighborhood organizations and local groups, some without training, will emerge to provide care and shelter support independent of local government.
- Some displaced residents will converge on public parks and open spaces as an alternative to using indoor mass care shelters due to distrust of building integrity.
- Shelters will provide shelter only from normal weather conditions. These facilities do not necessarily provide protection from severe weather, hazardous materials, or terrorist events.
- There will be the need of residents within the shelter to have service animals.

V.   EDUCATION AND ENCOURAGEMENT

In order to help ease the pressure on a shelter system and the emergency response system, there shall be an attempt to educate and encourage the public to be prepared for a disaster and possible evacuation. The public should be advised of a list of personal supplies to bring with them to the shelter.

- Blankets, sheets, pillows and sleeping bags. Also a cot if available.
- Food supply for up to two (2) days
- Medications
- Special foods (diet, baby, etc.)
- Cell phone with charger
- Books, games and toys
- Baby needs

VI.   NEEDS OF THE PUBLIC

The following factors need to be thought of when assessing and addressing the needs of shelter occupants.

1. Physical- Shelter residents need as much privacy as possible. Families will not want to be in separate rooms. Sanitation and eating facilities need to be clean and adequate.

2. Social- Families will be anxious to maintain their interpersonal relationship links. There will also be a general desire for social interaction among the shelter occupants.

3. Security- Shelter occupants want to be assured that they, family members, pets and personal belongings will be kept safe and secure.

4. Information- Shelter occupants will want to be able to communicate with relatives and friends while in the shelter. It is imperative that shelter occupants receive clear, definitive information and instructions on what to do, what is happening, and actions and expectations of shelter operations.

5. Self Esteem- Shelter occupants will want to maintain their self-respect. They will expect to be treated with respect and not to be considered as insignificant. There will be many that will volunteer to help in shelter operations.

6. Recreation- Planning for games, movies, and physical recreation will serve as therapy for those shelter residents who may be stressed, worried, frustrated, tense, or bored. Activities should be geared towards relieving the stress emotions.

7. Emotional- There will be a significant need to deal with the shelter occupant's feelings of fear, anger, and depression. There should be expectations for supplying counseling and support groups.

8. Spiritual- There should be an opportunities provided for religious activities as one's religion may provide a strong support mechanism. Any religious leaders who may be part of the shelter population may feel a strong need to lead in these activities. There should also be outside support contacted to assist in these activities.

9. Ethnic- The shelter occupant will want to maintain their cultural patterns of food, dress, music, and relationships while in the shelter.

VII. CONCEPT OF OPERATIONS

A. General
- The Town of Rocky Hill Human Services Department will be the lead agency responsible for coordinating shelter and mass care services during a disaster.
- The Town of Rocky Hill Human Services will maintain administrative control and assumes responsibility for planning, organizing, directing, and controlling every aspect of the shelter and the relief services provided.
- The American Red Cross will support in shelters and its operations within a pre-negotiated level determinant.
- All sheltering and feeding activities will begin immediately after the emergency or disaster.
- With advanced notice and anticipated need, sheltering activities may begin prior to the emergency or disaster.

B. Shelter Manager

The Shelter Manager position shall be appointed to the Human Services Director or their designee. The Shelter Manager will be the primary point of contact for all shelter operations, overall responsibility for shelter operations, and will provide operational reports to the Director of Emergency Management.

C. Shelter Personnel

Shelter Personnel assignments and notifications will be made by the Director of Human Services or their designee. Scheduling of personnel should be with the understanding that Operational Periods should be either 8 or 12 hours.

D. Shelter Staff Alert List

There shall be lists maintained of shelter staff and qualified support staff. Each list shall contain the most current available contact information and qualifications or specialties.

E. **Staffing Recommendations**
1. Shelter Management
2. 1 Staff member per room occupied / activated
3. Technical / Maintenance / Sanitation
4. 2 for initial Registration
5. Check in / Check out
6. Status Board / Inventory
7. Security (RHPD)
8. Fire (RHFD)
9. Medical (RHVAA) (CCHD)
10. 4 staff members at meal times
11. Supply / Inventory

F. **Shelter Food**

The Feeding Support function for the provision of food for disaster victims and first responders includes any of the following:

- Existing provisions within the municipal stock pile
- Human Services funds to cover meals from local restaurants.
- Human Services funds to cover the cost of obtaining commodities from local grocers.
- Existing agreements between Human Services and food supply companies for delivery of commodities.
- Existing agreements between Human Services and the American Red Cross.
- Existing agreements between Human Services and the Salvation Army.

G. **Shelter Records**

The shelter staff will maintain all records.

- Registration Forms
- Staff Assignments
- Check in / Check out forms
- Inventory Forms
- Status Forms
- Shelter Daily Logs
- Receipts of Expenditures

H. Shelter Expenditures

All expenditures will be preapproved by Human Services Director. All receipts of expenditures will be turned over to the Human Services Director and will be forwarded to the Finance Director.

I. Shelter Closing

The decision to terminate shelter operations will be made jointly of the Human Services Director and the Director of Emergency Management.

Notification will be made to all Town of Rocky Hill agencies and personnel and notification will be made publicly through the PIO.

J. Unaccompanied Minors

Mass care shelters shall provide food, shelter, and safety for those under the age of 18 that arrive at the shelter without their parents and/or guardians.

In order to ensure the health and safety of unaccompanied minors, they must reside in a separate but co-located area and/or room within the shelter where they shall be monitored and cared for by appropriate staff until they can be reunited with their parents and/or guardians.

If a minor is unable to be reunited with parents and/or guardians, information will be reported to the Police Department who will handle according to their Standard Operating Procedures.

K. Language Barriers

When a population is affected that is unable to communicate with the shelter team on site, there are various sources for translators such as the following, but not limited to: ARC, 211 CT, Language Line, Catholic Charities- Archdiocese of Hartford, and Community Sign Language Services.

VIII. RECEPTION AND CARE FACILITIES

Buildings listed in this section have been surveyed for their suitability and sustainability as temporary shelter facilities. These buildings fall into the following categories:

- Public schools with multi-purpose rooms, showers, and cafeteria facilities.
- Church Facilities with parish centers with kitchens.
- Buildings utilized by civic organizations that have suitable eating and bathroom facilities.
- Within the Town of Rocky Hill, a last optional location will be the Community Center and Senior Center.

For all identified facilities a floor plan and space allocation shall be determined along with external layouts. All locations shall have the minimum of the following:

- Perimeter established with secure control access points.
- Animal exercising area
- Area for reception / registration / intake and check in / check out.
- Emergency Medical care locations with considerations for triage area, first aid area, and decontamination area.
- Sleeping area individuals
- Sleeping area for families
- Sleeping area for citizens with service pets
- Animal sheltering location, in conjunction with RHPD ACO.
- Quiet area(s)
- Supply storage
- Meal preparation and serving area
- Snack area that are available 24 hours a day
- Child care area
- Interview area
- Shelter employee / volunteer only area(s)
- Shelter Manager office
- Electronics charging areas
- Status Board Location(s)

Each identified temporary shelter facility identified has locations specifically identified are shown in marked layouts in The Town of Rocky Hill Shelter Facility Survey.

IX.

TOWN OF ROCKY HILL IDENTIFIED TEMPORARY SHELTER LOCATIONS

FACILITY	ADDRESS PHONE #	POINT OF CONTACT NAME & #s	LODGING CAPABILITY	FEEDING CAPABILITY	USAGE AGREEMENT DATE
Rocky Hill Library	33 Church Street	Mary Hogan Phil Cyr 860-982-5178	NO	NO	Yes
Rocky Hill Senior Center	761-Old Main Street	Gina Marino Phil Cyr 860-982-5178	Yes	Yes	Yes
Rocky Hill High School	50 Chapin Ave	Ron Lomontagne 860-258-3182	Yes	Yes	Yes
Rocky Hill Company #3	Main Street Headquarters (1st Responder)	Mike Garrahy 860-883-6054	Yes	Yes	Yes

X. NOTIFICATIONS AND ACTIVATIONS OF SHELTERS

In conjunction, the Human Services Director and the Director of Emergency Management will determine the need of providing shelters to the citizens of the Town of Rocky Hill and activation of those shelters. The point of contact identified on the temporary shelter location list will be contacted and advised of the need to utilize the facility for shelter operations.

While there may have been staging and set up of identified facilities prior to the incident or emergency, if advanced warning was received, the activation will not begin until it is determined that the shelter(s) are needed and will begin after the event occurs.

Upon activation of the Town of Rocky Hill's Shelter(s), the Rocky Hill Public Safety Dispatch Center will begin the emergency notification procedure for designated personnel. The personnel notification will be delivered through the Rocky Hill Police Department's contracted provider of the mass notification system. This system is provided by contract by the Emergency Communications Network via the CodeRED emergency notification system. The Human Services Director will provide the Communications Center with a message description for inclusion in the notification. Notification will be attempted by all media available. If the CodeRED system is unavailable or unable to be completed, the Human Services Director will contact personnel individually.

Upon the opening of shelter(s), the Director of Emergency Management will post notification onto the State of Connecticut WebEOC. There will also be a public announcement made through the Public Information Officer.

If there was not a prestaging and set up of the shelter(s), the Human Services Director will coordinate personnel to deploy shelter supplies and provisions to those locations.

The Human Services Director will activate prearranged agreements with the American Red Cross, Salvation Army, CERT, and Non-Governmental Organizations (NGO). There should also be an activation of prearranged agreements with food and commodities providers.

XI.   SHELTER SETUP

Upon activation of the shelter the facility point of contact shall unlock and open the facility. This will include:

- Unlocking of doors for predetermined access from the outside.
- Unlocking of interior doors and turning on generator and/or facility lights.
- Ensure bathroom and shower facilities are in working order.
- Ensure that kitchen area is in working order.

Upon activation of the shelter the Human Services Director or designee and support staff will report to designated facility and set up the following:

- Conduct a site assessment with facility owners/operators, making note of any damages, and complete the Preoccupancy inspection / walk through form.
- Exterior and Interior signage.
- Registration and Check In/out areas
- Proper placement of supplies
- Cots and sleeping areas
- Status Boards
- Establish Shelter Organization Support Structure
- Contact the Public Safety Dispatch Center and notify of an open status.
- Establish communication with the Emergency Operation Center and notify of an open status.
- Coordinate transportation of citizens who do not have any means of transportation to the shelter.
- Establish area for Red Cross and Salvation Army.
- Establishment or soiled laundry area(s) and Biohazard disposal areas.
- Establish health care area.

XII.   SHELTER OPERATIONS

A.   Registration, Check in/out, and Departure

Egress into the building and to the registration check in area shall be cordoned off to allow proper people flow into the building without the ability to bypass the registration area. Entry into the shelter should be orderly and rapid.

Exit from the building shall be cordoned off to allow proper people flow past the checkout area without bypassing it.

All shelter registrants and visitors must check in or out with shelter operation personnel to allow for full accountability and proper occupant counts.

Upon arrival at shelter, all incoming citizens that require the need for the shelter shall complete a registration form, medical form, shelter rules, and acknowledgement form, shall be assigned a shelter number and sleeping location, given a shelter layout map, and digital picture taken.

All shelter staff shall assigned to registration shall have a complete understanding of all shelter operations as to answer any questions and make the shelter occupants more at ease and clarify instructions.

All forms shall be duplicated and filed numerically in accordance to shelter assigned numbers and also alphabetically. By doing this it shall allow for better record keeping and locating of information on each occupant.

The status boards shall be continuously updated to ensure proper information is relayed to shelter occupants. When areas of town are deemed safe and citizens are able to return to their homes, shelter staff shall make notification to those shelter occupants as soon as practical.

When occupants no longer have the need for use of the shelter there shall be a departure date and time on all documents and filed in a separate area for proper accountability and record keeping.

B. **Mass Feeding**

Shelter occupants are expected to bring at least a two (2) day supply of non-perishable food to feed themselves until the food distribution system can be directed and set up.

Both fixed facilities and mobile units may be used to prepare and serving meals. The fixed facilities will included the shelter and buildings of organizations that have offered disaster food service and have a kitchen and eating area available. The mobile feeding units will be provided by the Salvation Army and the American Red Cross.

The meal times and specific locations shall be posted on the status board area(s). There should be full meals provided at least twice a day.

Specific locations of snacks and beverages shall also be posted on the status board(s). These commodities should be available 24/7. Water quality shall meet or exceed minimum sanitation standards.

Meals shall be provided primarily utilizing the Town of Rocky Hill's municipal stock pile. When stockpile is diminished, supplies shall be obtained from local commercial grocers.

| Aldis Food Store | Big Y Supermarket |
| 1899 Silas Deane Highway | 1040 Elm Street |

| Stop and Shop | West Side Market |
| 80 Town Line Road | 883 Cromwell Avenue |

Based on predetermined agreements and MOUs mass food suppliers shall be notified.

| Burris Logistics | Sysco Food Services of CT |
| 490 Brook Street | 100 Inwood Road |

The person in charge of the feeding within the shelter is responsible to arrange someone to receive, store, issue, and keep records of supplies. All food delivery shall be coordinated through the Town of Rocky Hill's Emergency Operations Center.

When a shelter occupant is checking out, it shall be obtained of he or she will be returning for the next meal.

The daily count of people fed by shelters shall be reported to the Emergency Operations Center.

Signup lists shall be located at the status board(s) locations for shelter occupants to be able to sign up to assist in cooking, serving, cleaning, and helpers. This shall not be mandatory.

Nutrition Management should ensure that foods are consistent with individual needs and dietary recommendations of USDA Guidelines.

- Provide a daily diet of at least 2,000 calories with sufficient amounts of vitamins and nutrients.
- When able, strive to serve meals that meet the cultural and ethnic needs of the shelter population.
- Ensure that serving sizes for meals are 8 ounce entrees, 6 ounce side dishes, and 6 ounce desserts.
- Establish standard meal service times and avoid serving food after 8:00 pm.

C. **Public Information**

Relay of shelter information to the public via Public Information Officer utilizing pre-scripted messages. Conduct ongoing messaging during response and recovery. These messages shall inform of shelter locations and general shelter policies.

Utilize information taken during the registration process for family reunification.

There should be periodic briefings to shelter occupants regarding the situation or event, statuses of utilities and street closings, law enforcement matters, and public welfare information.

D. **Shelter Resident Services**

Essential supplies to sustaining life in a mass care facility include the following and shall be handled by a Supply and Inventory Coordinator.

- Cots or air mattresses. Can also be alternatives such as mats and/or foam pieces.
- Pillows and Blankets
- Personal care and sanitation supplies
- Hand and bath towels
- Antibacterial soap
- Infant care products
  - Diapers
  - Baby Food
  - Infant formula
  - Baby wipes

Laundry services should be coordinated with various agencies/organizations or local hotels.

Biohazard disposables shall be handled through EMS.

Medical and First Aid, shall be handled by the on-site EMT and/or Paramedic. Transport will be arranged through the Public Safety Emergency Communications Center.

Spiritual Care Services and Crisis Counseling will be arranged by the Town of Rocky Hill Human Services Department.

Recreational activities should be provided. These would include; board games, playing cards, books, magazines, newspapers, toys and stuffed animals. Family orientated only movies can be played. If the shelter is expected to be in operation longer than a week, an entertainment schedule should be created.

E. **Shelter Closing/Deactivation**

The closing of the shelter with be a joint decision by the Shelter Manager and the Director of Emergency Management. Other than to consolidate shelters with minimal occupants, to close the shelter, the following conditions should be met:

- There is no immediate threat or hazard that will potentially cause a greater need for residents to seek shelter.
- It is anticipated that the shelter population will drop below 20.
- Plans are in place for the current shelter residents can return home or have somewhere else to go.

Notification of shelter closings will be made to Emergency Operations Center Personnel, Public Safety Emergency Communications Division, Police, Fire, and EMS. Notice shall be placed into WebEOC.

There shall be a public information release done coordinated with the Public Information Officer.

All notifications shall be made prior to the shelter's closing to allow involved partners, agencies, general public, and shelter occupants to effectively plan for the shelter closing. There shall be no less than 24 hours of notice given.

All equipment and supplies are returned to pre-determined storage locations. Shelter is cleaned, washed and sanitized.

Notification to owners of borrowed equipment that it is no longer needed and make arrangements for pickup/removal.

Note any damage to borrowed equipment and arrange for compensation through the Emergency Operation Center Finance Branch.

Conduct a site assessment with facility owners/operators, making note of any damages, and complete the Release of Facility Form.

F. **Records and Reports**

All documents/records generated at shelters will remain with the Shelter and Mass Care Coordinator.

The Coordinator will turn over all expense reports, receipts, bills, personnel and labor hours' documentation, or any other expenses that were incurred by shelter operations to the Finance Branch.

The Coordinator will provide a final statistic report to the Emergency Operations Center and the American Red Cross.

The Coordinator will develop an After Action Report and forward it to the Emergency Operation Center or the Director of Emergency Management.

Town of Rocky Hill Shelter Manager Checklist

This checklist is to provide a guide of responsibilities to the person assigned as the Shelter Manager. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Upon notification of the need for a shelter to be opened and placed in use:

	Obtain the nature of the disaster
	Determine the shelter location
	Obtain an estimate of shelter population
	Contact the facility point of contact
	Pick up Shelter Manager's Kit
	Contact needed staff for initial set up of the shelter
	Make notification to CERT Coordinator
	Make notification to American Red Cross
	Make notification to Animal Care and Control Coordinator
	Respond to the shelter location

Upon arrival at designated shelter:

	Establish contact with facility representatives
	If there are citizens already at the shelter, they are to be placed in a location that can be utilized as a waiting and que area.
	Conduct a site assessment with facility owners/operators, making note of any damages, and complete the Preoccupancy inspection / walk through form.
	Establish Shelter Daily Log
	Survey and lay out a space plan for the shelter
	Inventory supplies and equipment and order any supplies needed to begin operations
	Establish Shelter Organization Support Structure and assign staff to roles. Initial assignments: - Registration (2) - Inventory - Sleeping area(s) (2) - Support (2)
	Coordinate with the Emergency Operations Center for staffing by Police Department, Fire Department, and EMS.
	Project staffing needs for the next 48 hours
	Exterior and Interior signage
	Prepare rooms for operations
	Begin feeding snacks and beverages as soon as possible
	Arrange for daily janitorial services
	When minimal set up is completed and able to start the registration and intake process notify the following of the shelter being in open status: - Rocky Hill Emergency Operations Center - Rocky Hill Public Safety Communications Center - Public Information Officer

During shelter operations, the following should be ongoing actions:

	Complete Shelter Organization Support Structure and have a full complement of staffing. Schedule staff according and appropriately.
	Recruit additional personnel to fulfill needs
	Develop long term plans for shelter operations
	Maintain status boards
	Complete a Shelter Daily Log
	Continuously monitor all facets of shelter operations
	Maintain up to date information to the public through the Public Information Officer and Emergency Operation Center
	Maintain regular communication with the Emergency Operations Center
	Maintain accurate information on capacity, current population and status.
	Ensure that the proper system is in place to track expenditures, bills and invoices, materials, and staffing records.
	Establish a meeting schedule and meet regularly with shelter staff to ensure the physical and mental needs of shelter residents are being met. If current actions do not meet current demand, develop plans to meet the needs.
	Ensure that shelter residents are receiving updated information about the disaster or event, the recovery process, and all resources that are available to them
	Establish a meeting schedule for staff meetings and conduct them. These meeting should include: - Updates on disaster response and shelter operations - Directions and advice from the Emergency Operation Center - Status of problems and resolutions - Identify any needs from staff - Update of status of inventory and systems - Address any rumors
	Routinely inspect the safety and sanitation of the facility.
	Meet regularly with facility representative the share ideas and/or concerns and resolve any problems.
	Meeting with feeding staff to ensure the appropriate menus are being planned that reflect the needs of the shelter residents.
	Monitor disaster response efforts and plan for the closing of the shelter.

Shelter closing actions:

	Coordinate plans to close the shelter with the Emergency Operations Center well in advance of the actual closing. Decide on a date and time and maintain the timeframe.
	Release information pertaining to shelter closing through the Public Information Officer.
	Communicate to all shelter occupants the plan for closing of the shelter
	Coordinate with American Red Cross to ensure timely and appropriate placement of all remaining shelter occupants.
	Consult with the Central Connecticut Health District about the disposition of food supply and disposal or distribution.
	Ensure the logistics staff take the following actions: - Complete the inventory of all supplies owned by the facility that were used in the shelter - Return all borrowed or rented equipment to owners - Arrange for the cleaning of the facility to pre-occupancy condition
	Forward all pending financial commitments to the Emergency Operations Center, Finance Section
	Develop schedule for transfer or release of staff
	Forward a list of voluntary organizations, volunteer individuals, vendors and staff to be thanked or recognized to the Shelter and Mass Care Coordinator
	Conduct a site assessment with facility owners/operators, making note of any damages, and complete the Post-occupancy inspection / walk through form.
	Forward all Shelter files to the Shelter and Mass Care Coordinator

Town of Rocky Hill Shelter Manager's Kit

QTY	FORMS
2	Shelter Pre and Post Inspection Form
2	Shelter Manager Checklist
10	Shelter Staff Assignments
10	Shelter Staff Sign In / Out Form
10	Shelter Inventory Form
25	Shelter Daily Log
100	Shelter Intake Form
100	Shelter Medical Form
100	Shelter Rules and Expectation Form
100	Shelter Registrant Acknowledgement Form
25	Shelter Registrant Intake List
10	Shelter Registrant Check in / Check out Form
10	Visitor Sign in / Sign out Form
5	Shelter Daily Report Form
5	Shelter Occupant Volunteer Form
1	Facility Opening Checklist

QTY	MATERIALS
10	Exterior Signs with Directional Arrows
2	Registration signs
25	Blank Signs to mark rooms / areas
100	Temporary name badges / name stickers
20	Identification Shelter Staff vests
4	Easels
2	Rolls Duct Tape
1	Roll Caution Tape
1 ea. size	Latex Free Gloves

OFFICE SUPPLIES

QTY	
24	Pencils
36	Pens
2	Packages of 3" X 5" cards
6	Clipboards
5	Paper Tablets
1	Pencil Sharpener
4	Staplers
2	Boxes of Staples
2	Boxes of Paperclips
1	Manual Hole Punch
5	Large Black Markers
1	Box of Tacks
5	Rolls of Masking Tape
2	Roll of Scotch Tape
2	Packages of rubber bands
2	Scissors
24	File Folders
4	Pads of Easel Paper
2	3 Ring Binders w/ Tab Dividers
4	Rolls of Colored tape for area marking
5	Bankers Boxes

MISCELLANEOUS ITEMS

QTY	
4	Flashlights
2	Electric Lanterns
2	Portable AM/FM radio
1	Box of Garbage Bags
2	Rolls of Paper Towels
2	Boxes of Facial Tissue
2	Package of antiseptic pre-moistened towelettes
2	Bottles of All Purpose Cleaners
10	Bottles of Hand Sanitizer
2	Whistles
10	Plastic Aprons
10	Hairnet
2	Boxes of Food Service Gloves
Misc.	Food Utensils

Town of Rocky Hill Shelter Facility Opening Checklist

Facility Name:	Facility Location:
Facility Representative:	Contact phone number:
Date:	Pre-inspection walk through form completed: Date: Time:

Areas to Review	Yes	No	N/A	U	Comments
Indoor and outdoor walking surfaces free of tripping or falling hazards. (Ex: uneven sidewalks, loose/missing tiles, telephone/power cords, unprotected/unmarked raised walkways)					
Door accesses are unlocked and free of obstruction					
Paths to exits are clear of obstructions					
Emergency exits properly identified and secured					
At least 2 exits from each floor					
Illuminated exit and exit directional signs visible from all aisles or hallways					
Emergency evacuation plan and identified meeting place					
Guidelines for directing occupants to identified assembly area away from the building					
Site specific hazards (hazardous chemicals, machinery, etc.) If so, describe them					
Facility neat, clean and orderly					
Fire extinguishers and smoke detectors present					
Bathroom facilities in working order					
Kitchen facilities in working order					
N/A = Not applicable to this facility U= unknown but to followed up upon					

Shelter Staff name: _____

Signature: _____

Reviewed by: _____

Signature: _____

Town of Rocky Hill Shelter Registration Checklist

This checklist is to provide a guide of responsibilities to the person assigned to the Registration Responsibilities. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Initial Actions:

	Place a reception desk near the entrance. This allows a welcome to those entering, answer their questions, and direct them toward the registration table(s).
	Set up a sufficient number of tables that will allow everyone registering does so within a reasonable period of time.
	Ensure that the registration table(s) are clearly marked with signs.
	Establish Shelter Daily Log

	Ensure everyone who is registering at the shelter gets proper forms.
	   - Shelter Intake Form
	   - Shelter Medical Form
	   - Shelter Rules and Expectations Form
	   - Shelter Acknowledgement Form

	Establish Registrant Intake Form
	Establish Shelter Staff sign in / out Form
	Establish Visitor Sign in / out Form
	Establish Shelter Registrant Check in / out Form
	Establish Shelter Occupant Volunteer Form
	Place completed forms into bankers boxes

	Refer the following to the Health Staff
	   - Ill or injured persons
	   - Those with special medications

During shelter operations, the following should be ongoing actions:

	Continue of Shelter Daily Log
	Continue Shelter Staff sign in / out Form
	Continue Visitor Sign in / out Form
	Continue Shelter Registrant Check in / out Form
	Escort official visitors, including the media to the Shelter Manager
	Maintain a shelter census and report to the Shelter Manager
	Maintain status boards
	Provide job introduction for new registrars
	Provide accurate information relay at shift change

Shelter closing actions:

	Forward all forms to the Shelter Manager
	Take down sign(s)
	Fold or disassemble table(s)
	Clean area, disposing of all garbage

Town of Rocky Hill Shelter Inventory Unit Checklist

This checklist is to provide a guide of responsibilities to the person assigned to the Inventory Unit. Inventory workers in a shelter coordinate in getting the needed supplies and equipment to the shelter, making sure the facility and equipment remain in good condition, and returning all borrowed items when the shelter closes. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Initial Actions:

	Inventory all supplies belonging to the facility that may be used in shelter operations
	Coordinate with Shelter Manager for purchasing procedures
	Order initial need of supplies

During shelter operations, the following should be ongoing actions:

	Conduct daily rounds to obtain the need for supplies from: - Food Unit - Dormitory Unit - Registration - Shelter Manager
	Take steps to resolve any facility or supply problem identified.
	Ensure that receipts and/or invoices are forwarded to Shelter Manager
	Order necessary supplies and equipment to ensure proper sanitation and personal hygiene.
	Ensure that there is clean laundry available

Shelter closing actions:

	Return all rented or borrowed equipment to owners. Give signed receipts to Shelter Manager
	Re-inventory supplies originally at facility to establish usage, for reimbursement to facility owner

Town of Rocky Hill Shelter Feeding Unit Checklist

This checklist is to provide a guide of responsibilities to the person assigned to the Feeding Unit. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Initial Actions:

	Based on the situation, number of sheltered, and shelter design decide on the best options for feeding at the shelter. - Fast Food / Restaurant prepared meals - Cafeteria produced food - American Red Cross / Salvation Army - Food brought in from civic and religious organizations - Ready Eat Meals
	Establish a beverage and snack service as soon as possible
	In coordination with Shelter Manager, determine when the first meal will be served
	Identify supply sources for food and water. (Predetermined sources, readily on hand, etc.)
	Identify locations for: - Food Storage - Food Preparation - Serving - Dining - Garbage Disposal
	Take inventory of food prior to preparing any meals
	Make sure receiving area is close to a road, enough room to maneuver vehicles, and not to disrupt shelter operations.
	Food storage should be secure and be located within close proximity of food preparation area.
	The serving area should be within close proximity to the serving area.
	The serving area should be cafeteria style which will result in serving the highest capacity of people in minimal amount of time.
	Locate the disposal area away from food preparation, serving and dining areas
	Estimate staffing needs and personnel and schedule accordingly
	Determine the initial menu plan

During shelter operations, the following should be ongoing actions:

	Establish a work schedule and assign shifts
	Ensure staff are assign appropriately and briefed on specific duties
	Consider the following when menu planning: - If possible, do not duplicate primary (entrée) menu items more than once every 5 days - Keep menus simple - Plan menus around the available equipment for preparation - If staffing levels are low, utilize convenience packaged items - Listen to shelter occupants and staff, if items are not like, change as soon as possible - Be aware of weather conditions - Pay attention to special diet requirements - Use perishable food first and rotate stock - Plan on 2,500 calories per day per person, three meals per day, with at least one hot meal.
	Keep record of a food supplies obtain and/or received. Keep receipts.
	Ensure restocking orders are based on need. Watch inventory levels
	Ensure that food areas are kept clean and sanitary.
	Provide Shelter Manager with numbers of meals and snacks served

Shelter closing actions:

	Coordinate with the Shelter Manager regarding when the last meal will be served
	Thoroughly clean food service and food preparation areas
	Provide feedback to Shelter Manager

Town of Rocky Hill Shelter Dormitory Unit Checklist

This checklist is to provide a guide of responsibilities to the person assigned to the Dormitory Unit. Dormitory management includes setting up sleeping area in dormitory styles, assigning sleeping areas, family areas, and quiet areas. Coordination with Inventory Unit for cots, blankets, comfort kits and other items. It also includes making sure the sleeping areas are monitored. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Initial Actions:

	When designating space within the dormitory area consider separate space for the elderly, night workers who sleep during the day, and other unique situations
	Ensure that planning includes access to an movement within the building for persons with disabilities and other special needs
	When needed, working with Inventory Unit to identify sources of cots and blankets.

During shelter operations, the following should be ongoing actions:

	Coordinate with Inventory to issue and return equipment
	Coordinate with Police and Fire for patrols through the area
	Recruit volunteers from shelter occupants to help keeping area clean

Shelter closing actions:

	Close the dormitory only after all equipment is properly disposed of and the area is cleaned back to pre-occupancy condition

Town of Rocky Hill Shelter Staff Sign In & Out

Name and location of shelter: _____

Time In	Date	Name	Shelter Position	Contact phone #	Time out	Date

Town of Rocky Hill Shelter Staff Assignments

Name and location of shelter: _____

DATE: _____   **SHIFT:** _____

ASSIGNMENT	NAME	LOCATION	CONTACT #
Shelter Manager			
Police			
Fire			
EMS			
Shift Supervisor			
Registration			
Registration			
Check in / out			
Maintenance			
Feeding			
Feeding			
Feeding			
Feeding			
Status Boards			
Information Services			
Supply / Inventory			
Supply / Inventory			
Quiet Room			
Quiet Room			
Family Room			
Family Room			
Charging Area			
Recreation			

TOWN OF ROCKY HILL SHELTER REGISTRANT(S) FORM

INCIDENT NAME: _____ **SHELTER LOCATION:** _____

PLEASE PRINT ALL SECTIONS

Family Name (last Name):	Total Family Members:
Pre-Disaster Address:	Post-Disaster Address:
Home Phone number:	Cell Phone number(s):
Primary Language: If primary is not English, please list family members who speak English:	Mode / Method of transportation to Shelter: If personal vehicle please list make/model and license plate:

INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS:

NAME (LAST,FIRST) IDENTIFICATION ASSIGNED ID #	GENDER (M/F)	DOB	AGE	ROOM/COT #	CHECK IN DATE	DEPARTURE DATE

Is anyone on the above list required by law to register with any state or local government for any reason?
NO ___   YES ___   If Yes, please ask to speak to the shelter immediately

Are there any dietary restrictions for any family member(s)? If so, please list name and restrictions:

_____

_____

Written Name of person completing form and Signature: _____

TOWN OF ROCKY HILL SHELTER REGISTRANT MEDICAL FORM

Name: _____ **Date of Birth:** _____

Address: _____

MEDICAL HISTORY: (please circle all that apply)

Heart Disease	Hypertension	Hypotension	High Cholesterol
Hyperlipidemia	Seizures	Stroke	Diabetes
Cancer	Asthma	COPD	Lung Disease
Kidney Disease	Thyroid Disease	Hepatitis	Migraines
Tuberculosis	Arthritis	Anemia	HIV/Aids
Glaucoma	Depression	Anxiety	Bi-Polar
Ulcers	Back Problems	Major Infections	Hearing issues

Please list any other(s) _____

_____

Please provide a list of medications with dosage and frequency, or please list below:

_____   _____   _____

_____   _____   _____

_____   _____   _____

_____   _____   _____

_____   _____   _____

Please list any medication allergies: _____

_____

Signature of Registrant or Guardian:_____

(If Guardian please write name and relationship) _____

SHELTER NAME: _____   **REGISTRANT SHELTER NUMBER: _____**

TOWN OF ROCKY HILL SHELTER RULES AND EXPECTATIONS

The Town of Rocky Hill welcomes you to this emergency shelter and will strive to make your stay here as comfortable and pleasant as possible, considering the circumstances that brought you here.

Please take the time to read information provided as it contains important information that will assist you during your stay at the shelter.

REGISTRATION

Registration to stay in this shelter is mandatory. A shelter specific identification will have been given to you and must remain with you at all times within the shelter. This identification will allow you access to meals and facility use.

RESPECT

Please respect the other citizens also staying in this shelter. Any disruptive and unsafe behavior will not be tolerated and is grounds for immediate dismissal from the shelter. The staff is here to assist you with any problems you have with other shelter guests.

Tampering with any of the facility's equipment or infrastructure is prohibited and is prosecutable if found to have occurred.

The Police Officer is here to assist in a secure and safe environment for the citizens and staff of the shelter.

Please help us keep this temporary home clean by picking up after yourself and assisting with cleanup, when possible.

CHILDREN

Parents and Guardians are responsible for keeping track and controlling the actions of their children. Please do not leave them unattended, or allow them to wander or interfere with other shelter occupants or staff. Any child who is found without a Parent or Guardian will be turned over to shelter security.

ALCOHOL, DRUGS, OR WEAPONS

Any alcohol, illegal drugs, or weapons or any type or nature are prohibited within the shelter and on all Town of Rocky Hill properties.

SMOKING

Smoking is prohibited on all Town of Rocky Hill properties. Specifically for the shelter there are designated smoking areas. These are marked and adherence to only smoke in this area will be enforced.

PETS

Pets are accepted as long as they are kept in crates or animal specific carriers. The specifics of sheltering of pets is available to shelter occupants upon registration.

PERSONAL BELONGINGS

If possible, based on the situation, event, or emergency, you should bring your own pillow and bedding.

The shelter staff shall not be responsible for any personal belongings. Owners shall mark belongings for proof of ownership.

TELEPHONES

Shelter occupants are asked to use their cellphones to make telephone calls. Charging areas will be made available.

The shelter telephones are to be utilized by shelter staff to communicate with town authorities and emergency personnel.

If a shelter occupant does not have a cellphone, please contact a shelter staff member to arrange phone usage. These call must be local calls only and be kept at a minimum.

QUIET HOURS

Quiet hours will be enforced in the sleeping area(s) between the hours of 9pm and 7am. However, for comfort of all shelter occupants, sleeping areas shall be kept as quiet as possible at all times.

FOOD / CONSUMABLES

There will be meals provided to shelter occupants based on supplies and conditions. Meals will be on an announced schedule.

Food and drinks are not allowed in the sleeping area(s). Only water is permitted in these areas and will be kept in a sealable bottle, not to exceed 20 ounces.

PROBLEMS OR COMPLAINTS

Any problems or complaints shall be reported to shelter staff and will be handled appropriately and immediately. There will be follow up information provided to the person reporting the complaint.

TOWN OF ROCKY HILL SHELTER REGISTRANT INTAKE LIST

ID #	NAME (GUARDIAN)	Arrival Date	Registration Time	Registration Form	Medical Form	Shelter Rules	Ack. Form	Assignment	Departure Date /Time

INCIDENT NAME: _____   SHELTER NAME: _____   Page _____ of _____

TOWN OF ROCKY HILL SHELTER REGISTRANT CHECK IN AND OUT

NAME	ID #	DATE	TIME OUT	SIGNATURE	STAFF SIGNATURE	TIME IN	DATE	SIGNATURE	STAFF SIGNATURE

Town of Rocky Hill Shelter Patient Privacy Form

HIPAA Privacy Authorization Form

Authorization for Use or Disclosure of Protected Health Information (Required by the Health Insurance Portability and Accountability Act, 45 C.F.R. Parts 160 and 164)

<u>Authorization</u>

I authorize the Town of Rocky Hill, Human Services Shelter, to disclose my protected health information given upon registration at the shelter to Emergency Medical Services and Shelter Operations Health Services in the case of a medical emergency.

<u>Effective Period</u>

This authorization for release of information covers the period starting: _____ and will continue while being a resident within the shelter. It will expire upon me no longer being a shelter resident.

I understand that I have the right to revoke this authorization, in writing, at any time. I understand that a revocation is not effective to the extent that any person or entity has already acted in reliance on my authorization.

_____   _____
Name (printed)   Date

_____   _____
Signature   Witness Signature

_____   _____
Witness Name (printed)   Date

TOWN OF ROCKY HILL SHELTER REGISTRANT ACKNOWLEDGEMENT

NAME: _____   **SHELTER ID:** _____

I acknowledge that I have received a copy of the SHELTER RULES AND EXPECTATIONS and have read, or been read, and understand and agree to abide by them

Signature: Date:

NEWS MEDIA
News media representatives often visit shelters during disaster operations. They are allowed to enter the shelter and request interviews or take photos and/or video. The media will ask your permission first and you have the right to refuse. If you encounter any problems with the media please report it to shelter staff immediately.

Signature: Date:

As a shelter registrant your name will be listed on the public list that is available to citizens inquiring of shelter registrants and to assist in family reunification.

Signature: Date:

In general, the personal information you have provided will be kept secured and private and will not be shared without your consent. In some circumstances disclosure could be required by law, as shelter management could determine that disclosure would protect the health or well-being of its citizens, staff, or the community regardless of your preference. Your medical information will only be released for the same as outlined above or if you have a medical emergency that leaves you incapacitated and information needs to be relayed to medical care staff to treat you.

Signature: Date:

Please initial each statement below if you agree to release information to other disaster relief, voluntary or non-profit organizations and/or government agencies providing disaster relief. If do not agree to release information please put a line through each one you don't want information released to.

I agree to release my information to other disaster relief, voluntary or non-profit organizations
_____

I agree to release my information to governmental (Local, State, and Federal) agencies providing disaster relief _____

Town of Rocky Hill Shelter Staff Member's initials indicating Registrant signed or initialed on their own and understood all statements: _____

Town of Rocky Hill Shelter Occupant Volunteers

Name and location of shelter: _____

NAME	POSITION VOLUNTEERED	SPECIFIC HOURS	CONTACT #

Town of Rocky Hill Shelter Volunteer Waiver Form

I understand that I am volunteering my time and waive all rights for compensation.

I will only perform volunteer work as directed by the staff of the Rocky Hill Shelter and that I feel comfortable and capable of doing.

I agree to release the Town of Rocky Hill of any and all claims which may arise as a result of any expenses, personal injury, loss or damages incurred during my participation today.

I give permission to the Town of Rocky Hill to use photographs, film, videotape of me or my likeness and quotations from me regarding my participation in this event.

I understand that the situation is sensitive in nature and I will not release any names, personal information, or medical information to anyone.

All questions have been answered to my satisfaction

_____   _____

Name (please print)   Date

_____

Signature

FOR ALL MINORS:
If the volunteer is under eighteen (18) years of age, the terms and conditions of this waiver and release are agreed to by the volunteer's parent or guardian as evidenced by the parent's or guardian's signature below on behalf of the volunteer.

_____   _____

Name of Parent or Guardian (please print)   Date

_____

Signature

Town of Rocky Hill Shelter Visitor Sign In & Out

Name and location of shelter: _____

Time In	Date	Name	Agency Name or Shelter Resident Name	Contact phone #	Time out	Date

Town of Rocky Hill Shelter

Menu Planning

Planning meals for disaster feeding starts with planning menus. Factors other than nutritional needs must be considered if the menus are to be functional in relation to the facilities and suitable to the groups to be fed.

CONSIDERATIONS IN MENU PLANNING FOR SHELTER FEEDING

- Type and Size of Group to be Served
- The Food Preparation Area, Layout, Work Space and available Utilities and Equipment
- Means of Food Distribution
- Food Supplies
- Personnel
- Time constraints
- Budget
- Familiar and Acceptable Foods
- Use food that are plentiful in supply
- Use food not subject to spoiling quickly
- Serve foods that require minimal preparation and serving
- Beverages should be limited to milk, fruit juices, water, tea and coffee

Town of Rocky Hill Shelter

Sanitation and Kitchen Safety Rules

Food Supply workers will be rushed and will be under stress during a disaster. It is essential that strict sanitary procedures be emphasized at all times. Care is required to prevent outbreaks of illness due to poor handling practices. To ensure safe food the following rules are for all food supply workers.

PERSONAL HYGIENE

- Persons with common colds, sore throats, coughs, skin infections and diarrhea should not work in kitchens until such conditions have cleared up.
- Plastic, one use, smock or apron are the most sanitary outfits for kitchen workers.
- All workers should wear hairnets or bandannas, when in or about the kitchen or when serving food.
- All workers should wash hands and fingernails before handling food and after using the toilet facilities. If running water is unavailable, wash hands in a container or basin with soapy water; scrub nails, rinse in clear water in a second container. Shake hands dry.
- Certain types of jewelry, such as chains and bracelets should not be worn when preparing food. They are a hazard when working in the kitchen, and may fall into the food.

SAFE FOOD STORAGE

Adequate refrigeration should be provided as soon as possible but in the absence of refrigeration do not store meat, milk, fish, creamed mixtures or soups. Prepare and serve quickly. These foods will support the rapid growth of bacteria that can cause food poisoning, long before the food appears to be spoiled. Store utensils and containers of food in clean, dry places protected from flies, dust and other sources of contamination. Metal containers are the most suitable.

SAFE FOOD SERVICE

- Tasting of food from utensils that are being used in cooking and mixing food is not permitted.
- Whenever possible, use forks, spoons or tongs to avoid touching food with hands.
- Do not touch bowls of spoons, tines of forks or rims of glasses with fingers. Lift cups by handles.
- Use disposable dishes and utensils when possible
- If prepared food has to be transported to or from the institution, carry it in clean sanitized containers.
- Allow no animals in the kitchen.

EQUIPMENT SANITATION

- Keep stoves clean and free from spilled foods.
- Keep sinks clean and drains opened.
- Wash, rinse, and if possible, sterilize all equipment and utensils following the procedures outlined for manual dishwashing.

MANUAL DISHWASHING

If possible, have the following ready:

- Compartment sink or 3 large containers
- Sanitizer
- Scraper
- Drying Racks

Method

- Scrape Dishes
- Wash with dish detergent, using a friction sponge on all surfaces
- Air dry on a clean surface or dish rack

CARE OF THE KITCHEN AND DINING AREA

- Keep kitchen and dining area(s) clean as you work.
- Wipe up all spilled food immediately.
- Keep all area neat and free from litter.
- Keep all shelves and cupboards clean.
- Keep kitchen and dining area well aired.

GARBAGE DISPOSAL

- Keep all garbage covered
- Remove frequently from all food service areas

GENERAL KITCHEN SAFETY GUIDELINES

- Wipe up spilled food immediately

- Wear comfortable, low-heeled shoes

- Keep exits clear

- Use dry pot holders for lifting hot pots

- Never pour water into hot oil when it is near an open flame

- Have a fire extinguisher at hand and know how to use it

- Have a bucket of sand in kitchen for grease fires

- Keep matches in tightly closed metal or glass container

- Provide a container for burned matches

- Use a broom and dust pan to pick up broken glass

- Have a first-aid kit accessible in the kitchen

- Be sure workers know how to handle all equipment

DUTIES OF THE COOK INCLUDE:

- Following menu and recipes provided by supervisor.

- Checking food for spoilage before using.

- Cooking all meals.

- Keeping all equipment and surrounding areas clean.

DUTIES OF THE KITCHEN HELPERS INCLUDE:

- Opening of food packages
- Disposal of food packages, cans, and garbage
- Assisting with cooking when asked
- Washing of pots, pans, dishes, and utensils
- Cleaning of food preparation and service areas
- Other duties that would be of assistance

TOWN OF ROCKY HILL SHELTER INVENTORY LISTING

ITEM	# NEEDED	# ON HAND	# TO REQUEST	REQUESTED THROUGH	REQUEST DATE/TIME	ETA	ARRIVED DATE/TIME

Town of Rocky Hill Shelter Daily Log

Disaster Name: _____   **Shelter Name:** _____

This log is to record any notable events or communications that have occurred or actions taken by shelter staff. The intent of these logs provide basic activity documentation and a reference for an after action report.

Date/Time	Name	Notable Activity

PAGE _____ of _____

Town of Rocky Hill Shelter Daily Report

Report #:		Date:		Time:	
Facility Name:					
Facility Location:					

Shelter Manager:	1st Shift Supervisor:
2nd Shift Supervisor:	3rd Shift Supervisor:

Shelter Population	
Current number of Shelter Occupants:	
New Registrations today:	
Total number of registrations during event:	

Meals Served	
Breakfast:	
Lunch:	
Dinner:	
TOTAL:	
Snacks:	
Special diet requirements:	

STAFF AND VOLUNTEERS	TIME OF COUNT
Municipal volunteers / paid staff:	
Red Cross Staff:	
CERT Members:	
Facility Staff:	
Partner Organizations:	
Spontaneous Volunteers:	
TOTAL NUMBER:	

SUPPLIES NEEDED:

Safety, Security and Housekeeping notes:

Miscellaneous notes:

Prepared by (printed):	Date:
Signature:	Time:

Town of Rocky Hill Shelter

After Action Report / Corrective Action Report

Shelter Name:		**Shelter Location:**	
Date Shelter opened:		**Date Shelter closed:**	
Report Completed by:		**Date Report Completed:**	

MANAGEMENT (Shelter Manager, Security, Safety, Liaison, Supervisors)		
Overall Assessment of Function:	**Satisfactory**	**Needs Improvement**
Please describe improvements needed:		
Planning		
Training		
Personnel		
Equipment		
Facilities		

OPERATIONS (Registration, Shelter Ops, Medical, Feeding)		
Overall Assessment of Function:	Satisfactory	Needs Improvement
Please describe improvements needed:		
Planning		
Training		
Personnel		
Equipment		
Facilities		

PLANNING / INTELLIGENCE (Situation analysis, Documentation, etc.)		
Overall Assessment of Function:	Satisfactory	Needs Improvement
Please describe improvements needed:		
Planning		
Training		
Personnel		
Equipment		
Facilities		

LOGISTICS (Services, Support, Facilities, etc.)		
Overall Assessment of Function:	**Satisfactory**	**Needs Improvement**
Please describe improvements needed:		
Planning		
Training		
Personnel		
Equipment		
Facilities		

FINANCE / ADMINISTRATION (Costs, Claims, Time, Purchase Orders, etc.)		
Overall Assessment of Function:	**Satisfactory**	**Needs Improvement**
Please describe improvements needed:		
Planning		
Training		
Personnel		
Equipment		
Facilities		

	YES	NO	COMMENTS
Were shelter procedures utilized during shelter activation?			
Was an adjacent pet shelter established?			
Was the Town of Rocky Hill's EOC activated?			
Was shelter information coordinated with the PIO on a regular basis?			
Were shelter briefings given to staff on a regular basis?			
Were special needs identified and mitigated?			
Were sign in and sign out procedures followed by staff and shelter occupants?			
Was communications and interoperability an issue?			

What actions were taken in response to the activation of the shelter? Include such things as mutual aid and statistics on number of personnel, equipment, and other resources.

Was there any part that did not work during the activation and management of the shelter?

As a result of your response, did you identify any changes needed in your plans or procedures? Provide an explanation

Please identify any specific area needing training and guidance

Additional comments, identify issues, recommend solutions to issues, and agencies that might be involved in implementing these recommendations

Corrective Actions

Identify issues, recommended solutions to those issues, and agencies that might be involved in implementing *these recommendations.*

ISSUE	CORRECTIVE ACTION	Improvement Plan Responsible Party or Agency	Est. Date of Completion

Signature of person completing report:

FOR EOC USE ONLY
Date Received:
Date Reviewed:
Reviewed by:

Town of Rocky Hill Shelter Facility Survey

Site Name:	
Street Address:	
Phone Number:	
Fax Number:	
Point of Contact Name:	
Email Address:	
Longitude:	**Latitude:**

EMERGENCY CONTACT INFORMATION

The following are listed in order to authorize opening facility for use 24/7

	NAME	Home Phone #	Cellular Phone #	Email
1				
2				
3				
4				
5				

Directions to the facility from the nearest highway access point:

CAPACITY

Capacity for all shelters could be calculated using any space that could feasibly be used as sleeping space for an event. In a short term evacuation shelter, capacity should be calculated using 15 to 20 square feet per person. In a long term evacuation shelter, capacity should be calculated using 40 to 60 square feet per person. For supportive care needs, there should be a minimum of 60 square feet.

Capacity for short term (15-20 sq. ft.): _____

Capacity for long term (40-60 sq. ft.): _____

Supportive care (60 sq. ft.): _____

Pet Friendly? YES   NO   Capacity: _____

LIMITATIONS ON FACILITY USE

It is understood that some facilities would only be available during certain times due to other activities. Please indicate days and times that the facility would be available.

Will the facility be available at any time of the year?   YES   NO

This facility is **ONLY AVAILABLE** for use during the following periods:

FROM	TO

This facility is **NOT AVAILABLE** for use during the following periods:

FROM	TO

Some facilities have only specific areas that they will allow as an emergency shelter. Please indicate restrictions on use of certain area of the building for use

GENERAL FACILITY INFORMATION

FIRE SAFETY

Some facilities appear to be suitable for sheltering might not meet fire codes based on building capacity. It is recommended that local codes be examined to determine if the facility meets them. In addition, contact shall be made with the Fire Marshall's Officer to ensure compliance.

Does the facility have inspected fire extinguishers? Yes or No	
Does the facility have functional fire sprinklers? Yes or No	
Does the facility have fire alarms? Yes or No	
If yes, what type? Manual (pull stations), Automatic, or Both	
Does the fire alarm directly alert the Rocky Hill Public Safety Communications Center?	
Automatic emergency lighting?	

General comments from Fire Department:

UTILITIES

A major concern in running an emergency shelter is whether or not utilities can continue to run after a storm. This section is designed to evaluate the capabilities of the facility and to list the appropriate contacts in case utilities fail

TYPE	PROVIDER	ACCOUNT NUMBER	CONTACT NUMBER(S) (24 hrs.)
Electricity			
Fuel (Oil/Gas)			
Telephone			
Water			
Cable			

Emergency Generator

On site? Yes or No _____

YES:

Capacity in kilowatts power for the entire shelter? Yes or No _____

If No, what will it operate? _____

Operating time, in hours, without refueling, at rated capacity: _____

Start type: Auto Start   Manual Start

Fuel Type: _____

NO:

Emergency generators do not have to be present in order to utilize the facility as a shelter. However, care must be taken to evaluate the appropriateness of the facility in emergency situations. It may be that most pre-identified emergency shelters do not have generators, but it should be that vendors be identified so that a generator could be brought in if necessary.

Heating

Type: Electric   Natural Gas   Propane   Oil

Cooling

Type: Electric   Natural Gas   Propane   Oil

Cooking

Type: Electric   Natural Gas   Propane   No cooking facility on site

Telephones

Number of phones available for use: _____

Number of phone lines available for use: _____

Locations of telephones:

<div style="border:1px solid black; min-height:150px;"></div>

Water

Potable (drinkable) storage capacity in gallons: _____

Non-potable (undrinkable) storage capacity in gallons: _____

The recommended amount of potable water to have on hand per evacuee is one (1) gallon per day. Presuming that existing water supplies remain available, and that the goal for resources on hand is for two (2) days after the shelter opens, there should be two (2) gallons available for each projected shelter resident.

Projected Population X 2	
- Gallons available	
= Gallons of water needed	

MATERIAL SUPPORT

Cots, Sheets, and Blankets

During evacuation sheltering, it is impractical and virtually impossible to have cots and bedding for all evacuees. However, it is desirable to have some cots and bedding on hand to be provided on a case by case basis to shelter occupants, who could, for many reasons, experience hardship by sleeping on the floor.

The planning target for the quantity of cots, sheet, and blankets to have on hand for the shelter is for ten (10) percent of the anticipated population.

Projected population: _____ dividend by 10 = projected number of each item: _____

COTS:

Needed: _____   Total available: _____

SHEETS:

Needed: _____   Total available: _____

BLANKETS:

Needed: _____   Total available: _____

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Many people with disabilities can be accommodated in shelters. It is important to evaluate a building to determine if it is accessible to people with disabilities. No single deficiency in the following list makes a facility out of compliance or unfit for consideration. There are many acceptable temporary mechanisms that can make the facility accessible. For guidance in this area, the building department shall be contacted.

Access to building

__ Curb cuts, minimum 35 inches wide

__ Accessible doorways, minimum 35 inches wide

__ Automatic doors or appropriate door handles

__ Level landings

__ Ramps, minimum 35 inches wide

are ramps fixed or portable? _____

Accessible and accommodating restrooms

__ Grab bars, 33 – 36 inches wide

__ Sinks at 34 inches in height

__ Stalls, 38 inches wide

__ Towel dispenser at 39 inches in height

Showers

__ Shower stall, minimum 36 inches by 36 inches

__ Grab bars, 33 – 36 inches in height

__ Shower seat, 17 – 19 inches high

__ Hand-held spray unit with hose

__ Fixed shower head, 48 inches high

Accessible and accommodating cafeterias

__ Tables, 28 – 34 inches high

__ Serving line with counter, 28 – 34 inches high

__ Aisles, minimum 38 inches wide

Accessible telephones

__ Maximum height of 48 inches

___ TDD available

SANITATION

Toilets

The recommended ratio for toilet facilities is a minimum of one (1) restroom for forty (40) people. The facilities that are counted are ones that will be accessible to shelter occupants, including shelter staff.

Total available: _____   Men: ____   Women: ____   Unisex: ____   People with disabilities: ____

Projected population ____ divided by 40 = projected needed number of toilet facilities: _____

	Men	Women	Unisex	Persons w/ Disabilities
Projected need:				
- Total available				
= Portable toilets needed				

Sinks

The recommended ratio of sinks is one (1) for every two (2) toilets

Total available: _____   Men: ____   Women: ____   Unisex: ____   People with disabilities: ____

	Men	Women	Unisex	Persons w/ Disabilities
Projected need:				
- Total available				
= Portable sinks needed				

Showers

The best case scenario for showers is one (1) for every forty (40) shelter occupants. There should also be awareness that there might be a nearby facility that, while it could not be used as a shelter, may have showers available, and transportation will have to be arranged. Portable showers may have to be acquired.

Are there any limitations on the availability of showers? Yes / No _____

_____

Total available: _____ Men: _____ Women: _____ Unisex: _____ People with disabilities: _____

Total needed: _____ Men: _____ Women: _____ Unisex: _____ People with disabilities: _____

Alternatives for showers on-site:
Alternatives for showers off-site:

FOOD PREPERATION

Kitchen facility

__ None on site   __ Warming oven   __ Delivery   __ Use central kitchen

__ Full service   Number of meals that can be produced within given timeframe: _____

Equipment

Indicate quantity and size as appropriate

Refrigerators		Walk-in Refrigerators		Ice Machines	
Freezers		Walk-in Freezers		Braising Pans	
Burners		Griddles		Warmers	
Ovens		Convection Ovens		Microwave Ovens	
Steamers		Stem Kettles		Coffee Pots	
Carafes Hot & Cold		Sinks		Dishwashers	

Shelter feeding

While people coming to shelters are encouraged to bring food with them, for a variety of reasons this doesn't always occur. Therefore, preparation to feed shelter occupants should occur. For planning purposes, there should be projected supplies for three (3) to five (5) days' worth of meals with no outside assistance. This covers the possibility of widespread damage to commercial food sources and infrastructure. Meals can range from freshly prepared food at shelter facilities that have kitchen facilities to prepackaged shelf stable meals (Ready to Eat, Heater meals, etc.). Planning target should be 8 meals worth of food in inventory for each projected shelter resident.

Projected population: _____ X 8 = projected number of meals needed: _____

Projected need	
- Total available	
= Meals needed	

Feeding areas

__ None on site

__ Snack bar (Seating capacity: _____)

__ Cafeteria (Seating Capacity: _____)

__ Other indoor seating (Seating Capacity: _____) (Size and description: _____)

Additional Comments

| |
| |

BABY AND INFANT SUPPORT SUPPLIES

Diaper changing tables are extremely important due to health safety considerations. While there are not a recommended number of tables by population, there should be changing tables available. Beyond diaper changing, it is helpful to know in advance what baby supplies are available if needed.

Number of diaper changing tables:	
Number of diapers available:	
Number of cans of formula available:	

LAUNDRY FACILITIES

Generally, shelters do not have access to laundry facilities. The availability of such facilities would be considered and extra, not a necessity. These facilities would be especially useful for a shelter open longer than a week.

Number of clothes washers: _____   Number of clothes dryers: _____

Will shelter occupants and workers have access to these machines? _____

Are laundry facilities coin operated? _____

Special conditions or restrictions: _____

_____

RECOMMENDATIONS AND/OR OTHER INFORMATION

Please be specific

FACILITY FLOOR PLAN

Sketch below or attach a copy of the facility floor plan
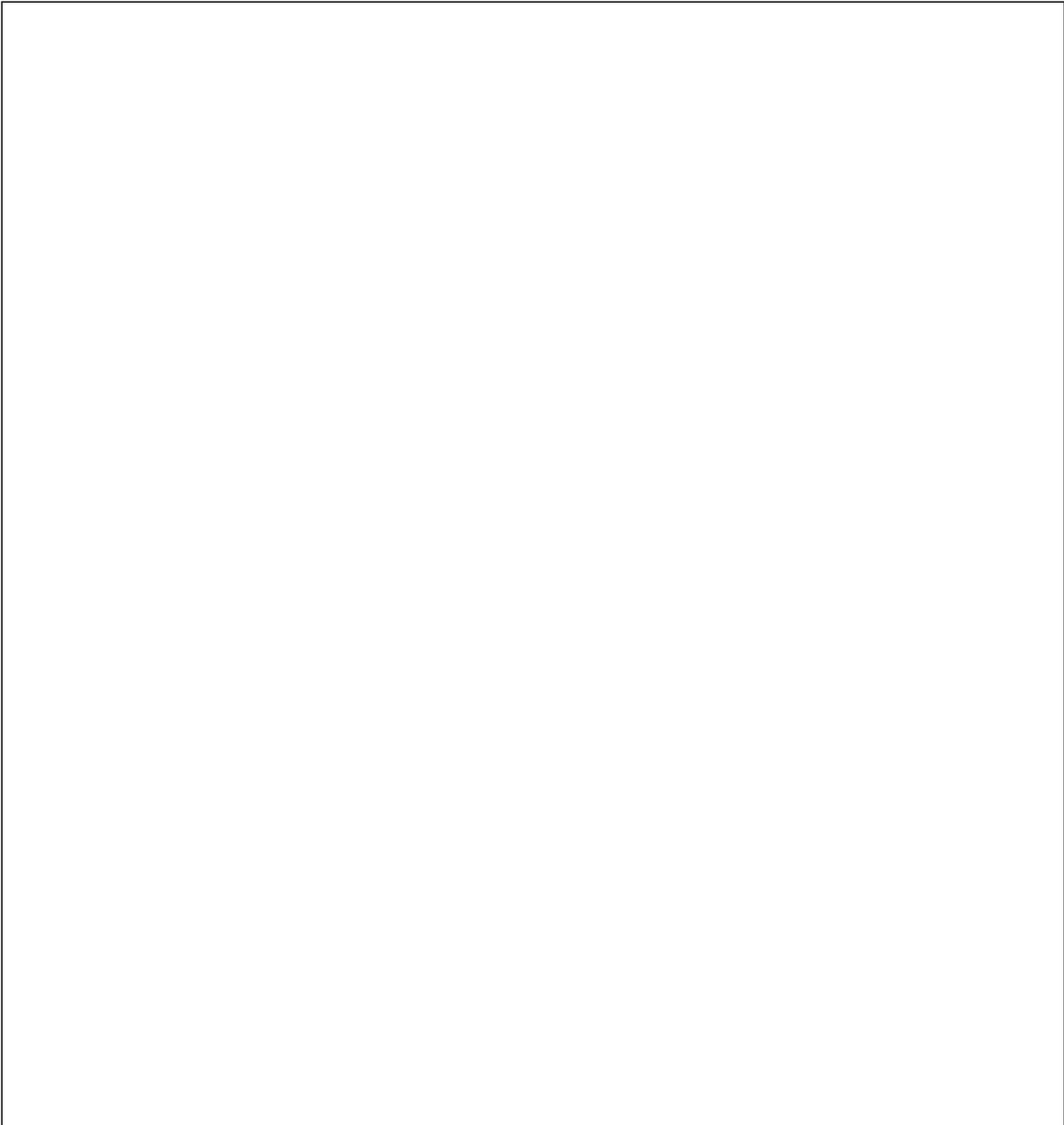
Please attach the written agreement for facility use to this facility survey

Survey completed or updated by:

Printed Name:	Signature:	Date:

Survey reviewed by:

Printed Name:	Signature:	Date:

TOWN OF ROCKY HILL MASS CARE SHELTER
PRE-OCCUPANY INSPECTION / WALK THROUGH

NAME OF FACILITY: _____

ADDRESS: _____

FACILITY REPRESENTATIVE: _____

CONTACT PHONE NUMBER(S): _____

The Shelter and Mass Care Coordinator and the individual representing the facility are to walk through all areas of the facility which are designated for use by The Town of Rocky Hill as an emergency shelter and note the condition of those areas, indicating any pre-existing damage or problems, i.e. scuffed, scratched or stained floors or walls, scratched or damaged doors, damaged or non-functioning water fountains, broken windows, damaged or non-functioning lights, and general condition of any furniture.

Briefly list any such pre-existing conditions below:

_____

_____

_____

SIGNATURES:

Facility Representative: _____ Date: _____

Shelter and Mass Care Coordinator: _____ Date: _____

TOWN OF ROCKY HILL MASS CARE SHELTER
POST OCCUPANY INSPECTION / WALK THROUGH

This is to certify that the premises at _____ in _____,

controlled, owned, and/or operated by _____ was used by the Town of

Rocky Hill as an emergency mass care shelter facility from the date of _____ to the date of

_____ is hereby returned by the Shelter and Mass Care Coordinator to

_____ in a satisfactory condition, less the following deficiencies:

Pre-existing conditions noted on Pre-Occupancy Inspection / Walk Through signed form:

_____

_____

_____

_____

Additional damage or problems that have occurred during use of the facility:

_____

_____

_____

_____

SIGNATURES:

Facility Representative: _____ Date: _____

Shelter and Mass Care Coordinator: _____ Date: _____

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ANNEX E. HEALTH AND MEDICAL

I.   PURPOSE

This annex will provide guidance to provide services for the health, welfare, and safety of the population of the Town of Rocky Hill in the event of a disaster of significant event. The goal is to effectively provide a coordinated response for medical care and treatment for the sick and injured. It is also to address and mitigate life and safety issues, scene stabilization, patient transport, and distribution of medical supplies and pharmaceuticals.

II.   SITUATION

Many medical resources are critical to the immediate emergency response following a major event or emergency, while some may be critical for long term recovery operations.

Potential operations include:

-    Dissemination of public health information
-    Conduct triage and treatment
-    Conduct numerous patient transports
-    Importing medication, medical professional, or supplies to the affected area.
-    Coordination of mortuary services
-    Crisis counseling

III.   ASSUMPTIONS

-    The Town of Rocky Hill maintains adequate health and medical resources to respond to most emergency or disaster situations.
-    A significant event that occurs with little or no warning would require and upgrade of personnel and equipment to provide sufficient response capabilities to treat the population.
-    An emergency resulting in multiple casualties beyond normal limits from any cause will stress the system and will likely result in the degradation of response and treatment capabilities and capacities.
-    The need for activation of the Metropolitan Medical Response System (MMRS) Program may occur and is considered to be an enhancement of local capability of existing resources.
-    Prolonged incident response (days to weeks) in and of itself has the potential to impact the responders as well as the victims. The effects can be both physical as well as mental.

IV.   CONCEPT OF OPERATIONS

During a State of Emergency, the Town of Rocky Hill is responsible for the provision, coordination, and delivery of health and medical services to the population throughout the event.

The activation of the Health and Medical section can be done by either EMS responders or the Director of Emergency Management based on either need or EOC activation.

- Tracking system shall be developed, incorporating EMS triage system, to monitor the victims in the disaster.
- Transportation of the sick and injured will be handled by EMS and coordination of receiving hospitals will be done through North Central C-Med.
- Following a notification, The Central Connecticut Health District shall respond and operate utilizing its standard operating procedures. If the incident is Rocky Hill local, the Health District would be fitting into the Emergency Operations Center operations. If the incident is multiple municipalities, it is understood that the Health District would be operating its own Emergency Operations Center and communications methods would be established.
- Notify the American Red Cross of the possible need of assistance.
- Coordination of blood and mortuary services will be in conjunction of the Central Connecticut Health District, Capital Region Emergency Planning Committee, and State of Connecticut Emergency Operations Center. There may be supplemented support by the Connecticut Disaster Medical Assistance Team (CT-1 DMAT).
- Behavioral Health Care will be coordinated through the Town of Rocky Hill Human Services and Central Connecticut Health District.

A. Health and Medical Coordinator

In the event of an emergency the Health and medical Coordinator is responsible for the following functions:

- Provide direction and guidance to responders and the public in the areas of health, housing, and sanitation.
- Coordinate with hospitals and other health providers on response to health needs.
- Coordinate temporary morgue space.
- Coordinate behavioral health activities.
- Oversee the sanitation and safety of food supplies.
- Supervise the sanitary and health conditions at shelters and medical care locations.

V. ROCKY HILL MEDICAL FACILITIES AND LONG TERM CARE

Apple Health and Rehab

45 Elm Street

860-563-8661

The Atrium

1160 Elm Street Extension

860-563-5588

Brookdale at Rocky Hill

60 Cold Spring Road

860-780-9994

Greenridge Place

1 Elizabeth Court

860-257-0000

Lodge at Cold Spring

50 Cold Spring Road

860-721-1940

Mapleview Manor

856 Maple Street

860-563-2861

Veteran's Home and Hospital

287 West Street

860-616-3600

60 West

60 West Street

860-529-0880

****

CVS Minute Clinic

323 Cromwell Avenue

860-563-9393

Rocky Hill Medical Center

412 Cromwell Avenue

860-563-3844

Velocity Urgent Care

396 Cromwell Avenue

860-372-4990

Kathy's Urgent Care

856 Cromwell Avenue

860-967-3206

****

Central Connecticut Health District

Central Office: 505 Silas Deane Highway, Wethersfield 860-721-2822

Rocky Hill Office: 761 Old Main Street. 860-258-2770

VI.   HOSPITALS

Connecticut Children's Medical Center

282 Washington Street, Hartford. 06106

860-545-9000

Hartford Hospital

80 Seymour Street, Hartford. 06106

860-545-5000

Hospital of Central Connecticut, New Britain

100 Grand Street, New Britain. 06050

860-224-5011

John Dempsey Hospital (UConn Health Center)

263 Farmington Avenue, Farmington. 06030

860-679-2000

Manchester Memorial Hospital

71 Haynes Street, Manchester. 06040

860-646-1222

Middlesex Hospital

28 Crescent Street, Middletown. 06457

860-358-6000

Midstate Medical Center

435 Lewis Avenue, Meriden. 06451

203-694-8200

Saint Francis Hospital and Medical Center

114 Woodland Street, Hartford. 06105

860-714-4000

ANNEX F. RESOURCE MANAGEMENT

I.   PURPOSE

This annex will provide for the overall management of resources by coordination and use of personnel, equipment, supplies, facilities, and services in the most productive method possible in order to satisfy the needs generated by the situation. Also included is the ability to find, obtain, allocate, and distribute resources that are not readily available within the town's resources.

II.   SITUATION

- Many resources are critical to the immediate emergency response following a major event or emergency, while some may be critical for long term recovery operations.
- Several categories of resources have been identified in the Town of Rocky Hill to include:
  - Personnel
  - Equipment
  - Facilities
  - Information
  - Commodities
- The Town of Rocky Hill's resource inventory is updated on a regular basis.
- Town of Rocky Hill shall maintain a list of public and private sector resources that could be utilized during a disaster response.
- When necessary, the Town of Rocky Hill Finance Department can authorize emergency purchases in response to an emergency or disaster.

III.   ASSUMPTIONS

- Resources will be managed under the Incident Command System.
- Necessary personnel and supplies will be available to support the initial emergency resource response.
- Adequate local resources do not exist to cope with a catastrophic disaster response.
- If the emergency is localized, regional support should be available.
- If the emergency extends outside the Town of Rocky Hill, regional or state support might not be immediately available.
- Based on the nature and location of the event, identified public and private sector resources may not be available when needed.

IV.   CONCEPT OF OPERATIONS

A. GENERAL
1. There shall be a Resource Manager assigned by the Emergency Management Director.
2. The Town of Rocky Hill and its agencies will utilize their own resources, equipment and personnel during emergency situations and will have control over the management of those resources as needed to respond to the event.
3. The request of resources from other jurisdictions will be initially be through normal mutual aid request channels.
4. Any additional resource requests outside the normal channels will be initiated by the Emergency Manager with operational control being exercised by the on scene Incident Commander.
5. Normal mutual aid requests will be handled by the Town of Rocky Hill Emergency Communications Center. Any requests outside the normal channels will be handled by the Emergency Operations Center.
6. During an EOC activation, there will be an appointment of a Resource Status Unit Leader under the Logistics Section.
7. Support for various resources will be provided to include food, water, shelter and fuel.
8. Documentation procedures will be implemented to track all resource requests, resource fulfillments, and resource deployment.
9. When requests for resources are received from field or response units, essential information should be obtained. This information includes:
    i. What is needed and why?
    ii. How much is needed?
    iii. Who needs it?
    iv. Where is it needed?
    v. When is it needed?
    vi. How long is it needed?
10. Upon receipt of the request, any on hand resources shall be utilized prior to make outside requests or emergency purchases.
11. Where possible, purchase prices and contract costs should be established with companies and providers of supplies prior to an emergency (Ongoing negotiations will suppliers and use of approved State vendors)

B. **ACTIONS**

This section of operations is flexible, scalable and adaptable to the situation that exists. This operations shall be responsive through all levels of the Incident Command System.

There are four basic undertakings of the Emergency Resource Management operational activity. These include; Need determination, supply ordering and procurement, distribution of resources and/or supplies, and maintaining financial and legal accountability.

When warning(s) of an event is available, suppliers with whom the Town of Rocky Hill has been established, should be notified in case of the need to trigger the agreements.

1. Determining Needs
    i.   All agencies or organizations are to report through the EOC when they are unable to acquire any emergency resource.
    ii. When requests for resources   are received from field or response units, essential information should be obtained.
    iii. Prioritize requests.
        a.   High: Relates to immediate safety of lives.
        b.   Medium: Relates to the immediate safety of property.
        c.   Low: Relates to needs that can be addressed at any other times.
    iv. Documentation of all resource requests will be logged, prioritized, passed onto the Logistics Section for obtaining and committing resources and then tracked.
    v.   There shall be reports generated on a regular basis about the needs and the status of requests.

2. Obtaining Supplies
    i.   Upon receipt of a request there should be an attempt to fill the need with current town resources. If the resource is available, deployment shall be made.
    ii. Contact shall be made with suppliers to fulfill requests. Verification of the availability of resources and reserve of any critical resources should be done.
        a.   Transportation responsibilities should be confirmed, provide necessary information and directions to suppliers.
    iii. The EOC Support Branch Coordinator shall be notified of the incoming resource and its priority.
        a.   The Support Branch Coordinator shall notify of the same to the Supply Unit Leader and the Resource Status Unit Leader.
    iv. When requests are High in Priority, and not currently available, with coordination of the Finance Section, and expedited procurement process may be used.

> a. This should make it easier for higher priced items
> b. Expedited transportation arrangements.

    v. If top priority items can't be satisfied quickly through procurement or when the cost begins to outweigh time as a consideration, contact should be made with Human Services Branch and the PIO to arrange donations of the goods or service in need.

3. Distribution of Goods
   i. The Logistics Section determine the facilities that will be required to handle the flow of resources into the jurisdiction and to the field. These can include Staging areas, checkpoints, points of distribution, donation receiving areas, and warehouses.
   ii. The Logistics Section shall notify the appropriate facilities of incoming resources, the priority, and estimated time of arrival. The facilities shall provide regular reports of receipt of the resource, allowing the proper tracking of those resources.

4. Financial and legal accountability.
   i. The Finance Section shall make the Logistics Section aware of the authorized budget, log and process transactions, track accounts, and secure access to funding as necessary and feasible.
   ii. The Legal Advisor shall keep all involved sections aware of their legal obligations and also of any special powers granted by law to expedite their tasks.

C. RECOVERY ACTIVITIES

When needs have been largely met, the situation subsides and functionality can begin in its normal day to day operations 5 areas shall be addressed.

1. Disposal of Excess Stock.
   i. Loaned equipment shall be returned to its owners
   ii. Surplus property can be dealt with through normal procedures, except when hazardous materials are concerned.
   iii. Warehouse space may be needed for excess donations while local agencies and organizations attempt to absorb them.
2. Staff and facilities should be deactivated as soon as practicable.
3. Coordination with voluntary agencies.
4. Fiscal Management
   i. Financial Settlements
   ii. Handling of reimbursement or compensation to owners of private property.
   iii. Submit reports that address the jurisdiction's financial liability for any assistance received under the Federal Stafford Act.
   iv. Handling the coordination of monetary donations.
   v. New contacts that were made of suppliers for the incident should be surveyed about their interest in developing a contract for supplies for the next emergency.
5. Acknowledgements should be sent out to suppliers and donors who assisted the Town of Rocky Hill during the incident. This shall be in coordination with the Chief Executive Officer and the PIO.

I.   PURPOSE

This annex describes the Town of Rocky Hill's responsibility to maintain situational awareness to the State of Connecticut Office of Emergency Management Region 3 Office.

II.   SITUATION

Whenever there is an activation of the Town of Rocky Hill's Emergency Operations Plan, activation of the CRCOG RESP, or Town of Rocky Hill's Emergency Operations Center, there shall be notifications made to the State of Connecticut Office of Emergency Management Region 3 Office.

III.   CONCEPT OF OPERATIONS

A. GENERAL

1. Notifications shall be submitted at least once every 8 hours.
2. Notifications shall be made at the request of CT OEM.
3. Situational reports will be completed utilizing the State of Connecticut Local Government Situation Report (DEMHS Form 233, Rev 05/05)
4. If contact cannot be made with the Region 3 Office, reports shall be submitted directly to the State of Connecticut Emergency Operations Center.
5. It is understood that the first submitted situational report may be incomplete due to a full situational assessment may not be completed at time of submission. Whatever information is available should be submitted as soon as possible and updates will be sent in a timely manner.
6. The Emergency Operations Center Director is responsible for ensuring the report is submitted to the Emergency Management Region 3 Office.

B. SPECIFIC

1. The situational report form has been developed to keep the Governor and the State Emergency Operations Center up to date on the emergency situation in each municipality.
2. This form is the initial request for state assistance.
3. Situational reports should be submitted until emergency conditions have been brought under control and ALL of the following conditions are met:
   i. Emergency declarations, curfews, driving bans, or other emergency orders are lifted, discontinued or cancelled.
   ii. All shelter operations has been terminated.
   iii. Utility and phone service is near total restoration.
   iv. Roads have been reopened to the extent possible without reconstruction.
   v. Search and Rescue operations have ceased.
   vi. The Emergency Operations Center has been deactivated.

If Rocky Hill has not experienced any significant effects from a regional disaster, this fact should also be reported in order to help the State of Connecticut define the geographical area involved.

STATE OF CONNECTICUT
LOCAL GOVERNMENT SITUATION REPORT

Department of Emergency Management and Homeland Security

DEMHS Form 233 Revised 05/05

TOWN _____ **OEM AREA** _____ **REPORT #** _____ **DATE** _____

REPORTED BY _____ **TELEPHONE** _____ **TIME** _____

1. **OVERALL EMERGENCY CONDITION**   N/A _____   Minor _____   Significant _____   Major _____
2. **CASUALTIES (provide latest cumulative figures)**   Fatalities _____   Injuries _____   Missing _____
3. **EOC ACTIVATION**   Closed _____   Partial _____   Full _____
4. **EMERGENCY ORDERS (Emergency Declared, Evacuation Ordered, Driving Ban, Curfew, etc.)**

   _____

5. **MUTUAL AID RECEIVED FROM**   Police _____   Fire _____   Public Works _____   Medical _____   Other _____

   (describe) _____

6. **SHELTER STATUS**

Name/Location	# People	Managed By (Red Cross or Local)	Open/Closed

7. **DAMS/RIVERS STATUS** _____

8. **ROADS/BRIDGES STATUS (Blocked/Washed Out/Flooded/Closed - Give Location)**

   _____

9. **DAMAGE REPORT**

DAMAGE REPORT	Minor*	Significant*	Major*	10. REMARKS
Residential				
Business				
Municipal Bldgs.				
Water Supply				
Sewer Plant				
Debris				
Power Outages				
Telephone Outages				

*Check One - Give numbers under remarks if available

11. **ASSISTANCE REQUESTED**

   _____

Name/Title of Contact: _____ **Telephone:** _____

1. <u>Overall Emergency Condition:</u> Check one designation (N/A-not applicable, Minor, Significant, Major as described below:

N/A	**No significant emergency operations underway or necessary.**

Minor	Only partial EOC activation, if at all; local emergency response forces are involved in emergency operations but the situation is clearly manageable; no mutual aid necessary; no declarations of emergency; physical damage generally minor; only small-scale shelter operations, if any; power/telephone outages expected to be of short duration.
Significant	**A significant event which fully or almost fully involves local emergency response forces (chief executive, police, fire, public works). A full scale or partial EOC activation is generally associated with this event level. The need for mutual aid or state aid, if there is such a need, is not obvious, although some form of assistance might eventually be needed. A state of emergency is not usually declared. The local emergency response system is strained but not overwhelmed. Some moderate physical damage and power/telephone outages are usually associated with this event level, as are shelter operations.**
Major	**Mutual aid needed; direct state and/or federal support needed to some degree; may be casualties; possibly some search and rescue operations; damage to many homes, businesses and other facilities, with possible destruction of some; restricted areas established; shelter operations ongoing, state of emergency declared, EOC fully activated, widespread power and telephone outages, some areas inaccessible by vehicles.**

2. <u>Casualties:</u> Provide the best estimate of disaster related casualties. Provide latest cumulative figures, not an update from the previous Situation Report.

3. <u>EOC Activation:</u> Indicate if the local EOC is closed, partially activated, or fully activated. Partially Activated means that only a few key agencies are represented in the EOC. Fully activated means that all key agencies are represented in the EOC on a 24-hour a day basis.

4. <u>Emergency Orders:</u> Indicate any emergency orders issued by the Chief Elected Official (State of Emergency declared, Evacuation orders, Driving Ban or Curfews in effect, etc.)

5. <u>Mutual Aid Received From:</u> Indicate any mutual aid being received from other towns or cities (not the state).

6. <u>Shelter Status:</u> Indicate all public shelters that are currently open or give time when shelters will open or close; name and location of shelter, the number of people in the shelter, and who is managing the shelter (Red Cross, local Fire Department, etc.).

7. <u>Dams/Rivers Status:</u> List the name of any rivers approaching flood stage or currently flooding. List the name of any dams that are threatened or breached.

8. <u>Roads/Bridges Status:</u> Describe the impact of floodwaters on the local road system or bridges (both state and locally maintained) and the extent to which roads and bridges have been made impassable by downed trees, wires, or other debris.

9. <u>Damage Report:</u> Check one designation. Give numbers under #10 (remarks) if available.

	Minor	Significant	Major
Residential	No significant structural damage. Damages limited to broken glass, shingle loss, basement flooding.	Few if any units severely damaged. Structural damage generally limited to non-living space areas.	Severe structural damage or destruction of many residential units.
Business	No significant structural damage. Damages limited to broken glass, shingles, and/or signs, flooding.	Few (if any) businesses severely damaged or requiring long-term closures.	Severe structural damage or destruction of many businesses.
Municipal Bldgs.	No significant structural damage. Damages limited to broken glass, shingles, and/or signs, flooding.	Damage to one key or several non-critical public buildings. Building use restricted or closed.	Severe structural damage or destruction resulting in loss of building for an extended period of time.
Water Supply	Loss of private wells due to minor power outages.	Temporary loss of a major public water supply due to contamination/damage to distribution system.	Extensive damage to a public water supply, rendering it unusable for several days or longer.
Sewer Plant	Loss of grinder pumps due to minor power outages	Loss of pump stations due to power outages or damage to system	Extensive damage to a sewer plant or distribution system; loss of system.
Debris	Debris due to fallen trees or branches, utility poles, (or other debris); manageable by local forces.	Debris significant but manageable by local forces. Some roads temporarily closed.	Numerous roads closed due to significant debris; local forces need assistance.
Power Outages	Individual streets or homes without power.	Up to 50% of the town without electrical power.	Nearly all of the town without electrical power.
Telephone Outages	Individual streets or homes without phones.	Up to 50% of the town without phones.	Nearly all of the town without phones.

10. <u>Remarks:</u> Provide any pertinent information that you feel State Officials should be aware of regarding the situation in the community. Provide figures in #9 (Damage Report), if available.

11. <u>Assistance Requested:</u> Indicate what type of assistance the community requires, if any, and a local point of contact (name/title and telephone) for coordination purposes.

ANNEX G. JOINT INFORMATION SYSTEMS

I. PURPOSE

This annex will provide for the overall management of the Town of Rocky Hill Joint Information Center (JIC). A JIC is a physical location where Public Information Officers from organizations involved an emergency or incident work together in conjunction with the Emergency Operations Center and/or the Incident Commander to provide critical emergency information, crisis communications, and public affairs support.

II. SITUATION

- The Town of Rocky Hill JIC will serve as a focal point for the gathering, verifying, coordinating, and disseminating of information to the public and media concerning incident response, recovery, and mitigation.
- The JIC structure is designed to expand and contract depending on the size and scope of the incident.
- JIC will be established in conjunction of the Emergency Operations Center.
- The lead Public Information Officer (PIO) is responsible for ensuring effective information flow and meets the expectations of various audiences when multiple organizations come together to respond to an emergency.

III. ASSUMPTIONS

- The JIC will release information through a wide variety of means. Including; print, television, radio, websites, and social media.
- The JIC staff will monitor the latest developments via social media, media monitoring, responder information, and call from citizens with information.
- It is recognized that each individual involved in the JIC will bring expertise from their own agency, will continue to represent the needs of those agencies, and receive a benefit derived from coordinated information.
- At no time shall an agency or its representative determine or approve information outside their purview of responsibility or assignment.
- As the JIC is designed only as coordination, analysis, and dissemination point, information from agencies must be approved within their own organizational structure.

IV.   CONCEPT OF OPERATIONS

A. JIC ACTIVATION

Should an emergency be declared that involves threats to lives and property within the Town of Rocky Hill, the Emergency Operations Center will make the decision to activate the JIC. The JIC shall be located in the same physical building as the EOC, with specific location designated at time of activation.

B. TYPES OF JOINT INFORMATION CENTERS

There are several types of JICs and is dependent on the situation. The types are:

1.   Incident
- An incident specific JIC is established at a single, on scene location in coordination with local, state, federal. It provides easy media access. This type is a typical JIC.

2.   Virtual
- A virtual JIC is established when a physical location is not feasible. It connects PIOs via e-mail, phones, faxes, videos, and web based systems.

3.   Satellite
- A satellite JIC is small in scale and provides support for the primary JIC. It is located away from the primary and closer to the scene.

4.   Area
- An area JIC supports multiple incident ICS structures that are spread over a wide geographic area.

5.   Support
- A support JIC is established to supplement the efforts of several incident JICs in multiple jurisdictions or states. It offers additional staff and resources outside the disaster area.

6.   National
- A national JIC is established when an incident requires Federal coordination and is expected to be of long duration or when the incident affects a large are of the country.

C. ORGANIZATION
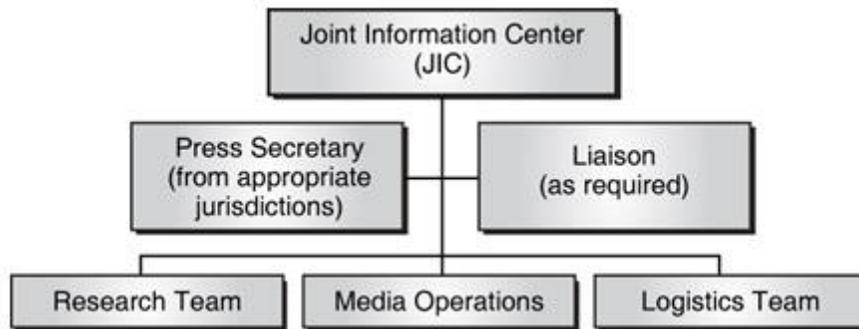
The National Incident Management System and Public Affairs Field Guide for Joint Information Centers recommend three principal teams to manage a JIC:

1. Research Team: Oversee preparation of new releases, daily summaries, media advisories, feature articles, fact sheets, public service announcements, and other written materials.
2. Media Operations Team: Oversee responses to incoming media calls, provides information on latest developments, answers inquiries, monitors new coverage, manages news conferences, assesses public opinions, beliefs and current knowledge, and provides background information on response activities.
3. Logistics Team: Ensures all JIC functions are operating efficiently, and supervises all operational and administrative activities, including staffing and inter-office communications.

D. STAFF ROLES AND RESPONSIBILITIES

1. Lead Public Information Officer.

Supports the information needs of the response by serving as the liaison between Command and the JIC. Establishes, maintains, and deactivates the JIC. Represents and advises the Incident Commander on all public information matters relating to the incident.

2. JIC Manager.

Supervises the daily operations of the JIC. Executes plans and policies as directed by the Lead Public Information Officer. Provides direction to Team Leaders to ensure that all functions are well organized and operating effectively.

3. Research Team Leader.

Ensures that all of the following are performed: Gather, analyze, and verify information from all parts of the JIC and the Incident.

    i. Monitors and analyzes media.
    ii. Display information for use in the JIC.

   iii. Develops consistent messages for the incident and provides information documents to the media Operations Leader for dissemination.

   iv. Support the development and modification of communications and outreach strategy.

   v. Assume responsibility of JIC Manager as needed.

  4. Media Operations Leader.

Disseminates information to the public and ensures all the following are performed:

   i. Prepare speakers prior to interviews.

   ii. Conducts news conferences and town meetings.

   iii. Sends press releases to the media.

   iv. Provide escort services to the media.

   v. Develop and implements community outreach programs.

   vi. Coordinate with Research Team to provide information support to Call Center.

   vii. Coordinate with Research Team to identify misinformation or rumors that may affect response.

   viii. Oversees Call Center.

  5. Logistics Team Leader.

Participates in development and implementation of the JIC by providing the resources needed to accomplish the JIC goals by ensuring the following:

   i. Plan organization of JIC Logistics team and assign work.

   ii. Ensure activation of team members.

   iii. Identify service and support needs.

   iv. Prepare and implement plan for mobilization, communication, and demobilization.

   v. Provide all support and service requirements needed to facilitate effective and efficient JIC Management.

   vi. Provide facilities, transportation, supplies, equipment maintenance, food, communication, and computers for the JIC.

E. **INFORMATION DISSEMINATION CYCLE**

Informing Citizens, Media, and Stakeholders during an incident is an ongoing cycle that involves the following steps:

1. Gather Information

Information is collected from the ICS Command and General Staff and the EOC, which is a source of ongoing, official information on the response effort and other sources such as:

- o Response agencies
- o Media
- o Calls from the public and Elected Officials
- o Technical Specialists
- o Utility companies and National Weather Service
- o Emergency response guidebooks

2. Verify Information

Verify the accuracy of the information collected by consulting with:

- o EOC sources and technical specialists
- o Ensuring that information is consistent and accurate, striving toward accessibility to all affected by the incident
- o Other PIOs (ex: compare notes and information)

3. Coordination of Information

Coordination includes, but not limited to:

- o Coordinating between ICS Command and General Staff
- o Coordinating between EOC positions
- o Obtain approval from appropriate authorities before dissemination of information

4. Dissemination of information to external partners

Dissemination of Information should follow the processes as outlined in ANNEX C: Warning and Emergency Public Information.

F. DEACTIVATION

The lead PIO, with concurrence of participating agencies, will jointly decide to deactivate the JIC. All members of the JIC should be alerted. The Lead PIO shall issue a news release stating that the JIC is no longer in operation. A contact person should be assigned for subsequent media requests.

A critique of JIC operations shall be done as soon as practical. This will be facilitated by the Lead PIO and at minimum should:

- Ensure all equipment and personnel are returned to pre-emergency positions
- Ensure all generated information is obtained for documentation purposes. Files should document:
    - News releases sent from the JIC
    - Social media and website messages
    - Fact sheets
    - Talking Points
- Coordinate the critique of response actions and ensure the following are addresses:
    - JIC activation competencies or incompetency
    - Procedural inadequacy
    - Policy clarity
    - Inoperable equipment
    - Suggested equipment additions
    - Lessons learned

ANNEX I. JOINT FEDERAL/STATE/LOCAL PRELIMINARY DAMAGE ASSESSMENT

I.   PURPOSE

This annex will outline the procedure necessary to conduct a Joint Federal, State and Local Preliminary Damage Assessment of the areas impacted by a disaster prior to a request from the State of Connecticut governor for a Presidential disaster or emergency declaration under the Robert T Stafford Disaster Assistance and Emergency Relief Act provision.

II.   SITUATION

A major or catastrophic disaster or emergency could occur in the Town of Rocky Hill and in the State of Connecticut that is such magnitude that the State of Connecticut Governor may need to request a Presidential Disaster Declaration or a Presidential Emergency Declaration in order to obtain Federal assistance.

The State of Connecticut Office of Emergency Management will prepare a letter for the Governor's signature to request that the Federal Emergency Management Agency (FEMA) participate in Federal/State/Local Preliminary Damage Assessment teams to evaluate the extent of damages. Information from the Preliminary Damage Assessment will be used to evaluate eligibility for Federal Assistance.

III.   CONCEPT OF OPERATIONS

A.   GENERAL

Preliminary Damage Assessments (PDAs) are organized, systematic field surveys of the disaster area by joint Federal/State PDA teams, assisted and guided by local officials. PDAs must be conducted in accordance with, and as required by, Federal Regulations (44CFR, Part 206, Section 206.35) prior to a gubernatorial request for a Presidential disaster or emergency declaration under the Stafford Act.

There are 2 types of PDA teams; Individual Assistance Teams (IA Teams) and Public Assistance teams (PA Teams). IA Teams assess impacts upon private property including homes and businesses. PA Teams assess damages to public facilities and estimate other public expenditures for items such as debris removal, overtime costs, emergency protective measures, roads and bridges, public utilities, public buildings, and parks and recreational areas.

The State uses the information regarding disaster impacts gathered by PDA teams to:

a. Make an initial determination of the impact of a disaster upon the State
b. Determine the need for Federal Disaster Assistance
c. Develop documentation to support a request for Federal disaster assistance.

The Federal Government uses the PDA information to evaluate requests for Federal disaster assistance.

B. INITIATION AND COORDINATION OF A PRELIMINARY DAMAGE ASSESSMENT (PDA)

The State of Connecticut Emergency Management Office will notify the FEMA Regional Director of the need for a preliminary PDA following the consultation with the Adjutant General and the Governor's office.

The State of Connecticut Office of Emergency Management (OEM) and FEMA are responsible for coordination of the PDA effort. OEM and FEMA will form a PDA coordination team which will do the following:

a. Notify the appropriate State and Federal agencies of the need to perform a PDA and request agencies to provide a specified number of qualified personnel to participate on the PDA teams.
b. Designate Federal and State representatives to each PDA team, brief PDA team members prior to the commencement of the PDA, provide appropriate forms, itineraries, and local points of contact.
c. Notify local officials of the estimated day and time of arrival of a PDA team in their community and of the information to have ready for the PDA team.
d. Debrief each PDA team daily and/or at the conclusion of the PDA.
e. Compile results of the PDA and provide these results to the State Emergency Management Office and other appropriate State and Federal officials.
f. Provide copies of PDA team reports to the State Emergency Management Office, the State Department of transportation, and other State agencies as requested and as needed.

The PDA Coordination Teams will work from the State of Connecticut Emergency Operations Center.

C. TOWN OF ROCKY HILL

The Town of Rocky Hill may be surveyed by either one or two PDA teams (An IA Team and/or PA Team) depending upon the nature of damages sustained. IA and PA Teams will usually arrive independently from each other.

The CEO/Public Safety Director will be contacted by the PDA Coordination Team or by the State of Connecticut Office of Emergency Management, Region 3, and be notified of the day on which the town is scheduled for a survey by an IA or PA Team.

The name and phone number of a Rocky Hill point of contact for the PDA Team should call prior for the departure for Rocky Hill shall be provided.

The following information and personnel should be provided for the Public Assistance (PA) PDA Team for the time the team reaches the agreed meeting point:
a. A breakdown of the budget showing amounts appropriated for the current fiscal year for:
    a. Highway Department
    b. Road maintenance
    c. Total budget, minus Board of Education.
b. The current balance of:
    a. Highway Department
    b. Road maintenance
    c. Total budget, minus Board of Education
c. Maps of Town roads
d. Estimates of additional payable hours or overtime worked by Town of Rocky Hill employees in response to the emergency.
e. Other costs to the Town of Rocky hill in response to the emergency and to include costs of purchases, rentals and contracts.
f. Information regarding insurance coverage on municipal facilities
g. CEO/Public Safety Director, Emergency Management Director, Public Works Director, Town Engineer, Building Official, Assessor, Facilities Director, and any other officials desiring to participate in the PDA.

Municipal Officials should guide both IA and PA Teams to all areas of significant damage in the Town of Rocky Hill. To ensure that acceptably accurate replacement cost estimates of public facilities are developed, the Public Works Director or a qualified designee should participate in the PDA. It is essential that involved Town of Rocky Hill Officials can adequately describe a destroyed public facility as it existed prior to the disaster.

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ANNEX J. Animal / Pet Care

I.   PURPOSE

This annex describes that provisions that have been made to ensure that animals receive appropriate care and describes the responsibilities that have been tasked to specific individuals and organizations.

II.   SITUATION

The Town of Rocky Hill should plan for sheltering of pets, service animals, and livestock. Animals can be found at private households, veterinary facilities, boarding/groom facilities, farms, and in transit.

It is recognized that many residents have pets and service animals and do not have their own plan for evacuation with their pets. The pet population has a recognized social value and for many citizens they are important companions and should be cared for in time of emergencies.

III.   ASSUMPTIONS

-   Abandoned pets may become a danger for response personnel.
-   Animals can affect public health as they can be disease vectors for humans and other animals.
-   During emergencies, animal owners will take reasonable steps to shelter and provide care for their animals.
-   Emergency conditions may impose hardships on citizens and animals.
-   Animals may have the need for rescue, medical treatment, temporary sheltering, and feeding.
-   When possible, owners of pets will be responsible for transportation of animals to designated locations and will provide all necessary food, medicine, and other provisions needed.
-   Owners of pets will provide direct care including feeding, watering, medication, and walking/exercising.
-   Owners of pets may be forced to stay in public shelters or other locations where animals are not permitted.
-   Owners of pets may be forced to evacuate with little notice or preparation and may be forced to leave their pets behind.
-   Owners of pets may not be home when an emergency situation occurs and may not be able to return to retrieve animals.

IV. CONCEPT OF OPERATIONS

A. General

The primary responsibility of sheltering, protection, identification, and immunization of animals are the responsibility of the owners. During times of emergencies, public interest may take precedence with regard to sheltering, evacuation, and care of animals. Domestic animals that are lost, stray, incapable of being cared for by their owners, or a danger to themselves or public will be the responsibility of the Animal Care and Control Coordinator. These animal may be sheltered, fed, and if possible returned to their owners. If the animals cannot be returned to their owners, the follow up care will be in accordance to established policies of the Rocky Hill Police Department Animal Control Officer. The Town of Rocky Hill will encourage owners of pets to be prepared in times or emergencies. There should be assistance from local veterinarians on education of pet preparedness.

The Town of Rocky Hill have limited capabilities for providing expedient health services to pets and service animals. There shall be agreements in place with veterinary facilities for either on site or mobile services.

Unclaimed or stray animals could cause a problem that exceeds capabilities and assistance shall be handled through predetermined arrangements and routine operating procedures with local facilities and further request shall be made through the Town of Rocky Hill's Emergency Operations Center.

B. Shelter

- Each pet brought into the shelter will be checked in, documented, and tagged
- A photo shall be taken of each animal upon check in
- Animal specific food, medication, or other provisions will be logged and marked for each animal
- Coordinate animal waste disposal
- Temporary animal housing areas will be used and opened near shelters for citizens.
- Stray animals with no known owner will be held at least for 7 days to give possible owners time to claim them.
- Animals should be separated by species.
- All animals must be restrained. Crating preferred, but leashes are acceptable.

C. Animal Care and Control Coordinator

- Maintain an Emergency Resource Contact List
- Reviews and checks on availability of animal care facilities for use by the Town of Rocky Hill
- Selects shelter locations based on:
  - Hazard analysis
  - Relation to evacuation routes
  - Relation to mass care shelters
  - Services available in facilities
  - Input from the Director of Emergency Management
- Coordinate proper staffing (including volunteers) for operations.
- Ensure proper supplies are available when needed
- Ensure that shelter(s) are clearly marked
- Strictly enforce animal control statutes.

V. Animal / Pet Care Shelter Operating Guidelines

The Animal Care and Control Coordinator will coordinate with the Shelter Coordinator for the shelter location based on the extent of the emergency and the expected need for Animal / Pet Care Shelter. The location chosen for the Animal / Pet care Shelter will examined by the Animal Care and Control Coordinator in the presence of a facility representative and noting any pre-existing conditions noted. A Pre-Occupancy Inspection and Walk Through form shall be signed by both parties.

The Animal Care and Control Coordinator will contact employees and volunteers and schedule based on need and availability. All volunteers must sign a Volunteer Agreement and Release of Liability form prior to providing any assistance in the Animal / Pet Care Shelter.

Any reporting personnel shall sign in at check in area and will be issued identification badges. These badges must be worn at all times. At the end of the scheduled shift, all personnel shall sign out and return any issued identification badges and/or equipment.

All duties and responsibilities for personnel working in the Animal / Pet Care Shelter will be assigned by the Animal Care and Control Coordinator or their designee. The assignments will be based on the skills and abilities of the person being assigned.

The Animal / Pet Care Shelter is intended to house and support animals in which their owners are staying in a Town of Rocky Hill Shelter. Any person bringing in their pet and not staying in a shelter shall be turned away with reasons given. Any stray animal that is brought to the shelter shall be handled in accordance to the current operating procedures of the RHPD Animal Control.

It is the intention that the shelter shall care primarily for dogs, cats, caged birds, and other caged non-high maintenance animals. There shall not be any acceptance of exotic pets, up to but not limited to reptiles and amphibians.

There shall be tables set up for animal intake and registration. These tables shall be set up to limit the availability of a citizen walking into the shelter prior to being registered.

A. **CHECK IN**
   1. Proof from owner as a checked in resident in the Town of Rocky Hill Shelter.
   2. Pet owner will complete and sign a Registration and Pet Friendly Public Evacuation Shelter Agreement form.
   3. Pet owner will receive Animal / Pet Care Shelter Rules form.
   4. Every registered animal will be tagged, along with its cage, food, and supplies, listing:
      i. Pet's name
      ii. Owner's name
      iii. Registration number
   5. Any pets arriving without appropriate vaccination records shall be examined by a Veterinarian or Vet Tech prior to acceptance in the shelter.
      i. After examination, if animal is deemed healthy it will be housed with other pets.
      ii. After examination, if animal is deemed unhealthy it will be housed in the quarantine area.
      iii. If no Veterinarian or Vet Tech is available the animal will be placed in the quarantine area until it can be examined.
   6. All animals will be assigned a number based on the registration form number

B. **OPERATIONS**
   1. All animals will only be housed in approved holding cages.
   2. Cages and/or crates shall be positioned to limit the animal's view of another animal.
   3. No person under the age of 16, unaccompanied by an adult, will be permitted in the shelter at any time.
   4. Visitor control will be handled by assigned personnel and will not allow non-owners into shelter area.
   5. No animal shall be allowed out of its cage without a leash, no exceptions, even based on pet type.
   6. The responsibility for the care of the pets is with its owner.
   7. Each cage will have a clipboard with pet and owner information and an animal care form.
   8. Pet owners should notify shelter workers if the animal appears sick, coughing, or has diarrhea.
   9. If the pet exhibits symptoms of illness, the animal shall be isolated from other animals.
   10. All shelter personnel shall wear disposable exam gloves at all times when handling animals. Gloves shall be changed between handling of different animals.
   11. Owners and shelter personnel shall not permit any contact between one animal and another. Enforcement of this will keep the possibility of fights and spread of disease at its minimum.
   12. Personnel shall monitor owner activities within the shelter to ensure safe interaction and safe shelter environment.
   13. Any pet that is walked and defecates, it must be cleaned by the person walking the pet and deposited in designated trash receptacle.

14. Any need for supplies shall be directed to the Animal Care and Control Coordinator for fulfillment.
15. Any owners taking their pet off shelter grounds and out for the day shall be given a "Day Pass" and a note left on the pet's crate for personnel doing animal checks.

C. CHECK OUT
1. When pets are returned to their owners, personnel shall verify owner identification and pet identification.
2. Completion of registration log indicating date and time of removal and owned items taken.

D. DEACTIVATION / DEMOBILIZATION
1. Once the shelter has been emptied, all supplies shall be inventoried.
   i. If any supplies were on loan to the shelter, notification shall be made to the owner and arrangements for pick up or delivery shall be made.
   ii. Consumables may be donated.
2. Personnel shall clean the area, wash the floor, and take out all trash.
3. The Animal / Pet care Shelter will examined by the Animal Care and Control Coordinator in the presence of a facility representative.
4. A Post-Occupancy Inspection and Walk Through form shall be signed by both parties.

TOWN OF ROCKY HILL ANIMAL / PET CARE SHELTER
PERSONNEL CHECK IN / CHECK OUT

SHELTER NAME: _____ **EVENT NAME:** _____

CHECK IN DATE	TIME	NAME	CONTACT #	HOMETOWN	CHECK OUT DATE	TIME

TOWN OF ROCKY HILL ANIMAL / PET CARE SHELTER RULES

- There is no smoking, alcohol consumption, firearms, or weapons allowed.

- Visitors are limited to those who have pets within the shelter.

- No person under the age of 16, unaccompanied by an adult, will be permitted in the shelter at any time.

- Only 1 adult family member at a time may visit their pet.

- Visits are limited to 20 minutes every 3 hours.

- Pet owners are responsible for feeding, watering, walking and cleaning up after their pet(s). Cleaning materials will be provided.

- When inside the shelter, pet shall be confined to their cages, unless on a leash being walked by the owner or shelter personnel.

- No pet, including cats, shall at any time be out of its cage without a leash.

- When walking your pet, please make sure it does not have any contact with any other animal. Doing this will avoid the risk of fights or spread of disease.

- Please alert shelter personnel if your pet appears to be sick, coughing, or has diarrhea.

TOWN OF ROCKY HILL ANIMAL / PET CARE SHELTER
PET OWNER AGREEMENT

I, _____, understand that an emergency exists and that arrangements have been made to allow my family pet(s) to remain in this shelter facility, or in facilities in close proximity to each other. I understand and agree to abide by the pet care rules contained in this Agreement and have explained them to any other family members accompanying me and my pet(s). I also acknowledge receipt of a copy of the **Rules for the Operation of the Animal Shelter** and agree to abide by them.

RULES
1. My pet will remain in its approved carrier except at scheduled times. During visit time, my pet will be properly controlled with leash/ harness and muzzle (if necessary). Times will be strictly adhered to.
2. I agree to properly feed, water and care for my pet as instructed by Town of Rocky Hill Shelter personnel.
3. I agree to properly sanitize the areas used by my pet, including proper waste disposal and disinfecting as instructed by Town of Rocky Hill Shelter personnel.
4. I certify that my pet is current on rabies and all other recommended vaccinations. I agree to assume the cost of any shots or veterinary care, which may be given at the shelter because my pet lacks proof of vaccination.
5. I will not permit my animal to have any contact whatsoever with any other animal while out of its carrier, nor will I permit any other shelter occupants to handle my pet while in its carrier or during exercise times. I will make sure that the carrier door is latched and secured.
6. My pet and its carrier will be tagged for identification by Town of Rocky Hill Shelter personnel upon registration. I agree not to remove this identification until after check out from the shelter.
7. I will permit my pet to be examined by qualified personnel to determine if medical or stress conditions requiring attention are present. I further agree to the administration of medication to alleviate any symptoms.
8. I acknowledge that my failure to follow these rules may result in the removal of my pet from the shelter. I further understand that if my pet becomes unruly or aggressive, shows signs of contagious disease, is infested by parasites (fleas, ticks, lice, etc.), or begins showing signs of stress related conditions, it may be moved to a more appropriate location. I understand that any decision concerning the care and welfare of my pet(s) and the shelter population as a whole are within the sole discretion of Town of Rocky Hill Shelter personnel, whose decisions are final.

I certify that my pet has no prior history of aggressive behavior and has not been diagnosed with any contagious diseases for which it has not received successful treatment.

I hereby agree to hold harmless all persons, organizations, corporations or government agencies involved in the care and sheltering of my animal(s). I further agree to indemnify any persons or entities, which may have suffered any loss or damage as a result of the care and sheltering of my animal(s).

I understand that if I do not take my pet(s) with me when the shelter closes, then it/they will be transferred to the Connecticut K-9 Center Animal Shelter and be held there for a maximum of five (5) days for disposition, and I shall be subject to the fees charged by the Connecticut K-9 Center Animal Shelter. $ _____ for the first day, plus $_____ per day thereafter.

I acknowledge that I have provided the following items:

_____

_____

I acknowledge that the following items were loaned to me to provide proper care and confinement of my pet(s) during the emergency:

_____

_____
And I agree to return them to the Town of Rocky Hill Shelter personnel upon discharge of my pet(s) once the emergency is declared over.

_____
PRINTED NAME   SIGNATURE   DATE

_____
ADDRESS   TELEPHONE   DRIVERS LICENSE NUMBER

TOWN OF ROCKY HILL ANIMAL / PET CARE SHELTER
ANIMAL REGISTRATION CHECK IN / CHECK OUT

Assigned #	Date & Time in	Animal Type	Breed	Color	M/F	Age	Assigned Location	Name	Date & Time out
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									

TOWN OF ROCKY HILL ANIMAL / PET CARE SHELTER
ANIMAL INTAKE FORM

Date & Time arrival: _____

OWNER INFORMATION:

Name: _____   Phone #(s): _____

Address: _____

Email: _____

ANIMAL INFORMATION:

Type of Animal: _____   Male or Female: _____ Name: _____

Breed: _____   Color: _____   Age: _____

Spayed or Neutered: _____   Weight: _____   Vaccinations current: _____

Distinctive physical characteristics: _____

Any Medical problems? _____

Currently receiving medications? _____

Medication allergies? _____   Is pet pregnant? _____

Is your pet aggressive toward people or other animals? _____

Items received with the animal (including medication): _____

_____

Names of those authorized to pick up and/or visit pet: _____

_____

Owner Signature: _____   Date & Time: _____

Shelter Personnel Signature: _____   Date & Time: _____

TOWN OF ROCKY HILL ANIMAL / PET CARE SHELTER
ANIMAL DISCHARGE FORM

Name of Owner: _____ Phone #(s) _____

Pet(s) being discharged to owner:

Assigned #	Animal Type	Breed	Color	M/F	Age	Date & Time out

Items belonging to pet(s) and owner removed from shelter: _____

_____

Owner Signature: _____

Date & Time: _____

Shelter Personnel Signature: _____

Date & Time: _____

TOWN OF ROCKY HILL ANIMAL / PET CARE SHELTER
ANIMAL CARE FORM

ASSIGNED #: _____   Animal Name: _____

Date: Time: Initials:						
FOOD						
Type						
Quantity						
Water						
EXERCISE						
Type						
Amount						
HEALTH						
Behavior						
Symptoms						
MEDICATION						
Type Dosage						

TOWN OF ROCKY HILL ANIMAL / PET CARE SHELTER
PRE-OCCUPANY INSPECTION / WALK THROUGH

NAME OF FACILITY: _____

ADDRESS: _____

FACILITY REPRESENTATIVE: _____

CONTACT PHONE NUMBER(S): _____

The Animal Care and Control Coordinator and the individual representing the facility are to walk through all areas of the facility which are designated for use by The Town of Rocky Hill as an emergency pet shelter and note the condition of those areas, indicating any pre-existing damage or problems, i.e. scuffed, scratched or stained floors or walls, scratched or damaged doors, damaged or non-functioning water fountains, broken windows, damaged or non-functioning lights, and general condition of any furniture.

Briefly list any such pre-existing conditions below:

_____

_____

_____

_____

SIGNATURES:

Facility Representative: _____   Date: _____

Animal Care and Control Coordinator: _____   Date: _____

TOWN OF ROCKY HILL ANIMAL / PET CARE SHELTER
POST OCCUPANY INSPECTION / WALK THROUGH

This is to certify that the premises at _____ in _____, controlled, owned, and/or operated by _____ was used by the Town of Rocky Hill as an emergency animal / pet care shelter facility from the date of _____ to the date of _____ is hereby returned by Animal Care and Control Coordinator to _____ in a satisfactory condition, less the following deficiencies:

Pre-existing conditions noted on Pre-Occupancy Inspection / Walk Through signed form:

_____

_____

_____

_____

Additional damage or problems that have occurred during use of the facility:

_____

_____

_____

_____

SIGNATURES:

Facility Representative: _____ Date: _____

Animal Care and Control Coordinator: _____ Date: _____

RESOURCE LIST

Rocky Hill Animal Hospital

588 Cromwell Avenue

860-563-1027

Best Friend's Pet Resort

1511 Silas Deane Highway

860-721-8080

Catzablanca Cat Hospital

1940 Silas Deane Highway

860-721-6369

Double A Veterinary Hospital

106 Nott St, Wethersfield

860-529-0668

Connecticut K-9 Center

239 Maple Hill Ave, Newington

860-666-4646

Connecticut Humane Society

701 Russell Road, Newington

860-666-3377

Hartford Veterinary Hospital

2300 Berlin Turnpike, Newington

860-666-1447

River Run Kennels

77 Worthington Ridge, Berlin

860-829-7387

Pet Supplies Plus

1142 Silas Deane Hwy, Wethersfield

860-563-3510

Petco

188 Kitts Lane, Newington

860-667-9621

American Humane Association:

http://www.americanhumane.org/site/PageServer?pagename=pa_disaster_relief

ASPCA: https://www.aspca.org/

Basic Animal Rescue Training: http://basicanimalrescuetraining.org/

Code 3 Associates: http://www.code3associates.org/

Connecticut State Animal Response Team: http://www.ctsart.org/

Humane Society of the United States:

http://www.americanhumane.org/site/PageServer?pagename=pa_disaster_relief

National Livestock Producers Association: http://www.nlpa.org/

Pets America: http://petsamerica.org/

Pet Poison Helpline: http://www.petpoisonhelpline.com/

Red Rover: http://www.uan.org/index.cfm?navid=27

Technical Large Animal Emergency Response: http://www.tlaer.org/

United States Animal Health Association: http://www.usaha.org/

United States Department of Agriculture: http://www.usda.gov/wps/portal/usdahome

ANNEX K. CONTINUITY OF OPERATIONS PLANNING

I.   PURPOSE

This annex will provide an established clear line of succession for key management positions to ensure continuous leadership and authority for emergency actions and decisions.

II.   ASSUMPTIONS

- A major incident or emergency could result in significant injury or death of key Town of Rocky Hill Officials.
- It is assumed that there are pre-established organizational charts within each Town of Rocky Hill agency which will outline the succession of the management structure.

III.   CONCEPT OF OPERATIONS

It is essential that order be preserved and emergency services maintained.

To ensure continuity of Emergency Operations Plan following a disaster or emergency, the following shall be adhered to for succession:

1. Town Manager, CEO / Public Safety Director
2. Emergency Management Director
3. Deputy Emergency Management Director
4. Fire Chief
5. Police Chief

During any period the Town Manager/ CEO is unable to fulfill the duties because of absence, disability or death, the person who assumes the position will have all of the powers and responsibilities of the Chief Executive Officer. The successor's powers and responsibilities shall terminate upon the return of the CEO.

ANNEX L. DRILLS AND EXERCISES

I.   PURPOSE

This annex describes the approach to an exercise program management, design and development, conduct, evaluation, and improvement planning by utilizing the principles set forth in the Homeland Security Exercise and Evaluation Program (HSEEP).

II.   SITUATION

Through the use of HSEEP exercises and drills can be developed, executed, and evaluated that address the priorities established by leadership. These priorities should be based on the National Preparedness Goal, strategy documents, threat and hazard identification / risk assessment processes, capability assessments, and the results from previous exercises and real world events.

These priorities shall guide the overall direction of a progressive exercise program. Through conducting drills and exercises it should result in corrective actions needed to improve plans, build and sustain capabilities, and maintain readiness.

A well designed drill or exercise provides a low risk environment to test capabilities, familiarize personnel with roles and responsibilities, and foster interaction and communication between all involved.

III. HSEEP FUNDAMENTALS

A. PRINCIPLES

Applying the following principles to both the management of an exercise program and the execution of individual exercises is critical to the effective examination of capabilities:

Guided by Elected and Appointed Officials.

The early and frequent engagement of elected and appointed officials is the key to the success of any exercise program. They provide the overarching guidance and direction for the exercise and evaluation program as well as specific intent for individual exercises.

Capability-based, Objective Driven.

The National Preparedness Goal identifies a series of core capabilities and associated capability targets across the prevention, protection, mitigation, response, and recovery mission areas. Through HSEEP, exercises can be used to examine current and required core capability levels and identify gaps. Exercises focus on assessing performance against capability-based objectives.

Progressive Planning Approach.

A progressive approach includes the use of various exercises aligned to a common set of exercise program priorities and objectives with an increasing level of complexity over time. Progressive exercise planning does not imply a linear progression of exercise types.

Whole Community Integration.

The use of HSEEP encourages planners, where appropriate, to engage the whole community throughout exercise program management, design and development, conduct, evaluation, and improvement planning.

Informed by Risk.

Identifying and assessing risks and associated impacts helps identify priorities, objectives, and core capabilities to be evaluated through exercises.

Common Methodology.

HSEEP includes a common methodology for exercises that is applicable to all mission areas—prevention, protection, mitigation, response, and recovery. This methodology enables organizations of divergent sizes, geographies, and capabilities to have a shared understanding of exercise program management, design and development, conduct, evaluation, and improvement.

B. Exercise Program Management

Exercise program management involves a collaborative approach that integrates resources, organizations, and individuals in order to identify and achieve program priorities. Through management of an exercise program, stakeholders provide oversight to specific training and exercise activities sustained over time. An effective exercise program maximizes efficiency, resources, time, and funding by ensuring that exercises are part of a coordinated and integrated approach to building, sustaining, and delivering core capabilities.

Key elements of HSEEP's approach to exercise program management include:

Engaging Elected and Appointed Officials to Provide Intent and Direction.
Elected and appointed officials must be engaged early and often in an exercise program. They provide both the strategic direction for the program as well as specific guidance for individual exercises. Routine engagement with elected and appointed officials ensures that exercises have the support necessary for success.

Establishing Multi-year Exercise Program Priorities.
These overarching priorities inform the development of exercise objectives, ensuring that individual exercises evaluate and assess core capabilities in a coordinated and integrated fashion.

Using a Progressive Approach.
A progressive exercise program management approach includes exercises anchored to a common set of objectives, built toward an increasing level of complexity over time, and involves the participation of multiple entities.

Developing a Multi-year Training and Exercise Plan.
A TEP, developed through a TEPW, aligns exercise activities and supporting training to exercise program priorities.

Maintaining a Rolling Summary of Exercise Outcomes.
A rolling summary report provides elected and appointed officials and other stakeholders with an analysis of issues, trends, and key outcomes from all exercises conducted as part of the exercise program.

Managing Exercise Program Resources.
An effective exercise program utilizes the full range of available resources for exercise budgets, program staffing, and other resources.

C. Exercise Methodology

HSEEP uses a common methodology for planning and conducting individual exercises. A common methodology ensures a consistent and interoperable approach to exercise design and development, conduct, evaluation, and improvement planning.

Exercise Design and Development

In designing and developing individual exercises, exercise planning team members are identified to schedule planning meetings, identify and develop exercise objectives, design the scenario, create documentation, plan exercise conduct and evaluation, and coordinate logistics. At key points in this process, the exercise planning team engages officials to ensure their intent is captured and that the officials are prepared to support the exercise as necessary.

Exercise Conduct

After design and development activities are complete, the exercise is ready to occur. Activities essential to conducting individual exercises include preparing for exercise play, managing exercise play, and conducting immediate exercise wrap-up activities.

Exercise Evaluation

Evaluation is the cornerstone of an exercise and must be considered throughout all phases of the exercise planning cycle, beginning when the exercise planning team meets to establish objectives and initiate exercise design. Effective evaluation assesses performance against exercise objectives, and identifies and documents strengths and areas for improvement relative to core capabilities.

Improvement Planning

During improvement planning, the corrective actions identified during individual exercises are tracked to completion, ensuring that exercises yield tangible preparedness improvements. An effective corrective action program develops IPs that are dynamic documents, which are continually monitored and implemented as part of the larger system of improving preparedness.

D. Exercise Program Management

Exercise program management is the process of overseeing and integrating a variety of exercises over time. An effective exercise program helps organizations maximize efficiency, resources, time, and funding by ensuring that exercises are part of a coordinated, integrated approach to building, sustaining, and delivering core capabilities. This approach—called multi-year planning—begins when officials, working with stakeholders, identify and develop a set of multi-year exercise priorities informed by existing assessments, strategies, and plans. These long-term priorities help exercise planners design and develop a progressive program of individual exercises to build, sustain, and deliver core capabilities. Effective exercise program management promotes a multi-year approach to:

- Engaging elected and appointed officials
- Establishing multi-year exercise program priorities
- Developing a multi-year Training Exercise Plan (TEP)
- Maintaining a rolling summary of exercise outcomes
- Managing exercise program resources

Through effective exercise program management, each exercise becomes a supporting component of a larger exercise program with overarching priorities.

IV.   TYPES OF EXERCISES

Different types of exercises should be built into the multi-year plan. Exercises should be done based on the building block approach as each exercise will build on each preceding one. Effective planning of exercises and integration of all the necessary training will lessen the waste of resources and will address noted gaps prior to the exercise.

A. Discussion Based Exercises

Discussion-based exercises include seminars, workshops, tabletop exercises (TTXs), and games. These types of exercises can be used to familiarize participants with, or develop new, plans, policies, agreements, and procedures. Discussion-based exercises focus on strategic, policy-oriented issues. Facilitators and/or presenters usually lead the discussion, keeping participants on track towards meeting exercise objectives.

1.   Seminars

Seminars generally orient participants to, or provide an overview of, authorities, strategies, plans, policies, procedures, protocols, resources, concepts, and ideas. As a discussion-based exercise, seminars can be valuable for entities that are developing or making major changes to existing plans or procedures. Seminars can be similarly helpful when attempting to assess or gain awareness of the capabilities of interagency or inter-jurisdictional operations.

2.   Workshops

Although similar to seminars, workshops differ in two important aspects: participant interaction is increased, and the focus is placed on achieving or building a product. Effective workshops entail the broadest attendance by relevant stakeholders.
Products produced from a workshop can include new standard operating procedures (SOPs), emergency operations plans, continuity of operations plans, or mutual aid agreements. To be effective, workshops should have clearly defined objectives, products, or goals, and should focus on a specific issue.

3. Tabletop Exercises

A TTX is intended to generate discussion of various issues regarding a hypothetical, simulated emergency. TTXs can be used to enhance general awareness, validate plans and procedures, rehearse concepts, and/or assess the types of systems needed to guide the prevention of, protection from, mitigation of, response to, and recovery from a defined incident. Generally, TTXs are aimed at facilitating conceptual understanding, identifying strengths and areas for improvement, and/or achieving changes in perceptions.

During a TTX, players are encouraged to discuss issues in depth, collaboratively examining areas of concern and solving problems. The effectiveness of a TTX is derived from the energetic involvement of participants and their assessment of recommended revisions to current policies, procedures, and plans.

TTXs can range from basic to complex. In a basic TTX (such as a Facilitated Discussion), the scenario is presented and remains constant—it describes an emergency and brings discussion participants up to the simulated present time. Players apply their knowledge and skills to a list of problems presented by the facilitator; problems are discussed as a group; and resolution is reached and documented for later analysis.

In a more advanced TTX, play advances as players receive pre-scripted messages that alter the original scenario. A facilitator usually introduces problems one at a time in the form of a written message, simulated telephone call, videotape, or other means. Players discuss the issues raised by each problem, referencing established authorities, plans, and procedures for guidance. Player decisions are incorporated as the scenario continues to unfold.

During a TTX, all participants should be encouraged to contribute to the discussion and be reminded that they are making decisions in a no-fault environment. Effective TTX facilitation is critical to keeping participants focused on exercise objectives and associated capability targets.

4. Games

A game is a simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedures designed to depict an actual or hypothetical situation. Games explore the consequences of player decisions and actions. They are useful tools for validating plans and procedures or evaluating resource requirements.

During game play, decision-making may be either slow and deliberate or rapid and more stressful, depending on the exercise design and objectives. The open, decision-based format of a game can incorporate "what if" questions that expand exercise benefits. Depending on the game's design, the consequences of player actions can be either pre-scripted or decided dynamically. Identifying critical decision-making points is a major factor in the success of evaluating a game.

B. Operations Based Exercises

Operations-based exercises include drills, functional exercises (FEs), and full-scale exercises (FSEs). These exercises can be used to validate plans, policies, agreements, and procedures; clarify roles and responsibilities; and identify resource gaps. Operations-based exercises are characterized by actual reaction to an exercise scenario, such as initiating communications or mobilizing personnel and resources.

1. Drills

A drill is a coordinated, supervised activity typically used to validate a specific function or capability in a single agency or organization. Drills are commonly used to provide training on new equipment, validate procedures, or practice and maintain current skills. Drills can also be used to determine if plans can be executed as designed, to assess whether more training is required, or to reinforce best practices. A drill is useful as a stand-alone tool, but a series of drills can be used to prepare several organizations to collaborate in an FSE.

For every drill, clearly defined plans, procedures, and protocols need to be in place. Personnel need to be familiar with those plans and trained in the processes and procedures to be drilled.

2. Functional Exercises

FEs are designed to validate and evaluate capabilities, multiple functions and/or sub-functions, or interdependent groups of functions. FEs are typically focused on exercising plans, policies, procedures, and staff members involved in management, direction, command, and control functions. In FEs, events are projected through an exercise scenario with event updates that drive activity typically at the management level. An FE is conducted in a realistic, real-time environment; however, movement of personnel and equipment is usually simulated.

3. Full-Scale Exercises

FSEs are typically the most complex and resource-intensive type of exercise. They involve multiple agencies, organizations, and jurisdictions and validate many facets of preparedness. FSEs often include many players operating under cooperative systems such as the Incident Command System (ICS) or Unified Command.

In an FSE, events are projected through an exercise scenario with event updates that drive activity at the operational level. FSEs are usually conducted in a real-time, stressful environment that is intended to mirror a real incident. Personnel and resources may be mobilized and deployed to the scene, where actions are performed as if a real incident had occurred. The FSE simulates reality by presenting complex and realistic problems that require critical thinking, rapid problem solving, and effective responses by trained personnel.

The level of support needed to conduct an FSE is greater than that needed for other types of exercises. The exercise site for an FSE is usually large, and site logistics require close monitoring. Safety issues, particularly regarding the use of props and special effects, must be monitored. Throughout the duration of the exercise, many activities occur simultaneously.

V.   EVALUATION

Exercise evaluation maintains the fundamental link between the exercise and improvement planning. Through exercise evaluation, organizations assess the capabilities needed to accomplish a mission, function, or objective. This assessment is based on the performance of critical tasks to capability target levels. Effective exercise evaluation involves:

- Planning for exercise evaluation;
- Observing the exercise and collecting exercise data during exercise conduct;
- Analyzing collected data to identify strengths and areas for improvement; and
- Reporting exercise outcomes in a draft AAR.

Using a common approach to evaluation supports consistent and meaningful reporting of exercise results.

REFERENCE:

Homeland Security Exercise and Evaluation Program (HSEEP) April, 2013

http://www.fema.gov/media-library-data/20130726-1914-25045-8890/hseep_apr13_.pdf

ANNEX M. AFTER ACTION REPORTS

I.   PURPOSE

An After Action Report (AAR) is a consolidation of information gathered during an emergency response or the testing and evaluation of the emergency operations plan through an exercise. AARs are essential for identifying issues that impeded operations or innovative approaches that were introduced during the response and recovery that may be applicable to future incidents. In order for issues to be properly addressed, they need to be identified and documented.

II.   SITUATION

After Action Reports are an integral part of the emergency preparedness planning continuum and support effective response. The lessons learned can be used to proactively develop and enhance the Emergency operations Plan. The environment and climate surrounding an AAR must be one in which all involved participants openly and honestly discuss what actually occurred in detail and clarity that not only will everyone understand what did and did not occur and why.

III.   ASSUMPTIONS

- All department and agencies will participate in the after action review process and submit issues and recommended solutions to the Director of Emergency Management for review and consolidation.
- The Director of Emergency Management will provide guidelines and templates for agencies to use to identify issues or successes.
- The Director of Emergency Management will schedule and facilitate and AAR review meeting to verify and document issues for further review and corrective action.
- The Director of Emergency Management will prepare and issue a formal AAR for any incidents or exercises conducted under the Emergency Operations Plan.

IV.   CONCEPT OF OPERATIONS

A. After Action Reports have a threefold purpose. They provide an opportunity for everyone involved to:
1. Identify area in the current emergency plan that are in need of improvement.
2. Make recommendations to improve it.
3. Capture key lessons learned.

B. The key components of an After Action Report are:
1. Overview
2. Goals and Objectives
3. Analysis of the outcomes
4. Analysis of the capacity to perform critical tasks.
5. Summary
6. Recommendations for improvements to the identified deficiencies.
    i. The timely acquisition and analysis of information before, during, and after an exercise or incident is a critical component of emergency management.
   ii. Identify any training needs of the response personnel for improvement to future response.
  iii. Incorporate any lessons learned or improvements made from AAR into the Emergency Operations Plan.

V. AFTER ACTION REPORT SECTIONS

The following information should be provided in sufficient volume, description, and detail that an emergency management professional with no knowledge of the Town of Rocky Hill would be able to develop a common operating picture of the exercise.

A. Exercises

1. Executive Summary
This section should provide a general overview of the goals, purpose, and objectives of the exercise. For smaller activities such as seminars and drills, the capability analysis and/or conclusion could be included in this section.

2. Exercise Overview
Information in this section should clearly identify the specific exercise. Data should include the exercise name, date(s), location(s), and participating local agencies, mutual aid, state agencies, and federal agencies.

3. Scenario
Provide a complete description of the narrative, major or key updates, and injects that drove the player action to accomplish the objectives.

4. Capability Analysis
Identify the core capabilities that were tested and evaluated in the exercise. Provide a description of the objectives within each capability, the observations, any discussion or analysis, and the outcomes. Recommendations should be included in this section.

5. Conclusion
The conclusion should provide a general review of the exercise, its overall outcome, and potential improvements.

6. Acronyms
Acronyms specific to the Town of Rocky Hill or plans should be identified for readers not familiar with the town.

B. **Real Life Event**

The Director of Emergency Management and the Incident Commander will, in collaboration, determine the date that the AAR is due to be completed. The Director of Emergency Management will facilitate the AAR draft meeting and the AAR final review meeting.

1. Situation

The situation is a synopsis of information and drivers or the class of the Emergency Operations Plan activation, Incident Action Plans, or response. Information should include; environmental conditions, issues, hazards, resources involved, and efforts undertaken. There shall also be inclusion of the event length (total number of hours, days, and/or operational periods)

2. Assumptions

Assumptions are based on historical data. Assumptions include past practices and intelligence information impacting planning and response.

3. Objectives

The objectives carried forward to the After Action Report are the overall goals of the event or response.

4. Response

The response is an accounting of the actions taken to address the situations and objectives. It is the body of the report and responds to the objectives.

5. Best Practices

Best practices respond to the questions of effectiveness of information gathering, planning, and tactics. This should include a discussion of what worked well toward achieving objectives and resource utilization. There should also be an inclusion of tactics, techniques, and efforts likely to produce success for similar events.

6. Gaps in response / capabilities

Gaps address deficiencies in the available response. Lacking technical assistance, resources, and information should be addressed in this area. Available skills and the need for training in particular issues and/or tools may also be addressed here.

7. Notes Forward/Recommendations

Notes forward are recommendations for follow up training, policy review or modifications, and considerations for similar events.

8. Contingencies

Contingencies are the incidents within the event. They are also issues which alter or detract for the incident response. These are issues that may drain resources or must be addressed in the situation of the event.

9. Mitigation

The course of action necessary to suspend contingencies and return to incident response. This may not fully resolves the issues, but allows incident response to continue.

10. Recovery

The course of action undertaken to return to normalcy.

11. Financial Impact.

Indicate cost of expenditures and staffing

VI.   AFTER ACTION REVIEWS

All After Action Reviews involve the exchange of ideas and observations, and focus on improving proficiency. These reviews are conducted during or immediately after each event. There is focus on objectives and resource performance. After Action Reviews involve all participants in the discussion. Related to specific standards, determines strengths and weaknesses and links performance to subsequent training.

VII.   IMPROVEMENT PLANS

Valuable insight can be gained and significant improvements can be made by a complete and critical evaluation of plans, policies, and procedures demonstrated by exercises or disasters. The improvement planning process is the means for converting recommendations from the After Action Report into measurable steps that, when implemented, lead to improved response capabilities.

The implementation of these improvements can be assigned and tracked through an improvement matrix. The following sections should be utilized to assure that the action is followed through on.

- Tasks
- Recommendations
- Improvement actions
- Responsible agency, office, or individual
- Benchmarks with expected dates.
- Estimated completion date

ANNEX N. BOMB THREAT

I.   PURPOSE

This annex outlines the information to be utilized for the means that the Town of Rocky Hill will use to direct the effective response to bombing incidents and bombing threats through a coordinated efforts of Public Safety Communications Center, Police Department, Fire Department and Emergency Medical Services.

II.   ASSUMPTIONS

- Bomb threats are typically received by telephone and will be considered real.
- Responders who lack specialized training will govern most of the response efforts.
- Successful rescues generally occur within the first 72 hours post incident.
- During investigation evacuation is often required.

III.   OPERATING CONCEPTS

The Rocky Hill Police Department will be the lead organization in response to bomb incidents. The Police Department will respond to incidents following specified General Order(s) and the Fire Department will respond to incidents following standard operating procedures.

A. Bomb response will focus on 3 scenarios:

1.   Pre-Detonation
- Bomb threat received
- Suspicious observed
- Evacuation
- Investigation
- Render safe

2. Post-Detonation
- Detonation has occurred
- Rescue and recovery
- Scene control
- Evidence recovery
- Suspect identification
- Fire suppression
- Render safe

3. Continuing explosive incidents
- If applicable, release of hostage/victims
- On scene medical treatment and evacuation
- Scene control
- Evidence recovery
- Suspect apprehension
- Fire suppression
- Render safe

B. Critical Actions

- Decision to evacuate will be made in conjunction of facility point of contact, Police Department and Fire Department.
- To render device safe, specialized training is required. Use of a bomb squad is required.
- To avoid risk to the first responders, engineers should be called in as soon as possible after a detonation to ensure structural integrity.
- Maintain situational awareness for secondary devices.
- Maintain accountability of all responders, rosters shall be utilized and perimeter access to operational areas should be safeguarded.

ANNEX O. HAZARDOUS MATERIALS

I.   PURPOSE

This annex outlines the information to be utilized for the means that the Town of Rocky Hill will use to direct a hazardous materials incident (HazMat).

It is the mission of the Fire Department to isolate, contain and stabilize a hazardous materials incident until the material can be removed or disposed of properly. It is recognized by the Fire Department that an incident could occur that is beyond immediately available resources and that the only actions that may be taken are evacuation, shelter-in-place or other measures to protect citizens and emergency responders.

II.   ASSUMPTIONS

- The Incident Commander of a hazardous materials incident will be the designated Rocky Hill Fire Department Commander.
- Without exception there shall be the use of the Incident Command Structure with the use of a Safety Officer.
- The Rocky Hill Fire Department will respond to the incident utilizing their standard operating procedures.

III. OPERATING CONCEPT

A. Authority of the Fire Chief

Pursuant to Section 7-313e, Title 7, Chapter 104 of the Connecticut General Statutes, the Fire Chief of the Municipality, or any fire department member serving in the capacity of senior-fire-officer-in-charge, exercises the authority of Incident Commander to direct and control actions at the scene.

Also, pursuant to the Superfund Amendments and Reauthorization Act (SARA) of 1986 and its Emergency Planning and Municipality Right-to-Know Act (EPCRA) provisions, the Municipal fire chief has the authority to direct actions at the scene of a hazardous materials response incident. OSHA requires that the Incident Command System be used for hazardous materials events. Moreover OSHA regulations and NFPA standards require that hazardous materials emergency responders be trained and equipped to perform in the hazmat environment. Also, pursuant to Title 22a, Chapter 446e, the State Emergency Response Commission (SERC) has designated the Municipality's Local Emergency Planning Committee (LEPC) to plan and prepare for the Municipality's response to hazardous materials incidents.

B. Responsibilities of the Rocky Hill Fire Department at a Hazardous Materials Incident are:
- Proper identification of the material.
- Detect and assess the extent of the release.
- Assess the health hazard through product identification
- Initiate and maintain exposure records.
- If appropriate, initiate evacuation procedures.
- Establish and maintain decontamination procedures and operations.
- Stabilize and prevent the spread of the release.
- Analyze the options for environmental cleanup and waste disposition.
- Determine the environmental protection goals for short term and long term cleanup.
- Develop a plan for storage, treatment, and disposal of oil and hazardous materials.
- Coordinate with state and federal agencies involved in hazardous materials response.

A release is defined by Title III as any spilling, leaking, pumping, pouring, emitting, emptying, discharging, injecting, escaping, leaching, dumping or disposing into the environment. This includes the discarding of barrels or other receptacles containing or which once contained a hazardous substance. There is a limited number of detection or monitoring devices in place in Municipality's SARA sites. Facilities which handle chlorine have chlorine detection systems that alert to one part per million. There are warning detectors built into anhydrous ammonia closed systems which activate when a release causes a drop in the system pressure. The majority of releases will be detected by the human senses: visual sighting of a chemical release by checking gauges or observing a leaking area, smell of a chemical release, and by touch. Compliance with the provisions of the Occupational Safety and Health Administration (OSHA) Hazard Communication Standard

requires employers to establish hazard communication programs. This action will reduce the occurrence of chemically related incidents and occupational illnesses or injuries.

As the Fire Department may be required to respond to any of the following transportation or fixed site incidents involving hazardous materials: highway, waterway, railway, pipeline, bulk storage, industrial lab, medical treatment facility, medical laboratory, warehouse, recreation facility, and industrial facility.

Emergency personnel should anticipate responding to release of any of the following or a combination of the following classes of hazardous substances or any other material that represents an unreasonable risk to safety or property.

- Flammable and combustible liquids
- Compressed and liquefied gases
- Poisons in any physical state
- Explosives
- Corrosives
- Radioactive materials
- Oxidizers and Reactives
- Etiologic agents

C. Scene Arrival

Upon arrival on scene and recognition of a hazardous material event, the Incident Commander shall:

- Request the Regional HazMat Team, via the Region 3 CRCOG RESP, to respond.
- Notification to Connecticut Department of Energy and Environmental Protection (CT DEEP) and request response.
- Contact the CHEMTREC hotline.
- If incident is believed to be terrorist in nature, notification to:
  - Rocky Hill Police Department
  - Connecticut Department of Emergency Services and Public Protection Department of Homeland Security
  - Connecticut State Police (CSP)/Emergency Services Unit (ESU)

D. SARA Title III

Under Section 303 of SARA Title III, facilities that handle any of the designated extremely hazardous substances must notify the State Emergency Response Commission (SERC).

Under SARA Title III a facility producing, using or storing one or more hazardous materials must also notify the National Response Center, the State Emergency Response Commission (SERC) and the Local Emergency Planning Committee (LEPC) of any release that exceeds the reportable quantity for that substance. Subject to this notification requirement are all materials on the CERCLA list and those on the list of extremely hazardous substances established by the Environmental Protection Agency.

IV.   IDENTIFIED SITES

The following sites have been identified as using extremely hazardous substances within the Town of Rocky Hill:

Hazardous Materials Facility Name/Description	Address	Type of Materials Handled/Stored
Citgo Petroleum	109 Dividend Rd	Gasoline / Diesel
C White and Sons	21 Laurel Rd	Gasoline / Diesel
Simoniz USA	235 Dividend Rd	Car Chemicals
Chemlawn / Tru Green	89 Old Forge Rd	Pesticides
CT Natural Gas	1376 Cromwell Ave	Natural Gas
Burris Logistics	490 Brook St	Ammonia (refrigeration)
Sysco Food Service	100 Inwood Rd	Ammonia (refrigeration)
CT Dept. of Transportation	660 Brook St	
RH Town Garage	89 Old Forge Rd	Gasoline / Diesel
Peter Pan Bus	677 Cromwell Ave	Gasoline / Diesel
Collins Farm	1146 Cromwell Ave	Pesticides
MDC Pump Station	Goff Brook Ln	
Providence Worchester Railroad		

A. Facility Responsibilities

Connecticut General Statutes outline the procedure for responsible parties to submit a report to the Department of Energy and Environmental Protection, Oil & Chemical Spill Division, located in Hartford. Statutes require a report to be filed for any discharge, spillage, uncontrolled loss, seepage or filtration of oil, petroleum or chemical liquids or solid, liquid or gaseous products or hazardous waste. Penalties or fines may be imposed for violation of this Statute.

Upon any release, the facility shall:

- Will immediately notify the Town of Rocky Hill. This will be accomplished through contact with the Public Safety Communications Center.
- Under SARA Title III a facility producing, using or storing one or more hazardous materials must also notify the following:
    o National Response Center
    o State Emergency Response Commission (SERC)

** Subject to this notification requirement are all materials on the CERCLA list and those on the list of extremely hazardous substances established by the Environmental Protection Agency.

Emergency notification must include the following:

- Chemical Name and North American response Guide Identification Number
- Whether it is an extremely hazardous substance.
- An estimate of the quantity released into the environment
- Time and duration of the release
- Medium into which the release occurred
- Any known or anticipated acute or chronic health risks associated with the release.
- Advice on medical attention for exposed individuals
- Necessary precautions, such as evacuation.
- The name and telephone number of contact person and alternate contact person.

V.   DECONTAMINATION

Hazardous materials decontamination will be directed toward reduction of absorption, prevention of systemic exposure, confinement of contaminant to specific areas, and prevention of contamination of EMS and hospital personnel. Decontamination shall follow generally accepted best practices.

A decontamination area will be established where and as directed by the Incident Commander with attention to water runoff.

Decontamination personnel will be outfitted with proper personal protection.

The personal effects and equipment of individuals will be removed, collected, decontaminated, documented, and properly contained.

VI.   RESPONSE FOR NUCLEAR/RADIOLOGIC INCIDENT

Even though it is unlikely that a nuclear/radiological incident will pose a serious threat to the health and safety of the people of this State, it is necessary that the State and local governments be able to: detect radiation, assess the seriousness of the threat, and take appropriate protective and remedial actions through a coordinated response.

As such, the Town of Rocky Hill will implement the following measures for preparedness, monitoring, response and recovery in the event of a nuclear/radiological incident:

- Maintain an Emergency Operations Plan that is all-hazards oriented with consideration for radiological emergencies.
- Will consider radiological emergency detection and basic hazardous materials response as part of the various responsibilities of its agencies and supporting functions of staff in the Emergency Operations Center (EOC). This may require the provisions to first responders to an emergency and/or implement precautionary or protective measures.
- Will maintain basic radiological materials detection equipment for first responders, such as a Geiger/Muller detector.
- Will ensure that its first responders have basic HAZMAT training.

- In a nuclear/radiological incident or if radioactive activity is detected, to ensure the most efficient, coordinated response that is practical for the situation, will immediately contact the Connecticut Department of Energy and Environmental Protection (CT DEEP) Dispatch at 1-866-DEP-SPIL.
- Will coordinate with all appropriate State of Connecticut and federal agencies in unified command for in a nuclear/radiological incident according to the procedures outlined in the Connecticut State Response Framework and appropriate radiological emergency response plans (RERPs). In a nuclear/radiological incident that results in a Declaration of a State of Emergency by the Governor and/or President or their designees, the Town of Rocky Hill will follow the directive of the State and/or federal government.

The town may potentially be challenged by a nuclear/radiological incident. Depending upon the type, scope and complexity of the incident, the town and/or the State may be responsible for the immediate response and short-term recovery activities. Such incidents may occur on privately owned property, urban centers, rail lines or other areas and may vary in severity from small to catastrophic. Additionally, nuclear/radiological incidents may result from inadvertent or deliberate acts.

   A. General Categories of Incidents

Nuclear/radiological incident can be divided into two categories:

- Inadvertent or otherwise accidental releases – includes two types of nuclear facilities (commercial or weapons production facilities), lost radioactive material sources, transportation accidents involving nuclear/radioactive material, domestic nuclear weapons accidents, and foreign accidents involving nuclear or radioactive material that impact the United States or its territories, possessions, or territorial waters.
- Releases related to deliberate acts - includes, but is not limited to, response to the effects of deliberate attacks perpetrated with radiological dispersal devices (RDDs), nuclear weapons, or improvised nuclear devices (INDs).

These incidents may also include potential release of radioactive material that poses an actual or perceived hazard to public health, safety, national security, and/or the environment.

The most common nuclear/radiological incidents have to do with the loss, theft, or mismanagement of relatively small radioactive material sources, or technologically enhanced, naturally occurring radioactive material, where some exposure of individuals or dispersal into the environment occurs. Generally, greater regulatory control, safeguards, and security accompany larger quantities of radioactive materials, which pose a greater potential threat to human health and the environment.

Virtually any facility or industrial practice (including transportation of materials) may be vulnerable to a deliberate act, such as terrorism, or an accident of some sort that could release radioactive material, including a fire.

B.   Potential Mechanisms

The following is a list of potential mechanisms by which the town may face a nuclear/radiological incident. This list is not all-inclusive.

- Radiological Materials Transportation – Various radioactive materials are transported into, out of, and through the State.
- Low-Level Radioactive Materials **–** In Connecticut, there are many facilities that use low-level radioactive materials and/or industrial x-ray devices in a variety of ways including research, radiography and training, industrial radiography, activation analysis, ion implantation, and radioisotope production.
- Radioactive Dispersion Devices/Improvised Nuclear Devices (RDD/IND) – A radiological dispersal device is any device used to spread radioactive material into the environment with malicious intent. The harm caused by an RDD is principally contamination, and denial of use of the contaminated area, perhaps for many years.
- Military Nuclear Weapons Accident and Other Acts of National Security/Terrorism with Nuclear Materials – A nuclear device could originate directly from a nuclear state, be modified from preexisting weapons components, or be fashioned by terrorists from the basic fissile nuclear materials (uranium-235 or plutonium-239).

VII.

Special Response Organization or Sources of Information				
Entity/Department	Point of Contact Name/Title	24 Hour Emergency Phone	Business Phone	Email Address
Rocky Hill Public Safety Emergency Communications Center	24 Hour Dispatch ***Public Notification in the Event of a Public Safety Hazard***	9-1-1	860-258-7640	
National Response Center		(800) 424-8802		
State Emergency Response Commission		(203) 566-4017		
CT Department of Energy and Environmental Protection (DEEP)	24 Hour Dispatch ***Report Spills or Other Environmental Emergencies***	860-424-3338	1-866-DEP-SPIL	
Chemical Transportation Emergency Center	CHEMTREC provides advice for those at the scene of an emergency, then promptly contacts the ship of the hazardous materials involved for more detailed assistance.	1-800-424-9300		
RICS	Point of Contact for activation of Region 3 CRCOG's RESP at CCSU	860-832-3477	860-832-2375	Contact via Intercity Radio frequency
CT State Police HQ	Central Dispatch for specialized Units	860-685-8190		

VIII.   CHEMTREC

CHEMTREC stands for the Chemical Transportation Emergency Center, a public service of the Chemical Manufacturers Association at its offices in Washington, DC. CHEMTREC provides immediate advice for those at the scene of an emergency, then promptly contacts the shipper of the hazardous materials involved for more detailed assistance and appropriate follow-up. CHEMTREC operates around the clock.

CHEMTREC can usually provide hazard information guidance when given the identification number or the name of the product and the nature of the problem. For more detailed information and assistance, provide as much of the following as possible.

- Name of caller and callback number
- Nature and location of the problem
- Guide number in use
- Shipper or manufacturer
- Container type
- Railcar or truck number
- Carrier name
- Consignee
- Local weather conditions

Incidents involving hazardous materials frequently occur at inconvenient locations making communications difficult. It is important that every effort possible should be made to keep a phone line open so that the shipper can make contact with the Incident Commander to provide guidance and assistance.

IX.   ANHYDROUS AMMONIA

(North American Emergency Response Guide 2016, ID #1005. Guide #125)

Anhydrous ammonia is classified by the U.S. Department of Transportation (DOT) as a Class 2.2 Non-flammable Gas. This classification leaves two important hazards of anhydrous ammonia unidentified by the DOT placarding and labeling system. Anhydrous ammonia will burn under certain conditions, it is classified as a caustic (corrosive) liquid and poison gas in other parts of the world. U.S. manufacturers identify the hazards as flammable, toxic and corrosive.

Anhydrous ammonia's primary uses are as an agricultural fertilizer and refrigerant in cold storage facilities. Ammonia is also an ingredient in the manufacture of gunpowder and sulfuric acid as well as illegal methamphetamines.

Ammonia gas is colorless and has a sharp, penetrating odor. When used as an agricultural fertilizer, it is compressed into a liquid. In the liquid state, it is stored in specially designed tanks strong enough to withstand internal pressures of at least 250 pounds per square inch (psi). During warm weather, the temperature of the liquid anhydrous ammonia in the tank increases and the liquid expands, causing the vapor pressure in the tank to increase. When pressure is released, liquid anhydrous ammonia quickly converts to a gas. When injected into the soil, the liquid ammonia expands into a gas and is readily absorbed in the soil moisture.

Anhydrous means "without water." Anhydrous ammonia (NH3) is a colorless liquefied gas that is free of water; for that reason, it has a high affinity for water. Thirteen hundred gallons of ammonia vapor will dissolve in just one gallon of water.

Ammonia is colorless, so there may be no visual indications of where the gas is Ammonia gas is lighter than air and is easily liquefied by pressure. It has an auto ignition temperature of 1,204 degrees Fahrenheit and a flammable range of 16-25%. The reason the DOT does not consider ammonia a flammable gas is the definition used for flammable gases. According to the DOT, a flammable gas has a lower explosive limit (LEL) below 13 or a flammable range of greater than 12 percentage points. Ammonia misses the definition on both counts. Ammonia has a LEL of 16, three points above the DOT requirement for a flammable gas, and the flammable range is 10 percentage points, not the 12 required by the DOT's definition. It does, however, burn. Anhydrous ammonia is toxic with a threshold limit value (TLV) of 25 ppm in air. Inhalation of concentrated fumes may be fatal.

Ammonia is also flammable and can be explosive at the right concentrations which is more likely to happen when it is released in a confined space.

Because of its great affinity to water, first responders can use hose streams to decontaminate victims exposed to ammonia vapors or liquid. They can also use fog streams to dissolve ammonia gas from the air to protect victims or those in harm's way. Remember, however, that water and ammonia form ammonium hydroxide, a corrosive liquid. After victims receive emergency decontamination, efforts should be made to control the runoff.

Necessary Protection

Mild exposure to anhydrous ammonia can cause irritation to eye, nose and lung tissues. When NH3 is mixed with moisture in the lungs, it causes severe irritation. Prolonged breathing can cause suffocation.

Responders to incidents involving anhydrous ammonia will require Level A chemical protective clothing and self-contained breathing apparatus (SCBA) to protect them or to perform rescue. Anhydrous ammonia is also a very cold liquid, as it is released from a tank its temperature is –28F, and can cause serious thermal burns very quickly. There is no protective clothing to protect responders from the severe cold of the liquid. When released, the liquid ammonia quickly returns to the gas state at the expansion rate of 850 gallons of ammonia gas for every gallon of liquid.

Firefighter turnouts do not provide protection from ammonia gas or liquid, although SCBA will protect the respiratory system. Ammonia vapors will seek out locations on the bodies of responders where there is moisture. The eyes are a major concern as they can be damaged or blindness can occur from ammonia contact. Areas in the groin and armpits are also potential moisture spots. However, firefighters in full turnouts can sweat and moisture can be present on any part of the body, depending on ambient temperatures. First responders in firefighter turnouts should avoid contact with ammonia vapors or liquid.

If released, it will rapidly absorb moisture from the air and form a dense visible white cloud. This dense cloud tends to travel along the ground on a cool day. If there is no visible cloud it can still be detected by its pungent odor. Exposure between 5 to 50 ppm can cause headaches, loss of sense of smell, nausea and vomiting. Concentrations of over 50 ppm can cause irritation to nose, mouth, throat, and cause coughing and wheezing. Concentrations of 300 to 500 ppm are immediately dangerous to life.

Hazards of a Release

- Will displace oxygen and can cause asphyxiation
- Vapors are heavier than air and will collect in low areas
- Contact with skin may cause burns, injury, or frostbite
- Toxic and may be fatal if inhaled or absorbed through skin
- Vapors are extremely irritating and corrosive
- Fire may produce irritating and/or toxic gases
- Runoff may cause pollution

ANNEX P. DEBRIS MANAGEMENT

I.   PURPOSE

When an event likely to produce significant amounts of debris is anticipated or forecast, the Public Works Director will take the following preparatory actions while other Individuals and/or agencies also will initiate preparations in accordance with the Emergency Operations Plan.

- Monitor the approach of the event and assess its likely impact.
- Confer with the Chief Executive Officer and the Emergency Management Director to evaluate the anticipated situation and to agree on appropriate response actions.
- Review with department personnel standard operating procedures for the safe and effective clearance, removal, storage, and processing of debris.
- Complete staff arrangements for responding to the event, including duty assignments and provisions for resting and feeding workers.
- Prepare equipment, communications, and supplies for dealing with the incident.
- As appropriate, preposition equipment and staff at several locations throughout the town.
- As necessary, execute contracts with pre-qualified contractors for equipment and/or personnel to supplement available resources. Ensure that all applicable local, state, and federal contracting requirements are met.
- Secure any local, state or federal permits or authorizations anticipated to be required but not yet obtained.
- Establish coordination with appropriate Officials, Fire and Police Departments, utility companies, Connecticut Department of Transportation (CT DOT), and the Connecticut Department of Energy and Environmental Protection (CT DEEP).

II.   General

Recovery operations will entail the collection of debris, its removal to one or more debris management sites for temporary storage and processing, and the disposal of debris through a variety of means. Recovery operations will begin as soon as response operations have reached a point where personnel and equipment can be shifted from clearance to collection, removal, processing, and disposal efforts. The decision to commence recovery operations will be made by the Chief Executive Officer, upon the advice of the Public Works Director.

III.   RESPONSIBILITY

The Public Works Director will manage the collection and removal of debris to debris management sites and processing of debris at the debris management sites and the ultimate disposal of debris.

IV. COLLECTION METHODS

- Curbside collection by staff or contractors will be the principal means of collecting disaster debris. Also, will collect debris from private property that is piled along the sides of roads and streets.
- If conditions on the ground make it practicable, the town will ask property owners to segregate by type all debris they place along roads and streets for pickup.
- While the town will operate one or more debris management sites, access to these will be restricted to trucks operated by the town, by contractors hired by the Town of Rocky Hill or by waste haulers approved by the Town of Rocky Hill.

V. COLLECTION OF HAZARDOUS WASTE

- Significant amounts of hazardous wastes will be dealt with by appropriately licensed contractors Identified by the Town of Rocky Hill.

- Collection, treatment, and ultimate disposal will depend upon the nature of the waste and the setting within which it is located.
- Property owners will be instructed to retain small amounts of household hazardous waste until a local or regional household hazardous waste day can be scheduled at a central point.

VI. COLLECTION OF WHITE GOODS

Heavy consumer durables such as air conditioners, refrigerators, stoves, etc., which used to be painted only in white enamel finish. Despite their availability in varied colors now, they are still called white goods.

The Public Works Director will be responsible for the collection of white goods and will determine the method and personnel responsible for collection.

White goods will be collected separately from the woody debris or demolition and construction materials. And as a result, property owners may be asked to store their white goods for some period of time prior to collection.

Care shall be taken to prevent the leakage of any potentially hazardous liquids or gases.

Collected white goods will be delivered to a designated debris management site for storage and processing. Processing will include the safe removal and appropriate disposal of any rotted contents and hazardous liquids or gases. To the extent possible, metals contained in the white goods will be recycled.

VII. MONITORING

The Public Works Director will designate staff to monitor the performance of contractors in the clearance, collection, processing, and disposal of disaster debris. Federal contracting requirements will be met if federal disaster assistance is expected.

The intent of the monitoring program will be to assure that contractors comply with safety standards, adhere to contract terms, and maintain adequate and accurate records. If Town of Rocky Hill staff is insufficient, there will be hiring of qualified monitors on short term contracts.

Alternatively, the town could utilize a qualified firm to independently monitor the performance of all contractors performing debris response or recovery operations for the Municipality. Again, Federal contracting requirements will be met if federal disaster assistance is expected.

The monitors will be responsible to:

- Measure and certify truck capacities and to recertify periodically.
- Certify hazardous trees.
- Complete and control load tickets.
- Ensure that trucks are accurately credited for their loads
- Ensure that trucks are not artificially loaded to maximize reimbursement through such means as wetting the load or not compacting the debris.
- Ensure that hazardous materials are not mixed in loads.
- Ensure that all debris is removed from trucks at the debris management site.
- Ensure that only debris specified in the scope of work is collected and identify work that is potentially eligible or ineligible for reimbursement.
- Ensure daily loads meet permit requirements.
- Ensure that work stops immediately in an area where human remains or potential archeological deposits are discovered.
- Report to the Municipality's Public Works Director if:
    o Improper equipment is mobilized and used
    o Safety standards are not followed
    o Completion schedules are not met
    o Debris removal work does not comply with all local, federal and state regulations, permits or grant contract terms.
- Monitor site development and restoration of the debris management site(s).

Army Corps of Engineers Formula for Calculation of Debris

A typical breakdown of 15,000 cubic yards of debris resulting from a disaster is 30% (4,300 CY) clean woody debris and 70% (10,700 CY) of mixed construction and demolition debris. However, the types of debris could vary considerably from this rule of thumb, depending on the many variables of the disaster.

VIII. POST EVENT RESPONSE OPERATIONS

It is assumed under worst case scenario that debris clearance operations cannot be conducted safely during the storm.

To the extent possible, the Public Works Director will assess the volume and nature of debris within the town and will evaluate the range of priority actions to be initiated. Unless conditions on the ground dictate otherwise, those transportation routes and infrastructure identified as Critical Priority or Very High Priority will have precedence for the clearing and removal of debris. The initial focus will be on clearance, with the removal of debris to a debris management site beginning at a later stage of the recovery process.

The Public Works Director will manage debris clearance and removal efforts under the department's standard operating procedures. Such work will be carried out with due consideration for the safety of both the public and emergency responders.

If some debris is known to contain or is suspected of containing hazardous materials, the Public Works Director will order clearance and/or removal of such debris suspended until the hazardous materials are safely removed by qualified personnel or it is determined that the debris does not contain hazardous materials. Where the presence of hazardous materials is known or suspected, the Public Works Director will request the Fire Department to respond to the situation.

As necessary, the Public Works Director will deploy equipment and personnel provided by contractors. The performance of contractors will be monitored to assure compliance with safety standards, adherence to contract terms, and adequate and accurate record keeping. Federal contracting requirements will be met if federal disaster assistance is expected.

IX.   DAMAGE ASSESSMENT PROCESS

Initial or Pre-assessment Damage assessment

- The purpose of Initial or Pre-Assessment Damage Assessment is to gather information on the nature, magnitude and scope of an incident.
- Municipalities should Begin to collect information to prepare Damage assessments during the response phase of an incident.
- Following a disaster, the State may distribute both Individual Assistance (IA) and Public Assistance (PA) Pre-Assessment forms to impacted communities. Towns are asked to perform an in-field "windshield survey" of impacted communities and other infrastructure that may have sustained damage as a result of the disaster/emergency. The information obtained from these damage assessments is used to provide situational awareness about the extent of impacts, and to guide decision-makers in prioritizing needs and requesting resources.
- Town Damage Data Collection (Individual Assistance/Small Business Administration Disaster Loans):
  o Windshield survey of residences and businesses
  o Keep a log of calls received by public works and/or the fire department from residents for basement pumping, bulky waste pickup for damaged items etc.
  o Encourage residents and business owners to document damage with photos
- Town Damage Data Collection (Public Assistance):
  o Windshield survey
  o Document damage with photographs (with date/time stamp), describe nature of damage, location (GPS Coordinates), preliminary estimate of cost to repair
  o Survey Department Heads for disaster related:
    - Overtime costs (actual and projected)
    - Materials/Supplies (used and/or to be used)
    - Damage to buildings
    - Damage to equipment
    - Insurance coverage – including deductibles
  o Damages and the costs of repair/clean up by FEMA categories (see attached worksheet)

FEMA/State Joint Preliminary Damage Assessment (PDA)

- Based on the information collected during the pre-assessment process, if there appears to be sufficient damages to meet or exceed indicators for federal disaster assistance, a recommendation may be made to the Director to request a FEMA/State joint Preliminary Damage Assessment (PDA).
- The joint Federal/State preliminary damage assessment focuses on damages to individual homes (IA), businesses (SBA), public facilities (PA), the infrastructure and the extent to which the immediate emergency needs are being met.
- The PDAs will be coordinated with the local Municipalities.
- The most impacted areas will be assessed first.
- PDAs may be held on Municipal, state impacts (Public Assistance), residential properties (Individual Assistance) and business impacts (Small Business Administration).
- PDA teams for Individual Assistance and business impacts will consist of: FEMA, State (DESPP/DEMHS), Red Cross, State Department of Insurance, Department of Economic and Community Development, Small Business Administration.
- PDA teams for Public Assistance will consist of: FEMA, State (DEMHS), Department of Transportation, Department of Energy and Environmental Protection (DEEP).
- During and at the conclusion of the PDA, DESPP/DEMHS and FEMA will analyze the data to determine whether the extent of damages warrants a request by the Governor for a major disaster declaration.

X.   Priorities for the Clearance and Removal of Debris

Rigid priorities for managing the clearance and removal of disaster debris are not realistic. In the event of an actual disaster, these priorities may need to be adjusted by officials to respond to conditions on the ground.
- The many variables that will affect the volume and distribution of debris within the town following a disaster limit our ability to model a scenario upon which to establish debris clearance priorities.
- However, it is possible to identify transportation routes, other infrastructure, and neighborhoods critical to the functioning of the Town of Rocky Hill. Based on this, general priorities can be assigned for the clearance and removal of debris.
- The priorities set forth below are intended to provide a structure for debris management planning and operations.
- They should be reviewed periodically and revised as necessary. The priorities are subject to modification in response to the actual debris conditions resulting from a disaster affecting the Town of Rocky Hill.

Priority should be given to:
- Locating and rescuing any individuals trapped within debris;
- Clearing and reopening major transportation routes serving Rocky Hill.
- Providing access to and clearing the sites of infrastructure critical to the safety and health of the Town of Rocky Hill's population and to the continuity of government operations.
- Providing access to/from and within the major neighborhoods in Rocky Hill. These include: business districts, dense housing locations, Connecticut River areas, and outlying residential areas.

Critical Priority	CT Routes 3, 99, 160, and 411 are of Critical Priority. Collectively, they link together the major neighborhoods within Rocky Hill and connect the town with other Municipalities. Additionally, these roadways provide access to essential infrastructure. Vital infrastructure with Critical Priority for debris clearance includes the following roads: - Brook Street - Chapin Avenue - Dividend Road - Inwood Road - Old Forge Road - Old Main Street - Town Line Road
Very High Priority	The following roads have Very High Priority for debris clearance because they provide access beyond Rocky Hill and to/from neighborhoods within the town. - Cold Spring Road - France Street - Gilbert Avenue - Hayes Road - Orchard Street - Parsonage Street

High Priority	The following roads have High Priority for debris clearance because they facilitate movement to/from and within significant neighborhoods or serve as secondary connectors between neighborhoods. - Bailey Road - Capital Boulevard - Century Hills Drive - Charter Road - Cobey Road - Henkel Way - Trinity Ridge - Waters Avenue
Other Priorities	The clearance of debris from all other local roads and streets will be based on an assessment of public safety and health issues and the available resources for clearance following a disaster. The clearance and removal of disaster debris from private property is the responsibility of individual property owners. However, as resources permit, the town will collect debris from private property that is piled along the sides of roads and streets.
Health and Safety	The debris itself may subject the general public or first responders to the risk of physical injury or exposure to hazardous materials. The health and safety of the public and of first responders is a primary concern with respect to disaster debris. Travel in areas littered with debris is extremely hazardous. For people isolated because of debris, the lack of clean water and food, poor sanitary conditions, inability to reach medical resources, and exposure to adverse environmental situations may create serious public health problems. The town will follow **Make Safe Protocol for Clearing Blocked Roads**.
Road Clearance	The town is responsible for the clearance and removal of debris on local roads and streets, while the Connecticut Department of Transportation (CT DOT) is responsible for clearance and removal on state highways. Some of these state highways are critical in the recovery from a disaster that produces a significant amount of debris. Prior to and following such a disaster, the Public Works Director will communicate and coordinate closely with the CT DOT District Office's Transportation Maintenance General Supervisor regarding the clearance and removal of debris from such critical highways. The town will follow **Make Safe Protocol for Clearing Blocked Roads**.

XI. Private Property Demolition and Debris Removal

Private Property Demolition	
Policy Regarding Demolition of Private Property	As a general policy, the town will not demolish private property.
Condemnation of Private Property	The Building Official may condemn a privately-owned structure as unsafe for occupancy or as a hazard to the general public and may order its demolition. In doing so, the Building Official will follow standard operating procedures and will comply with relevant provisions of the Connecticut General Statutes and building codes. These procedures may be modified by action by the State of Connecticut to accelerate the removal of hazardous structures during an emergency. As necessary, the Town Attorney will consult with and advise the Building Official on legal aspects of the condemnation and demolition process.
Responsibility for Demolishing Private Property	The responsibility for demolishing a condemned structure lies with the legal owner of the property. Should an emergency situation require the town, through its own forces or contractors, to demolish a privately-owned structure in the interest of public safety, the town will seek to recover the costs from the owner of the structure. The Town Attorney will be consulted with on legal aspects of the condemnation and demolition process.
Demolition Permitting	The town requires the issuance by the Building Department of a demolition permit before a structure may be demolished. This procedure will be followed in the case of the demolition of structures condemned as a result of a disaster. To the extent possible, the process of issuing demolition permits will be expedited.
Removal of Navigation Hazards	The town does not intend to assume responsibility for the removal of debris, structures, or vessels that constitute a hazard to navigation in riverine waters adjacent to the town It is the policy of the town that responsibility for dealing with navigation hazards lies with the legal owners of any property involved or with the federal or state governments.
Removal of Debris from Private Property	
Policy Regarding the Removal of Debris from Private Property	As a general policy, the Municipality will not remove debris from private property.
Collection of Debris Generated on Private Property	To the extent that resources permit, the town will collect debris generated on private property that has been placed along the sides of roads and streets. The town may impose limitations or requirements regarding the types and quantities of debris to be collected and the manner in which the debris must be placed along the roadside.

XII. Debris Management Site Establishment Checklist

Function	Debris management sites provide space to temporarily store debris resulting from a disaster, to segregate debris by type, to reduce the volume of debris, and to process debris prior to its transfer to a final disposition site. The identification and establishment of debris management sites is critical to planning the town's response to a disaster.

Candidate Sites		
	Hazardous Materials	MDC Pump Station
	Wood Materials	Town Sand Pits
	White Goods	Transfer Station
	Household Waste	Town Sand Pits
	Electronic Waste	Transfer Station

Validation Process	**The Chief Executive Officer will oversee an analysis by the Public Works Director of the candidate sites listed above to verify their suitability as locations for debris management functions. Other staff or contractors may be directed or retained to assist in this analysis. The town will undertake this analysis as expeditiously as resources permit. Following is an outline of the overall scope of site validation analysis required.**	
	☐	Verify site ownership. In the case of privately-owned sites, determine whether the owners are willing to negotiate short-term land leases for the purpose of establishing a debris management operation following a significant disaster.
	☐	Determine whether the acreage of each candidate site is sufficient to accommodate some or all elements of a debris management operation.
	☐	Evaluate the locations of candidate sites as to their ease of access, their effect on overall traffic flow, and their proximity to other established land uses that may be affected by debris management operations.
	☐	Identify any watercourses, ground water conditions, inland or coastal wetlands, and 100-year flood plains that might be affected by debris management operations or that might adversely affect such operations.
	☐	Identify any on-site or nearby historic or archeological resources and assess the probable level of effect on these from debris management operations. As appropriate, consult with Connecticut's State Historic Preservation Officer and the State Archeologist.
	☐	Identify the current zoning regulations applicable to each candidate site. Determine whether zoning requirements would prohibit or seriously impede the use of any sites for short-term debris management operations. If necessary, determine the feasibility of variances from or amendments of the zoning regulations to accommodate debris management sites.
	☐	Consult with the Connecticut Department of Energy and Environmental Protection (CT DEEP) regarding the process for state permitting of short-term debris management sites. Request an assessment of all candidate sites to identify those unlikely to meet CT DEEP criteria for permit approval.
	☐	Assess public attitudes toward the use of each candidate site for short-term debris management operations.

Establishment Process and Operations Planning	☐	The Chief Executive Officer will direct the Public Works Director jointly to undertake the following actions toward the establishment and operations planning of one or more debris management sites. Other Municipal staff or contractors may be directed or retained to perform specific elements of this overall task.
	☐	DEEP may issue an emergency authorization for the management of storm debris at temporary sites operated by or for Municipalities at Municipal facilities, Municipally owned properties and properties under lease agreement to the Municipality. It typically authorizes storage locations for 90 days. Additional guidance on site selection and emergency authorizations include: • Storm Event Preparedness and Response Fact Sheet for Municipalities Site Selection Guide for Temporary Debris Storage and Reduction Sites (TDSRS) • Storm Event Preparedness and Response - Fact Sheet for Municipalities - Emergency Authorizations for Managing Storm Generated Debris".
	☐	In the case of privately-owned sites, negotiate leases for their short-term use in debris management.
	☐	Compile baseline data for each site. Video and photograph the site. Map significant physical features. Investigate the past use of the site and identify any historic or archeological resources. Sample soil and water conditions prior to the use of the site for debris management operations.
	☐	Develop an operations layout for each site, reflecting the anticipated functions to be performed, such as debris storage, volume reduction, and recycling.
	☐	Develop a traffic circulation plan for each site.
	☐	Establish a site management plan for each site, specifying who will manage site operations, who is responsible for safety on the site, and who will monitor operations.
	☐	Develop a procedure to record events during debris management operations that may adversely affect the environment of each site.
	☐	Develop a plan to monitor the use of each site during debris management operations.
	☐	Develop a plan to restore each site following completion of debris management operations.
	☐	Secure all local, federal, and state permits or variances that may be required to use each site for short-term debris management functions. Such permits or variances might cover: waste processing and recycling operations; zoning;

		traffic/highway access; air quality; water quality; coastal area management; household hazardous waste; controlled burning or incineration.
Operation		The Public Works Director will be responsible for the overall operational management of all debris management sites. The Director may be assisted by specific site managers, site safety officers, and site monitors. Debris management site operations will be conducted under the operational plan developed for each site, supplemented by departmental standard operating procedures and by any requirements imposed by federal or state regulations, permits or grant contracts.
Closure		Following the completion of recovery operations, all debris management sites will be closed and restored to their original condition. The Public Works Director will be responsible for overseeing the closure and restoration process. Closure and restoration may be carried out by town staff, by contractors or by some combination of the two.
	☐	Debris, processing equipment, storage facilities, and protection berms, all temporary structures built on the site, and any temporary paved areas will be removed.
	☐	As necessary, the site(s) will be regraded and replanted with appropriate vegetation to recreate original conditions. To the extent required by the CT DEEP, the town's closed landfill will be repaired and recapped.
	☐	Each debris management site will be subject to an environmental assessment. This will include a ground water and soil sampling program that will be compared with the results of baseline sampling conducted prior to the commencement of debris management operations to identify any environmental pollution attributable to debris management operations.
	☐	Based on the results of the environmental assessment, additional remediation of one or more sites may be required before the site closure process is completed.

XIII.   CONTRACTED SERVICES FOR DEBRIS MANAGEMENT CHECKLIST

General	Municipal resources supplemented by mutual aid from other jurisdictions may not be sufficient to deal adequately with the debris resulting from a disaster. In this case, the Chief Executive Officer will determine the additional level and type of support necessary and will authorize the activation or execution of contracts for equipment and personnel to be provided by private vendors.	
	Possible contracted services include: Collection, including clearance during the response phase. Reduction or recycling. Hazardous waste collection, processing, transport, and disposal. Debris management site functions. Demolition. Monitoring. Environmental studies. Elements of project planning and management.	
Procurement Considerations	The Chief Executive Officer is responsible for the contracting process. In executing this responsibility, the Chief Executive Officer will consult with the Emergency Management Director, the Public Works Director, the Finance Director, and the Attorney. The Chief Executive Officer may delegate to these individuals responsibility for elements of the procurement and contracting process.	
	☐	To the extent that conditions permit, the solicitation of proposals or bids from private contractors and the execution of service contracts related to debris management operations will follow normal town standard operating procedures.
	☐	The State has pre-positioned disaster debris management and monitoring contracts in place if the Municipality chooses to use them: Disaster Debris Response and Management Services Disaster Debris Monitoring Services
	☐	Where possible, the town will utilize pre-drafted contracts for service that can be executed quickly in advance of an anticipated disaster.
	☐	In drafting service contracts, the town will endeavor to respond to all federal and state requirements affecting grants, loans or the reimbursement of debris management costs.
	☐	The town will develop and keep current a list of pre-qualified vendors that are eligible to provide contract services related to debris management.
Contract Assistance through the State	Should the town itself not be able to secure contract services adequate to the scale of the disaster, the Chief Executive Officer may seek contractor assistance through the State of Connecticut by following the guidance in the EOP or memorandums of agreement.	

XIV. Useful Debris Management Tools

Maps	☐	Maps of jurisdiction and priorities
	☐	Staffing assignment maps
Forms	☐	Load Tickets
	☐	Debris Monitoring Report
	☐	Make Safe Protocol for Clearing Blocked Roads forms
	☐	CT DEEP Application for Debris Management Site
Documents	☐	Town of Rocky Hill's Emergency Operations Plan
	☐	MAKE SAFE PROTOCOL FOR CLEARING BLOCKED ROADS
	☐	Truck Certification List

ANNEX Q. TERRORISM

I.   PURPOSE

Responding to terrorist initiated involved instruments that provide crisis management and consequence management. The purpose is to ensure that the Town of Rocky Hill is adequate to respond to the consequences of terrorism within the town, including terrorism involving weapons of mass destruction (WMD) of chemical, biological, radiological, nuclear, and explosives (CBRNE).

II.   SITUATION

The complexity, scope, and potential consequences of a terrorist threat or incident require that there be a rapid and decisive capability to resolve the situation. The resolution to an act of terrorism demands an extraordinary level of coordination of law enforcement, criminal investigation, protective activities, emergency management functions, and technical expertise across all levels of government. The incident may affect a single location or multiple locations, each of which may be an incident scene, a hazardous scene, and/or a crime scene simultaneously.

Types of terrorism include cyber terrorism (communications and information systems), agro terrorism (food supplies) and the use of weapons of mass destruction (WMD). Weapons of mass destruction include chemical, biological, radiological, nuclear and explosive (CBRNE) weapons that can affect people, property and infrastructure locally, regionally or worldwide. The nature of such weapons makes mitigation, response and recovery issues difficult.

Potential terrorism scenarios remain difficult to predict, prepare for and defend against. An all-hazards approach for emergency management planning provides a single standardized and integrated system, which can also be applied to terrorist attacks that can potentially take many forms. Agencies within the Town of Rocky Hill shall periodically perform threat and vulnerability assessments and hazard identification and vulnerability assessments.

There are three types of possible terrorist response scenarios to credible threats, pre-planned and special events, non-specific threats, and no-notice. Pre-planned and special events scenario provides advance notification and allows for planning, coordinating, pre-staging of assets, rehearsing, and conducting joint operations exercises. Local, state and federal assets should be pre-deployed and ready to react to any contingency. Unified command should already be in place.

For a Non-specific threat scenario an articulated threat immediately initiates the FBI threat assessment process to determine if the threat is credible or a hoax. If the threat is credible, the FBI notifies local, state and federal authorities for appropriate response actions. This scenario may or may not provide adequate time for preparation or pre-deployment of response assets.

During a No-notice scenario First Responders are the first to arrive on site. The Incident Command System (ICS) should be established. Incident Command transitions from a single to a unified command to include the FBI.

Law Enforcement assessment of a potential or credible event of terrorism within the Town of Rocky Hill may cause the need to coordinate with mutual aid agencies to enhance response. Requests for mutual aid will occur through normal channels.

An act that occurs without warning and produces major consequences may cause the town to implement a response under the Town of Rocky Hill's Emergency Operations Plan and activation of the Emergency Operations Center.

III.   ASSUMPTIONS

A. A terrorist threat or incident may occur at any time of the day with little or no warning, may involve single or multiple geographical areas, and may result in mass casualties.
B. No single agency or entity at the local, state, or federal level possesses the authority and expertise to act unilaterally on the issues that may arise in response to a threat or act of terrorism, particularly if WMD are involved.
C. An act of terrorism may produce major consequences that would overwhelm the capabilities of the first responder agencies almost immediately and will complicate the dimension to incident management.
D. A major incident involving WMD may overwhelm existing state and federal capabilities as well, particularly if multiple locations are involved.
E. Local, state, and federal responders will define working perimeters that may overlap. Perimeters may be used to control access to the area, target public information messages, assign operational sectors among responding organizations, and assess potential effects on the population and the environment.
F. If appropriate personal protective equipment (PPE) is not available, entry into contaminated areas, may be delayed until PPE is made available or the material dissipates to levels that are safe for emergency responders.
G. Rocky Hill Police Department will coordinate on scene response activities as appropriate.
H. Each nature of threat or incident is unique.
I. While this is an incident specific annex and primary responding agency is the Rocky Hill Police Department, any number of additional services or ESFs may be necessary to the response.
J. There is no guarantee implied that a perfect response to a terrorism incident involving weapons of mass destruction will be practical or possible.

IV.   CONCEPT OF OPERATIONS

The Rocky Hill Police Department will serve as the lead local agency for terrorist acts or terrorist threats.

When, an actual terrorist incident has occurred, the FBI Special Agent in Charge (SAC) becomes the Senior Federal Law Enforcement Official (SFLEO). Joint operations are still conducted between local, state and federal assets.

Investigative and intelligence activities are managed by the Rocky Hill Police Department in conjunction with the Hartford Police Department Fusion Center, Connecticut Intelligence Center   and the local Federal Bureau of Investigations (FBI) from an Incident Command Post (ICP) or Joint Operations Center (JOC). The ICP or JOC coordinates the necessary resources required to respond to and resolve the threat or incident with law enforcement agencies.

If the terrorist threat or incident which has involved a WMD or CBRNE material exceeds the capabilities and resources of the state, local, and/or local FBI, additional assistance from regional and national assets will be requested to augment existing capabilities. The federal government provides assistance as required. Consequence management is generally a multifunction response.

A. A threat assessment process will be initiated by notifying state and federal agencies with technical expertise, in order that those agencies may determine the viability of the threat from technical as well as tactical and behavioral standpoints.
B. If warranted or directed by state or federal agency, the Rocky Hill Police Department will implement a response and advise the appropriate additional agencies to enhance response.
C. The Rocky Hill Police Department may liaison with the FBI Joint Terrorism Task Force (JTTF) and other intelligence and information gathering groups or may choose to create an Information/Intelligence Group. The Information/Intelligence Group is the central point for receiving all information and intelligence that comes into the Incident Command Post. This Group will consist of intelligence analysts from the Capitol Region and the FBI in a joint effort. The Intelligence Group is divided into two primary units; Information and Intelligence.
D. The purpose of the Information Unit is to ensure that telephone calls, e-mail messages, fax reports, and other incoming information are assessed for relevance to the threat, critical incident, or special event. The information is checked to determine if it has been previously reported. It is prioritized and entered into an information management system. Through this filtering mechanism the Information Unit ensures that only current and relevant information is disseminated to the Incident Command Staff.
E. The Intelligence Unit manages the collection, analysis, archiving, and dissemination of relevant and valid investigative and strategic intelligence. The Intelligence Unit usually is divided into teams based on functional responsibility. Teams manage intelligence related to the crisis site or target and build intelligence portfolios.

F. The Information/Intelligence Supervisor is responsible for providing guidance and direction to all personnel within the Information/Intelligence Group and coordinating the activities of the units with all other Groups within the Incident. Personnel within the Information/Intelligence Group are responsible for receiving incoming information, processing new information, routing follow-up information appropriately, and implementing procedures for tracking evidentiary material that is introduced into the command post.

G. The Information/Intelligence Group will maintain databases on significant elements related to the investigation (subjects, vehicles, and organizations), analyze and identify trends in activities related to the investigation (predictive and strategic intelligence), conduct liaison with outside members of the Intelligence Community, and prepare periodic briefings and reports concerning the status of the crisis or investigation. The Intelligence Unit is responsible for collecting and reviewing all intelligence related to the threat, crisis, or special event to enable the state to further develop and refine strategic objectives.

H. The Investigations Group provides oversight and direction to all investigative activity related to the threat, critical incident, or special event. The Investigations Group implements the strategy of the FBI Special Agent in Charge (SAC) by directing the collection and management of investigative information. It is composed of investigative personnel from the agencies with specific jurisdiction or authority for investigating crimes related to the threat, critical incident, or special event. The Investigations Group Supervisor is usually a supervisory investigator who has responsibility for investigating the most significant substantive law violation.

I. Teams within the Investigations Group review all incoming information to determine investigative value. The Investigations Group assigns, tracks, and reviews all investigative leads and documents the investigation in the appropriate case file(s). The case agents or primary investigators within the Investigations Group manage all evidence and information, and prepare it for court presentation, if appropriate. The case agents or primary investigators are assisted by analytical personnel to ensure that all investigative information is pursued to its logical conclusion. A Records Check Team within the Investigations Unit reviews case files and databases to ensure that all items of investigative value are identified and evaluated. The Investigations Group is responsible for collecting and reviewing all reports of investigative activity to enable the SAC to further develop and refine strategic objectives.

J. The Operational Groups are based upon the specific needs of the threat, critical incident, or special event. The personnel staffing these units are subject-matter experts in a number of specialized skill areas. Group Supervisors are responsible for ensuring the activity of the specialized units is consistent with and in support of the strategy of the Incident Command.

K. Operational Groups may include representatives of tactical, negotiations, WMD/CBRNE, evidence response, surveillance, technical, or any other specialized unit deployed to the crisis site(s) or staged in readiness. The mission of these groups is to provide the Incident Commander with current information and specialized assistance in dealing with the threat, critical incident, or special event.

L. Information may be communicated between the ICP and the crisis site(s) through the Group representatives in the Incident Command Post. This ensures that Incident Commanders and other supervisors maintain full situational awareness. The groups coordinate their activities to ensure each is aware of the impact of their activities on the other field units.

M. The Support Units are designated within the ICP/JOC are based upon the specific needs of the threat, critical incident, or special event. The personnel who staff these units are subject-matter experts in a number of specialized areas. Unit Leaders are responsible for ensuring the activity of their units is consistent with and in support of the strategy of the Incident Commander and Command Structure. Support Units can include administrative, logistics, legal, media, liaison, communications, and information management. The mission of these units is to support the investigative, intelligence, and operational functions of the Incident Command.

V.   OPERATIONAL ROLES AND RESPONSIBLILITIES

In the event of a terrorist response, the Federal government activates the National Response Framework - Terrorism Annex. Presidential Decision Directive-39 identifies lead agency responsibility to manage and coordinate a specific function-either crisis management or consequence management on the basis of having the most authorities, resources, capabilities, or expertise relative to accomplishment of the specific function.

Responsibilities listed are specifically related to terrorist or WMD incidents. All general information can be found in the Town of Rocky Hill Emergency Operations Plan.

A. Rocky Hill Police Department
1. Designated as primary response agency.
2. Maintain Law and Order within the Town of Rocky Hill.
3. Contact the Chief Executive Officer / Public Safety Director and the Director of Emergency Management for activation of the Emergency Operations Plan.
4. Designate liaisons to the JTTF and JOC.
5. Contact the FBI
6. Safely search for secondary devices.
7. Publicize emergency public information.
8. Establish traffic control and roadblocks in heavy damaged areas.
9. Provide Police patrol in evacuated areas.
10. Maintain situational awareness.

B. Town of Rocky Hill Office of Emergency Management
   1. Activate the Town of Rocky Hill Emergency Operations Plan and activate the Emergency operations Center.
   2. Utilization of the Regional Emergency Support Plan (RESP).
   3. Coordinate with regional, state and federal support agencies.
   4. Issue evacuation orders, if necessary.
   5. Establish curfews, if necessary.
   6. If needed, activate Shelter and Mass Care Annex for shelter operations.

C. Rocky Hill Fire Department
   1. Mobilize assets in accordance to standard operating procedures.
   2. Control fires and the escape and/or spread of hazardous or toxic substances.
   3. Assist in evacuation of citizens
   4. Safely search for secondary devices.
   5. Maintain situational awareness and notify Law Enforcement when necessary

D. Rocky Hill Emergency Medical Services
   1. Handle emergency medical response in accordance to standard operating procedures.
   2. When needed, handle multiple casualties based on the RHVAA Mass Casualty Incident Plan.
   3. Maintain situational awareness and notify Law Enforcement when necessary.

ANNEX R. CIVIL UNREST

I.   PURPOSE

To reduce, or minimize, the loss of property and threat to persons in areas of civil unrest and to assist in the restoration of order and a return to normal activity after such disturbances.

II.   SITUATION

A. Civil unrest (or disorder), like terrorism, is a hazard which, while the frequency of occurrence can seldom be predicted, necessitates considerable planning on the part of the agencies responsible for addressing it. In addition, depending on the magnitude of the incident(s), civil unrest can rapidly deplete the available resources of any single agency.

B. Planning for and responding to civil disturbances is primarily the responsibility of the Rocky Hill Police Department. When situations occur which are beyond the capabilities of the Rocky Hill Police Department, additional support may be necessary from other jurisdictions and/or state. Unless other considerations justify, all other town departments are responsible for maintaining their own operations and services during this type of event.

C. Civil unrest will be defined to include those acts that involve criminal activity by a group that comprises a threat to the lives and property of others. These disturbances may be precipitated by a specific event, or a result of longstanding grievances.

III.   ASSUMPTIONS

A. Disasters involving Civil Disturbance are usually confined to a small geographical area within a community and the initial response should result in the containment of the problem. Response should be immediate and coordinated.

B. Initial incident response will proceed as normal situational awareness dictates.

IV.   CONCEPT OF OPERATIONS

An important component of activity prior to, during, and following any civil unrest event is in coordinating the communication flow or information with local, state, and federal agencies that may be involved.

Operations and missions under this plan will be carried out during three distinct phases; Preparedness, Response, and Recovery.

A. Preparedness covers normal readiness. During this period, plans will be reviewed for validity and exercised to train personnel.
B. Response has separate modes.
1. The increased readiness or warning period, which includes the time after a small, contained civil disturbance has begun, or the threat of a disturbance has been received. This threat may be received from any number of various sources.
2. The emergency operations period, which begins when a notification of a major disturbance is received.
C. Recovery will begin after a disturbance and will include resources identified in the Disaster Recovery Group Annex.

Upon notification to the Public Safety Communications Center of a potential or actual civil disturbance, communications among all response agencies will be established to ensure that:

- All response is coordinated.
- Information is given to all involved as it becomes available.
- The release of information shall be coordinated through the Public Information Officer.

The Rocky Hill Police Department will assume the Incident Command Role.

- The Incident Commander will establish an Incident Command Post (ICP) as soon as possible and ensure that the location of the ICP and identity is disseminated to all responders.
- The Incident Commander will adapt the management structure to reflect the need and complexity of the incident. In accordance with other Annexes, this may include, but is not limited to activating the EOC, establishing Unified Command, and requesting mutual aid support.

V.   AUTHORITY

    A. The Incident Commander has the authority to coordinate the use of resources and personnel at the incident.

    B. The Public Safety Director has the authority to declare a state of emergency and request state assistance if appropriate.

VI.   PUBLIC INFORMATION

All disseminated information pertaining to the incident will be coordinated through the Public Information Officer and will be in accordance to Annex C of the Emergency Operation Plan.

VII. OPERATIONAL ROLES AND RESPONSIBLILITIES

The following are lists of suggested actions by agencies to take during the different incident phases.

A. LAW ENFORCEMENT
1. WARNING PHASE
- Gather and assess information on rising tensions.
- Assume Incident Command.
- Evaluate equipment needs.
- Update resource lists.
- Maintain adequate stock of needed items that were identified.
- Establish inter-agency coordination and communication.
- Provide timely and accurate information to the public.
- Establish the lines of the confinement area.
2. OPERATIONS PHASE
- Assess impact on departmental resources and ability to provide normal, routine response to calls for service.
- Respond to and control the incident in accordance to Department General Orders.
- Continually assess the magnitude of the incident until resolution with respect to interagency involvement and ability to maintain services.
- Assess the situation for additional needs from supporting agencies.
- Provide overall incident strategy and management.
- Consider evacuation of affected area(s) using available resources.
- Continuously evaluate the safety of emergency response personnel.
- Provide timely and accurate information to the public.
- As appropriate, establish a Unified Command.
- As appropriate, establish a JIC.
- Assess damage to department resources and facilities.
3. RECOVERY PHASE
- Presence should be gradually reduced.
- Release excess personnel and equipment according to demobilization plan as resolution occurs.
- Assist in the compilation of damage assessment of jurisdiction's equipment, utilities, roads, and buildings to support requests for appropriate disaster recovery assistance.
- Assign personnel to monitor and direct any long term recovery process.
- Complete required paperwork and reports.
- Participate in post incident analysis.

B. EMERGENCY MANAGEMENT / PUBLIC SAFETY DIRECTOR
1. WARNING PHASE
   - Establish and update periodically, inter-agency coordination and communication.
   - Evaluate equipment needs.
   - Update resource lists.
   - If needed, participate in regional coordination group(s) to foster cooperation among affected jurisdictions.
   - Conduct hazard analysis of facilities and the impact of a civil unrest or riot incident on one or more facilities.
   - Assess the availability of shelters.
2. OPERATIONS PHASE
   - Identify immediate action or response requirements.
   - Consider need for Emergency Declaration.
   - Activation of the EOC.
   - Establish and maintain reporting and coordination contact with cooperating and affected jurisdictions.
   - Assist as requested by Incident Command and Command Staff.
   - Identify security concerns and needs to Incident Command.
   - Gather information from Law Enforcement regarding any potential additional or prolonged incidents.
3. RECOVERY PHASE
   - Provide coordination point for disaster recovery activities and agencies.
   - Assist Recovery Branch in assessment of damages.
   - Complete required paperwork and reports.
   - Participate in post incident analysis.

C. FIRE SERVICE

1. WARNING PHASE
   - Establish and update periodically, inter-agency coordination and communication.
   - Evaluate equipment needs.
   - Update resource lists.

2. OPERATIONS PHASE
   - Assist as indicated by Incident Command
   - Assess impact on departmental resources and ability to provide normal, routine response to calls for service.
   - Assess damage to department resources and facilities.
   - Identify security concerns and needs to Incident Command.
   - Respond to requests on public safety issues as appropriate.
   - Keep up to date on situation and conditions.
   - Utilize appropriate access routes and conditions change.

3. RECOVERY PHASE
   - Complete required paperwork and reports.
   - Participate in post incident analysis.

D. PUBLIC WORKS

1. WARNING PHASE
   - Establish and update periodically, inter-agency coordination and communication.
   - Evaluate equipment needs.
   - Update resource lists.

2. OPERATIONS PHASE
   - Assist as indicated by Incident Command.
   - Assess damage to department resources and facilities.
   - Identify security concerns and needs to Incident Command.
   - Assist with distribution of available resources.
   - Keep up to date on situation and conditions.
   - Utilize appropriate access routes and conditions change.
   - Coordinate public information release with the PIO.

4. RECOVERY PHASE
   - Assist Recovery Branch in assessment of damages.
   - Complete required paperwork and reports.
   - Participate in post incident analysis.

ANNEX S. BUILDING ASSESSMENTS

I. PURPOSE

This annex will work prior to and in conjunction with Annex I, Joint Federal/State/Local Preliminary Damage Assessment. This annex will assist in the Building Department's assessment of the damage inflicted on structures, evaluate occupancy worthiness and properly document findings.

II. SITUATION

A major or catastrophic disaster or emergency could occur in the Town of Rocky Hill that significantly affects the soundness and structural integrity of buildings within the town, both private and public.

III. CONCEPT OF OPERATIONS

The objectives of damage assessment should include:

- Complete a damage assessment report and placard each structure as soon as possible.
- Determine a timeframe for assessments to be completed.
- Determine of the need for outside assistance.
- A timely notice to property owners about the assessment team's findings.

A. GENERAL

The Building Department will be responsible for the assurance that buildings are properly inspected and placarded with inspection findings. These inspections can be done either by the Building Department directly or by homeowner privately hired contactors.

B. SECONDARY

The secondary role of the Building Department will be performing plan review, issuing permits, inspection of repairs, and enforcing contractor licensing laws.

C. ASSISTANCE

Commonly following a disaster event, the building staff can become overwhelmed. When there is a need for outside jurisdictional assistance, the request shall go through the Emergency Operations Center. There they will make the requests either by direct jurisdictional contact or through the State or Connecticut EOC and WebEOC.

Prior to making the requests for assistance, the following should be considered and decided:

- Approximately how many buildings must be inspected? Often the number will be more that originally estimated.
- How quickly must the initial inspection of all damaged buildings be completed?
- How may additional inspectors per day will be needed to have all the damaged sites inspected?
- How long will the assistance be available? Schedule accordingly.
- Who will be the Coordinator of the assisting inspectors?

IV.   INITIAL INSPECTIONS

Damage assessment will begin with a preliminary report from the Police and Fire Departments as to the area(s) of damage. A "windshield" survey should be conducted to identify those areas requiring damage assessments and to approximate the amount of structures to be visited. While this is the most efficient way, there may be some structures to be closer looked at as damage is not readily apparent. There may be some structures where the damage is so apparent and dangerous that a placard shall be placed immediately. There may be a need of the person surveying to place temporary signs for streets and addresses as some may be missing. A timely damage assessment will give important information to the Director of Emergency Management to enable the support to emergency responders and to provide resources to the areas most in need.

The initial survey findings shall be mapped to quickly identify the affected properties and damage classifications to each. It should also show the priorities of the inspections.

The categorization of the buildings shall be based on building conditions.

"A" Apparently Safe: No exterior signs of structural damage. People can be allowed back in, but will need building permits for repairs.

"B" Building obviously substantially damaged: The structural integrity of the building is destroyed. It may have collapsed, or missing walls. The building cannot be reoccupied without major structural work.

"C" Could be substantially damaged: The building may be substantially damaged, but such damage is not obvious. Any building with more than 2 feet of water over its first floor or surrounded by other damaged buildings falls into this category.

V.   DAMAGE ASSESSMENT TEAMS

Any assisting building officials and approved inspectors should have an identification card and car placard authorizing their involvement. If areas are restricted by Police or Fire personnel, a list shall be provided identifying the individuals.

Damage Assessment Teams will deploy to assigned sites and areas to perform damage assessment in accordance with the prioritized list of sites.

- There shall be a minimum of 2 people per team. This ensures personal safety.
- Communications will be maintained with the EOC and advise of progress and changes in assessment priority.
- Assessments will be conducted street by street and property to property.
- If teams encounter conditions that will make it unsafe to perform assessment, the EOC will be contacted.
- If areas of severe damage are encountered and public safety personnel are not on scene, it shall be reported to the EOC immediately.
- Upon completing inspections, all information shall be turned over to the EOC.

VI. ASSESSMENTS

A complete damage assessment report shall be done on each damaged structure with a placard placed on each.

The required completed forms will be a specified placard, Town of Rocky Hill Building Department Damage Report and a FEMA 90-81 Form.

The primary focus of Damage Assessment is to placard those structured that could pose life threatening consequences on the inhabitants. The secondary focus is to perform damage assessment inspections on each and document the findings.

The following considerations should be taken into account when inspecting a damaged structure:

- Right of entry. Usually the owners will be at the location and will welcome an inspection. If no one is present, inspectors should leave a note for the owner to arrange/schedule an inspection. However, if doors and windows are blown out and the structure is "open" to the public, a full inspection and placarding should be performed.
- If the structure is in danger of collapsing, it should not be entered and inspected from the outside only.
- Ensure that utilities are shut off.
- If the structure is displaced from its foundation or twisted or bowed, this is an indication of major damage.
- Make exterior observations first, then proceed to the interior.
- Pictures should be taken of the structure.
- Placards should be posted so that they are visible from the street, near entrances.
- There shall be a copy of the damage assessment report left for the property owner.
- Informational handouts should be given to property owners regarding permits and finding a proper contractor to complete the work needed.
- Inspectors should be consistent in assessments, choose the more serious damage category if the structure appears to border between 2 categories, refer to building codes and statutes, and trust their judgement.

Placarding each structure means posting a placard which identifies its occupancy worthiness as to if it is currently habitable or not. The following are placard categories:

- UNAFFECTED HABITABLE: No damage observed. GREEN
- HABITABLE: Repairs required. BLUE
- UNINHABITABLE: Limited entry, enter at own risk. YELLOW
- UNSAFE STRUCTURE KEEP OUT. ORANGE

- DANGEROUS KEEP OUT UNINHABITABLE. RED
- SORRY WE MISSED YOU. WHITE

A. PLACARDS

The below list identifies each type of damage according to common observable evidence. This is not a comprehensive list; various kinds of evidence of damage can indicate that a dwelling is destroyed or has sustained minor or major damage.

UNAFFECTED **GREEN**	No damage observed
AFFECTED, HABITABLE, NEEDS REPAIRS **BLUE**	• Structure may have intermittent shingle damage, broken windows, loose, missing or damaged siding. • Water Damage- Single/Multi-family: less than 1 foot in basement, minor access problem
MODERATE DAMAGE, UNINHABITABLE **YELLOW** A structure which received such damage that it is no longer usable for its basic purpose, but can easily be repaired and made useable in a short time	• Structure may have one wall or section of roof damaged, missing windows, doors, or shingles that allow water penetration. • Structure may have broken waste lines, spilled fuel, or broken water lines. • Properties without life safety provisions (exiting obstructions, electricity, sprinklers, water, HVAC, etc.) • Water Damage- Single/Multi-family: less than 1 foot on first floor; no basement, or 1 to 8 feet in basement. Mobile/Manufactured home: utilities flooded, piers shifted or washed out.
MAJOR DAMAGE, UNINHABITABLE **ORANGE** UNSAFE STRUCTURE, KEEP OUT. Structure has received substantial damage and will require considerable time to repair, but is economically feasible to repair.	• Not in immediate danger of collapse. • 2 or more walls and roof substantially damaged. • Portion of roof is missing, twisted/bowed/cracked walls, forceful penetration of the structure by a large object, foundation damage. • Utilities not functioning. • Water Damage- Single/Multi-family; 1 foot or more on the first floor, structural damage, collapsed basement wall. Mobile/Manufactured home; water soaked bottom board, shifted on piers.
DESTROYED, PERMANENTLY UNINHABITABLE **RED** Dangerous, Keep out	• Structure totally gone, only foundation left. • Major section of exterior walls missing or collapsed, shifted off foundation. • Repair not technically or economically feasible. • Utilities not functioning. • Water Damage- Single/Multi-family; not economical to repair, pushed off foundation. Mobile/Manufactured home; water above floor, off foundation
SORRY WE MISSED YOU **WHITE**	• Used when interior inspection is necessary, but access is not achieved.

ROCKY HILL PLACARDS

GREEN

TOWN OF ROCKY HILL
BUILDING DEPARTMENT
INSPECTED
STATUS: UNAFFECTED

This structure has been inspected.
There is no apparent damage to this structure.

___ EXTERIOR ONLY   ___ EXTERIOR & INTERIOR

This building was inspected under emergency disaster conditions

Inspector's Name _____ Date & Time _____

DO NOT REMOVE THIS PLACARD UNTIL AUTHORIZATION OF ROCKY
HILL BUILDING DEPARTMENT.
Office: 860-258-2733   FAX: 860-258-2703

BLUE

TOWN OF ROCKY HILL
BUILDING DEPARTMENT
INSPECTED
STATUS: NEEDS REPAIRS, HABITABLE

This structure has been inspected.
Damage observed, is useable

___ EXTERIOR ONLY   ___ EXTERIOR & INTERIOR

This building was inspected under emergency disaster conditions

Inspector's Name _____ Date & Time _____

DO NOT REMOVE THIS PLACARD UNTIL AUTHORIZATION OF ROCKY
HILL BUILDING DEPARTMENT.
Office: 860-258-2733   FAX: 860-258-2703

YELLOW

TOWN OF ROCKY HILL
BUILDING DEPARTMENT
INSPECTED
STATUS: MODERATE DAMAGE, UNINHABITABLE

This structure has been inspected.
Repairs needed prior to being habited

___ EXTERIOR ONLY   ___ EXTERIOR & INTERIOR

This building was inspected under emergency disaster conditions

Inspector's Name _____ Date & Time _____

DO NOT REMOVE THIS PLACARD UNTIL AUTHORIZATION OF ROCKY
HILL BUILDING DEPARTMENT.
Office: 860-258-2733   FAX: 860-258-2703

ORANGE

TOWN OF ROCKY HILL
BUILDING DEPARTMENT

INSPECTED

STATUS: MAJOR DAMAGE, UNINHABITABLE

This structure has been inspected.
UNSAFE STRUCTURE, KEEP OUT

___ EXTERIOR ONLY   ___ EXTERIOR & INTERIOR

This building was inspected under emergency disaster conditions

Inspector's Name _____ Date & Time _____

DO NOT REMOVE THIS PLACARD UNTIL AUTHORIZATION OF ROCKY
HILL BUILDING DEPARTMENT.
Office: 860-258-2733   FAX: 860-258-2703

RED

TOWN OF ROCKY HILL
BUILDING DEPARTMENT

INSPECTED

STATUS: UNINHABITABLE

This structure has been inspected.
DANGEROUS, KEEP OUT

___ EXTERIOR ONLY   ___ EXTERIOR & INTERIOR

This building was inspected under emergency disaster conditions

Inspector's Name _____ Date & Time _____

DO NOT REMOVE THIS PLACARD UNTIL AUTHORIZATION OF ROCKY
HILL BUILDING DEPARTMENT.
Office: 860-258-2733   FAX: 860-258-2703

WHITE

TOWN OF ROCKY HILL
BUILDING DEPARTMENT

This building needs to be inspected under emergency disaster
conditions.

PLEASE CONTACT THE BUILDING DEPARTMENT TO SCHEDULE AN
APPOINTMENT.

DO NOT REMOVE THIS PLACARD UNTIL AUTHORIZATION OF ROCKY
HILL BUILDING DEPARTMENT.

Office: 860-258-2733   FAX: 860-258-2703

SHEET____ OF ____ SHEETS

FEDERAL EMERGENCY MANAGEMENT AGENCY
PRELIMINARY DAMAGE ASSESSMENT SITE ESTIMATE

DATE

PART I — APPLICANT INFORMATION

COUNTY	NAME OF APPLICANT	NAME OF LOCAL CONTACT	PHONE NO.

PART II — SITE INFORMATION

KEY FOR DAMAGE CATEGORY *(Use appropriate letters in the "category" blocks below)*

a. DEBRIS REMOVAL	d. WATER CONTROL FACILITIES	g. FACILITIES UNDER CONSTRUCTION
b. PROTECTIVE MEASURES	e. PUBLIC BUILDINGS	h. PRIVATE NON-PROFIT
c. ROADS AND BRIDGES	f. PUBLIC UTILITIES	i. PUBLIC RECREATION

SITE NO. | CATE-GORY | LOCATION *(Use map location, address, etc.)*

DESCRIPTION OF DAMAGE

IMPACT: | % COMPLETE | COST ESTIMATE

SITE NO. | CATE-GORY | LOCATION *(Use map location, address, etc.)*

DESCRIPTION OF DAMAGE

IMPACT: | % COMPLETE | COST ESTIMATE

SITE NO. | CATE-GORY | LOCATION *(Use map location, address, etc.)*

DESCRIPTION OF DAMAGE

IMPACT: | % COMPLETE | COST ESTIMATE

SITE NO. | CATE-GORY | LOCATION *(Use map location, address, etc.)*

DESCRIPTION OF DAMAGE

IMPACT: | % COMPLETE | COST ESTIMATE

NAME OF INSPECTOR	AGENCY	PHONE NO. OFFICE	HOME

FEMA Form 90-81, JAN 84

TOWN OF ROCKY HILL INITIAL DAMAGE ASSESSMENT FORM

Site Address / Description_____   Assessor's Parcel ID _____

Owner / Occupant _____   Owner / Occupant on site?   Yes   No TYPE OF BUILDING:

___ Apartment   ___ Dwelling   ___Manufactured Home   ___Shed   ___Attached Garage   ___Detached Garage ___Commercial   ___Industrial

___Other:_____

SPECIFICATION OF ASSESSMENT: ___ Inspected Interior and Exterior   ___Inspected Exterior Only   ___Interior Inspection Not Required

EXTERIOR	APPEARS UNAFFECTED	REPAIR	REPLACE	INTERIOR	APPEARS UNAFFECTED	REPAIR	REPLACE	UTILITIES	APPEARS UNAFFECTED	REPAIR	REPLACE
Roofing				Ceiling Structure				Plumbing			
Roof Structure				Interior				Heating			
Chimney				Stairways				Water Heater			
Siding & Trim				Floor System				Gas Service			
Wall Structure				Basement				Gas Piping			
Windows				Foundation				Wiring			
Doors				Attic				Electrical			
								Sprinklers			
								Elevator			

PICTURES TAKEN: _____

COMMENTS: _____

PLACARDED FOR HABITABILITY:

GREEN (Unaffected), BLUE (Habitable), YELLOW (Uninhabitable), ORANGE (Unsafe structure), RED (Keep out), WHITE (Missed you)

INSPECTOR: _____ SIGNATURE: _____ DATE: _____

TOWN OF ROCKY HILL BUILDING DEPARTMENT

PUBLIC INFORMATION HANDOUT FOR DISASTER ASSESSMENT

DATE: _____

This handout is intended to inform property owners of what the Building Department will be doing to help make damaged homes and businesses functional again.

Damage Assessment Inspections:

- The Building Department will be overseeing the inspectors to inspect each home / structure suspected to have been damaged during the recent event.
- The purpose of the inspections is to identify which homes and businesses are safe to continue to occupy and to identify those structures which are unsafe. Inspectors will use a standard assessment inspection report form to identify the degree of damage to each structure. A copy of the report will be given to the owner / occupant by the end of the day of the inspection. The inspectors will also be "placarding" each damaged structure to identify its occupancy worthiness. Placards identify occupancy restrictions for the protection of the public and are posted on the front of each inspected building. It is anticipated that all structures will be inspected by _____(DATE)_____.
- If utilities are not functional in your home or business and need to be reestablished:
  - If the structure has been placarded as "Uninhabitable" then utilities will not be reestablished immediately.
  - If the structure has been placarded as "Habitable" utility companies must gain access to the structure in order to reestablish service. You must contact the utilities directly.
- Structure Repairs:
  - Closing in a structure to protect it from the elements does not require a building permit. Examples include minor roof or shingle repair, covering a building with a tarp, window/glass repair and garage door repair/replacement.
  - Permanent repairs and/or alterations in conjunction with repairs will require the issuance of a building permit. Examples include:
    - Roof Replacement
    - Re-siding
    - Any structural repairs
    - Foundation repairs
    - Electrical, plumbing, mechanical work
    - Fire alarm or sprinkler work
  - If unsure a permit is needed please contact the Building Department at 860-258-2733

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<u>Reoccupying your home or business:</u>

- If you home or business has been placarded as "Inhabitable" it means the structure can no longer be occupied for human habitation. In order for the home or business to be reclassified as "Habitable" the following steps are necessary:
    - o If repairs are not able to be made by the property owner, any estimates or bid proposals should first be reviewed by your insurance company (to verify coverage for work to be done).
    - o Obtain a building permit to repair those items listed on the Damage Assessment Report. Not all items in the report will affect habitability, check with the Building Department which items must be repaired to gain occupancy.
    - o Schedule any necessary inspections listed on the permit(s) of the work in progress or completed work.
    - o Once that portion of the work affecting habitability has been approved by the Building Department, request an issuance of conditional or temporary occupancy certificate which would allow occupancy of the structure while other repairs are completed.

(PAGE 2 of 2)

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ANNEX T. WARMING & COOLING CENTERS

I.   PURPOSE

The purpose of this ANNEX to provide clarity on the two different extreme weather temperatures that may cause extreme discomfort for the citizens of the Town of Rocky Hill and what the town identifies as a short term solution to this problem. The Town of Rocky Hill will ensure, the best that it can, to provide comfort to citizens.

II.   SITUATION

A. Based on the forecasted weather and its temperatures, if deemed extreme, the opening of a cooling or warming center will be initiated by the Town Manager / Public Safety Director.

B. Heat
1. Heat Advisory: A Heat Advisory is issued when the heat index value is expected to reach 105 to 109 degrees within the next 12 to 24 hours. A Heat Advisory may be issued for lower criteria if it is early in the season or during a multi-day heat wave.
2. Excessive Heat Watch: An Excessive Heat Watch is issued when there is a potential for the heat index value to reach or exceed 110 degrees within the next 24 to 48 hours.
3. Excessive Heat Warning: An Excessive Heat Warning is issued when the heat index value is expected to reach or exceed 110 degrees within the next 12 to 24 hours. An Excessive Heat Warning may be issued for lower criteria if it is early in the season or during a multi-day heat wave.
4. Heat Wave: A Heat Wave is at least 3 consecutive days with temperatures of at least 90 degrees F.
5. Heat Index: The Heat Index is a measure of how hot it really feels when relative humidity is factored in with the actual air temperature.

NWS Heat Index — Temperature (°F)

Relative Humidity (%)	80	82	84	86	88	90	92	94	96	98	100	102	104	106	108	110
40	80	81	83	85	88	91	94	97	101	105	109	114	119	124	130	136
45	80	82	84	87	89	93	96	100	104	109	114	119	124	130	137	
50	81	83	85	88	91	95	99	103	108	113	118	124	131	137		
55	81	84	86	89	93	97	101	106	112	117	124	130	137			
60	82	84	88	91	95	100	105	110	116	123	129	137				
65	82	85	89	93	98	103	108	114	121	128	136					
70	83	86	90	95	100	105	112	119	126	134						
75	84	88	92	97	103	109	116	124	132							
80	84	89	94	100	106	113	121	129								
85	85	90	96	102	110	117	126	135								
90	86	91	98	105	113	122	131									
95	86	93	100	108	117	127										
100	87	95	103	112	121	132										

Likelihood of Heat Disorders with Prolonged Exposure or Strenuous Activity

☐ Caution ☐ Extreme Caution ■ Danger ■ Extreme Danger

C. Cold

1. Frost Advisory: A frost advisory is when minimum temperature is forecasted to be 33 to 36 degrees on a calm night during the growing season.
2. Freeze Watch: A Freeze Watch is issued when there is a potential for significant, widespread freezing temperatures within the next 24-36 hours.
3. Freeze Warning: A Freeze Warning is issued when significant, widespread freezing temperatures are expected for a long period of time.
4. Hard Freeze Warning: A Hard Freeze Warning is when temperatures are expected to drop below 28°F for an extended period of time, killing most types of commercial crops and residential plants.
5. Winter Weather Advisory: A Winter Weather Advisory will be issued for any amount of freezing rain, or when 2 to 4 inches of snow (alone or in combination with sleet and freezing rain), is expected to cause a significant inconvenience, but not serious enough to warrant a warning.
6. Winter Storm Warning: A Winter Storm Warning is issued when a significant combination of hazardous winter weather is occurring or imminent
7. Wind Chill Advisory: A Wind Chill Advisory is issued when wind chills of -5F to -19F are expected.
8. Wind Chill Warning: A Wind Chill Warning is issued when wind chills of -20F or lower are expected.

NWS Windchill Chart

Wind (mph) \ Temperature (°F)	40	35	30	25	20	15	10	5	0	-5	-10	-15	-20	-25	-30	-35	-40	-45
Calm	40	35	30	25	20	15	10	5	0	-5	-10	-15	-20	-25	-30	-35	-40	-45
5	36	31	25	19	13	7	1	-5	-11	-16	-22	-28	-34	-40	-46	-52	-57	-63
10	34	27	21	15	9	3	-4	-10	-16	-22	-28	-35	-41	-47	-53	-59	-66	-72
15	32	25	19	13	6	0	-7	-13	-19	-26	-32	-39	-45	-51	-58	-64	-71	-77
20	30	24	17	11	4	-2	-9	-15	-22	-29	-35	-42	-48	-55	-61	-68	-74	-81
25	29	23	16	9	3	-4	-11	-17	-24	-31	-37	-44	-51	-58	-64	-71	-78	-84
30	28	22	15	8	1	-5	-12	-19	-26	-33	-39	-46	-53	-60	-67	-73	-80	-87
35	28	21	14	7	0	-7	-14	-21	-27	-34	-41	-48	-55	-62	-69	-76	-82	-89
40	27	20	13	6	-1	-8	-15	-22	-29	-36	-43	-50	-57	-64	-71	-78	-84	-91
45	26	19	12	5	-2	-9	-16	-23	-30	-37	-44	-51	-58	-65	-72	-79	-86	-93
50	26	19	12	4	-3	-10	-17	-24	-31	-38	-45	-52	-60	-67	-74	-81	-88	-95
55	25	18	11	4	-3	-11	-18	-25	-32	-39	-46	-54	-61	-68	-75	-82	-89	-97
60	25	17	10	3	-4	-11	-19	-26	-33	-40	-48	-55	-62	-69	-76	-84	-91	-98

Frostbite Times: 30 minutes, 10 minutes, 5 minutes

$$\text{Wind Chill (°F)} = 35.74 + 0.6215T - 35.75(V^{0.16}) + 0.4275T(V^{0.16})$$

Where, T = Air Temperature (°F) V = Wind Speed (mph)

Effective 11/01/01

III.   ASSUMPTIONS

A. During a prolonged extreme weather event, the demand on electrical resources may exceed capacity and may result in sporadic power outages and/or major widespread power failures. Icing may cause downed powerlines and interruption of services.

B. Opening and operation of Heating and Cooling Centers may be needed for the comforts of the citizens within the Town of Rocky Hill.

C. The decision to open a center is the responsibility of the Town Manager / Public Safety Director.

D. Responsibility for staffing, resources, and liabilities will be that of the Town of Rocky Hill.

E. Transportation to and from the centers will be that of the citizen's or may be prearranged through the Town of Rocky Hill Human Services Department.

F. The centers are not to be operated on a continuous (24/7) operational structure and will only be open on limited hours, for a limited amount of days, and will provide limited services.

G. The centers are not to be considered day care for children, elderly, or others who cannot care for themselves.

H. Individuals that use the center can return to their homes when the centers are closed.

I. If, due to the event, it is deemed that it is not safe for individuals to return to their homes, a shelter may need to be opened.

IV. CONCEPT OF OPERATIONS

When and extreme weather event occurs, the decision to open either a cooling or warming center will be made by the Town Manager / Public Safety Director. The decision may be made after consulting with the Director of Emergency Management, or as a standalone decision. An opening and closing time will be based on the situation.

A Warming and Cooling Center provides temporary refuge from inclement or extreme weather conditions that have a physical effect on a citizen when normal coping mechanisms in the home are ineffective or unavailable.

A. Cooling Center
   A designated location / facility that can provide temporary and limited refuge from extreme heat. Spending a few hours in an air conditioned environment can bring the body's core temperature down and maintain a healthy temperature.
B. Warming Center
   A designated location / facility that can provide temporary and limited refuge from extreme cold. As bitter cold temperatures can pose a serious threat to health and safety, keeping the body's core temperature regulated, maintains a healthy temperature.

The overall services provided at these locations will be minimal. The locations will minimally provide tables and chairs, charging stations, informational updates on the situations, beverages (water, coffee/tea, hot coca), rest rooms, and possibly a television.

Medical services will not be provided on site. Should a medical emergency arise, staff shall activate the 9-1-1 system to request assistance.

Staffing of the Centers will be comprised of Town Employees, Non-Governmental Organizations, and volunteers. The primary agency to oversee the operation of Centers shall be the Human Services Department.

V.   PRIMARY DESIGNATED LOCATIONS

A. Rocky Hill Community Center. 761 Old Main Street.
B. Cora J. Belden Library. 33 Church Street.
C. Rocky Hill Fire Department Company 3. 3050 Main Street.
D. Rocky Hill High School. 50 Chapin Avenue.

VI.   PUBLIC INFORMATION

All disseminated information pertaining to the opening and locations of warming and cooling centers will be coordinated through the Public Information Officer and will be in accordance to Annex C of the Emergency Operation Plan.

Town of Rocky Hill Warming / Cooling Center Survey

Site Name:	
Street Address:	
Phone Number:	
Fax Number:	
Point of Contact Name:	
Email Address:	
Longitude:	**Latitude:**

EMERGENCY CONTACT INFORMATION

The following are listed in order to authorize opening facility for use 24/7

	NAME	Home Phone #	Cellular Phone #	Email
1				
2				
3				
4				
5				

Directions to the facility from the nearest highway access point:

CAPACITY

Capacity for all centers using 15 to 20 square feet per person.

Capacity: _____

Indicate restrictions on use of certain area(s) of the building for use:

GENERAL FACILITY INFORMATION

FIRE SAFETY

Does the facility have inspected fire extinguishers? Yes or No	
Does the facility have functional fire sprinklers? Yes or No	
Does the facility have fire alarms? Yes or No	
If yes, what type? Manual (pull stations), Automatic, or Both	
Does the fire alarm directly alert the Rocky Hill Public Safety Communications Center?	
Automatic emergency lighting?	

General comments from Fire Department:

UTILITIES

This section is designed to evaluate the capabilities of the facility and to list the appropriate contacts in case utilities fail

TYPE	PROVIDER	ACCOUNT NUMBER	CONTACT NUMBER(S) (24 hrs.)
Electricity			
Fuel (Oil/Gas)			
Telephone			
Water			
Cable			

Emergency Generator

On site? Yes or No _____

YES:

Capacity in kilowatts power for the entire facility? Yes or No _____

If No, what will it operate? _____

Operating time, in hours, without refueling, at rated capacity: _____

Start type: Auto Start   Manual Start

Fuel Type: _____

NOTE:

Emergency generators do not have to be present in order to utilize the facility. However, care must be taken to evaluate the appropriateness of the facility in emergency situations. Vendors should be identified so that a generator could be brought in if necessary.

Heating

Type: Electric   Natural Gas   Propane   Oil

Cooling

Type: Electric   Natural Gas   Propane   O

Telephones

Locations of telephones:

```



```

Water

Potable (drinkable) water on site? Yes   NO

Potable water storage capacity in gallons: _____

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Many people with disabilities can be accommodated in center. It is important to evaluate a building to determine if it is accessible to people with disabilities. No single deficiency in the following list makes a facility out of compliance or unfit for consideration. There are many acceptable temporary mechanisms that can make the facility accessible. For guidance in this area, the building department shall be contacted.

Access to building

__ Curb cuts, minimum 35 inches wide   __ Accessible doorways, minimum 35 inches wide

__ Automatic doors or appropriate door handles   __ Level landings

__ Ramps, minimum 35 inches wide   are ramps fixed or portable? _____

Accessible and accommodating restrooms

__ Grab bars, 33 – 36 inches wide   __ Sinks at 34 inches in height

__ Stalls, 38 inches wide   __ Towel dispenser at 39 inches in height

Accessible telephones

__ Maximum height of 48 inches   ___ TDD available

SANITATION

Toilets

The recommended ratio for toilet facilities is a minimum of one (1) restroom for forty (40) people. The facilities that are counted are ones that will be accessible to occupants, including staff.

Total available: _____   Men: ____   Women: ____ Unisex: ____   People with disabilities: ____

Sinks

The recommended ratio of sinks is one (1) for every two (2) toilets

Total available: _____   Men: ____   Women: ____ Unisex: ____   People with disabilities: ____

Center provisions

While people coming to centers are encouraged to bring snack food and drinks with them, for a variety of reasons this doesn't always occur. Therefore, preparation to provide drinks to occupants should occur.

Cold Water:

Water fountain? _____   Refrigerator? _____

Coffee, Tea, Hot Coca:

Coffee pot? _____   Machine available to provide hot water? _____

RECOMMENDATIONS AND/OR OTHER INFORMATION

Please be specific
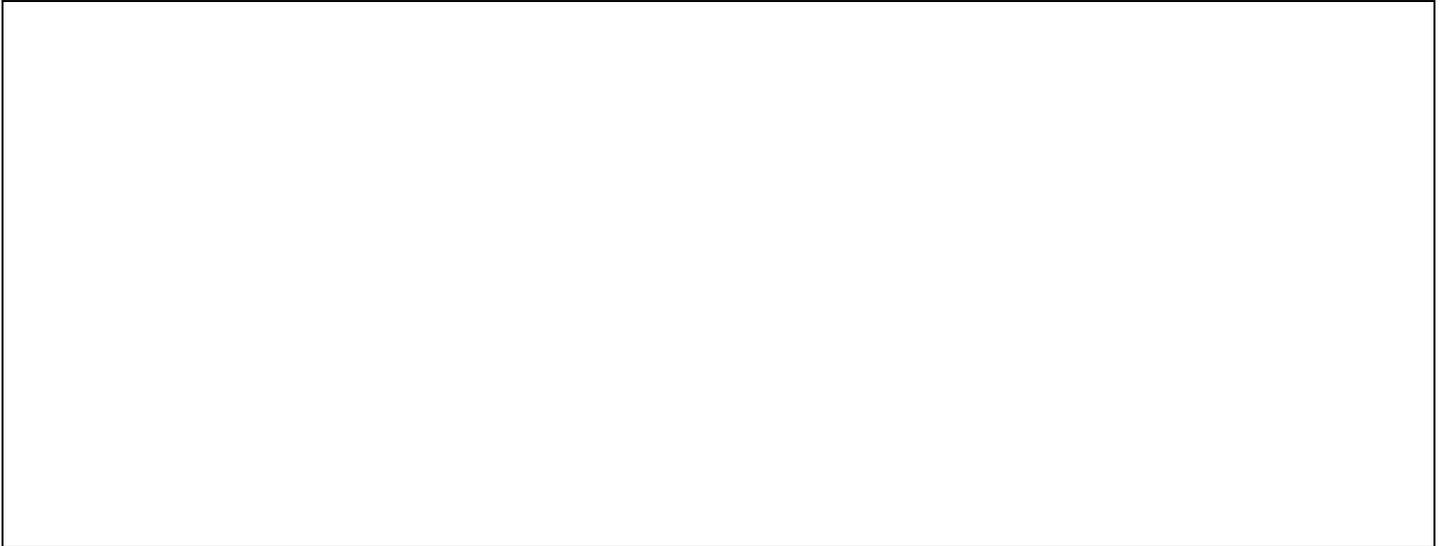
FACILITY FLOOR PLAN

Sketch below or attach a copy of the facility floor plan
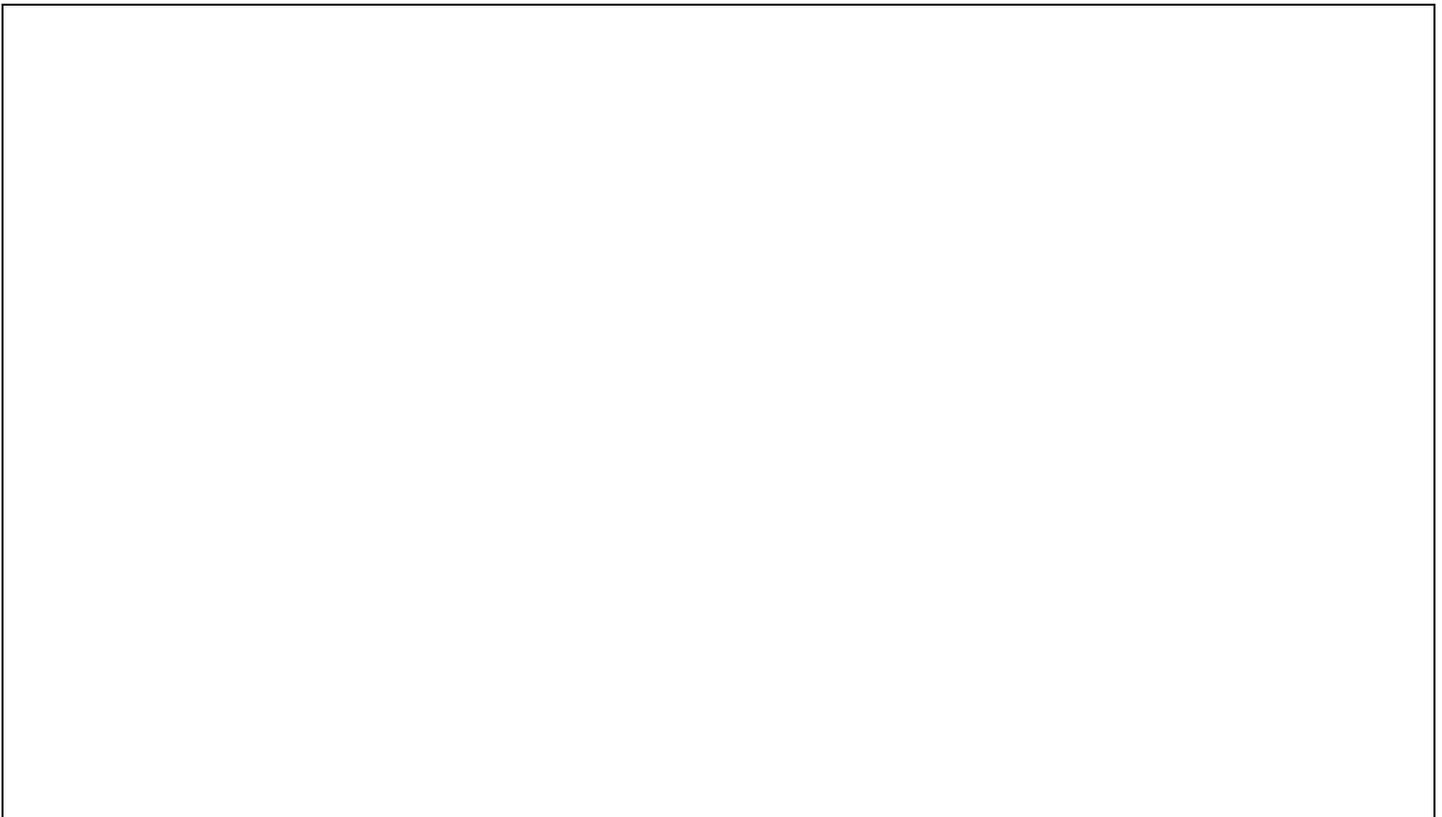
Survey completed or updated by:

Printed Name:	Signature:	Date:

Survey reviewed by:

Printed Name:	Signature:	Date:

Town of Rocky Hill Center Warming / Cooling Center Manager Checklist

This checklist is to provide a guide of responsibilities to the Center Manager, who is assigned to oversee the Warming and Cooling Center. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Upon notification of the need for a center to be opened and placed in use:

	Determine the location for the needed center
	Contact the facility point of contact
	Contact needed staff
	Respond to the location

Upon arrival at designated center:

	Establish contact with facility representatives
	Conduct a site assessment with facility owners/operators and make note of any damages
	Establish Daily Log
	Inventory supplies and equipment and order any supplies needed to begin operations
	Project staffing needs for the designated hours
	Exterior and Interior signage
	Prepare rooms for operations
	Begin snacks and beverages as soon as possible

During center operations, the following should be ongoing actions:

	Maintain status boards
	Complete a Daily Log
	Continuously monitor all facets of operations
	Maintain up to date information to the public through the Public Information Officer
	Maintain accurate information on current population and status.
	Routinely inspect the safety and sanitation of the facility.
	Meet regularly with facility representative the share ideas and/or concerns and resolve any problems.

Center closing actions:

	Communicate to all center occupants the plan for closing.
	Complete the inventory of all supplies owned by the facility that were used in the shelter
	Return all borrowed or rented equipment to owners
	If needed, arrange for the cleaning of the facility to pre-occupancy condition
	Develop schedule for release of staff
	Conduct a site assessment with facility owners/operators and make note of any damages.

TOWN OF ROCKY HILL WARMING / COOLING CENTER INVENTORY LISTING

LOCATION: _____   DATE: _____

ITEM	# NEEDED	# ON HAND	# TO REQUEST	REQUESTED THROUGH	REQUEST DATE/TIME	ETA	ARRIVED DATE/TIME
Bottles of water							
Coffee							
Coffee Creamer/Milk							
Sugar							
Coffee Cups							
Stirrers							
Tea Bags							
Hot Coca Packets							
Garbage Bags							
Various Personal Device Chargers							
Daily Log							
Citizen Check in/out Form							
Staff sign in/out Form							
Rules Form							
Status Board Sheets							

Town of Rocky Hill Warming / Cooling Center

Opening and Closing Checklist

Facility Name:					Facility Location:
Facility Representative:					Contact phone number:
Date:					Pre-inspection walk through completed:
					Post-Inspection walk through completed:

Areas to Review	Yes	No	N/A	U	Comments
Indoor and outdoor walking surfaces free of tripping or falling hazards. (Ex: uneven sidewalks, loose/missing tiles, telephone/power cords, unprotected/unmarked raised walkways)					
Door accesses are unlocked and free of obstruction					
Paths to exits are clear of obstructions					
Emergency exits properly identified and secured					
At least 2 exits from each floor					
Illuminated exit and exit directional signs visible from all aisles or hallways					
Emergency evacuation plan and identified meeting place					
Guidelines for directing occupants to identified assembly area away from the building					
Site specific hazards (hazardous chemicals, machinery, etc.) If so, describe them on back					
Facility neat, clean and orderly					
Fire extinguishers and smoke detectors present					
Bathroom facilities in working order					
Water faucets in working order					
All lighting working					
All previous occupied areas cleaned and orderly					
All lighting shut off					
All garbage disposed in proper dumpster					
All signage taken down					
N/A = Not applicable to this facility U= unknown but to followed up upon					

Center Staff name: _____ Signature: _____

Reviewed by: _____ Signature: _____

Town of Rocky Hill Warming / Cooling Center Daily Log

Center Location: _____

This log is to record any notable events or communications that have occurred or actions taken by shelter staff. The intent of these logs provide basic activity documentation and a reference for an after action report.

Date/Time	Name	Notable Activity

PAGE _____ of _____

Town of Rocky Hill Warming / Cooling Center Daily Report

Report #:		Date:		Time:	
Facility Name & Location:					
Center Manager:					

Population	
Total number of occupants during event:	
Staff and Volunteers	**Time of count:**
Municipal volunteers / paid staff:	
Red Cross Staff:	
CERT Members:	
Facility Staff:	
Partner Organizations:	
Spontaneous Volunteers:	
TOTAL NUMBER:	

SUPPLIES NEEDED:

Safety, Security and Housekeeping notes:

Miscellaneous notes:

Prepared by (printed):	Date:
Signature:	**Time:**

Town of Rocky Hill Warming / Cooling Center

Staff Sign In & Out

Name and location of Center: _____

Time In	Date	Name	Position	Contact phone #	Time out	Date

TOWN OF ROCKY HILL WARMING / COOLING CENTER INTAKE LIST

NAME (GUARDIAN)	Arrival Date	Arrival Time	Signature	Rules Form	Departure Date /Time

CENTER NAME: _____   Page _____ of _____

TOWN OF ROCKY HILL WARMING / COOLING CENTER RULES AND EXPECTATIONS

The Town of Rocky Hill welcomes you to this warming / cooling center and will strive to make your stay here as comfortable and pleasant as possible, considering the circumstances that brought you here.

Please take the time to read information provided as it contains important information that will assist you during your stay.

CHECK IN

Check in to stay in this center is mandatory for facility use.

RESPECT

Please respect the other citizens also staying in this center. Any disruptive and unsafe behavior will not be tolerated and is grounds for immediate dismissal. The staff is here to assist you with any problems you have with other guests.

Tampering with any of the facility's equipment or infrastructure is prohibited and is prosecutable if found to have occurred.

Please help us keep this temporary home clean by picking up after yourself and assisting with cleanup, when possible.

CHILDREN

Parents and Guardians are responsible for keeping track and controlling the actions of their children. Please do not leave them unattended, or allow them to wander or interfere with other occupants or staff. Any child who is found without a Parent or Guardian will be turned to Rocky Hill Police Department.

ALCOHOL, DRUGS, OR WEAPONS

Any alcohol, illegal drugs, or weapons or any type or nature are prohibited within the center and on all Town of Rocky Hill properties.

SMOKING

Smoking is prohibited on all Town of Rocky Hill properties.

PETS

Pets are not accepted. Service animals are acceptable.

PERSONAL BELONGINGS

Only small personal bags are allowed. The staff shall not be responsible for any personal belongings. Owners shall mark belongings for proof of ownership.

TELEPHONES

Occupants are asked to use their cellphones to make telephone calls. Charging areas will be made available. Please keep volume down to a minimum out of respect for others. If you are too loud, you may be asked to leave the building.

The center telephones are to be utilized by shelter staff to communicate with town authorities and emergency personnel.

If an occupant does not have a cellphone, please contact a staff member to arrange phone usage. These call must be local calls only and be kept at a minimum.

FOOD / CONSUMABLES

Food will not be provided.

There will be beverages provided based on supplies and conditions.

PROBLEMS OR COMPLAINTS

Any problems or complaints shall be reported to staff and will be handled appropriately and immediately. There will be follow up information provided to the person reporting the complaint.

MEDIA RELEASE

NOTICE OF WARMING / COOLING CENTER OPENING

In response to the extreme _____, the Town of Rocky Hill will be operating a _____ Center.

The designated location will be _____. This facility complies with

ADA requirements. The Center is open to the General Public and the Citizens of the Town of Rocky Hill.

The operating hours shall be from _____ to _____ on the following dates: _____.

Individuals shall be required to obtain their own transportation to the facility. Anyone who has special needs and cannot drive themselves should contact the Town of Rocky Hill Human Services Department at 860-258-2799.

The following services will be available:

      i.   Electrical outlets for charging personal devices and operating medical equipment.
     ii.   Beverages
   iii.   Information related to current situation

Pets are not allowed in center. Service and support animals will be permitted. Owners are expected to care for their own pets.

For information, citizens should call: _____. Do not call 9-1-1 except in the need for life or property threatening emergencies that require Police, Fire, or Medical Services response.

Name: _____ **Date:** _____ **Email:** _____

MEDIA RELEASE

NOTICE OF WARMING / COOLING CENTER CLOSING

In anticipation of temperatures returning to normal levels and/or power restoration, the Town of Rocky Hill

will be closing the _____ Center at _____ on _____(date) _____

at ___(time)_____.

Anyone who has special needs and cannot drive themselves should contact the Warming / Cooling Center staff
to assist in making arrangements.

For information, citizens should call: _____. Do not call 9-1-1 except in the need for life
or property threatening emergencies that require Police, Fire, or Medical Services response.

Name: _____ Date: _____ Email: _____

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A.   PURPOSE

The purpose of this Annex to provide guidance to effectively respond to an Active Assailant or Mass Casualty Incident within the Town of Rocky Hill. These events may take place anywhere within the town, to any building or facility, and is not specific to any location. This Annex will be used as a guideline as these types of incidents are fluid and ever changing. This Annex is intended to supplement each responding agency's response plan, not to supersede them.

This guidance is to promote the highest chance of victim and responder safety and survivability through awareness and training. While objectives remain the same, the threat of an active assailant differs from responding to many other emergencies and natural disasters.

Timely intelligence is critical. It allows responding personnel to formulate plans, conduct operations, and respond to the need of the victims.

B.   SITUATION

A. Town of Rocky Hill Public Safety agencies are entrusted with providing a safe and secure environment for its citizens, employees, and visitors.
B. While Active Aggression events may be rare, the random and unpredictable nature of the threat and operating area presents a unique and complex challenge to all personnel involved.
C. These events may take place in any community impacting public safety agencies, regardless of their size or capacity.
D. Law Enforcement is to respond to the threat, engage, and neutralize the offender as soon as possible, with all other actions secondary.
E. Law Enforcement personnel will not stop to assist with injured personnel until the threat is neutralized. Staging areas, Hot/Warm/Cold Zones, and Triage and Treatment areas will be established.

F. Active aggressors may also utilize improvised explosive devices to cause harm to additional victims and act as an impediment to emergency responders. These improvised explosive devices may detonate immediately, detonate on contact, or have delayed detonation fuses.

G. Coordination of all agencies is required during response to these events in order to rapidly affect rescue, save lives, and enable operations with mitigated risk to personnel.

C.   ASSUMPTIONS

A. These types of emergencies occur with little or no warning.

B. An Active Assailant(s) is a person or people actively engaged in killing or attempting to kill people in populated areas. In most cases, firearms are the weapon used, but any weapon can be used to harm individuals. The intent is to harm others with the objective of mass murder.

C. Typically, there is no pattern or system to the selection of victims.

D. Situations are unpredictable and evolve quickly and are dynamic and fluid.

E. Immediate Law Enforcement response is required to stop the aggressive action to mitigate harm to potential victims.

F. No single response fits all active situations.

G. Response to an incident will involve emergency response personnel, facility tenants, including visitors, building security (if applicable), and site security/safety manager.

H. During an active incident, those present rarely have the all the information they need to make a fully informed decision about applying the run, hide, or fight options.

I. Some people may not be able to leave, while others will refuse to leave. Some will find comfort in a group, while others will face challenges alone.

J. Unless otherwise directed by Law Enforcement personnel, the decision to stay or leave will be best determined to the individual.

K. "Walking Wounded" will self-evacuate and will seek care from responding personnel on the periphery of the incident which will create a diversion and delay care to the more significantly wounded.

L. Information being received from citizens may be inaccurate or conflicting.

M. Communications during incident through the Public Safety Communications Center will be extremely difficult as the center will be handing dispatching of additional resources, handling telephone calls pertaining to incident, and will be handling other activity throughout the town.

N. No matter how much information is released to the public there will be an influx of parents and family members that will arrive on scene.

D.   CONCEPT OF OPERATIONS

A. The concept of operations integrates several public safety agencies responding to incident utilizing multiple types of equipment, personnel and operational policies. When local resources are depleted or overwhelmed, there are mutual aid agreements and regional policies that can be activated to supplement the current deployed assets. NIMS and ICS will be the structure used during operations.

B. Expected responding agencies should be working closely with schools, businesses, child care centers, places of worship and individuals to provide planning help to prepare for these types of situations prior to agencies arrival to help mitigate the situation. Building partnerships will aid in rapid response from within the facilities, early notification to public safety partners, and strong inter-facility response plans that do not conflict with public safety training and response.

   i. Evacuation, lockdown, lockout, or hide.

      1. Plans should clearly explain the differences between all and procedures for each type.
      2. Primary and secondary evacuation routes and assembly locations. Ensuring these routes are accessible for persons with disabilities.

   ii. Preparing for and responding to poses unique challenges. Addressing these challenges requires substantial coordination with owners, facility mangers, security personnel, and employees. The facilities can be large or small, temporary/mobile or permanent, residential or nonresidential, academic, public or private, and with operational times significantly different from each other.

C. It is understood as specified in the State of Connecticut State Statutes that when the Rocky Hill Fire Department is called to the scene that they will assume control over the incident. However, for an Active Assailant / Mass Casualty Incident that is criminal in nature, the scene control shall be operated in a Unified Command Structure with the initial lead agency being the Rocky Hill Police Department minimally until the threat is eliminated.

<u>Sec. 7-313e. Authority of fire officer during emergency.</u>

Notwithstanding any provision in the general statutes or a municipal ordinance to the contrary, the fire chief of the municipality, or any member serving in the capacity of fire officer-in-charge, shall, when any fire department or company is responding to or operating at a fire, service call, or other emergency, within such municipality, have the authority to: (a) Control and direct emergency activities at such scene; (b) order any person to leave any building or place in the vicinity of such fire for the purpose of protecting such person from injury; (c) blockade any public highway, street, or private right-of-way temporarily while at such scene; (d) at any time of the day or night, enter any building, including a private dwelling, or upon any premises where a fire is in progress or near the scene of any fire, or where there is reasonable cause to believe a fire is in progress, for the purpose of extinguishing the fire or preventing its spread; (e) inspect for the purposes of preventing fires and preplanning the control of fire all buildings, structures or other places in their fire district, except the interior of private dwellings, where any combustible material, including but not limited to waste paper, rags, shavings, waste, leather, rubber, crates, boxes, barrels or rubbish, that is or may become dangerous as a fire menace to such buildings, structures or other places has been allowed to accumulate or where such chief or his designated representative has reason to believe that such material has accumulated or is liable to be accumulated; (f) order disengagement or discouplement of any convoy, caravan or train of vehicles, craft or railway cars for the purpose of extinguishing a fire or preventing its spread; and (g) take command of any industrial fire brigade or fire chief when such fire company or department has been called to such industry.

D. Anticipated Departments to be involved during active incident and roles fulfilled:
    iii.   PRIMARY
        1. Rocky Hill Police Department
            a. Eliminate Threat
            b. Establish Command Post
            c. Accounting for occupants
            d. Criminal Investigation
            e. Crowd Control
            f. Family Reunification
        2. Rocky Hill Fire Department
            a. Establish Command Post
            b. Fire/HAZMAT mitigation
            c. Scene perimeter(s) establishment
            d. Road blockades / Access point(s) Management
            e. Establishment of Staging, assign Staging Officer
            f. Assist EMS setting up Triage Area(s)
            g. If needed, assist in removal of victims from primary incident location
        3. Rocky Hill Volunteer Ambulance / Commercial Provider(s)
            a. Establish Command Post
            b. Immediate care of casualties
            c. Activate Mass Casualty Plan
            d. Designate and set up Primary Triage Area
            e. Designate and set up Treatment Area
            f. Removal of victims from primary incident location
            g. Transportation of casualties to hospitals

    iv.   SECONDARY
        1. Rocky Hill Highway Department
            a. Road Blockades
            b. Access Point(s) Management
            c. Traffic signage
            d. Traffic management
         2. Rocky Hill Parks Department
            a. Road Blockades
            b. Traffic signage
            c. Facility / Grounds signage
            d. Facility maintenance / equipment acquisition
    v.   TERIARY
        1. Rocky Hill Public Schools (would be secondary if occurrence is at a school)

      a. Activation of School Emergency Plan
      b. Account for all staff, students and visitors
      c. Bus Transportation
      d. Casualty identification
      e. Family Reunification

2. Rocky Hill Human Services
      a. Establishment of Shelter(s)
      b. Establishment of Family Reunification Center
      c. Mental Health support for Responders
      d. Mental Health support for victims
      e. Coordination with Red Cross

3. Rocky Hill Building Department
      a. Facility inspection(s)

4. Central Connecticut Health District
      a. Support of EMS MCI Plan
      b. Support of Human Services with Mental Health
      c. Coordination with Red Cross
      d. Field Hospital(s)
      e. Mortuary Service(s)

E.   RESPONDER COMMUNICATIONS

Communications during a critical incident is crucial to responder safety and victim rescue. Plain language shall be used for all communications between agencies and responders. There shall be designated operational radio channels assigned for various operations components that should be understood and followed resulting in less confusion to all individuals involved.

Despite best efforts, communications can be challenging; do not rely on others to relay critical information, do not make assumptions of who knows what, do not assume others know what you know, do not assume you know everything you need to know.

F.   ACCESS and STAGING

A.   HOT ZONE

The operational geographical area consisting of the immediate incident location with a direct and immediate threat to personal safety or health.

B.   WARM ZONE

The operational geographical area with a potential threat to personal safety or health. This zone is established and secured by Law Enforcement. Assets should ensure that there is secure protection with a possibility of cover and concealment. This area could also be the initial patient contact with EMS and possibly an immediate treatment area where patients are brought from the Hot Zone (See Casualty Collection Point)

C.   COLD ZONE

The operational geographical area surrounding the Warm Zone where responding personnel can operate with no significant danger or threat to personal safety or health. This is achieved by distance, geographical location, or inaccessible area from incident.

Location of support functions. This includes Command Post(s), Staging, Triage and Treatment.

D.   CASUALTY COLLECTION POINT (CCP) / TRIAGE

Location where casualties are brought and receive basic immediate life-saving medical care until they can be properly triaged for treatment and/or transport. This location should be within the Cold Zone.

However the situation may require the CCP to be in the Warm Zone. If that occurs, then Triage should be set up separately within the Cold Zone.

This shall never be located in the Hot Zone.

It is also used for the receipt of incoming medical resources that are activated from Staging or direct response.

E.   STAGING

For all incoming requested resources that are not directed to the incident, they shall be directed to a determined staging location away from the actual incident site. Staging provides a uniform method for all personnel and equipment be assigned in a coordinated manner.

Staging is also the location where out of service assets return from the incident site and prepare to either remobilize or to demobilize.

G.   IMMEDIATE POST OCCURRENCE

Once the threat is eliminated Incident Commanders shall work to secure the area, locate and identify victims and determine how and who will extricate from the site.

Also, in conjunction with facility management and/or human resources of location.

  vi.   Treatment and Transport of casualties.
 vii.   Account for all individuals at one or more at designated assembly locations to determine who, if anyone, is missing or potentially injured.
viii.   Coordination to account for any occupants who were not evacuated.
  ix.   Determine the best methods for notifying families or guardians of individuals affected by the incident, including notification of any casualties.
   x.   Assessing the psychological state of victims and proper referral to Mental Health Professionals.

H.   FAMILY REUNIFICATION

Reunification should be done as soon as possible. Having families or guardians wait for long periods of time adds stress and frustration, and may escalate the emotions of the entire group. This is extremely critical where minors are involved.

When immediate reunification is not possible, providing information that is timely, accurate, and relevant is vital.

Family Reunification will be in accordance to Annex V of the Emergency Operations Plan.

I.   PUBLIC INFORMATION

All disseminated information pertaining to the incident will be coordinated through the Public Information Officer and will be in accordance to Annex C of the Emergency Operation Plan.

J.   SUPPORTING POLICIES

ROCKY HILL POLICE DEPARTMENT ACTIVE SHOOTER GUIDE FOR SCHOOLS. v2017

ROCKY HILL FIRE DEPARTMENT RESPONSE TO HOSTILE/VIOLENT INCIDENTS. v2018

ROCKY HILL VOLUNTEER AMBULANCE ASSOCIATION MASS CASUALTY INCIDENT RESPONSE PLAN. v2016

ROCKY HILL PUBLIC SCHOOLS ALL-HAZARDS SCHOOL SECURITY AND SAFETY PLAN. v2015

CAPITOL REGION CHIEFS OF POLICE ASSOCIATION BLUE PLAN. v2017

ROCKY HILL EMERGENCY OPERATIONS PLAN ANNEX V: FAMILY REUNIFICATION

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I.   INTRODUCTION

Whether an incident is small and localized or large and results in catastrophic damage, the need to determine if loved ones are safe is universal. Incidents in itself and evacuations can separate families and damage to communication infrastructure can obstruct efforts to check on family members. Families and friends struggle to obtain the status of those impacted by the incident and to reunite with each other.

When disasters occur that result in large numbers of casualties, power and phone outages, evacuations, and extreme levels of media exposure, the Town of Rocky Hill will quickly become overwhelmed with requests from worried family, friends, and colleagues to locate individuals within the impacted area.

A comprehensive reunification plan can help mitigate the burden of responding to the high volume of requests to locate individuals. Proactively putting messages about survivor status from the incident will lessen the volume of requests and minimize the anxiety level of those seeking statuses. The success of reunification operations is reliant on:

-   Survivor access to communications, including telephone, cellphones, internet and social media resources.
-   Seamless coordination and the ability to share information between response agencies and the agencies with the responsibilities of the reunification of children, evacuees, displaced adults, missing persons, medical patients, and fatalities.
-   Timely and consistent public messaging to impacted individuals and the public outside of the incident site on the available reunification mechanisms.

This Annex describes the direction and support for disaster reunification services. Reunification is defined by the Town of Rocky Hill as the process of assisting individuals involved in an incident or disaster to re-establish contact with family, friends, or colleagues after a period of separation and providing facilitated assistance to children separated from their parent(s)/Legal Guardian(s).

II.   PURPOSE

The purpose of this Annex is to provide agencies the framework under which cooperation is to establish, operate, and close a Family Reunification Center. This is a facility that is established as a result of a mass casualty incident, in which a significant number of victims and/or family members are needed to be reunited with each other. Services will be coordinated, timely and efficient.

The Center is an organized, calm, professional, and coordinated method of reunification delivered in a safe and secure environment following an incident. The Center is scalable based on the incident.

The core services that will be provided will include reunification and identification, missing person activities, family notification, and family / victim support.

III.   SCOPE

This Annex describes the coordination steps and implementation procedures necessary to meet the reunification requirements within Rocky Hill to respond to the needs of the population affected by the incident.

- Provide accurate and timely information to the family and friends of victims regarding the incident in a private and secure environment.
- Provide death notifications to next of kin for victims that have died when identity is known.
- Provide a safe zone/areas for victims of an incident.
- Protect victims and families from media and curiosity seekers.

IV. SITUATION

This Annex pertains to any incident or accident of significance that causes or potentially causes mass casualties or missing persons and requires reunification support to disaster victims and their families. These events can be by notice or a no-notice event and be the result of a natural, man-made, or technological incident. Any incident may cause disruption to communication systems and cause citizens to disperse; incidents that occur during the work or school day will result in separation of families. Social media applications that survivors utilize to post status updates or obtain family contact information will be a reunification asset if they are accessible.

Initial tracing data will likely be collected in silos by entities such as EMS, Law Enforcement, Board of Education, Human Services, or Public Health Officials. Lack of interoperability among systems used will contribute to the complexity of tasks such as validating, reconciling, cross-referencing, and data sharing. This will affect the type and scope of reunification services required to support operations.

Human Beings rely on social connections with other people to feel safe and secure and they are an important indicator of individual and community resilience. When people are suddenly and unexpectedly separated or unable to contact the people who matter most to them, they lose a sense of safety and predictability and have an increased feelings of fear and dread. This results in the feelings of vulnerability, fear, hopelessness and helplessness.

Not only do people experience extreme stress from being separated from their loved ones, but they also face the stress that comes with surviving a disaster. These stressors can include loss of housing and personal belongings, a pet, the ability to work, and a change in established routines. Any one of these stressors can overwhelm a well-functioning person, but the combination of all of them can be devastating.

Identification of victims and families and providing accurate information is a primary key to success. People have a strong need to receive a continuous flow of information and to understand what has happened to their loved ones.

V.   ASSUMPTIONS

A. If a Family Reunification Center is required, other plans at the local, regional, and state level will also be activated.
B. Based on the incident, family members of victims may go directly to the incident location.
C. The ratio of family members seeking victims and support will be minimally 5 to 1.
D. It is anticipated that if a center is opened, it will remain active minimally 7 days.
E. In larger or catastrophic events, reunification needs may exceed the resources and capability of the Town of Rocky Hill requiring the combination of resources provided by regional, state, federal, NGOs, and/or the private sector.
F. Planning efforts include people with disabilities or functional needs, as well as agencies or organizations that provide services for children, older adults, household pets, and service animals.
G. Schools, childcare providers, and residential facilities have established relationships and share emergency preparedness plans with Rocky Hill Office of Emergency Management in an effort to better coordinate overall efforts in the event of an incident.
H. Individual privacy rights will be respected and information will be safeguarded as required by State and Federal laws.
I. Reunification activities are dependent upon adequate communication and technology infrastructure.
J. Ad hoc reunification systems may be created by private entities and citizens. These systems may not be interoperable and may result in duplicative efforts leading to confusion and frustration.

VI.   CONCEPT OF OPERATIONS

This Family Reunification Plan can be activated in the event of a major disaster or event, either with or without notification. The overall provided information is a guide and as events are fluid and ever changing, there will need to be independent thinking and may be the need for ad hoc decisions to be made to ensure smooth operation of the center.

Once the decision has been made to activate the center the scale of operations will be based on the nature of the incident, number of victims, missing or unaccounted for individuals, displaced citizens, anticipated volume of people seeking assistance, and the resource capacity to staff and operate the center. As response to the incident grows there may be a need to reach out for assistance from regional or state partners, with this decision shall be based additional to previous listed the length of operation and a continued increase of victims. Based on the scale and severity there may be a need for establishment of a Joint Information Center (JIC).

The overall goal is to reunite friends and families with victims and displaced citizens. While the overall task is a difficult process and a lot of informational gathering the simplified process of reuniting people is what should occur on the lowest level possible. Victims are brought to the center or information gathered on transported victims or deceased individuals and the people or information are given to individuals seeking them.

The success of reunification operations is dependent on survivor access to communication systems, seamless coordination and the ability to share information among agencies, and timely and consistent public messaging on available reunification mechanisms.

The Town of Rocky Hill Identifies following agencies that have the co-responsibility in coordinating reunification support: Rocky Hill Police Department and Rocky Hill Human Services.

The Family Reunification Center provides a centralized location where a seamless delivery system built on multi-agency coordination will result in the effective dissemination of information and assistance to all impacted families. The Center will assist family members by providing information on the current situation, victim / family reunification, counseling, collection on missing person data, DNA sample collection, and mental health support.

The Center will coordinate the collection of available data from shelters, hospitals, other medical treatment facilities, and search and rescue operations, to compare with the missing person list in order to reunite families. The Center is not to be considered a shelter, however basic needs must be supplied such as basic consumables and restroom facilities. If anticipated that the town must provide sheltering, the Rocky Hill Emergency Operations Plan Annex D, Sheltering and Mass Care, shall be activated.

Accounting for all missing persons, whether alive, injured, or deceased, will require effective communication and coordination among multiple agencies and organizations, each of which may have responsibility for a different component of reunification. The American Red Cross and other NGOs that traditionally provide family reunification service support will coordinate and work with identified primary agencies who will provide guidance to the Town of Rocky Hill Emergency Operations Plan Annex.

A concerted effort is made to incorporate all agencies providing services in the reunification plan with participation be done in a collaborative manner. Ongoing assessments of incident intensity, reunification considerations, and shortfalls are critical to an effective and efficient response and will determine the methods of reunification services and capabilities needed. At minimum, reunification support analyses should be conducted every operational period.

During a catastrophic event, reunification operations may be consistent with FEMA's Catastrophic Housing Annex concept of operations where most support is provided in the least impacted zones and progress inward toward heavily impacted areas as accessibility allows.

It is important to understand the different methods of reunification service that may be needed during an incident. It is typical that more than one of these types of support will be used.

Reunification Method	Description	Limiting Factors
Access to Reunification Systems	- Providing survivors access to typical communication channels using telecommunications and internet services to connect with email and social media. - Connection to formal reunification systems such as the American Red Cross Safe and Well system.	- Electronic systems may not be available. - Initially, First Responders may be assigned communication priority, which may result in delayed access for victims - Manual registrations may be delayed being entered into databases.
Physical Reunification	Reuniting family members who are separated geographically by: - Identifying missing children and reuniting unaccompanied minors with their parents/guardians. - Assisting affected families who are safe and in communication but need support traveling to same location.	- Locating parent/guardians of minors and ensuring appropriate custody. - Identifying funding and assigning responsibility for transportation resources.
Emergency Welfare Inquiries	- Direct service for situations considered to be critical such as a person with a disability, pre-existing medical condition, or mental health. - Resources may be directed to locate the missing person and assist with either direct contact or relay information. - The American Red Cross provides Emergency Welfare inquiry services during disasters.	- Degree of infrastructure damage. - Sufficient staffing for the number of calls for service. - Managing privacy concerns.
Reunification of the missing, injured, or deceased with families	Support for cross referencing reports of missing, injured, or deceased persons with information reported in reunification systems, evacuation tracking systems, registries, social media, and other informational resources.	Systems storing data and organizations using them may have no mechanism in place to cross reference names of missing, injured, or deceased individuals.

	• Coordination among participating agencies/organizations is key to success of this method and may include development of a single technological solution, such as a common database that can be shared. • Coordination among reunification operations and health/social service systems to encourage patient/clients to register within the systems.	• Privacy concerns regarding victims may limit information sharing. • Developing a comprehensive disaster management system that manages and coordinates all activities related to missing persons reporting and victim identification can be challenging due to privacy and sharing protocols among different agencies.
Reunification or Missing Persons Call Center	• A call center establish in a facility or managed remotely by call takers operating via a well-publicized single phone number. • Information taken regarding missing persons or those looking for loved ones. • Call centers will relieve incoming call to Dispatch Center.	• Multiple organizations setting up call centers. • Providing call center information to the public including families living outside the area. • Ensuring training for staff and volunteers answering phones on procedure and privacy issues. • Lack of a common database/system to collect and compile information including missing person reports, patient locations, and fatalities.

Reunification Planning Considerations

Chart below provides a breakdown of specific populations and related information.

Population	Description	Considerations
Children	• Dependents under the age of 18 • "Displaced Child" is defined in the Stafford Act as "an individual under 21 years of age who is displaced from the habitual residence of that individual as a result of a declared event" • "Missing Children" is defined in the Stafford Act as children whose location is unknown to the primary caregiver. • Unaccompanied minors are children who have been separated from both parents, legal guardians, or other relatives and are not being cared for by an adult who is responsible for their care.	• Unaccompanied minors must be placed with those with legal authority for them until reunited with parent or legal guardian. • Some children may not be able to self-identify due to age, language proficiency, disability, or trauma. • Determination of legal custody may delay reunification of some children with parents or guardians. • Plans should include procedures for children who have been orphaned as a result of incident and for those in foster care. • The capacity of agencies with daily responsibilities for unaccompanied minors and missing children may be stress or overwhelmed by the incident.
Adults	• A non-disaster specific term referring to an individual over the age of 18. • "Displaced Adult" is defined in the Stafford Act as "an individual 21 years of age or older who is displaced from the habitual residence as a result of a declared event"	• Law Enforcement may seek assistance from Mass Care providers to coordinate informational lists. • Missing persons lists may include people whose status is unknown, found, missing, or temporarily out of communication. • Privacy concerns may hinder information sharing. • There are no legal requirements to reunify adults if they do not wish to do so. The request from individuals should be followed.

Foreign Nationals	• Individuals who are not citizens of the United States. They may be permanent residence or visitors. They may also be undocumented.	• Language barriers may exist and resources are to be available to overcome obstacle. • Undocumented individuals may choose to avoid interaction with services.
People with disabilities or functional needs	• Those with access and functional needs may include people with disabilities and older adults, limited language proficiency, or limited access to transportation.	• Individuals with disabilities and others with access and functional needs living independently in a community may be at higher risk of loss of communications with caregivers and family. • Residential facilities should make sure that staff and families are familiar with emergency plans. • Ensure that reunification messaging reaches all individuals with access and functional needs by delivering messages in the appropriate format.
Employers / Employees	• Person or entity that hires an individual to work and individuals who agree to work for an individual or entity	• Employer attempting to check on employees may request reunification assistance to ensure they are safe and accounted for. • Reunification may be a priority for businesses or organizations working to resume operations. • Some businesses / organizations may have resources to launch their own reunification operations. Coordination should occur and would be beneficial. • Businesses with Continuity of Operations Plans may minimize the need for reunification services.

Household pets and service animals	• Household pets and service / assistance animals. • Animals include but not limited to: Cats, dogs, working / service dogs, livestock, wildlife, exotic animals, breeding animals, and rescue organizations.	• Reunification of animals separated from owners should occur as soon as practical to minimize the burden for housing and caring for the animals. • Collaboration between reunification planners, Animal Control, and organizations should occur for seamless operations.
Patients	• A person under the care a hospital, urgent care, nursing facility, assisted living, home healthcare, or other medical facility during or immediately following a disaster.	• Coordination between public health, EMS, and reunification center is necessary to ensure proper services. • Coordination between agency evacuating or moving patients and the reunification center can be accomplished by providing access to databases and/or manifests to specified service providers. • Patients may be transported to facilities without notice to families. • Patient may lack identification or be unable to self-identify if traumatized, unconscious, or are unable to communicate due to disability or other reason. • Adults and children with ongoing home health, mental and behavioral health needs receiving supportive services may need assistance reconnecting with healthcare providers and/or family or guardians. • Medical staff may not support reunification assistance due to privacy restrictions (actual or perceived) • Patients may not wish to be reunited with the people seeking them.

Fatalities	• A person whose death resulted from the incident	• Coordination between fatality management, mass care, and reunification center is necessary to provide people information about family members in a timely manner.
		• Fatality notifications will be made in accordance with Law Enforcement operating procedures.
		• Understanding the resources that are available to support the bereavement, behavioral health, and spiritual needs of disaster survivors in important.
		• Working with families of deceased or missing persons can cause severe emotional stress for staff.

The following listed are necessitated actions and to whom the responsibilities will typically fall to. The time frame listed is estimated and may be shorter or longer depending on the situation and personnel availability.

ACTION	RESPONSIBILITY	TIME FRAME
Take immediate actions to keep victims safe. - Gather victims in safe area and complete head count. - Establish a safety plan for movement of victims.	Incident Commander	Immediate
Authorize and initiate activation of Family Reunification Center.	Incident Commander Director of Emergency Management	1 hour
Notification to community partners in support of Family Reunification Center - Human Services - Police Department - Fire Department - EMS - Public Health - Parks and Recreation - Mental Health providers	Director of Emergency Management Human Services Director Public Safety Communications	1 hour
Contact facility representative and advise of need of use	Director of Emergency Management	1 hour
Review site plans, do initial walk through of facility	Director of Emergency Management Human Services Director	1 to 2 hours
Mobilize Staff - Determine staffing needs based on nature of incident and number of victims.	Human Services Director	1 to 2 hours
Develop Organizational Chart based on the need of staffing	Director of Emergency Management Human Services Director	1 to 2 hours
Implement media notifications - Establish ongoing public messages - Prepare emergency notifications - Press releases	Public Information Officer Public Safety Communications	2 hours

Set up exterior facility for operations with proper signage and access points	Staff	2 to 3 hours
Set up interior facility for operations	Human Services Director Staff	2 to 3 hours
Establish strategy for procurement of needed supplies and equipment	Human Services Director Logistics Finance	2 to 3 hours
Conduct staff check in and registration	Staff	3 to 4 hours

Conduct staff briefing to review:
  - Job Tasks
  - Documentation
  - Organizational Chart
  - Code of Conduct
  - Facility site map
  - Documents and Forms
	Director of Emergency Management Human Services Director	3 to 4 hours

A.   **Management Structure**

The Management Structure of the Reunification Center shall be the following:

1.   Family Reunification Center Administrator

   i. Operations Director
      a.   Friends / Family and Victim Check in Manager
         1.   Greeters
         2.   Registers
         3.   Checkers
         4.   Escorts
         5.   Interpreters
         6.   Auxiliaries
      b.   Child Support Manager
         1.   Child Care Givers

      c.   Medical Support Manager
           1. First Aid / EMS

      d.   Parking and Access Manager
           1. Parking Attendants
           2. Outside Greeters

ii. Logistics Director
      a.   Facilities
      b.   Consumables
      c.   Messaging / Notifications

iii. Planning Director
      a.   Scribes
      b.   Messengers
      c.   Runners

iv. Safety Director

v. Liaison Director

B. **Process**

The process of operation simply should be victims or information is received on one side, friends and family come in from the other and in the middle they meet. There are various locations and processes that need to be set up and established to make this happen in a seamless and seemingly simplistic manner.

On the outside of the facility there should be, ideally, 2 separate parking lots. One lot will be used for incoming friends and family, while the other lot will be used for incoming victims. The parking lot that will receive the victims should be shielded from the public and any incoming friends or family. By doing this will allow the proper procedure for reunification to occur.

The interior of the facility will minimally need 10 rooms or areas for operations.

Friends and Family Check-in / Registration

Victim Check-in / Registration

Friends and Family Waiting Area

Victim Waiting Area

Data Processing / Form Review Area (2)

Notification Rooms (2)

Reunification Rooms (2)
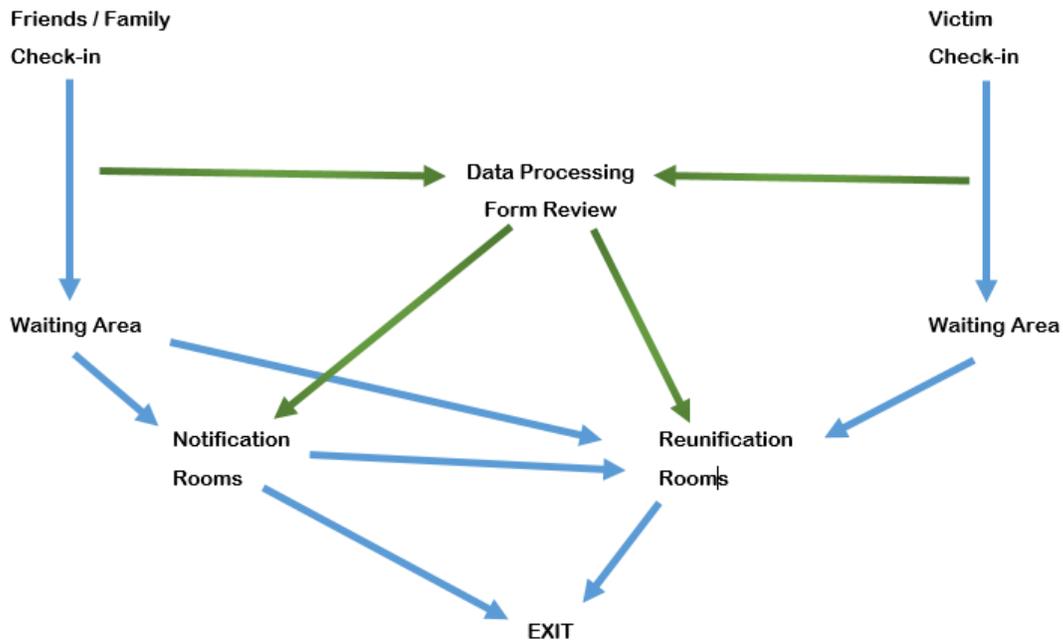
FRIENDS AND FAMILY

CHECK IN / REGISTRATION:

Upon arrival the Friends or Family should be meeting with a registrar, complete required forms, identification verification and if available, turn in picture of person they are looking for.

Once the forms are completed they shall be forwarded to Data Processing / Forms Review section while the Friends or Family will be moved to the waiting area.

WAITING AREA:

This area is for friends and family to congregate and await information pertaining to their loved ones.

NOTIFICATION ROOMS:

This area is reserved for notification to Friends and Family of information pertaining to individuals that are not currently at location. The information provided could be hospital or facility location or death notification. If there is not any additional people that are being attempted to reunite, proper information will be given to follow up and they will exit the Center.

<u>VICTIMS</u>

CHECK IN:

This are is where victims are brought in, meet with a registrar, complete required forms, and properly identify person.

WAITING AREA:

This area is where victims and/or citizens congregate awaiting reunification with Friends and Family. This area may also be used to process person through the system without any reunification with Friends and Family and the person's information will be maintained at the Center.

REUNIFICATION ROOMS:

This area is where Victims will meet with Friends and Family. Information will be given pertaining to incident, follow up information and then will exit the Center.

C. **Responsibilities**

<u>Friends and Family Check in and Registration</u>

- Upon arrival at facility each person will be greeted by the reception staff.
- If the visitors are returning they will be checked in and escorted to the waiting area.
- If the incoming individual is a representative of a response agency or an effected facility representative, they will be advised to enter through the Victim Registration area.
- If the visitors are arriving for the first time, they should be escorted to the Registration area.
- The Registration staff will screen, conduct interviews and assist in form completion. Completed forms shall be forwarded to Data Processing / Forms Review section.
- Once the registration process is completed, they will be escorted to the waiting area.

Victim Check in and Registration

- Upon arrival at facility, each victim will be greeted by the reception staff and escorted to the Registration area.
- The Registration staff will conduct interview and assist in form completion. Completed forms shall be forwarded to Data Processing / Forms Review section. Once the registration process is completed, they will be escorted to the waiting area.
- If the incoming individual is a representative of a response agency or an effected facility representative, they will be forwarded to a staff member assigned to data collection.
- Once the registration process is completed, they will be escorted to the waiting area.

Reunification Rooms

Once it can be determined that the Friends and Family and the victim are at the location, they all can be escorted from the waiting area to the Reunification Rooms, after secondary verification of identification. Within these rooms there shall be information in regards to long term support (Mental Health, Spiritual, and Medical). There may also be information relayed regarding the need to have a follow-up meeting with law enforcement. Once the release forms are completed, victims and friends and family can exit the facility.

Notification Rooms

Any information relayed to Friends and Family regarding the victim, who is currently not on site, shall be conducted within the notification rooms. The information relayed may be of victim location (Medical facility, still on scene, being transported somewhere other than the Reunification Center), or death notification.

Whatever the information relayed, it must be confirmed to be up to date and accurate. There may be a need to have mental health support services within the room to provide support to the friends and family.

If the information being relayed is in regards to a death notification, it should be done by trained staff, Law Enforcement, and a Crisis Counselor. The information must be given discreetly, compassionately, orderly, and organized.

If it is determined that the Friends and Family are also looking for a victim that is currently at the location, they shall be escorted to the Reunification Rooms.

If there is not any other victims that they are looking for, the Friends and Family will be given time to process newly relayed information, and when the staff feels that Friends and Family are able to leave they shall be escorted to the exit, and if needed to their transportation vehicles.

D.   **Information Collection**

Information received for various resources will not always be organized, complete, or understandable. At times the information received may be duplicated from what has already been received. Information should be accepted in any amount and any way possible from any resource.

For victims of a disaster or incident the following information should be attempted to be obtained.

- Name
- Date of Birth
- Address
- Phone number(s)
- Social Security Number
- Driver License or Identification Card
- Personal descriptors (height, weight, eye/hair color, skin tone, ethnicity, scars or tattoos)
- Clothing description
- Photograph
- DNA sample
- Location of victim at time of incident (general and specific)
- Name and contact information of family members

For family members, loved ones, or employers of victims of a disaster or incident the following information should be attempted to be obtained.

- Name
- Date of Birth
- Address
- Phone number(s)
- Social Security Number
- Personal descriptors (height, weight, eye/hair color, skin tone, ethnicity, scars or tattoos)
- Clothing description
- Photograph
- DNA sample

E.   **Communication**

Effective communications, both internal and external, is essential to the success of reunification operations. It involves seamless coordination and information sharing among reunification service providers, survivor access to communications, and timely and consistent public messaging

Internal communication occurs primarily among the whole community providers in order to keep each other informed, coordinate services, avoid duplication of effort, share date, and maximize the opportunity for successful reunifications.

Survivor access to communications is one of the most important pieces of reunification, as utilization of communications should reduce the need for services.

External communication targets the general public in order to create awareness and understanding and to provide specific information about reunification tool and services available to citizens.

F.   **Privacy**

Effective reunification activities require information collection and sharing of personal information about victims among agencies and disaster relief organizations, usually in a short time frame and under stressful conditions. These activities may present privacy concerns or be hindered by privacy laws. Each situation needs to be looked upon individually and based on the situational merits of each case. Any information relayed must be done confidentially and only to those who need to know for job tasks or for families.

G. **Children / Unaccompanied Minors**

While the separation of loved ones is difficult, when children or minors are involved the stress and anxiety level is significantly amplified. Reunifying unaccompanied minors and separated or missing children with their parents or legal guardians in the aftermath of a disaster or event is a priority.

Amid the chaos of a natural, technological, or man-made event, there is an increased possibility for children to become separated from their parents or legal guardians. This separation could occur during an evacuation or sheltering process, or because children who are located in a child care, educational, medical, recreational, or other facility may be unable to reconnect with their parents or legal guardians.

For children, the most important relationships are with their caregivers, whom they rely on to keep them physically safe, meet their basic physical needs, and to create a structure and routine. As a result, separation from their care givers and loved ones can intensely stressful and traumatic for them. The child's age and level of cognitive and emotional development will significantly impact how they will react to being separated from caregivers. The stress reactions are similar to adults, but usually more intense, and may show more physical symptoms of stress.

There may be a time, during no notice or short notice events, that children will have to evacuate either on their own or with a trusted adult (extended family, friends, neighbors, teachers, etc.) which may prolong the reunification efforts and adding challenges relating to custodial release.

H. **Psychological First Aid Tools**

Re-Create sense of safety:

- Provide for basic needs (food, clothing, and medical care).
- Ensure that survivors are safe and protected from reminders of the event.
- Protect from on-lookers and media.
- Help them establish personal space and preserve privacy and modesty.

Encourage social support:

- Help victims connect with family and friends, give priority to children.
- Educate family and friends about survivor's expected normal reactions and how they can help.

Re-establish sense of value:

- Give survivors accurate simple information about plans and events.
- Allow survivors to discuss events and feelings, but do not push.
- Encourage them to re-establish normal routines and roles when possible.
- Help resolve practical problems.
- Discuss self-care and strategies to reduce anxiety and remorse.

Children:

- Ask what makes them feel better.
- Ask them what is on their mind and answer questions honestly.
- Talk to them about the news and any adult conversations they may have heard.
- Make sure they have opportunities to talk to peers.
- Set firm limits on expected behavior, but do not limit self-expression.
- Listen to child's repeated telling of the event.

I. **Reactions to Disasters**

NORMAL REACTIONS TO A DISASTER (adult and child)

EMOTIONAL	Shock, fear, grief, guilt, shame, helplessness, hopelessness, numbness, or emptiness. Decreased ability to feel interest, pleasure, or love.
COGNITIVE	Confusion, disorientation, indecisiveness, worry, shortened attention span, poor concentration, memory difficulties, unwanted memories, self-blame.
PHYSICAL	Tension, fatigue, edginess, insomnia, generalized aches and pains, startling easily, rapid heartbeat, nausea, and decreased appetite.
INTERPERSONAL	Difficulties being intimate, being over-controlling, feelings of being rejected or abandoned.

Children age specific response

PRE-SCHOOL	Separation fears, regression, fussiness, and temper tantrums. Sleep disturbances including nightmares and night terrors.
SCHOOL AGE	May have some or all as Pre-School, as well as excessive guilt and worries about others safety, poor concentration, lower school performance, repetitious retelling of incident or acting out incident.
ADOLESCENT	Depression, acting out (sometimes revenge), sleeping and eating disturbances, and altered view of future.

VII. Site Selection

Coordination between the Office of Emergency Management and Human Services Department is essential to identify locations in town that could serve as a center in an event of an incident. The Center should be established in a modern facility that will accommodate break out rooms, telephone services, internet, food service / accessibility, ADA compliant, parking, and can be secluded from the media. Sites shall not be a school or government building and with the ability to limit and control access.

The site(s) must be accessible for everyone to move safely and quickly to and from. The communications abilities of each site must be assessed when making decisions. Visual barriers of some capacity must be used to obstruct the line of site from parent / family check in area to the student / victim holding areas.

Site selection lists should not be made publically available. The site should only be made public when it is required. By doing this will allow staff to set up prior to activation, and will reduce the number of people arriving prior to set up and not to interfere with the set up and delays of the center. The Site selection forms shall be completed and copies maintained with Human Services Department and Office of Emergency Management. Once the site is selected and a Site Survey is completed, there shall be a Reunification Site layout developed and added to the site survey documentation.

If buses are going to be utilized to transport victims, the communication systems must be ensured to be operational.

Direction from staff at location site. Signs. Personnel- vests, name tags, other identifiers.

VIII. ACTIVATION

The Family Reunification Center may be activated as part of disaster response operations. The decision to activate will be made at the request of the Incident Commander, Public Safety Director, Director of Emergency Management, or the Emergency Operations Center Director.

IX.   DEMOBILIZATION

The Family Reunification Center Administrator will present a recommendation and in consultation of the Emergency Operations Center, Director of Emergency Management, and Public Safety Director, will determine when the Family Reunification Center will terminate operations and be closed. While there may be many different circumstances that have occurred to initially activate the center, the decision to close and demobilize is subjective and will depend particular circumstances of a given crisis situation.

The following criteria will be considered when making the determination to terminate operations:

- The needs of the majority Friends / Family and Victims have been met.
- The consensus that remaining needs can be met for efficiently through normal service delivery channels and that the usefulness of a physical Family Reunification Center has been exhausted.
- Sufficient victim identification information has been collected.
- All or the majority of the victims' remains and/or personal effect have been recovered and/or identified.

After the decision has been made to close the Family Reunification Center, information shall be made to the remaining clients utilizing the center with a considerable lead time, minimum of 24 hours. Information on the timing of the closure as well as how services will continue to be provided must be clearly communicated to the public and stakeholders. The information will be released via the Public Information Officer in accordance to Annex C of the Emergency Operations Plan.

Demobilization Tasks

- Create a detailed demobilization plan.
- Set a date and time for closure and communicate to the public and stakeholders.
- Make date and time of closure a hard line and do not extend past or close early.
- Address outstanding case management needs and long term follow up with families.
- Coordinate final meeting with partners and stakeholders.
- Coordinate messaging through Public Information Officer.
- Designate a phone number / call center for follow up inquiries.
- Breakdown facility operations and equipment.
- Complete post use facility inspection.
- Debriefing with staff.
- Complete After Action Report and forward to Director of Emergency Management.

X.   PUBLIC INFORMATION

All disseminated information pertaining to the incident will be coordinated through the Public Information Officer and will be in accordance to Annex C of the Emergency Operation Plan.

Messages should include:

- Information about available reunification registries that can be used by survivors and those looking for information about families, friends and colleagues.
- Reminders to the survivors to contact family and friends via telephone, text, email and/or social media sites with status information.
- Locations such as Reunification Centers, Shelters, Points of Distribution, and/or service delivery sites.
- Information for institutions and service providers about utilizing common forms of communication to let family members know the status and location of clients or students after an incident and in cases of evacuation.

XI. SUPPORTING PROGRAMS AND WEBSITES

The Red Cross Safe and Well Linking Program

The American Red Cross Safe and Well website is a free communication tool where survivors can register and post messages to indicate that they are safe, and where their family, friends, and colleagues can conduct a search to view those posted messages. During large-scale disasters, the site is heavily promoted in the media and at local call centers. Safe and Well will also be set as the home page on computers at Red Cross congregate centers and shelters in host and evacuation areas. The website is available in English and Spanish and has also been configured for smart phones, including Blackberry, Apple, and Android devices. Safe and Well users can update statuses on Facebook and via Twitter. The site is always available and can be used by the public. Safe and Well can be accessed at http://www.redcross.org/safeandwell

Lost Person Finder (LPF)

The LPF Project focuses on tools and technologies to enable family, friends, and neighbors to locate missing people during a disaster event. The National Library of Medicine (NLM) initially created this web-based people finder software for finding people who were in hospitals after a disaster. After the Haiti earthquake, it was modified to allow public access for community-wide disasters.

PEOPLE LOCATOR® and ReUnite®—ReUnite is a free iOS/Android app that assists users reunifying families after disasters and can be used by the public to search and report missing or found persons including a field for their health status. Information gathered through this app is uploaded to the PEOPLE LOCATOR website https://pl.nlm.nih.gov, which features search and report as well including an option for interactive notification information scrolling. ReUnite can be downloaded at https://lpf.nlm.nih.gov/

TriageTrak and TriagePic®—Healthcare services providers can use this website (TriageTrak) running on their own infrastructure and free reporting tool (TriagePic) to better respond to inquiries for missing persons after large scale casualty events. Report and search is flexible via Android and iOS apps and, in the enterprise, via a Windows 7 application. Service providers and their partners can help provide faster and more accurate reassurance, and thus facilitate family reunification and enhance coordination with other disaster-responding non-governmental organizations and alleviate some of the workload on public health personnel and other responders who interact with the public. See links at https://lpf.nlm.nih.gov/

Google Crisis Response

Person Finder and Crisis Map are Google's primary tools that support reunification. Google Person Finder allows individuals to post and search for the status of relatives or friends affected by a disaster. The program also lets press agencies, NGOs, and others contribute to the Post-Disaster Missing Persons Process database and receive updates by using the Person Finder application programming interface (API) based on the Person Finder Interchange Format (PFIF) open standard. Google Crisis Map provides a map for a specific incident that can show the location of and capacity at shelters open for a disaster. Both products can be embedded in websites, and information can be downloaded and shared. For more information, visit https://www.google.org/crisisresponse/resources.html

Facebook Safety Check
Facebook launched its Safety Check feature in 2014 that helps the user alert friends and family that they are safe during major disasters. Facebook will send notifications to users in an affected area that asks if they are safe. Users can click the "I'm Safe" button to notify family and friends of their status. The tool does not interface with anyone other than users' own networks of family and friends.
https://www.facebook.com/about/safetycheck/

National Center for Missing and Exploited Children (NCMEC) and National Emergency Child Locator Center (NECLC)

When a child goes missing the National Center for Missing & Exploited Children is ready to assist families and law enforcement agencies 24 hours a day. Each case brings its own set of unique challenges, and NCMEC is prepared to help meet those challenges. NCMEC's case management teams work each case on an individual basis by providing coordinated support and access to analytical and technological resources. NCMEC is prepared to assist in all missing child cases.

http://www.missingkids.com/home

The National Emergency Child Locator Center (NECLC) is operated by the National Center for Missing & Exploited Children and may be activated through a request to FEMA from a State, Tribe, or Territory during Presidentially-declared disasters. Its primary mission is to assist with the reunification of children who have become separated from their parents or legal guardians during a disaster. The NECLC was established in conjunction with FEMA's National Emergency Family Registry and Locator System (NEFRLS), which facilitates the voluntary reunification of adults who are separated due to a major disaster or emergency.

https://www.missingkids.org/disasterresponse

Unaccompanied Minors Registry (UMR)

The Unaccompanied Minors Registry supports the National Center for Missing & Exploited Children (NCMEC) by allowing the public to report information related to children who have been separated from their parents or legal guardians as a result of a disaster. This tool will enable NCMEC to provide assistance to local law enforcement and assist in the reunification of displaced children with their parents or legal guardians.

https://umr.missingkids.org/umr/reportUMR?execution=e1s1

National Emergency Family Registry and Locator System (NEFRLS)

The National Emergency Family Registry and Locator System (NEFRLS) helps reunite families separated by a disaster. The system is only activated to support presidentially declared disasters with mass evacuation.

If residents had to leave their home, they can register and leave details about current location, as well as list any family members traveling with them. They can also list up to seven people (guardians, friends, or family) who are allowed to get their information.

Anyone affected, or anyone who wants to get the status of friends or family, can register and visit the NEFRLS website.

https://egateway.fema.gov/inter/nefrls/home.htm

Reunite

Reunite is an application for the iPhone and iPod Touch that assists aid workers and relief workers working in family reunification after disasters. It can also be used by the general public to report a missing or found person. This application can be downloaded from the Web site http://www.nlm.nih.gov/mobile/index.html

Reunite was developed by the U.S. National Library of Medicine (NLM) at the National Institutes of Health. Information gathered through this app is downloaded onto the People Locator interactive notification wall provided by the NLM at http://pl.nlm.nih.gov

Reconnect Families Database

The National Resource Center's Reconnect Families Database is a Web-based system designed to assist local jurisdictions with the reunification of foster children who have been displaced and/or separated from their families in the wake of hurricanes or other disasters. Reconnect Families allows child welfare agencies to track the whereabouts and well-being of foster children and identify those who have not yet been reunited. The system tracks children, adult family members, placement providers, and agency workers.

Agencies can also use the application in preparation for a disaster by preloading extra contact information on individuals to be used in contacting them if they are dispersed.

http://www.nrccwdt.org/2011/10/reconnect-families-database

Town of Rocky Hill Family Reunification Site Survey

Site Name:	
Street Address:	
Phone Number:	
Fax Number:	
Point of Contact Name:	
Email Address:	
Longitude:	**Latitude:**

EMERGENCY CONTACT INFORMATION

The following are listed in order to authorize opening facility for use 24/7

	NAME	Home Phone #	Cellular Phone #	Email
1				
2				
3				
4				
5				

Directions to the facility from the nearest highway access point:

CAPACITY

Capacity for all center should be calculated using 30 to 50 square feet per person.

Capacity: _____

Pet Friendly? YES   NO   Capacity: _____

LIMITATIONS ON FACILITY USE

It is understood that some facilities would only be available during certain times due to other activities. Please indicate days and times that the facility would be available.

Will the facility be available at any time of the year?   YES   NO

This facility is **ONLY AVAILABLE** for use during the following periods:

FROM	TO

This facility is **NOT AVAILABLE** for use during the following periods:

FROM	TO

Some facilities have only specific areas that they will allow as a Family Reunification Center. Please indicate restrictions on use of certain areas of the building for use

GENERAL FACILITY INFORMATION

FIRE SAFETY

Some facilities appear to be suitable for sheltering might not meet fire codes based on building capacity. It is recommended that local codes be examined to determine if the facility meets them. In addition, contact shall be made with the Fire Marshall's Officer to ensure compliance.

Does the facility have inspected fire extinguishers? Yes or No	
Does the facility have functional fire sprinklers? Yes or No	
Does the facility have fire alarms? Yes or No	
If yes, what type? Manual (pull stations), Automatic, or Both	
Doe the fire alarm directly alert the Rocky Hill Public Safety Communications Center?	
Automatic emergency lighting?	

General comments from Fire Department:

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UTILITIES

A major concern in running a center is whether or not utilities can continue to run after a storm. This section is designed to evaluate the capabilities of the facility and to list the appropriate contacts in case utilities fail

TYPE	PROVIDER	ACCOUNT NUMBER	CONTACT NUMBER(S) (24 hrs.)
Electricity			
Fuel (Oil/Gas)			
Telephone			
Water			
Cable			

Emergency Generator

On site? Yes or No _____

YES:

Capacity in kilowatts power for the entire center? Yes or No _____

                                    If No, what will it operate? _____

Operating time, in hours, without refueling, at rated capacity: _____

Start type: Auto Start   Manual Start

Fuel Type: _____

NO:

Emergency generators do not have to be present in order to utilize the facility as a center. However, care must be taken to evaluate the appropriateness of the facility in emergency situations. It may be that most pre-identified emergency centers do not have generators, but it should be that vendors be identified so that a generator could be brought in if necessary.

Heating

Type: Electric   Natural Gas   Propane   Oil

Cooling

Type: Electric   Natural Gas   Propane   Oil

Cooking

Type: Electric   Natural Gas   Propane   No cooking facility on site

Telephones

Number of phones available for use: _____

Number of phone lines available for use: _____

Locations of telephones:

Water

Potable (drinkable) storage capacity in gallons: _____

Non-potable (undrinkable) storage capacity in gallons: _____

The recommended amount of potable water to have on hand per attendee is one (1) gallon per day.
Presuming that existing water supplies remain available, and that the goal for resources on hand is for two (2)
days after the center opens, there should be two (2) gallons available for each projected center visitor.

Projected Population X 2	
- Gallons available	
= Gallons of water needed	

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Many people with disabilities can be accommodated in shelters. It is important to evaluate a building to determine if it is accessible to people with disabilities. No single deficiency in the following list makes a facility out of compliance or unfit for consideration. There are many acceptable temporary mechanisms that can make the facility accessible. For guidance in this area, the building department shall be contacted.

Access to building

__ Curb cuts, minimum 35 inches wide   __ Accessible doorways, minimum 35 inches wide

__ Automatic doors or appropriate door handles   __ Level landings

__ Ramps, minimum 35 inches wide   are ramps fixed or portable? _____

Accessible and accommodating restrooms

__ Grab bars, 33 – 36 inches wide   __ Sinks at 34 inches in height

__ Stalls, 38 inches wide   __ Towel dispenser at 39 inches in height

Accessible and accommodating cafeterias (if supported)

__ Tables, 28 – 34 inches high   __ Serving line with counter, 28 – 34 inches high

__ Aisles, minimum 38 inches wide

Accessible telephones

__ Maximum height of 48 inches   ___ TDD available

SANITATION

Toilets

The recommended ratio for toilet facilities is a minimum of one (1) restroom for forty (40) people. The facilities that are counted are ones that will be accessible to occupants, including staff.

Total available: _____   Men: ____   Women: ____ Unisex: ____   People with disabilities: ____

Projected population ____ divided by 40 = projected needed number of toilet facilities: _____

	Men	Women	Unisex	Persons w/ Disabilities
Projected need:				
- Total available				
= Portable toilets needed				

Sinks

The recommended ratio of sinks is one (1) for every two (2) toilets

Total available: _____   Men: ____   Women: ____ Unisex: ____   People with disabilities: ____

	Men	Women	Unisex	Persons w/ Disabilities
Projected need:				
- Total available				
= Portable sinks needed				

FOOD PREPERATION

Kitchen facility

__ None on site   __ Warming oven   __ Delivery   __ Use central kitchen

__ Full service

Equipment

Indicate quantity and size as appropriate

Refrigerators		Walk-in Refrigerators		Ice Machines	
Freezers		Walk-in Freezers		Coffee Pots	
Carafes Hot & Cold		Microwave Ovens		Steam Kettles	
Ovens		Sinks		Dishwashers	

Feeding areas

__ None on site

__ Snack bar (Seating capacity: _____)

__ Cafeteria (Seating Capacity: _____)

__ Other indoor seating (Seating Capacity: _____) (Size and description: _____)

Additional Comments

BABY AND INFANT SUPPORT

Diaper changing tables are extremely important due to health safety considerations. While there are not a recommended number of tables by population, there should be changing tables available.

RECOMMENDATIONS AND/OR OTHER INFORMATION

Area structure:

Control access points with easily secured perimeter

5 interior zones. Areas for victims, Reception / Family Intake, Family Briefing, Interview / quiet rooms, Release point.

FACILITY PLAN

Sketch below or attach a copy of the facility floor plan and exterior site map with traffic flow.

Please attach the written agreement for facility use to this facility survey

Survey completed or updated by:

Printed Name:	Signature:	Date:

Survey reviewed by:

Printed Name:	Signature:	Date:

Town of Rocky Hill Family Reunification Center

Equipment and Supplies

While the amount of needed equipment and supplies needed will be dependent on what is provided at the facility and based on the severity of the incident, the following equipment quantity is suggested, and all administrative supplies (pens, pencils, paper, etc.) would be "as needed".

EXTERIOR

RESOURCE	QUANTITY	AVAILABLE / NEEDED	COMMENT
Directional Signs	Pre-Determined specified in site plan		
ANSI Reflective Vests	1 per person		
ANSI reflective handheld wands	1 per person		
Flashlight	1 per person		
Portable radios	1 per person		On Site Communications

INTERIOR

RESOURCE	QUANTITY	AVAILABLE / NEEDED	COMMENT
RECEPTION / REGISTRATION			
Badging Equipment	1 machine for staff 1 bracelet per client / visitor		Staff- Printed ID Badges Client / Visitor- Temp bracelets
Tables	2		
Chairs	4 (2 per table)		
Computer	1 per table		
Printer	1		
Clipboard	20		
Extension cord	1 per computer		
Surge protector	1 per computer		
Misc. Forms	Registration / Informational		
Easel	With paper for notices		
Signage	As needed		

FAMILY BRIEFING AREA			
Chairs	As needed for per visitor		Unknown amount determined
Tables	As needed		Information, refreshments
Communications Boards	2		Paper or electronic, duplicated for ease of sight
Audio / Visual	Projector, Screen, Microphone, Speaker		Based on room size and amount of visitors
FAMILY INTERVIEW / NOTIFICATION ROOMS			
Chairs	8 (6-Family / 2-Staff)		
Table	1		
Computer	1		
FAMILY WAITING AREA			
Chairs	As needed, Minimum 20		
Tables	4		
VICTIM RECEPTION / WAITING AREA			
Chairs	As needed, Minimum 20		
Tables	4		
Computers	2		
Extension Cord	1 per computer		
Surge Protector	1 per computer		
Easel	With paper for messages		
Water	16 oz. bottles	2 per victim	
Food snacks	Non specified		As needed and available
Blankets	1 per victim		
Disposable Clothing	1 set per victim		Based on incident and decontamination
Stuffed animals / Toys			For child victims
Audio Visual	Television / DVD player		Family, non-specific programming
Portable HVAC	Air Conditioning or Heating		Based on facility and weather

ADMINISTRATIVE AREAS			
Telephones			
Clipboards			
Computers			
Forms			
Tables			
Chairs			
Fax Machine			
Copy Machine			
Paper Shredder			
Extension cords			
Surge protectors			
Portable Radios			
Easel	With paper		Full size or tabletop
Trash Cans			
Fire Extinguisher(s)			Based on size of facility
First Aid Kit(s)			
AED			
Batteries			AAA, AA, C, and D
Flashlights			
File Folders			
Storage containers			
Cell phone Chargers			

Town of Rocky Hill Family Reunification Center

Inventory Checklist

This checklist is to provide a guide of responsibilities to the person assigned to Logistics. Logistics in a center coordinate in getting the needed supplies and equipment to the center, making sure the facility and equipment remain in good condition, and returning all borrowed items when the center closes. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Initial Actions:

	Inventory all supplies belonging to the facility that may be used in operations
	Coordinate with Center Manager for purchasing procedures
	Order initial need of supplies

During operations, the following should be ongoing actions:

	Conduct daily rounds to obtain the need for supplies from each operations section
	Take steps to resolve any facility or supply problem identified.
	Ensure that receipts and/or invoices are forwarded to Human Services Director
	Order necessary supplies and equipment to ensure proper sanitation and personal hygiene.

Closing actions:

	Return all rented or borrowed equipment to owners. Give signed receipts to Human Services Director
	Re-inventory supplies originally at facility to establish usage, for reimbursement to facility owner

Town of Rocky Hill Family Reunification Center Administrator's Kit

FORMS	
QTY	
2	**Family Reunification Center Pre and Post Inspection Form**
2	**Family Reunification Center Administrator Checklist**
10	**Family Reunification Center Staff Assignments and Contact**
10	**Family Reunification Center Staff Sign In / Out Form**
10	**Family Reunification Center Inventory Checklist**
25	**Family Reunification Center Daily Log**
100	**Family Reunification Center Welcome and Registration Form**
50	**Family Reunification Center Victim Intake Registration**
50	**Family Reunification Center Incident Occurrence Report**
50	**Family Reunification Center Incident / Injury Report**
50	**Family Reunification Center Medical Incident Form**
50	**Family Reunification Center Staff Conduct Form**
50	**Family Reunification Center Visitor Sign in / Sign out Form**

OFFICE SUPPLIES	
QTY	
24	**Pencils**
60	**Pens**
5	**Packages of 3" X 5" cards**
20	**Clipboards**
10	**Paper Tablets**
2	**Pencil Sharpener**
4	**Staplers**
2	**Boxes of Staples**
2	**Boxes of Paperclips**
1	**Manual Hole Punch**
5	**Large Black Markers**
1	**Box of Tacks**
5	**Rolls of Masking Tape**
2	**Roll of Scotch Tape**
2	**Packages of rubber bands**
2	**Scissors**
200	**File Folders**
4	**Pads of Easel Paper**
2	**3 Ring Binders w/ Tab Dividers**
4	**Rolls of Colored tape for area marking**
10	**Bankers Boxes**

MATERIALS

QTY	
10	Exterior Signs with Directional Arrows
10	ANSI Reflective Vests
2	Registration signs
25	Blank Signs to mark rooms / areas
100	Temporary name badges / name stickers
20	Identification Center Staff vests
4	Easels
10	Rolls of Caution Tape
25	Traffic Cones

MISCELLANEOUS ITEMS

QTY	
4	Flashlights
2	Electric Lanterns
2	Portable AM/FM radio
2	Box of Garbage Bags
5	Rolls of Paper Towels
10	Boxes of Facial Tissue
2	Package of antiseptic pre-moistened towelettes
5	Bottles of All Purpose Cleaners
10	Bottles of Hand Sanitizer
2	Whistles

TOWN OF ROCKY HILL FAMILY REUNIFICATION CENTER PRE-OCCUPANY INSPECTION / WALK THROUGH

NAME OF FACILITY: _____

ADDRESS: _____

FACILITY REPRESENTATIVE: _____

CONTACT PHONE NUMBER(S): _____

The Family Reunification Center Administrator and the individual representing the facility are to walk through all areas of the facility which are designated for use by The Town of Rocky Hill as a Family Reunification Center and note the condition of those areas, indicating any pre-existing damage or problems, i.e. scuffed, scratched or stained floors or walls, scratched or damaged doors, damaged or non-functioning water fountains, broken windows, damaged or non-functioning lights, and general condition of any furniture.

Briefly list any such pre-existing conditions below:

_____

_____

_____

SIGNATURES:

Facility Representative: _____

Date: _____

Family Reunification Center Administrator: _____

Date: _____

TOWN OF ROCKY HILL FAMILY REUNIFICATION CENTER POST-OCCUPANY INSPECTION / WALK THROUGH

This is to certify that the premises at _____ in _____, controlled, owned, and/or operated by _____ was used by the Town of Rocky Hill as a Family Reunification Center from the date of _____ to the date of _____ is hereby returned by the Family Reunification Center Administrator to _____ in a satisfactory condition, less the following deficiencies:

Pre-existing conditions noted on Pre-Occupancy Inspection / Walk Through signed form:

_____

_____

_____

_____

Additional damage or problems that have occurred during use of the facility:

_____

_____

_____

_____

SIGNATURES:

Facility Representative: _____

Date: _____

Family Reunification Center Administrator: _____

Date: _____

Town of Rocky Hill Family Reunification Center
Opening Survey

Facility Name:					Facility Location:
Facility Representative:					Contact phone number:
Date:					Pre-inspection walk through form completed: Date: Time:

Areas to Review	Yes	No	N/A	U	Comments
Indoor and outdoor walking surfaces free of tripping or falling hazards. (Ex: uneven sidewalks, loose/missing tiles, telephone/power cords, unprotected/unmarked raised walkways)					
Door accesses are unlocked and free of obstruction					
Paths to exits are clear of obstructions					
Emergency exits properly identified and secured					
At least 2 exits from each floor					
Illuminated exit and exit directional signs visible from all aisles or hallways					
Emergency evacuation plan and identified meeting place					
Signs for directing occupants to identified assembly areas					
Site specific hazards (hazardous chemicals, machinery, etc.) If so, describe them					
Facility neat, clean and orderly					
Fire extinguishers and smoke detectors present					
Bathroom facilities in working order					
Kitchen facilities in working order					
N/A = Not applicable to this facility U= unknown but to followed up upon					

Center Staff name: _____

Signature: _____

Reviewed by: _____

Signature: _____

Town of Rocky Hill Family Reunification Center

Staff Assignments

Name and location of Center: _____

DATE: _____   **SHIFT:** _____

ASSIGNMENT	NAME	LOCATION	CONTACT #s
Administrator			
Public Information Director			
Safety Director			
Liaison Director			
Operations Director			
Planning Director			
Logistic Director			
Check-in Manager			
Child Support Manager			
Medical Support Manager			
Parking/Access Manager			
Registrar			
Registrar			
Greeter			
Greeter			
Checker			
Checker			
Escort			
Escort			
Liaison			
Child Care Giver			
Child Care Giver			
EMS			
Parking Attendant			
Parking Attendant			

ASSIGNMENT	NAME	LOCATION	CONTACT #s
Outside Greeter			
Facilities			
Facilities			
Facilities			
Scribe			
Messenger			
Messenger			
Runner			
Runner			

TOWN OF ROCKY HILL FAMILY REUNIFICATION CENTER
STAFF CODE OF CONDUCT

Staff at the Rocky Hill Family Reunification Center should make every effort to conduct themselves in a discrete and helpful manner, with the traumatic nature of the event and the family's high level of emotional stress in mind. All staff members, including those from the public and private sector, paid employees, volunteer staff, contractors, and others who may be assigned to perform work or services relating to family reunification, shall adhere to the following Code of Conduct.

Follow the Chain of Command and Accountability.

Know your supervisor and whom you supervise. Take responsibility for your job requirements as outlined in Job Tasklists. All staff must be wearing appropriate clothing, signed in, wearing identification at all times on the site of the Family Reunification Center.

Protect life before property

The safety of citizens, victims, family, friends, and staff of the Reunification Center is the primary concern at all times. Once personal safety is secured, protect the property and other assets entrusted to you against loss, theft, or abuse. Notify your supervisor of any concerns or potentially unsafe conditions.

Take responsibility

Be accountable for your job requirements as outlined in the position task lists and within the Family Reunification Center plan. Assist others in providing care and services appropriately and promptly.

Protect privacy

Do not share any information (including photos of individuals) or provide access to the media without specific permission for the designated supervisor or designated Public Information Officer (PIO) and without consent from the citizens themselves. Do not post any information on social media. The staff shall follow the principles outlined in the Health Insurance Portability and Accountability Act (HIPPA).

Treat all with respect

Maintain positive communication, both inside and outside the Reunification Center. Do not criticize decisions in the presence of visitors. Handle conflict promptly and appropriately by asking for help and offering positive solutions to problems that are identified. Refrain from engaging in loud conversations, loud laughter, foul language, and social conversations while in the Reunification Center.

Communicate clearly

Communicate openly, respectfully, and directly with visitors and staff. Clearly identify yourself and your position and make sure to wear your nametag where it is clearly visible.

TOWN OF ROCKY HILL FAMILY REUNIFICATION CENTER

Position Task Lists

INTRODUCTION

This section has tasklists for positions within the Town of Rocky Hill's Family Reunification Center. The tasklists outline the actions that should be taken during operations. Decisions that are made by individuals that are significantly different to guidelines or these checklists should have actions approved by the Family Reunification Center Administrator or appropriated Section Director, prior to any action taken. The change shall be documented for inclusion into the After Action Review document. Read your specific position tasklist in its entirety before implementing any tasklist item.

Generic for all Positions:

ACTIVATION PHASE

- Check in and complete the sign in and out sheet upon your arrival at the Center.
- Report to your assigned supervisor: Administrator, Director, or Manager.
- Set up your work area and review your responsibilities.
- Establish and maintain a position log (ICS Form 214) and chronologically describe your actions taken.
- Determine your resource needs (i.e.: computer, phone, reference documents, and office supplies).

DEMOBILIZATION PHASE

- If another person is relieving you, ensure there is a complete and thorough briefing prior to leaving.
- Deactivate your position and close out logs when authorized by your designated supervisor.
- Complete all required forms, reports, and other documentation. All forms should be submitted to your supervisor prior to departure.
- Clean up work area.
- Leave forwarding contact information where you can be reached.
- Be prepared to provide input on experience for the After Action Report.

FAMILY REUNIFICATION CENTER ADMINISTRATOR

The Administrator is responsible for oversight and management of all aspects of the Family Reunification Center operations. The Administrator will ensure that the mission of the Center is met and that clients receive assistance in a safe and private environment. The Administrator is responsible for guiding operation policies, maintaining situational awareness, reviewing operational activities, identifying and seals gaps in services or resources, and requesting additional resources as needed. In conjunction with other agency representatives, the Administrator will provide regular information briefings to friends and families, Director of Emergency Management, Public Safety Director and the Emergency Operations Center. Assistance for these briefings shall be coordinated through the Public Information Officer.

Upon notification for the need of a Family Reunification Center the Administrator shall:

- Obtain the nature of the disaster or incident.
- Determine the location for the needed center.
- Contact Facility and advise of need of use.
- Pickup Family Reunification Center Administrator's Kit.
- Review site plans, do initial walk through of facility and make note of any damages.
- Complete the Pre-Occupancy Inspection / Walk Through form.
- Mobilize Staff. Determine staffing needs based on nature of incident and number of victims.
- Review Family Reunification Plan policies and procedures.
- Review all available information from on scene and available sources to establish situational awareness.
- Assume command of Family Reunification Center and establish communications with Command Staff and Emergency Operations Center.
- Coordinate with the Emergency Operations Center for staffing of Police Department and EMS.
- Oversee set up of equipment within facility to operate center.
- Activate staff positions and designate personnel to positions.
    - o Initial assignments:
        - ▪ Registrars
        - ▪ Greeters
        - ▪ Checkers
        - ▪ Escorts
        - ▪ Parking Attendants
        - ▪ Outside Greeters
        - ▪ Liaisons.
- Develop organizational chart based on staffing levels and needs.
- Hold initial staff briefing.
- Establish daily log.
- Inventory supplies and equipment. Order any supplies needed to begin operations.
- Confirm completed setup of Family Reunification Center, approve opening, and make notifications that center is open and operational.

Ongoing actions:

- Provide overall leadership for the incident response.
- Maintain organized and confidential records in a secure location.
- Ensure proper information on status boards.
- Project staffing needs for 48 hours in advance.
- Establish strategies for procurement of additional supplies and equipment.
- Approve all procurement and expenditures.
- Coordinate with all involved agencies.
- Ensure that the center operates safely and efficiently.
- Hold shift change briefings with staff and collect all completed logs and forms.
    o Situational updates
    o Discuss needs or concern for the next operational period
    o Ensure the physical and mental needs of visitors are met.
- Maintain up to date information to the public through the Public Information Officer.
- Routinely inspect the safety and sanitation of the facility.
- Arrange for daily janitorial services.
- Meet with facility representatives to share ideas or concerns and resolve any problems.
- Maintain regular communication with the Emergency Operations Center.

Family Reunification Center Demobilization:

- Coordinate with the Incident Commander, Director of Emergency Management, Public Safety Director and the Emergency Operations Center for appropriate demobilization timeframe.
- Ensure that all friends and family have appropriate information or have been reunited with loved ones.
- Ensure that all victim's information has been obtained and location have been detailed.
- Hold final staff debriefing and collect all logs and forms, and ensure completeness.
- Work with finance to ensure needed invoices and reimbursement forms are completed and forward all pending financial commitments.
- Coordinate closing announcement with Public Information Officer for public release.
- Participate in After Action Review process, relay strengths and weaknesses from operations to the Director of Emergency Management.
- Conduct facility closing walk through with Directors and facility representative.
- Complete inventory of all supplies owned by facility that were used.
- Develop schedule for transfer or release of staff.
- Return all borrowed or rented equipment to owners.
- If needed, arrange for cleaning of the facility.
- Forward all Family Reunification Center files to the Director of Emergency Management.
- Forward a list of voluntary organizations, volunteer individuals, vendors and staff to be thanked or recognized to the Director of Emergency Management

OPERATIONS DIRECTOR

The Operations Director is responsible for the overall activities that involve the provision of services to the center's clients. Oversees the overall operations of Friends, Family, and Victim registration, Parking and Access, Child Support, and Medical Support. Properly assigns to personnel to working positions that fit into the need of the center and the experience of the individual.

Initial Actions:

- Review job tasklists.
- Review interior and exterior site plans and ensure areas are set up appropriately for operations.
- Certify that proper signage and traffic control patterns are completed.
- Ensure proper staffing for reunification operations.
- Attend incident briefing held by Center Administrator.

Ongoing Actions:

- Ensure smooth operations for check in procedures.
- Quickly identify and resolve any slowdowns in the reunification process.
- Direct requests for additional supplies, equipment, and staff to the Administrator.
- Attend briefing meetings.
- Provide briefings with staff and provide operational updates.
- Prioritize problems when multiple issues are presented.

Demobilization:

- Conduct debriefings with staff
- Collect all logs, forms, and documentation from staff and forward to the Administrator.
- Coordinate with Logistics Director on clean up and return of supplies and equipment.
- Participate in debriefing with Administrator.

FRIENDS, FAMILY, and VICTIM CHECK-IN MANAGER

Oversees the check-in process with the overall responsibility for staff of Registers, Greeters, Checkers, Escorts, Interpreters, and Auxiliaries. Reports directly to Operations Director, relays vital information as needed. Coordinates staff breaks, resolves issues as they arise. Provides appropriate staff at specific functions to ensure back-ups or bottlenecks do not occur. Handles debriefing upon demobilization and relays log, forms, and information to Operations Director.

Greeters

- First point of contact for Friends / Family and Victims.
- Has incoming visitors complete Visitor Sign In and Out log.
- Advises all persons that identification is needed.
- Directs to Registers and answers any immediate questions based on information received and allowed to give out.
- Point of contact for incoming staff and has reporting staff complete sign in and out log and hands out Staff Conduct Forms.
- Advises incoming staff of assignments and whom to report to.

Registers

- Point of contact for registration and informational forms.
- Assists with completion of all forms.
- Hands out the Reunification Welcome and Registration forms to incoming visitors.
- Hands out the Victim Intake registration form to incoming victims.

Checkers

- Review all incoming forms for completeness and accuracy.
- Completed forms will be issued an identification number per person and identification number log to be completed.
- Proper completed forms will be duplicated and filed alphabetically by last name.

Escorts

- Escorts Friends / Family and Victims to each section within the Reunification Center.

Interpreters

- Language interpreters to assist in verbal communications between people of different languages spoken, or sign language.
-

Auxiliaries

- Additional support staff not currently assigned to a position.
- Can fill in at different positions.
- Covers staff breaks.
- Can be support staff.

CHILD SUPPORT MANAGER

Oversees the child care area(s) for unaccompanied children or juveniles. Ensures safe environment.

Child Care Givers

- Watches children for safety.
- Interacts and provides activities and entertainment.

MEDICAL SUPPORT MANAGER

Oversees the treatment of visitors and staff who are sick or injured and in need of medical attention. Point of contact for first aid providers and Emergency Medical Services.

PARKING AND ACCESS MANAGER

Oversees the parking functions and operations, works with the Safety Director to ensure appropriate access in and out of facility. Ensures proper signage within parking areas for appropriate and safe traffic flow. Reports any issues to the Operations Director. Designates parking area(s) for incoming visitors. Designates parking and drop off area for incoming victims. Designates locations for overflow parking. Ensures line of sight control measures to provide privacy.

Parking Attendants

- Must wear ANSI High Visibility Vests
- Greet vehicles and direct them to available parking.
- Direct vehicles to overflow lots when applicable.

Outside Greeters

- Greet visitors / victims and direct them to entrances of facility.
- Directs to inside Greeters.

LOGISTICS DIRECTOR

The Logistics Director ensures that the facilities and supplies are available and functional. Is responsible for procurement services of additional services and materials. Oversees the overall operations of Facilities, Consumables, Messaging / Notification, Security, and Communications.

Initial Actions:

- Review job tasklists.
- Ensure proper staffing for operations
- Attend incident briefing held by Center Administrator.
- Verify equipment inventory.
- Check contract contacts in case of possible need of activation.

Ongoing Actions:

- Receive approval for requests for additional materials from Center Administrator.
- Oversee the ordering process of equipment and personnel.
- Ensure that message and informational boards are in proper locations.
- Continuous monitoring of consumables for clients.
- Arrange for proper coverage and scheduling for facility security.
- Ensure proper working order of phones and communications systems.
- Ensure that sanitation, health, and custodial needs are met.

Demobilization:

- Conduct debriefings with staff
- Collect all logs, forms, and documentation from staff and forward to the Administrator.
- Ensure any receipts or open purchase orders are forwarded to the Administrator.
- Coordinate staff to clean up and return of supplies and equipment.
- Participate in debriefing with Administrator.

FACILITIES

Ensures working order of facilities and equipment. Makes notification to Logistics Director of any nonworking equipment. Maintain back-up power.

CONSUMABLES

Responsible for the provision of drinks and snacks. Drinks shall consist of water, juice, coffee, and tea. Snacks shall consist of small individualized packaged food.

MESSAGING / NOTIFICATIONS

Keep messaging and notification boards up to date with situational awareness information and ensures old and irrelevant information is taken down and disposed of.

PLANNING DIRECTOR

The Planning Director is responsible for managing personnel and supervises the collection, evaluation, and dissemination of incident information and intelligence for the Administrator. Ensures that that status reports are completed, information is displayed and disseminated, and maintaining awareness of the status of resources assigned to the Family Reunification Center. Responsible for the development of the Incident Action Plan for the Family Reunification Center based on the guidance from other Directors and the Administrator.

Initial Actions:

- Review job tasklists.
- Ensure proper staffing for operations
- Attend incident briefing held by Center Administrator.
- Coordinate with Logistics Director for needed supplies and equipment.

Ongoing Actions:

- Ensure that appropriate personnel and equipment are in place
- Maintaining maps and status boards.
- Coordinate with Incident Commander and Center Administrator on scheduling and managing incident planning.
- Keep in contact with Operations Director and review any major incident reports.
- Ensure proper documentation being done by assigned Scribes.
- Ensure job tasks completed by Messengers and Runners.

Demobilization:

- Conduct debriefings with staff
- Collect all logs, forms, and documentation from staff and forward to the Administrator.
- Coordinate with Logistics and assign staff to clean up and return of supplies and equipment.
- Participate in debriefing with Administrator.

SCRIBES

Individuals assigned to Directors or positions who assist with documentation of actions or incidents. Documentation shall be done on ICS 214, Activity Log.

MESSENGERS / RUNNERS

Individuals who are assigned to gather information, forms, documents and deliver them to appropriate locations or personnel.

SAFETY DIRECTOR

The Safety Director is responsible for monitoring Family Reunification Center operations for safety concerns and advising the Administrator on all matters relating to operational safety, including the health and safety of all Center staff and clients. Responsible for establishing necessary systems, messaging, and procedures for ensuring the ongoing assessment of the environment and implementation of measures to promote the safety of all Center staff and clients while considering the existing situation and conditions. The Safety Director has the authority to prevent unsafe acts during operations and stop operations if necessary. Point of contact for Law Enforcement.

Initial Actions:

- Review job tasklist.
- Evaluate the facility and conditions. Advise the Administrator of any conditions or suggested actions which might result in liability and make corrective recommendations.
- Review interior and exterior site plans
- Ensure safe egresses in and out of facility.
- Attend incident briefing held by Center Administrator.
- Coordinate with Logistics Director for needed supplies and equipment.
- Develop safety measures and communication to ensure safety.
- Procure and post signs and notifications pertaining to safety, including unsafe areas.
- Prepare an incident safety and health plan.

Ongoing Actions:

- Maintain a log of all activities.
- Document location of fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Ongoing safety briefings to the Center Administrator.
- Continuous evaluation of security, incident hazards, or vulnerabilities.
- Ensure that staff identify and report any and all hazards and unsafe conditions.
- Prepare safety messages to be included in the Incident Action Plan.
- Halt any unsafe operations.

Demobilization:

- Monitor demobilization for safety
- Forward all logs, forms, and reports to the Administrator.
- Coordinate with Logistics Director and assist on clean up and return of supplies and equipment.
- Ensure safety signs not taken down until completion of demobilization.
- Participate in debriefing with Administrator.

LIAISON DIRECTOR

The Liaison Director is the point of contact for agencies or organizations that are not present in the Center but are assisting or cooperating with the overall response operations. Maintains contact with medical facilities to obtain information on incident casualties.

Initial Actions:

- Review job tasklist.
- Attend incident briefing held by Center Administrator.
- Coordinate with Logistics Director for needed supplies, equipment, and meeting space.
- Coordinate with Public Information Officer to ensure consistent, coordinated situational awareness and messages.
- Identify community partners and their representatives and establish mechanism to conduct liaison activities.
- Prepare informational summary as soon as possible for release.

Ongoing Actions:

- Maintain a log of all activities.
- Monitor incident planning and operations to identify inter-organizational problems.
- Maintain continuous situational awareness with partner agencies and organizations.
- Provide regular updates to the Center Administrator on activities.

Demobilization:

- Coordinate closing announcement with Center Administrator and Public Information Officer to notify community partners.
- Forward all logs, forms, and reports to the Administrator.
- Coordinate with Logistics Director and assist on clean up and return of supplies and equipment.
- Maintain continuous situational awareness to ensure smooth transitions.
- Participate in debriefing with Administrator.

TOWN OF ROCKY HILL FAMILY REUNIFICATION CENTER

Friends and Family Information and Registration Forms

First and foremost, we would like to thank you for your patience during this reunification process. We understand your stress and uneasiness during this difficult time, we are here to help you.

Simply put, this process will require you to complete registration paperwork, and we will attempt to quickly reunite you with your loved ones. Whatever information we have will be given to you as soon as possible.

Attached you will find a registration form. Please complete it as fully as possible, as more information made available to us, hopefully the quicker we can obtain the information about your loved ones. If you are looking for a child or a juvenile, you must be the Parent or Legal Guardian.

Once you complete the Registration Form, you will be escorted to a waiting area while we process your forms and obtain information about your loved ones. From there you will be provided all available information that we have available. Please understand that information may be limited based on the event and situation.

DATA REGISTRATION FORM		
VICTIM:		
LAST:	FIRST:	MI:
DOB:	SSN:	EYE/HAIR COLOR:
ADDRESS:		
PHONE NUMBER(S):		
SOCIAL MEDIA NAMES / INFORMATION:		
ADVOCATE / NEXT-OF-KIN / LEGAL GUARDIAN #1:		
LAST:	FIRST:	DOB:
RELATION:	EMAIL:	
ADDRESS:		
PHONE NUMBER(S):		
ASSOCIATED ORGANIZATION / BUSINESS:		
ADVOCATE / NEXT-OF-KIN / LEGAL GUARDIAN #2:		
LAST:	FIRST:	DOB:
RELATION:	EMAIL:	
ADDRESS:		
PHONE NUMBER(S):		
ASSOCIATED ORGANIZATION / BUSINESS:		

ATTACH PHOTOGRAPH IF MADE AVAILABLE

RECORDS RECEIVED:		
FINGERPRINTS: SOURCE:	DENTAL: SOURCE:	DNA: SOURCE:
DATE / TIME IDENTIFIED/LOCATED:	DATE / TIME OF NOTIFICATION:	PROCESS OUT OF CENTER:
REMARKS:		

FRIENDS AND FAMILY REUNIFICATION FORM

Staff to complete this form upon reunification of victim with Friends and Family.

VICTIM:		
LAST:	FIRST:	MI:
DOB:	SSN:	PHONE NUMBER(S):
ADDRESS:		
SIGNATURE:		

If victim is a Child / Juvenile:

VICTIM (Child/Juvenile):		
LAST:	FIRST:	MI:
DOB:	SSN:	
ADDRESS:		
NAME OF PARENT / GUARDIAN w/DOB:		
ADDRESS and PHONE NUMBER:		
IDENTIFICATION TYPE AND VERIFIED BY:		
SIGNATURE OF PARENT or GUARDIAN:		
STAFF SIGNATURE:		

DATE AND TIME OF REUNIFICATION:
DATE AND TIME OF CHILD CUSTODY RELEASE:
DATE AND TIME OF REUNIFICATION CENTER EXIT:
STAFF NAME AND SIGNATURE:

TOWN OF ROCKY HILL FAMILY REUNIFICATION CENTER

VICTIM INFORMATIONAL FORM

INFORMATION FROM RESPONDING PERSONNEL, AGENCIES, OR FACILITIES		
LAST NAME:	FIRST NAME:	MI:
DOB:	SSN:	DRIVERS LICENSE NUMBER:
ADDRESS:		
HEIGHT:	WEIGHT:	EYE COLOR:
HAIR COLOR:	SKIN TONE:	ETHNICITY:
SCARS:	TATTOOS:	PIERCINGS:
CLOTHING DESCRIPTION:		
PHONE NUMBER(S):		
LOCATION AT TIME OF INCIDENT:		
CURRENT LOCATION:		
MASS CASUALTY IDENTIFICATION NUMBER:		
STATUS:		

IF AVAILABLE, ATTACH PHOTOGRAPH

DATE / TIME IDENTIFIED/LOCATED:
SIGNATURE:
FRIENDS OR FAMILY NOTIFIED? Y/N
PERSON NOTIFIED: NAME, DOB, ADDRESS, PHONE NUMBER
SIGNATURE:

INFORMATION FROM CALLERS

LAST NAME:	FIRST NAME:	MI:
DOB:	SSN:	DRIVERS LICENSE NUMBER:
ADDRESS:		
HEIGHT:	WEIGHT:	EYE COLOR:
HAIR COLOR:	SKIN TONE:	ETHNICITY:
SCARS:	TATTOOS:	PIERCINGS:
CLOTHING DESCRIPTION:		
PHONE NUMBER(S):		
LOCATION AT TIME OF INCIDENT:		
CURRENT LOCATION:		
STATUS:		

NAME OF CALLER:
ADDRESS OF CALLER:
PHONE NUMBER(S) OF CALLER:
RELATIONSHIP TO VICTIM:
REMARKS:
SIGNATURE OF RECEIVER:
DATE AND TIME OF CALL:

Town of Rocky Hill Family Reunification Center

Missing Person / Victim Identification

Name and location of Center: _____

Assigned #	NAME	DOB	Date filed
FRC001			
FRC002			
FRC003			
FRC004			
FRC005			
FRC006			
FRC007			
FRC008			
FRC009			
FRC010			
FRC011			
FRC012			
FRC013			
FRC014			
FRC015			
FRC016			
FRC017			
FRC018			
FRC019			
FRC020			
FRC021			
FRC022			
FRC023			
FRC024			
FRC025			
FRC026			
FRC027			
FRC028			
FRC029			
FRC030			

Town of Rocky Hill Family Reunification Center

Staff Sign In & Out

Name and location of center: _____

Time In	Date	Name	Position	Contact phone #	Time out	Date

Town of Rocky Hill Family Reunification Center

Visitor Sign In & Out

Name and location of center: _____

Time In	Date	Name	Person seeking information on and Age / Sex	Contact phone #	Time out	Date

Town of Rocky Hill Family Reunification Center Daily Log

Disaster Name: _____   **Center Name:** _____

This log is to record any notable events or communications that have occurred or actions taken by center staff. The intent of these logs provide basic activity documentation and a reference for an after action report.

Date/Time	Name	Notable Activity

PAGE _____ of _____

TOWN OF ROCKY HILL FAMILY REUNIFICATION CENTER

INCIDENT OCCURENCE REPORT

Basic Incident Information ***** to be used to report the occurrence of an individual incident / issue *****

Date of Incident: _____   Time of Incident: _____

Incident Location: _____

Type of Incident: _____

Reported to: _____   Time of Report: _____

PARTIES INVOLVED:

NAME	AGE/DOB	ADDRESS	PHONE	E-MAIL

INCIDENT DETAILS: INJURIES: Y/N

Detailed Description:

Significant Factors/Conditions:

RESPONSE ACTIONS:

Resolution: _____

_____

Referral: _____

Other Response(s): _____

Recommended Follow up: _____

_____

STAFF CERTIFICATION:

Printed Name: _____   Signature: _____

Date: _____   Reference Number: _____

TOWN OF ROCKY HILL FAMILY REUNIFICATION CENTER

MEDICAL INCIDENT REPORT

*** INFORMATION BELOW IS PROTECTED AND MUST BE CONFIDENTIAL ***

Patient Name: _____M / F   Date of Birth: _____

Address: _____

Phone Number: _____   E-Mail: _____

Medical History: _____

Medications: _____

Allergies: _____ Primary Care Provider: _____

Health Insurance: _____

INCIDENT DETAILS:

Date of Incident: _____   Location of Incident: _____

Type of Incident: _____   Time of Incident: _____

Reported To: _____   Time of Report: _____

Detailed Description:

RESPONSE ACTIONS:

Response Agencies: _____

Referral: _____

Transportation Service and Destination: _____

STAFF CERTIFICATION:

Printed Name: _____   Signature: _____

Date: _____   Reference Number: _____

TOWN OF ROCKY HILL FAMILY REUNIFICATION CENTER

INCIDENT or INJURY REPORT FOR STAFF

To be completed if staff injury/sickness occurred or equipment/facility was damaged.

	Incident- Event that caused injury to a person or damage to equipment or facility.		
	Near Miss- Event that could have caused injury or damage.		

Form Completed by:		Person(s) Involved:	

Witness(es):

Location of incident:

Incident Date:	Incident Time:	Reported Date:	Reported Time:

Involved Person(s) Assigned Position and Shift Times:

Nature and Location of Injury:

Incident Description:

Medical Treatment Required:

Did Staff Member Leave Site due to Injury Y/N?   Date and Time:

If Applicable, Name of Hospital: Admitted Y/N?

Date and Time Staff Member returned to Regular Duty:

Light Duty Restrictions:

Proper and Safe Procedures being followed at time of Incident? Y/N? If No, Explain:

If Changes are necessary to prevent Recurrence explain:

Staff Signature and Date:

Supervising Person Signature and Date:

Form shall be forwarded to the Safety Director as soon as completed. Any Medical forms obtained from off-site treatment must also be forwarded to Safety Officer.

Town of Rocky Hill Family Reunification Center

After Action Report / Corrective Action Report

Center Name:		Center Location:	
Date Center opened:		Date Center closed:	
Report Completed by:		Date Report Completed:	
Center Administrator			
Overall Assessment of Function:	**Satisfactory**		**Needs Improvement**
Please describe improvements needed:			
Planning			
Training			
Personnel			
Equipment			
Facilities			
Operations Director			
Overall Assessment of Function:	**Satisfactory**		**Needs Improvement**
Please describe improvements needed:			
Planning			
Training			
Personnel			
Equipment			
Facilities			

Planning Director		
Overall Assessment of Function:	**Satisfactory**	**Needs Improvement**
Please describe improvements needed:		
Planning		
Training		
Personnel		
Equipment		
Facilities		

Safety Director		
Overall Assessment of Function:	**Satisfactory**	**Needs Improvement**
Please describe improvements needed:		
Planning		
Training		
Personnel		
Equipment		
Facilities		

Liaison Director		
Overall Assessment of Function:	Satisfactory	Needs Improvement
Please describe improvements needed:		
Planning		
Training		
Personnel		
Equipment		
Facilities		

	YES	NO	COMMENTS
Were the center procedures utilized during activation?			
Was the Town of Rocky Hill's EOC activated?			
Was center information coordinated with the PIO on a regular basis?			
Were center briefings given to staff on a regular basis?			
Were special needs identified and mitigated?			
Were sign in and sign out procedures followed by staff and center occupants?			
Was communications and interoperability an issue?			

What actions were taken in response to the activation of the center? Include such things as mutual aid and statistics on number of personnel, equipment, and other resources.

Was there any part that did not work during the activation and management of the center?

As a result of your response, did you identify any changes needed in your plans or procedures? Provide an explanation

Please identify any specific area needing training and guidance

Additional comments, identify issues, recommend solutions to issues, and agencies that might be involved in implementing these recommendations

Corrective Actions

Identify issues, recommended solutions to those issues, and agencies that might be involved in implementing *these recommendations.*

ISSUE	CORRECTIVE ACTION	Improvement Plan Responsible Party or Agency	Est. Date of Completion

Signature of person completing report:

FOR EOC USE ONLY
Date Received:
Date Reviewed:
Reviewed by:

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ANNEX W. POINTS OF DISTRIBUTION

I.   PURPOSE

The purpose of this ANNEX is to establish a systematic, coordinated, and effective distribution of disaster relief commodities in time of need. Points of Distribution (POD) are centralized locations where the public can pick up life sustaining commodities following a disaster or emergency incident. The commodities typically include shelf stable food and water.

For the purpose of the Town of Rocky Hill's Points of Distribution it will accommodate vehicular and pedestrian traffic. Mass transit traffic will not be part of this plan.

The Central Connecticut Health District and Center for Disease Control and Prevention also refer to the terms Points of Distribution or POD to describe points of dispensing clinics. It is not the intention of this Annex to include this service, but the plan can be modified Ad Hoc to include this commodity.

II.   SITUATION

If there is a disaster or emergency incident where there is a need to supply food and water to a significant amount of citizens of the Town of Rocky Hill, a Points of Distribution (POD) will be established to fulfill the needs of those citizens.

It should be taken into account for the scale, duration and context of power outages which impact residential, commercial, and industrial refrigeration and potable water distribution systems; Sudden decreases in the public's ability to purchase food and water; Additional impending weather or emergency incidents resulting in additional damage.

The POD will become operational under the directive of the Emergency Operations Center. Two way communications shall be established with POD Management Team and the EOC.

III. ASSUMPTIONS

A. Due to hazard vulnerabilities within the Town of Rocky Hill, normal transportation routes may be severely impacted during and immediately after an incident. This will pose a challenge to distributing relief supplies to residents.

B. Estimating the worst case scenario, twenty percent of Rocky Hill residents will not evacuate and will require relief supplies. Outside jurisdictional residents or visitors are not included in the expected need.

C. Any delay in assembling staff and setting up POD will delay dispensing operations. This will cause frustration by Rocky Hill citizens.

D. For planning purposes, it is assumed that the town is responsible for delivering relief supplies to its citizens and not a state or federal responsibility.

E. Citizens shall provide their own resources for the first three days after an incident. However, the need may exist to provide a limited amount of life sustaining resources to the community due to loss of infrastructure.

F. Points of distributions will not be established in areas where commercial businesses are open and can supply needed items to the public.

G. The general populations will receive; two packaged meals per person per day, one gallon of water per person per day (eight 8 ounce bottles), one bag of ice per household per day, if needed one tarp per household if the house has been damaged (this will be by request only).

H. Amount of goods distributed to individuals are subject to change based on the supply and demand of goods, shipment cycle, and other external circumstances affecting the dissemination of commodities. This will result in competing priorities for supplies and may result in a first come, first serve basis.

I. The needed staffing personnel may not be available due to emergency response roles and responsibilities.

J. Once services are restored to the community, the POD will be demobilized.

K. The Town of Rocky Hill will follow the FEMA typing model for vehicular traffic- Type III and for pedestrian traffic- Type II.

IV. CONCEPT OF OPERATIONS

The Public Safety Director, Director of Emergency Management, and Human Services Director will determine the general population commodity needs based of incident information and existing census data and/or population densities. If it is determined that there is a need, the Points of Distribution will be opened. The hours in which commodities are distributed to the public (hours of operations) will differ slightly from the hours that the POD is staffed (crew working hours). The distribution hours plus the crew working hours will equal the operation period.

Departments will designate members that will work duties ranging from light to heavy labor consisting of, but not limited to, loading supplies into citizen's vehicles, off-loading trucks and pallets, moving equipment or boxes, operating forklifts, pallet jacks, inventory control, community and media relations, traffic control, administrative work and car counters.

There shall be a specialty list submitted by each department identifying members and their abilities and/or specialties.

FEMA Typing Models:

Pedestrian Model, Type II: Smallest pedestrian layout serving up to 5,000 per day.

Vehicular Model, Type III: Smallest vehicular layout serving up to 5,000 per day in one lane operation.

Needed commodities per day at 5,000 served

2 packaged meals = 10,000

1 gallon of water= 5,000

      (8) 8 ounce bottles of water = 40,000 = 1,670 cases of (24) 8 ounce bottles

1 bag of ice = 5,000

V.   ACTIVATION

If it is determined that a Points of Distribution (POD) is needed, a location will be designated, operation timeframes determined, and what commodities will be provided. The Director of Emergency Management shall make notification to designated POD manager and agency representatives and designate them to activate support staff.

POD positions shall be filled in the following order:

- POD Manager
- Safety Officer
- Crew Leaders
- Specialists
- Traffic Controllers
- Community Relations
- Forklift Operator
- Pallet Jack Operator
- Loaders (one per loading point established)
- Relief Loaders and Traffic Controllers

Delivery of POD kit(s) to designated location(s).

POD Kit should include at least, but not limited to:

- Storage box (a 96 gallon wheeled trash can is preferred size)
- (16) Pairs of leather work gloves
- (20) ANSI reflective safety vests
- (16) ANSI safety hard hats
- (20) Safety glasses
- (10) medium back support belts or vests
- (10) large back support belts or vests
- (16) 36" Reflective Traffic Cones
- (20) Battery powered flashlights (D-cell preferred)
- (48) D-cell batteries
- (48) Orange or Red glow sticks with lanyards
- (5) Rolls of caution tape
- (20) Writable Lawn Signs
- (5) Thick lined permanent markers
- (4) Rolls Duct Tape

- (2) Boxes of thick chalk
- (1) First Aid Kit, ANSI complaint up to 50 persons
- (2) ABC type Fire Extinguishers
- (2) Hand Trucks
- (5) Whistles
- (1) Box of Ear Plugs
- (1) Box of contactor garbage bags
- (5) Vehicle wheel chocks
- (10) Folding 6 foot tables
- (10) Folding chairs
- (1) Hand held stop sign
- (4) Portable barricades
- (2) White boards on easels
- Miscellaneous office supplies

In addition to POD Kit, each site will need a dumpster, portable restroom(s), Pop-up Canopies / Tents and lighting. With this it will support staff's needs and allow for safer working conditions.

Activation of Memorandums of Agreements for commodities shall commence with POD location given, requested type and quantities of commodities, and estimated date and time of arrival of first supply shipments.

Once the POD Manager arrives at the designated site, there must be a hazard assessment completed as there may be hazards on the site not previously there based on the incident type / disaster. The POD Manager will determine if the site is safe for operations. If it is deemed unsafe, the POD Manager will contact the Director of Emergency Management to report findings and obtain a secondary location for operations. If the Site is deemed safe, set up of the POD will begin.

VI.   PRIMARY DESIGNATED LOCATIONS

The following sites will be designated as Points of Distribution based on the situation and the availability of the location as it may be used as another purpose in support of Emergency Management operations.

ELM RIDGE PARK. 380 Elm Street
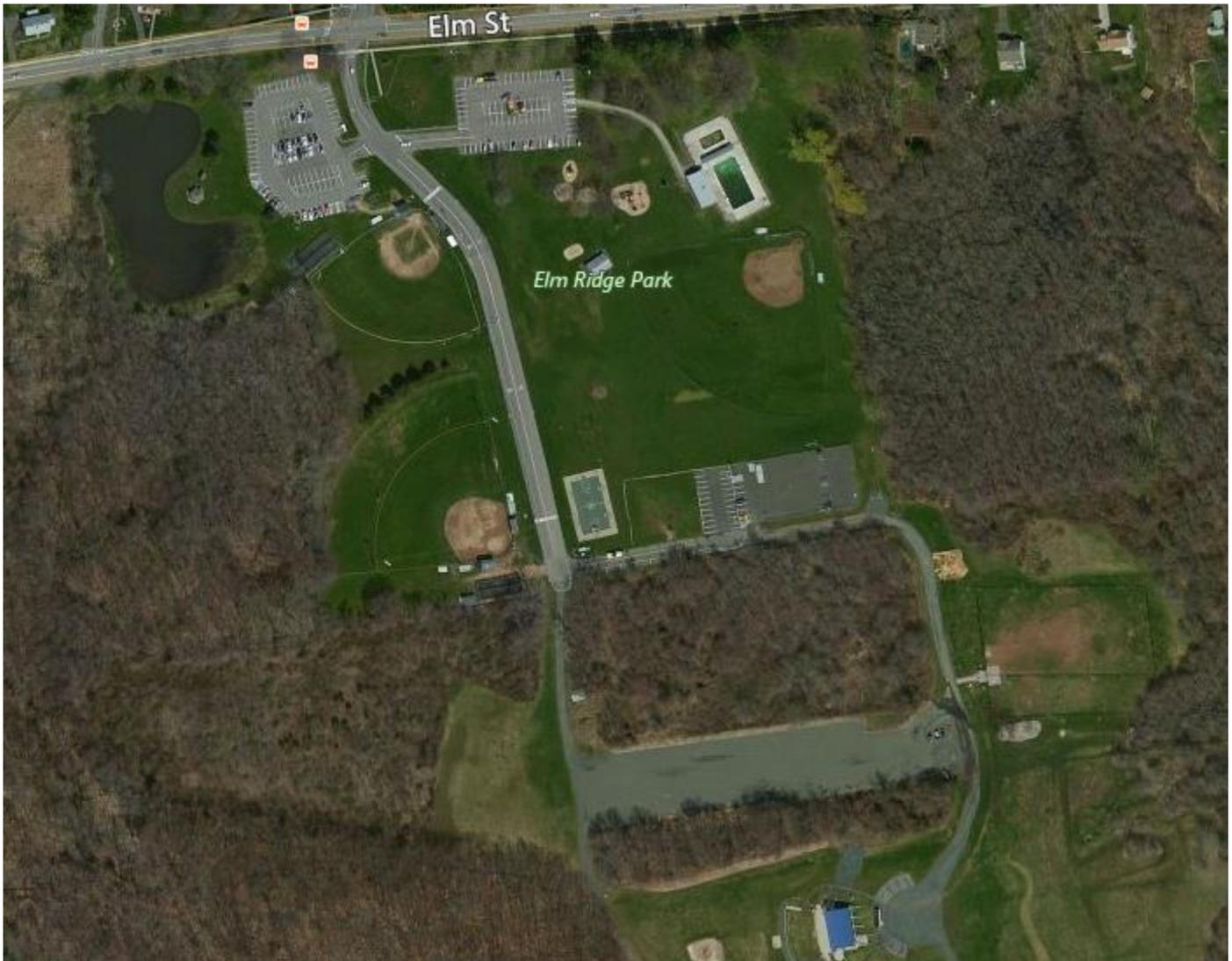
ROCKY HILL HIGH SCHOOL. 50 Chapin Avenue

Maxwell Park. 80 Hayes Road

WEST HILL SCHOOL. 100 Cronin Drive

VII.   SITE LAYOUT

Development of site layouts need several considerations:

- Which type of POD to be utilized. Vehicular or pedestrian.
- Entry and exit concerns, and number of egresses.
- Traffic flow around the site, ensure that traffic does not get bottle necked or interrupt normal traffic.
- Ensure all types of vehicles can enter the location as some will require more maneuvering space than others.
- Ensure that there are no hazards in the area or any impeding hazards that may affect operations.
- Ensure clear traffic paths for emergency vehicles.
- Limit location to flat, paved area that is easily accessible.

Site Layout
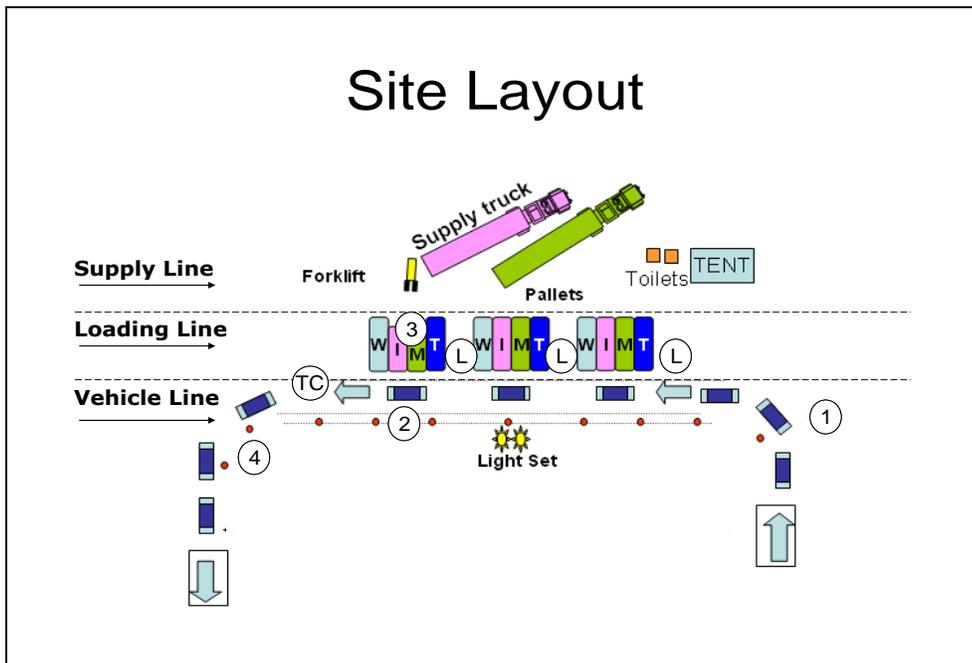
The above layout is taken from FEMA Training IS-26 Guide to Points of Distribution 08/10.

The POD is divided into three operational areas:

SUPPLY AREA- Where supply trucks, both box and tractor-trailers, have room to unload. This area also includes staff care facilities including bathrooms, rest tent, food/refreshment area, and administrative operational tent. This area should be a minimum of 50 feet wide.

LOADING LINE- Where supplies are kept in waiting on stacked pallets to be distributed to the public. This area is also where loaders wait while vehicles are moving through the vehicle line. This area should be a minimum 50 feet by 40 feet.

VEHICLE / PEDESTRIAN LINE- Where the public walks or drives through to get supplies. Entry into vehicle line should be only when the line is ready to accept vehicles. All vehicles should be kept in a single file line and now allowed to pass each other, there should not be any "leap frogging" of the vehicles. The limitation of vehicle movement will give better safety to the staff at the site. Vehicle lanes should be a minimum 15 feet wide. Cone patterns should be placed with the cones no more than 10 feet apart.
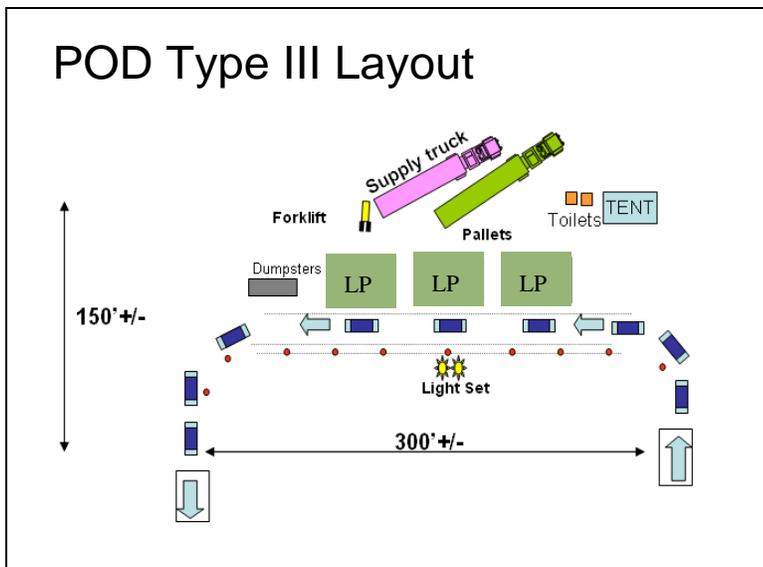
The above Vehicle Type III layout is taken from FEMA Training IS-26 Guide to Points of Distribution 08/10.

Type II – Pedestrian POD Layout
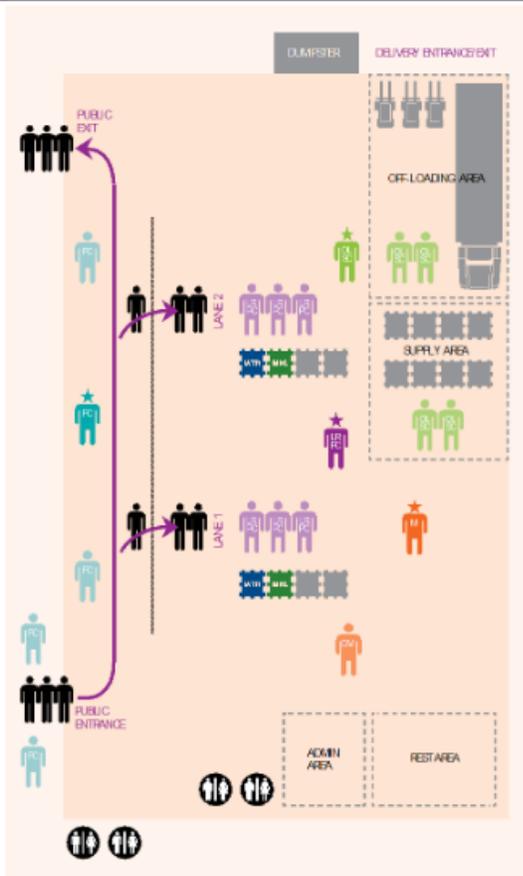
The above Pedestrian Type II layout is taken from The Bay Area Regional Logistics Program "Points of Distribution Field Operations Guide" 02/14. The Bay Area Urban Areas Security Initiative (BAUASI), California.

VIII.   OPERATIONS

Pods are generally open to the public for 12 hours a day, during the day time hours. This will reduce the amount of time the POD is open in low light conditions. Coordination of resupply will occur during the time that the POD is closed to the public.

While staff is expected to handle the tasks that they are assigned, the physical nature of the work will require that staff obtain a 10 minute break every hour and a 30 minute break for meals. The breaks will be scheduled by the POD Manager.

The look of operations is simplistic: Vehicles enter, supplies are loaded, and vehicles leave. To have the coordination of all staff to ensure a smooth operation is critical to the operations.

The following is a typical flow for a POD:

- All vehicles line up in the street, the number of vehicles allowed to enter the site at a time will equal the amount of loading line positions that have been established.
- The Traffic Controller stands at the front of the vehicle line where all vehicles in the lane can see them.
- When the front vehicle is adjacent to the front loading station, the Traffic Controller will signal the vehicle to stop. Each vehicle behind the first vehicle stops as well.
- Once all vehicles come to a stop and placed in park, the Traffic Controller will blow a whistle and project voice loudly "LOAD". The loaders will then echo "LOAD".
- The Loaders then will place the set amount of supplies from the pallets into the trunk of the vehicle.
- Once the Loaders complete the loading supplies into the vehicles, they shall step back to the loading line and project voice loudly "CLEAR" while placing a hand up in the air.
- When the Traffic Controller hears the word "CLEAR" the same amount of times as there are vehicles in line, they will visible look for the hands up signal from the loaders. When there are the same amount of hands in air as there are vehicles in line, the Traffic Controller will instruct the vehicles to depart.
- The next set of vehicles enter the POD and the cycle repeats.

INVENTORY

Accounting for all personnel, equipment and supplies is a priority. Accuracy in this area ensure that staffing levels are accurate to tasks, supplied are maintained at needed levels, and equipment on site is in proper operation and will be returned to the point of origin. It is recommended that files are kept for the following: Equipment, Resources, Staffing, and Supplies.

ORDERING AND RESUPPLY

Consumption rates are determined by the number of customers through a POD per day. This information must be passed onto the EOC each day, this will help determine the POD needs and quantity of supplies to provide. Accurate vehicle counts are important as it gathers the amount of customers served and gives true numbers of the commodities issued.

When providing consumption rates to the EOC that is the time to also order any supplies that are needed on site. These supplies may include fuel for equipment or expendable POD equipment. Any supplies that were requested but not delivered should be noted.

Resupply should be conducted during the non-operation hours. Commodities should be organized on a first in / first out basis.

Loading points should be restocked during the non-operation hours from the supply delivery. During operational hours any pallets that are emptied should be cleared from the loading line and stored in the supply line area for pick up. Replace empty pallets with full pallets close to the vehicle line to reduce Loaders walking excessively and slowing operations from the vehicle line.

To ensure efficient receipt and processing of commodity deliveries at the POD, the POD Coordinator and EOC, Logistics, should work together to determine a timeline for deliveries.

The POD Coordinator will forward the following information to the EOC to provide the supplies who are sending shipments to the POD with the following instructions:

- POD Off-loading location. An address, physical description of the site, cross streets, and any recommended routes.
- The hours in which shipments shall be received.
- Any documents required by the POD or EOC including the bill of lading (BOL), This list should include trailer contents, name and location of POD receiving shipment, and the name of the requester of supplies.

MAINTAINING EQUIPMENT

On site equipment must be checked daily to ensure proper working order. If during inspection or use, the equipment breaks down, contact to the EOC will be made to get a maintenance technician or replacement equipment. Any fuel powered equipment should be refueled at least twice a day.

Defective or missing equipment should reported as soon as possible as there may be a need to request a replacement.

STAFFING

TOWN OF ROCKY HILLPOINTS OF DISTRIBUTION ORGANIZATIONAL CHART

- EOC
  - POD Manager
    - POD Deputy Manager
      - Safety Officer
      - Loading Point / Ration Crew Leader
        - Loading Point/ Ration Specialist
        - Support Team Leader
      - Flow Crew Leader
        - Flow Specialist
        - Traffic Control Specialist
      - Off-Loading / Supply Crew Leader
        - Off-Loading / Supply Specialist
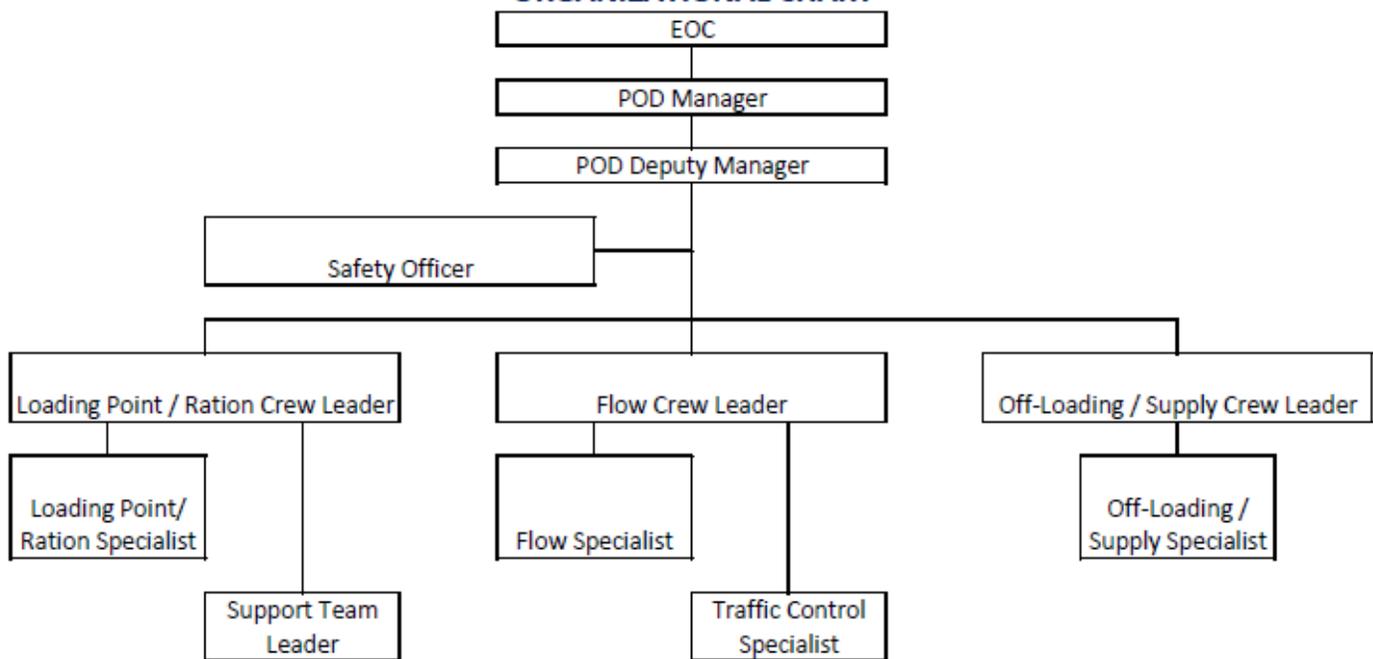
Accurate daily reporting of staffing to the EOC will ensure staffing needs are met. At minimum, the report should include the number of people assigned to each shift, number of unassigned personnel, spontaneous volunteers, and staff activity.

Staff briefings are to be conducted prior to shift operations. Regardless of the audience, each shift briefing should answer six questions of who, what, where, when, why and how. Staff should be able to ask questions for better their own clarification.

There should be Managerial briefings, All Staff briefings, and Crew staff briefings.

There should be staff debriefings conducted at the end of shift operations. Regardless of the audience, each shift debriefing should capture outstanding tasks, review the operational period, and identification of the next shift POD staff.

BATCH DISTRIBUTION

While some citizens will not be able to reach the site a pre-coordinated arrangement for a batch or mass pickup must be made. A representative from any organization or for a group of citizens WILL NOT BE ALLOWED. By allowing this to happen during the normal course of operations may cause resentment from citizens waiting in line, and may perceive as favoritism and change the creditability of the operation.

LOCATION SIGNAGE

Effective signage improves operational flow. There can also be flyers handed out to vehicles in waiting lines that explain the operations along with a site map.

The following is a list of signs that should be made to support operations. Signs can be preprinted or hand made in clean and understandable handwriting:

- POINT OF DISTRIBUTION
    - Ahead
    - Here
- Hours of Operations
- Entrance, with arrows (Left, Right, Forward)
- Exit
- Do Not Enter
- No Parking
- Please Keep Moving
- One Way
- Turn Here
- Lane # (If applicable)
- Vehicle # stop
- "Place vehicle into Park"
- "Open Trunk"

- "Do Not Exit Vehicle"
- Loading Point #
- Meals
- Water
- Ice
- Tarps (If applicable)
- Administrative Areas
- Staff Only
- Storage Area
- Off Loading Area
- Deliveries
- Restrooms
- Break Area
- "This site staffed by…"

RECYCLING

Every effort will be made to recycle items at the POD and is recognized that it may not always be possible.

Determination of which items can be recycled and determine collection sites / containers.

IX. SAFETY

The POD Manager is the primary safety officer and is responsible for the safety of all staff and visitors to the site. The POD Manager trains the staff on proper and safe operation of all equipment and ensures safety measures are enforced. The POD Manager conducts a safety briefing at the start of each operational period. The POD Manager completes a site hazard assessment daily, develops preventative safety measures, and communicates to all staff. The POD Manager encourages positive behavior from the staff and enforces the safety rules.

The safety briefing should include:

- Review of the Daily Site Hazard Assessment Form
- Reminder to use and care of PPE
- Prevention of weather related injuries
- Any changes to the HAZMAT on site
- Additional safety items of concern or for discussion.

The POD Manager conducts accident investigations and develops preventative measures based on the outcome of the investigation. Any accidents shall be reported to the EOC immediately.

Overall Safety Practices:

- Inspect work area
- Stay Alert and think
- Keep work area clean.
- Ask questions pertaining to safety
- Report any safety issues to your supervisor
- Proper lift Techniques

X.   DEMBOLIZATION

The need for a Points of Distribution is based on the lack of infrastructure to support normal distribution of food and water. Once the local infrastructure starts coming back, the POD will be closed. The decision to close and demobilize the POD will be made in collaboration of The Public Safety Director, Director of Emergency Management, and Human Services Director as the evaluation of citizens to sustain themselves.

Once the decision has been made to close the POD notification will be made to the public with the expected date and time of closure. This timeframe will be kept firm. Once the determined time occurs all signage will be removed and the site accessibility shall be blocked.

Commodities shall be consolidated by type onto pallets for loading back onto trucks. All remaining commodities shall be inventoried for proper inventorying. A POD Supply Tracking form should be used to record inventory and provided to the truck operator as a Bill of Lading with a copy kept for the EOC.

Once all supplies are loaded and off site, equipment shall be consolidated behind the supply line and inventoried. Check for any missing equipment and generate a written statement on any missing equipment. When contacting EOC for arranging equipment pickup, any damaged or missing equipment shall be reported.

The site shall be cleaned back to pre-use condition. Repack the POD kit utilizing the inventory sheet to ensure all items are returned. Completed final report and supporting documents shall be forwarded to the EOC.

XI.   PUBLIC INFORMATION

All disseminated information pertaining to the opening and locations of Points of Distribution will be coordinated through the Public Information Officer and will be in accordance to Annex C of the Emergency Operation Plan.

ROCKY HILL POINTS OF DISTRIBUTION

POSITION CHECKLISTS

Rocky Hill POD Manager Checklist

The POD Manager oversees and manages all aspects of the POD operation including sire setup, commodity distribution, movement of the public, equipment and supplies, and demobilization. Has the overall responsibility of safe operations and establishment and maintenance of proper lines of command, control, and communications.

Establishes and maintains proper lines of command, control, and communications while ensuring all key information is relayed to the EOC. Has the authority to make changes to improve operational efficiency and eliminates a safety hazard. Manages external communication. Continuous evaluation of site to ensure proper and improvement of pedestrian and traffic flow.

This checklist is to provide a guide of responsibilities to the POD Manager, who is assigned to oversee the Points of Distribution. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Upon notification of the need for a center to be opened and placed in use:

	Obtain briefing from EOC
	Gather information to estimate the demand
	Determine the location for the needed POD
	Contact needed staff
	Order resources to support operations
	Order commodities for distribution
	Determine feeding plan for POS Staff
	Respond to the location

Upon arrival at designated location and during operations:

	Conduct a site hazard assessment
	Define operational periods and objectives for each
	Confirm adequate staff, security, equipment, and commodities
	Estimate the quantity of anticipated commodity shipments to POD for the next operational period, including shipment types, trailer size, and number of trailers
	Ensure that special routing instructions are included with orders. Include height restrictions, road closures, and other pertinent
	Consult with EOC Logistics to determine procedures if security seal on trailer is broken upon arrival
	Manage requests for additional resources and personnel from the POD
	Track resources assigned to POD
	Inspect and inventory equipment and supplies and send requests to EOC for any additional resources needed
	Create system wide estimates of commodity requirements for upcoming operational periods and order commodities as appropriate.
	Make recommendations to EOC for expansion or contraction of the POD system based on burn rates and numbers served data
	Receive list of staff assignments from POD Deputy Manager
	Routinely provide situational updates to the EOC
	Be visible, accessible and mobile at the site
	Ensure all operations are following appropriate guidelines.
	Work closely with Law Enforcement to ensure site safety
	Receive reports of any equipment break down or malfunction and arrange for replacement
	Submit Daily Report to EOC

POD closing actions:

	Initiate demobilization with determined by EOC
	Complete the inventory of all supplies
	Return all borrowed or rented equipment to owners
	Forward all receipts and open orders to EOC
	Replenishment of POD Kit(s)
	Develop schedule for release of staff
	Conduct a post use site assessment
	Forward list of Personnel and agencies that participated to EOC for recognition.

Once it has been determined to discontinue POD operations and demobilization is initiated, prior to allowing the majority of personnel to leave, there should be a hot wash meeting held to gather important input from all of those involved in operations. Report your activity goals met and congratulate everyone on their work. Highlight what went right and recognize those who went above and beyond, then discuss anything you noted for improvement. This meeting is nonjudgmental and it is expected responses of good and bad without any stigma.

Gathering of information will be used to complete an After Action Report and to also be used in development of an Operational Improvement Plan.

Rocky Hill POD Deputy Manager Checklist

The POD Deputy Manager supports the POD Manager, ensuring that all necessary roles are staffed and that staff are tracked (Checked in and out), adequately trained, properly assigned, and supervised. The POD Deputy Manager also helps oversee the internal operations in the POD including site setup, commodity distribution, movement of the public, equipment and supplies, and demobilization.

This checklist is to provide a guide of responsibilities to the POD Deputy Manager, who is assigned to assist the POD Manager. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Upon notification of the need for a center to be opened and placed in use:

	Obtain briefing from POD Manager
	Contact needed staff
	Respond to the location

Upon arrival at designated location and during operations:

	Assist in conducting a site hazard assessment
	Confirm adequate staff, security, equipment, and commodities
	Know which staff members are trained or untrained. Review job tasklists and schedule "Just in Time" training
	Establish documentation of staff check in
	Assign staff to appropriate positions
	Relay staff assignments to POD Manager
	Attend shift briefings
	Ensure Crew Leaders conduct more in depth training with their crews
	Oversee site operations, troubleshoot problems and answer questions
	Ensure that all staff have appropriate PPE
	Determine staff break schedule, including meal breaks
	Ensure all operations are following appropriate guidelines.
	Receive reports of any equipment break down or malfunction and forward to POD Manager

POD closing actions:

	Coordinate demobilization of site with Crew Leaders and their staff
	Complete the inventory of all supplies
	Develop schedule for release of staff
	Conduct a post use site assessment
	Relay any pertinent information to POD Manager to be included in After Action Report

Rocky Hill POD Safety Officer Checklist

The POD Safety Officer is responsible to develop and recommend measures for ensuring personnel safety, and assess and mitigate hazardous or unsafe conditions

This checklist is to provide a guide of responsibilities of the Safety Officer assigned to the POD. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Upon notification of the need for a POD to be opened and placed in use:

	Obtain briefing from POD Manager or Deputy Manager
	Respond to the location

Upon arrival at designated location and during operations:

	Assist in conducting a site hazard assessment
	Confirm that the site perimeter is secure and safe
	Establish an off-site location where staff members can report in case of an emergency evacuation. This information should be included in every safety briefing
	Identify nearest hospitals in case of need for transport for medical issues
	Determine location of First Aid Kit(s)
	Report any security concerns to POD Manager
	Attend shift briefings
	Stop or prevent POD operations if a life safety issue merits such action
	Establish system and procedure to ensure staff safety, as well as the general safety of operations
	Ensure that all staff have appropriate PPE prior to beginning operations
	If POD closes at night, ensure secure storage of equipment, supplies and commodities
	Develop Security plan and include evacuation plan
	Ensure that Incident / Injury Report is completed when incidents happen at POD
	Report security incidents and unusual occurrences to POD Manager immediately, and law enforcement if appropriate
	Ensure staff have a safe rest area.

POD closing actions:

	Coordinate demobilization of site with POD Deputy Manager and POD Manager
	Develop a demobilization safety plan
	Relay any pertinent information to POD Manager to be included in After Action Report

Rocky Hill POD Loading Point / Ration Crew Leader Checklist

The Loading Point /Ration Crew Leader is responsible for overseeing the safe and efficient distribution of commodities to the public. Ensuring goods are distributed according to set guidelines and coordinate with the Offloading / Supply Crew Leader to maintain steady and efficient commodity distribution flow.

This checklist is to provide a guide of responsibilities of the Loading Point / Ration Crew Leader assigned to the POD. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Upon arrival at designated location and during operations:

	Sign in
	Receive operational briefing and pass on relative information to Specialists and Crew Members
	Assign staff to appropriate location(s)
	Receives Commodities
	Prepare loading / ration points from which crews will load items into vehicles.
	Ensure loading of commodities into vehicles
	Ensure loading line is adequately supplied
	Watch for any interruptions in the distribution process
	Work with Flow Crew Leader to move the public through the POD as quickly as possible
	Ensure that staff members are given adequate breaks
	Report updates on flow operations to POD Manager

POD closing actions:

	During demobilization, coordinate remaining commodities to be placed on pallets to be ready to return
	Relay any pertinent information to POD Deputy Manager to be included in After Action Report

Rocky Hill POD Flow Crew Leader Checklist

The Flow Crew Leader is the public face of the POD. Responsible for overseeing the safe and efficient movement of the public in and out of the POD. Interfaces directly with the public and ensures that staff is prepared to disseminate accurate and timely information to the public. Responsible to vehicular and pedestrian count visiting the POD.

This checklist is to provide a guide of responsibilities of the Flow Crew Leader assigned to the POD. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Upon arrival at designated location and during operations:

	Sign in
	Receive operational briefing and pass on relative information to Specialists and Crew Members
	Assign staff to appropriate location(s)
	Ensure that staff are wearing PPEs
	Advise the public on hours of operation and per person rations
	Ensure public information is consistent
	Ensure loading line keeps moving
	Position personnel strategically around site to ensure an orderly progression through the POD
	Do not allow any favoritism or exceptions for any member of the public.
	Disseminate information to the public on a regular basis
	Watch for any interruptions in the distribution process
	Make sure the public understands all POD rules.
	Count the number of pedestrians or vehicles receiving commodities and report the number at end of each operational period
	Ensure that staff members are given adequate breaks
	Report updates on flow operations to POD Manager

POD closing actions:

	During demobilization, coordinate the breakdown of pedestrian and vehicle lines.
	Debrief and collect equipment and supplies from staff
	Relay any pertinent information to POD Deputy Manager to be included in After Action Report

Rocky Hill POD Off-Loading / Supply Crew Leader Checklist

The Off-Loading / Supply Crew Leader is responsible for overseeing the unloading, positioning, and movement of commodities within the supply and distribution areas. Coordinates with Loading / Ration Point Crew Leader to maintain a steady and efficient commodity distribution flow.

This checklist is to provide a guide of responsibilities of the Flow Crew Leader assigned to the POD. There may be additional tasks other than what is listed based on what may be known or has to be handled ad hoc based on the situation.

Upon arrival at designated location and during operations:

	Sign in
	Receive operational briefing and pass on relative information to Specialists and Crew Members
	Assign staff to appropriate location(s)
	Ensure that staff are wearing PPEs
	Manage documentation and inventory control
	Keep work areas organized and free of trash and debris
	Stage pallet jacks and forklifts
	Determine the secure storage capacity at the site and plan accordingly when ordering
	Estimate the quantity of commodities the POD might receive each day
	Notify POD Deputy Manager as supply trucks arrive
	Off-load commodities from trucks as quickly as possible into the off-loading area
	Verify daily starting inventory levels and provide an accurate count to POD Manager
	Verify operability and fuel levels of all equipment and provide information to POD Manager
	Check on availability and supply of fuel and oil for all equipment
	Count and inspect commodities during unloading, compare to Bill of Lading
	Ensure safe heavy lifting as well as forklift and pallet jack operations
	Ensure that staff members are given adequate breaks
	Report updates on operations to POD Manager

POD closing actions:

	Debrief and collect equipment and supplies from staff
	Relay any pertinent information to POD Deputy Manager to be included in After Action Report

Rocky Hill POD Loading Point / Ration Specialist

The Loading Point / Ration Specialist distributes commodities to the public and performs a final check to ensure that commodities have not expired, damaged, and are not otherwise unfit for consumptions. Must understand and follow correct quantities of commodities to be distributed, understand and enforce guidelines, and that all commodities are distributed fairly.

Upon arrival at designated location and during operations:

	Sign in
	Receive operational briefing from Crew Leader
	Receive assignment
	Hand out commodities as specified in quantity allowed
	Load supplies into vehicles, ensure that supplies are secured
	Advise Crew Leader if commodities are running low
	Advise Crew Leader and Law Enforcement if any disturbances are noticed as public moves through the POD
	Load commodities into vehicles

When leaving POD:

	Debrief and return any equipment and supplies
	If applicable, verify start time of next shift
	Sign out

Rocky Hill POD Flow Specialist

The Flow Specialist directs members of the public to and through the POD. Inform the public on hours of operation and per person rations.

Upon arrival at designated location and during operations:

	Sign in
	Receive operational briefing from Crew Leader
	Receive assignment
	Keep the public population in lines at all times
	Walk up and down lines while communicating information to citizens as frequently as possible. Provide real time information and answer any questions with proper information.
	Share as much information as possible, including: hours of operation, daily per person rations, and approximate wait times
	Build trust with citizens
	Keep public's line of sight away from commodities
	For pedestrian traffic, inform that only service animals are allowed inside POD operations
	Control access to site
	Direct vehicular and pedestrian traffic to proper lanes or tables to pick up commodities
	Once supplies are obtained, direct citizens to the exit
	Expedite and keep lines moving in a safe manner
	Record the number of recipients exiting the POD

When leaving POD:

	Report any updates on flow operations and number of citizens receiving commodities
	Debrief and return any equipment and supplies
	If applicable, verify start time of next shift
	Sign out

Rocky Hill POD Off-Loading / Supply Specialist

The Off-Loading / Supply Specialist are responsible for the safe unloading and positioning of commodities at the temporary storage area and movement to the distribution area. These specialist must be certified to operate equipment

Upon arrival at designated location and during operations:

	Sign in
	Receive operational briefing from Crew Leader
	Receive assignment
	Review site layout and identify locations of: arriving trucks, off-loading/supply area, distribution area
	Unload commodities from supply trucks
	Assist with inspection of arriving commodities
	Organize and position commodities for distribution
	Work with Crew Leader on how to position commodities as they are off-loaded from supply truck
	Immediately report any equipment issues or failures to Crew Leader

When leaving POD:

	Report any updates on operations to Crew Leader
	Debrief and return any equipment and supplies
	If applicable, verify start time of next shift
	Sign out

Rocky Hill POD Traffic Control Specialist

The Traffic Control Specialist is responsible for managing the movement of vehicular traffic during POD operations. Directly controls movement of vehicles in the vehicle line and oversees the safety of Loaders on the vehicle line. Is responsible to Flow Crew Leader.

Upon arrival at designated location and during operations:

	Sign in
	Receive operational briefing from Crew Leader
	Receive assignment
	Report any issues with vehicles, such as, breakdowns or accidents to Crew Leader
	Always remain visible and always wear ANSI reflective vest or jacket
	Maintain eye contact with motorists
	Keep all turning vehicles in front of you and do not stand directly in front of vehicles
	Watch out for mirrors, protruding cargo, or overhanging objects
	Stay Alert

The following will be the operational procedure with vehicles entering the POD:

- All vehicles line up in the street, the number of vehicles allowed to enter the site at a time will equal the amount of loading line positions that have been established.
- The Traffic Control Specialist stands at the front of the vehicle line where all vehicles in the lane can see them.
- When the front vehicle is adjacent to the front loading station, the Traffic Controller will signal the vehicle to stop. Each vehicle behind the first vehicle stops as well.
- Once all vehicles come to a stop and placed in park, the Traffic Control Specialist will blow a whistle and project voice loudly "LOAD". The loaders will then echo "LOAD".
- The Loaders then will place the set amount of supplies from the pallets into the trunk of the vehicle.
- Once the Loaders complete the loading supplies into the vehicles, they shall step back to the loading line and project voice loudly "CLEAR" while placing a hand up in the air.
- When the Traffic Control Specialist hears the word "CLEAR" the same amount of times as there are vehicles in line, they will visible look for the hands up signal from the loaders. When there are the same amount of hands in air as there are vehicles in line, the Traffic Control Specialist will instruct the vehicles to depart.
- The next set of vehicles enter the POD and the cycle repeats.

When leaving POD:

	Report any updates on operations to Crew Leader
	Debrief and return any equipment and supplies
	If applicable, verify start time of next shift
	Sign out

Rocky Hill POD Support Team Leader

The Support Team Leader oversees personnel that are assigned in support of POD operations. The number of personnel will be dependent on type of POD and commodities being distributed. While some of the associated tasks will overlap with other areas, the Support Team Leader will report to the Loading Point / Ration Crew Leader.

Support operations include:

- Ensuring all equipment used on site has been inspected, maintained, and used in safe manner.
- Coordinating supply truck movement on site.
- Conducting resupply operations including moving commodities and resupplying the loading line.
- Maintaining accountability of all commodities received, on hand, and distributed from the site.
- Maintaining all paperwork relating to resource accountability and providing daily resource reports to Crew Leader.

Upon arrival at designated location and during operations:

	Sign in
	Receive operational briefing from Crew Leader
	Receive assignment
	Oversee records pertaining to equipment on site
	Advise Crew Leader if commodities are running low

When leaving POD:

	Debrief and return any equipment and supplies
	If applicable, verify start time of next shift
	Sign out

Rocky Hill POD Demobilization Checklist

The decision to close and demobilize the POD will be made in collaboration of The Public Safety Director, Director of Emergency Management, and Human Services Director as the evaluation of citizens to sustain themselves.

Once the decision has been made to close the POD notification will be made to the public with the expected date and time of closure. This timeframe will be kept firm. Once the determined time occurs all signage will be removed and the site accessibility shall be blocked.

CHECKLIST:

	Notification received from EOC to discontinue operations and Demobilize site
	Determine date and time of closure. Post signs for notification to the public
	The date and time will be kept firm. Do not allow commodity distribution after set time
	Notify all agencies supporting the POD of demobilization
	Notification to supply source that any scheduled shipments for future delivery should be cancelled
	Commodities shall be consolidated by type onto pallets for loading back onto trucks
	A POD Supply Tracking form should be used to record inventory and provided to the truck operator as a Bill of Lading
	Equipment shall be consolidated behind the supply line and inventoried
	Inventory all equipment and compare to logs, forms, and receipts
	Check for any missing equipment and generate a written statement on any missing equipment
	When contacting EOC for arranging equipment pickup, any damaged or missing equipment shall be reported
	Recycle any leftover pallets
	The site shall be cleaned back to pre-use condition. If any fuel spills or fluid leaks occurred, contact EOC for proper cleanup
	Empty all garbage receptacles into bags. Place in dumpsters or notify EOC to make arrangement for pickup
	Arrange to disconnect any electrical, water, phone, or cable service that was established in support of the POD
	Have staff return any issued equipment and PPE
	Notify the EOC when the site has been unoccupied
	Complete final report and supporting documents and forward to the EOC.

ROCKY HILL

POINTS OF

DISTRIBUTION

FORMS

POD SITE SET UP CHECKLIST

POD MANAGER: _____

POD LOCATION: _____

	ACTION	Completed Y/N	REMARKS
1	Site Hazard Assessment completed		
2	Notification to Director of Emergency Management		
3	Communications Established with EOC		
4	Inspect POD Kit for items and complete inventory		
5	Team Members arrival to establish setup		
6	Determine location of Supply, loading, and vehicle lines		
7	Establish Dumpster location		
8	Establish Portable Bathroom locations		
9	Determine Canopy location		
10	Determine Lighting locations		
11	Establish delivery vehicles routes / access points		
12	Determine break are location		
13	Team Members arrival to establish operations		
14	Assign staffing positions		
15	Conduct operational and safety briefing		
16	Distribute equipment and PPE		
17	Establish vehicle lanes and set up cone pattern		
18	Determine sign locations		
19	Receive portable bathroom(s)		
20	Receive dumpster		
21	Receive pallet jack		
22	Receive first supply delivery		
23	Notification to EOC that POD is ready to open		
24	Put up signs		
25	Open POD		
26	Notification to EOC that POD is open and operational		

ADDITIONAL REMARKS:

POD MANAGER SIGNATURE and DATE / TIME COMPLETED:

DAILY SITE HAZARD ASSESSMENT FORM

Location: Inspected by:		Date/ Time:	
Environment:	**YES**	**NO**	**COMMENTS**
Are resources available to deal with extreme conditions? Hot or Cold Weather. (fluids, heat, shade)			
Do the staff know the symptoms of heat cramps, heat stroke, or hypothermia?			
Is the level of light adequate for safe and comfortable work performance?			
Housekeeping:			
Is the work area clear of debris and tripping hazards?			
Are materials properly stacked and spaced?			
Are work areas clear of fluid spills or leakage?			
Are aisles and passageways clear of obstructions?			
Are walkways clear of hole, loose debris, and protruding items?			
Is the break area kept clean and sanitary?			
Are dumpsters being serviced properly?			
Are restrooms clean, sanitary, and restocked?			
Personal Protective Equipment:			
Is required equipment provided, maintained, and used?			
Does equipment meet safety requirements?			
Are warning signs displayed in all hazard areas?			
Material Handling and Storage:			
Is there safe clearance for all equipment through aisles and doors?			
Is stored material stable and secure?			
Are storage areas clear from tripping hazards?			
Are only trained operators allowed to operate forklifts?			
Do personnel use proper lifting techniques?			
Training:			
Is each person assigned to a job within their capability?			
Did each person receive a safety brief at start of shift?			
Is training on PPE and equipment provided?			
Vehicle Traffic:			
Are cones placed to direct traffic?			
Is the vehicle line free of pedestrians?			
Are pedestrian and vehicle traffic separated?			

STAFFING REPORT

LOCATION: _____ **DATE:** _____

NAME	AGENCY / DEPARTMENT	ASSIGNMENT	DATE / TIME IN	DATE / TIME OUT	TOTAL HRS

TOTAL # OF PERSONNEL: _____   **TOTAL HOURS:** _____

POD MANAGER SIGNATURE: _____ **DATE:** _____

PAGE ___ OF ___

DAILY OPERATIONS REPORT

LOCATION:	**DATE:**
MANAGER:	
# OF PERSONNEL:	**TOTAL HOURS:**
QTY OF WATER RECEIVED:	**QTY OF WATER DISTRIBUTED:**
QTY OF FOOD RECEIVED:	**QTY OF FOOD DISTRIBUTED:**
QTY OF ICE RECEIVED:	**QTY OF ICE DISTRIBUTED:**
QTY AND TYPE OF OTHER COMMODITY RECEIVED:	**QTY AND TYPE OF OTHER COMMODITY DISTRIBUTED:**
QTY AND TYPE OF OTHER COMMODITY RECEIVED:	**QTY AND TYPE OF OTHER COMMODITY DISTRIBUTED:**
QTY AND TYPE OF OTHER COMMODITY RECEIVED:	**QTY AND TYPE OF OTHER COMMODITY DISTRIBUTED:**
# OF DAY STAFF:	**# OF NIGHT STAFF:**
# OF UNASSIGNED STAFF:	**# OF SPONTANEOUS VOLUNTEERS:**

PROGRESS REPORT
SPECIAL / SECURITY CONSIDERATIONS
NEEDS ASSESSMENT
OTHER

POD MANAGER SIGNATURE: _____ **DATE:** _____

EQUIPMENT INVENTORY

LOCATION: _____

DATE	EQUIPMENT TYPE	SERIAL #	CONDITION	OWNER'S NAME	LOCATION

PAGE ___ OF ___

DELIVERY LOG

DATE: _____

DATE /TIME	TRUCK # OR ID	COMMODITY / RESOURCE	SHIPPERS # OR BILL OF LADING VERIFY	COMPANY	DRIVER'S NAME

PAGE ___ OF ___

DAILY SUPPLY INVENTORY FORM

DATE: _____

TIME	TRUCK # OR ID	TYPE OF SUPPLY	QTY RECEIVED	QTY DISTRIBUTED	BALANCE

PAGE ___ OF ___

COMMODITIES TRACKING

POD LOCATION: _____

DATE	COMMODITY	RECEIVED IN LAST 24 HRS	DISTRIBUTED IN LAST 24 HRS	CURRENT AMOUNT	AMOUNT TO ORDER
	ICE (POUNDS)				
	WATER (GALLONS)				
	MRE (MEALS)				
XX	XX	XX	XX	XX	XX
	ICE (POUNDS)				
	WATER (GALLONS)				
	MRE (MEALS)				
XX	XX	XX	XX	XX	XX
	ICE (POUNDS)				
	WATER (GALLONS)				
	MRE (MEALS)				

PAGE ___ OF ___

INCIDENT or INJURY REPORT FOR STAFF

To be completed if staff injury/sickness occurred or equipment/facility was damaged.

	Incident- Event that caused injury to a person or damage to equipment or facility.
	Near Miss- Event that could have caused injury or damage.

Form Completed by:	Person(s) Involved:

Witness(es):

Location of incident:

Incident Date:	Incident Time:	Reported Date:	Reported Time:

Involved Person(s) Assigned Position and Shift Times:

Nature and Location of Injury:

Incident Description:

Medical Treatment Required:
Did Staff Member Leave Site due to Injury Y/N?   Date and Time:
If Applicable, Name of Hospital: Admitted Y/N?
Date and Time Staff Member returned to Regular Duty:
Light Duty Restrictions:
Proper and Safe Procedures being followed at time of Incident? Y/N? If No, Explain:
If Changes are necessary to prevent Recurrence explain:
Staff Signature and Date:
Supervising Person Signature and Date:

Form shall be forwarded to the POD Manager as soon as completed. Any Medical forms obtained from off-site treatment must also be forwarded to POD Manager.

COMMODITIES DEMOBILIZATION

DATE: _____

PALLET DEMOB #	COMMODITY TYPE	PALLET REPACKING DATE/TIME	TRUCKING COMPANY NAME & ID#	DRIVER NAME AND CONTACT #	PICKUP DATE/TIME	NOTES

PAGE ___ OF ___

Repacking Guidelines

Repacking of supplies or commodities at the POD must adhere to the following guidelines:

- Use empty pallets to repack all remaining supplies and commodities.
- Repack like commodities on the same pallet (water with water, etc.).
- All pallets will be repacked to a maximum height of four (4) feet. This is approximately chest high, use a measuring tape to verify height.
- Use shrink wrap to secure items on pallets.
- Do not stack pallets and items on top of each other.
- Mark each pallet with an identification number.

CHECK IN / CHECK OUT (ICS 211)

LOCATION: _____

NAME	DATE / TIME IN	INITIALS	CONTACT #(S)	DATE / TIME OUT	INITIALS

PAGE ___ OF ___

Just-In-Time Training / Briefing

All staff require shift briefing prior to starting their shift. And all require some form of training before operations commence. All new staff are to be trained by their Crew Leaders at the beginning of their first shift.

Training should include a general overview of POD site operations, as well as position specific guidance.

Purpose of a POD

A Point of Distribution is a temporary site where commodities are distributed to the public following a disaster or emergency event.

Hours of Operation

The hours during which commodities are distributed to the public may not be the same as the hours that the POD is staffed.

- Crew Working Hours: The hours that the POD is staffed.
- Hours of Operations: The hours during which commodities are distributed to the public.

Chain of Command

The organizational chart to understand the reporting structure.

Distribution Guidelines

- Each member of the public who visits a Pedestrian POD will be provided with one daily allocation of commodities, regardless of age. No IDs are required.
- If a person asks for additional commodities for themselves, decline the request.
- If distribution guidelines change, or if additional commodities are distributed, this information will be clearly communicated.

Good Communications

It is important that staff members understand the protocols for internal and external communications.

- Since POD staff work directly with the public, there will be specific information given to pass along and when.
- All official media contacts will be made through the Public Information Officer (PIO) and staff will not talk directly to the media.

Staff Safety

- Safety of POD staff is of the utmost importance.
- All staff will wear PPE.
- All staff will be made aware of who the Safety Officer is and their role.

POD Process

- The POD process will be explained.
  - o How the public approaches
  - o How the public is served
  - o How the public leaves the POD
- Crews work together to support the overall POD operation.

Questions

- All Staff Members will be given the freedom to ask questions to clarify roles, responsibilities and operations.
- If a question is presented to a Crew Leader and the answer is not known, it will be investigated and an answer will be given. No questions will go unanswered.
- If possible, a Job Tasklist will be given to each Staff Member.

GENERAL SAFETY INFORMATION

It is important to understand the difference between a hazard and a risk. A hazard is an inherent property or source of danger such as "height". A risk is the extent to which a hazard such as "height" can cause harm. For example, what are the chances of falling? Risks from hazards can be reduced or removed by taking safety precautions. However, you cannot remove the underlying hazard itself.

- Inspect work area daily
- Be an observer—stay alert—THINK
- Housekeeping
- Ask questions
- Report inquiries/incidents/illnesses
- Report safety issues to your supervisor

It's been said many times before, but it's still true: *Good safety practices include everyone on the worksite*. All workers should inspect their work area daily and be aware of changing hazards. Always be alert to your surroundings and stop any unsafe act you observe.

- One way to be safe is to keep your assigned work area clean and clear of hazards.
- The best defense to hazards is to think! Think through your actions before you do them.
- If you have a question regarding safety, do not hesitate to ask a co-worker or supervisor.
- If an injury, incident, or illness occurs on the worksite, report it to your supervisor and fill out the proper paperwork. It is important for your safety and the safety of others to report any safety issues you observe to your supervisor.

You should also be aware of personal physical safety that you can personally control. This should start with you being prepared to work and understanding the weather forecast.

- Take breaks and consume plenty of water.
- Drink at least 16 ounces of water per hour.
- When needing to lift any bulky or more than 50 pounds, ask for assistance.
- Dress appropriately. In layers if in cold weather. Wear closed toed shoes.
- Wear safety vest and work gloves.
- Always maintain at least a 10 foot distance from delivery trucks and stay out of driver's blind spots.
- Frequently wash hands.
- Report any observed hazards and direct any questions to your supervisor.

AVOIDING WEATHER INJURIES

HOT WEATHER

Working in hot weather can be dangerous. To prevent a hot weather injury you should:

- Drink small amounts of water frequently, totaling at least 16 ounces per hour.
- Avoid alcohol and caffeinated beverages.
- Wear light colored, loos fitting, breathable clothing.
- Take frequent short breaks in the shade.
- Keep skin covered with sunscreen.
- Wear a hat with a wide brim.
- Wear sunglasses.

If you experience any of the following, you may have a heat related illness, and you should notify your supervisor immediately for possible medical treatment:

- Sunburn
- Headache, nausea, dizziness, weakness, thirst, or giddiness
- Seeing bright spots
- Flu-like symptoms including fever and chills
- Confusion, irrational behavior, loss of consciousness or seizures.
- Lack of sweating, abnormally high body temperature
- Painful muscle spasms, or cramps
- A red cluster of pimples or small blisters

COLD WEATHER

Working in cold weather can be dangerous. To prevent a cold weather injury you should:

- Keep hydrated
- Avoid alcohol and caffeinated beverages
- Wear multiple layers of light, loose fitting clothes
- Do not overexert or overheat yourself, avoid sweating
- Limit skin exposure by wearing gloves, hat, and scarf

If you experience any of the following, you may have a cold related illness, and you should notify your supervisor immediately for possible medical treatment:

- Excessive shivering
- Blue lips and fingers
- Slurred speech
- Poor coordination
- Impaired thinking
- Pain or numbness in extremities.

Dealing with Difficult People

When dealing with a frustrated or difficult person follow these recommended actions:

DO:

- Project calmness, move and speak slowly, quietly and confidently.

- Be an empathetic listener.

- Encourage the person to talk and listen patiently.

- Focus your attention on the person to let him/her know you are interested in what s/he has to say.

- Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.

- Acknowledge the person's feelings. Indicate that you can see s/he is upset.

- Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).

- Be reassuring and point out choices. Break big problems into smaller, more manageable problems.

- Accept criticism in a positive way. When a complaint might be true, use "it was my fault." If the criticism seems unwarranted, ask clarifying questions.

- Ask for his/her recommendations. Repeat back to him/her what you feel s/he is requesting of you.

- Arrange yourself so that the person cannot block your access to an exit.

DO NOT:

- Reject all of a client's demands from the start.

- Use styles of communication that generate hostility such as apathy, brush off, coldness, condescension, going strictly by the rules, or giving the run-around.

- Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger pointing or long periods of fixed eye contact. Make sudden movements which can be seen as threatening. Note the tone, volume, and rate of your speech.

- Challenge, threaten, or dare the individual. Never belittle the person or make him/her feel foolish.

- Criticize or act impatiently toward the agitated individual.

- Attempt to bargain with a threatening individual.

- Try to make the situation seem less serious that it is.

- Make false statements or promises you cannot keep.

- Try to impart a lot of technical or complicated information when emotions are high.

- Take sides or agree with distortions.

- Invade the individual's personal space. Make sure there is a space of three feet to six feet between you and the person.

Proper Lifting

Lever effect -- can magnify weight by factor of up to 10

(200 lbs.)

(40 lbs.)

100 lbs.

10 lbs.

Maximum Safe Lifting Weight = 51 lbs.

National Safety Council
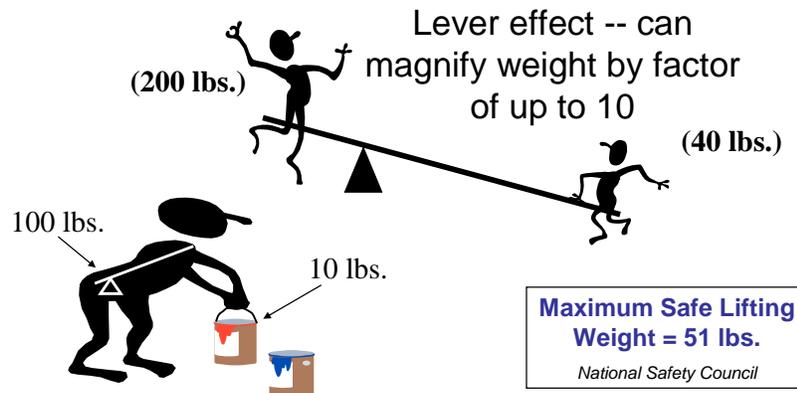
The above diagram is taken from FEMA Training IS-26 Guide to Points of Distribution 08/10.

Improper lifting can lead to back, leg and arm pain. Poor techniques can cause both acute injury and serious chronic effects. Proper lifting will help you avoid these problems.

When carrying a load, ensure you carry it close to your body. If not, you will be forcing your body to carry more weight due to the lever effect.

Proper Lifting

Use Your Head and Save Your Back!
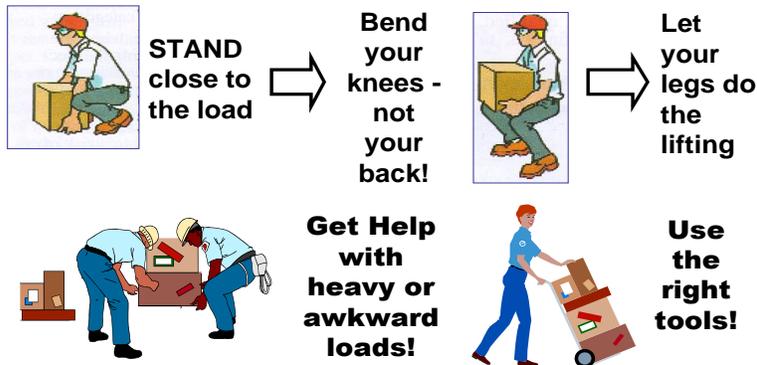
The above diagram is taken from FEMA Training IS-26 Guide to Points of Distribution 08/10.

Proper lifting is accomplished using a four step process:

1. Plan ahead.

   Before attempting to lift or move something heavy, step back and analyze what needs to be accomplished. How heavy is the object? How far does it have to be moved, and where it is going to end up? What is the shape of the object? Is it cumbersome? Will it be easily manipulated? Is it a two-person job? Is there anything in the way that needs to be moved prior to lifting?

2. Lift close to your body.

   You will be a stronger and more stable lifter if the object is held close to your body rather than at the end of your reach. Make sure you have a firm hold on the object you are lifting, and keep it balanced close to your body.

3. Feet shoulder width apart.

   Stand directly in front of the load with feet about shoulder width apart. One foot should be in front of the other for balance. A solid base of support is important while lifting. Holding your feet too close together will be unstable, too far apart will hinder movement. Keep the feet about shoulder width apart and take short steps.

4. Bend your knees and keep your back straight.

   Bend the knees and tighten the stomach muscles. Using both hands, grasp the object firmly and pull it as close as possible to your body. Since leg muscles are stronger than back muscles, lift with the legs, until they are straightened.

   When it is time to set the load down, it is very important that it is done correctly. Reverse the procedures for lifting to minimize the strain on the back. If the load is going on the floor, bend the knees and position the load in front of you. If the load is to go at table height, put it down and keep in contact with the load until it is secure on the table.

Once you are carrying the load, there are additional safety precautions to take.

- Ensure you can see over the load. Even if you can see over the load, realize that you will have limited visibility.

- Avoid jerky movements and twisting your body. Keep the natural curve in the spine; don't bend at the waist. To turn, move the feet around by pivoting on the toes, not by twisting at the stomach.

- Watch out when passing by another object to ensure you do not pinch your fingers. This is especially true for doorways.

- Always face the direction you are moving. This will keep you more stable.

Pallet Safety
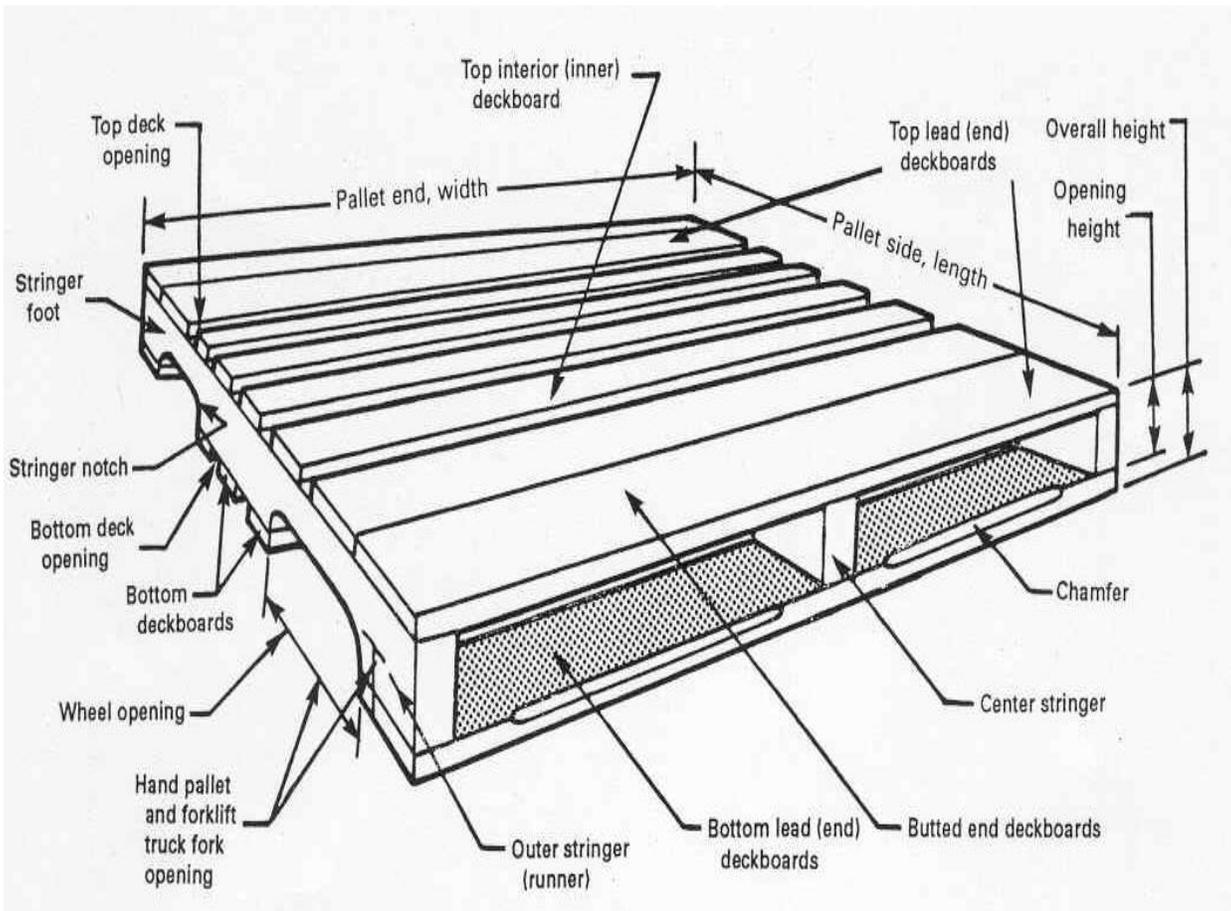
The above diagram is taken from FEMA Training IS-26 Guide to Points of Distribution 08/10.

This diagram lists the parts of a pallet. Notice where the wheel opening is for the tines of a pallet jack or forklift.
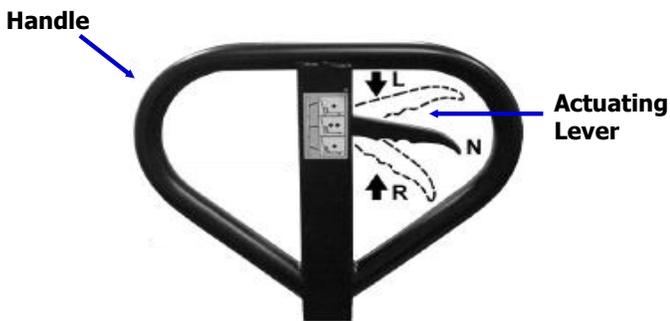
The main parts of a pallet jack are the forks, handle, and actuating lever.

Before inserting the pallet jack into the pallet, ensure that the forks are in their lowest position.

Pallet Jack
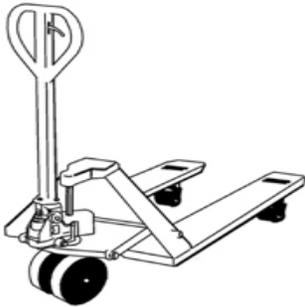
Pallet Jack Handle and Actuating Level

The above diagrams are taken from FEMA Training IS-26 Guide to Points of Distribution 08/10.

Raise the forks by pushing the actuating lever down (R position on diagram) and pumping the handle up and down. One inch clearance between the floor and pallet is usually sufficient.

Put the actuating lever in a neutral or middle position (N position on diagram) to move the load. This position disengages the lifting mechanism and frees the handle from hydraulic resistance, but keeps the forks raised. When the lever is released, it will automatically return to the neutral position.

Lower the forks by pulling the actuating lever up (L position on diagram) and holding it there until the forks come to a resting position.

Some of the hazards associated with pallet jacks include:

- Load balancing

- Pushing the pallet jack versus pulling

- Controlling the speed of the pallet jack without the assistance of breaks

- Tripping hazard associated with the forks and handle

To mitigate these hazards, follow the following safety rules:

- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings
- Avoid moving loads up or down ramps
- Do not carry riders Center the forks evenly under the load to maintain good balance
- Avoid overloading
- Ensure the stability of the load
- Use both forks for lifting a load
- Pull rather than push loads for increased maneuverability
- Maneuvering loads using the neutral position reduces operator fatigue
- Operate at a controllable speed, since hand pallet trucks do not have brakes
- Park the pallet truck out of traffic areas in a safe, level place with the forks lowered
- The handle should be left in the up position to eliminate tripping hazards

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