

# TOWN OF BOW EMERGENCY OPERATIONS PLAN



**Compiled By:**

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Emergency Management Director  
Town of Bow, NH*

**2/02/2023**

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## ***FOREWORD***

The Town of Bow Emergency Operations Plan (EOP) establishes a framework for Bow to aid in an expeditious manner to save lives and to protect property in the event of a disaster. The Bow Office of Emergency Management (BEM) appreciates the continuing cooperation and support from all departments and agencies and to the volunteer and private organizations, which have contributed to the development and publication of this plan. Bow has worked with these groups to provide a forum for the departments and agencies with identified responsibilities in the plan to participate in planning and exercise activities to develop, maintain and enhance Bow's response capability.

The purpose of the Bow EOP is to facilitate the delivery of all types of response assistance to jurisdictions and to help them deal with the consequences of significant disasters. The plan outlines the planning assumptions, policies, concept of operations, organizational structures, and specific assignments of responsibility to the town's departments and agencies involved in coordinating the local response activities.

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Bruce Marshall, Chairman  
Bow Board of Selectmen

## ***PROMULGATION***

This Plan is adopted as the Town of Bow's Emergency Operations Plan (EOP). It will provide the basis for coordinating protective actions prior to, during and after any type of disaster. As no community has the resources to manage a major emergency without outside assistance, this plan represents the town's best intentions to deal with disaster within the framework of community-wide cooperation, and statewide coordination.

The plan was prepared under the guidelines established by the Federal Emergency Management Agency and NH Office of Homeland Security and Emergency Management. This plan becomes effective upon signature of the Board of Selectmen and supersedes all previous Town of Bow Emergency Management Plans.

Promulgation, as it relates to the Bow Emergency Operations Plan (EOP), is the act of the jurisdiction officially adopting the emergency operations plan for the town. The promulgation document should include the signature of the jurisdiction's chief executive.

The promulgation document gives the **EOP** official status and provides both authority and responsibility for organizations to perform their tasks. However, it can be a Resolution or Executive Order adopting the **EOP** as the operations plan for the jurisdiction.

The plan will be supplemented by Standard Operating Guidelines (SOGs) detailing the steps necessary to accomplish assigned responsibilities. Individuals, department heads and organizations will prepare SOGs, which will be maintained by the responsible organization, with the assistance of the Director of Emergency Management.

All individuals, departments, and organizations with responsibilities outlined in this plan shall read and understand their responsibilities as outlined and they shall commit to training, exercises and plan maintenance efforts needed to support this EOP.

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

**TOWN OF BOW  
EMERGENCY OPERATIONS PLAN**

*Adopted This \_\_\_\_\_ Day of \_\_\_\_\_, 2023*

Town of Bow, New Hampshire  
Board of Selectmen

Signature: \_\_\_\_\_  
Bruce Marshall  
Chairman, Selectman

Signature: \_\_\_\_\_  
Michael Wayne  
Vice Chairman, Selectman

Signature: \_\_\_\_\_  
Christopher Nicolopoulos  
Selectman

Signature: \_\_\_\_\_  
Mathew Poulin  
Selectman

Signature: \_\_\_\_\_  
Angela Brennan  
Selectman

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***SIGNATORIES TO THE TOWN OF BOW EMERGENCY OPERATIONS PLAN***

Explanation: Signatories to the Town of Bow EOP are affirming that this version of the plan should be updated on an annual basis. Every agency with a primary role in an Emergency Support Function (ESF) should sign this section.

ESF #s 2, 5, 7, 11:

Emergency Management Director

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ESF #s 1, 3:

Public Works Dept. Representative

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ESFs # 9, 13:

Police Department Representative

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ESFs #s 4, 10:

Fire Department Representative

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ESFs #6, 14:

Human Resources Representative

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ESFs # 8:

Health Officer

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ESFs # 15:

Town Manager

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ESFs # 12:

Community Development

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***DISTRIBUTION LIST***

The following individuals and organizations have received a copy of this Emergency Operations Plan. It is the responsibility of the tasked individuals and organizations to read and understand their responsibilities as outlined. This distribution list will serve as a checklist for distributing later revisions to this plan.

***Town of Bow Officials***

***Plan Version***

Emergency Management Director (EOC)	Electronic, Hard Copy, Master Copy
Town Manager	Electronic, Hard Copy
Fire Chief	Electronic
Police Chief	Electronic
Public Works Department	Electronic
Health Officer	Electronic
Library	Electronic, Hard Copy (1)
School Department	Electronic
Recreation Department	Electronic
Community Development Department	Electronic
Finance Director	Electronic
Human Resources	Electronic

***State of New Hampshire***

NH Office of Homeland Security & Emergency Mgmt.	Electronic, Hard Copy
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***RECORD OF REVISIONS OR CHANGES***

<b>CHANGE NUMBER</b>	<b>DATE</b>	<b>SUBJECT AREA</b>	<b>INITIALS</b>
2017 Update	4/28/2017	Total Plan Update	LMK
2022 Update	1/27/2023	Total Plan Update	LMK

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***PROPOSAL FOR CHANGES, CORRECTIONS, ADDITIONS & DELETIONS  
FORM***

**To: Leland M. Kimball, Director  
Bow Emergency Management  
Bow Safety Center  
7 Knox Road  
Bow, NH 03304**

**Re: Local Emergency Operations Plan**

**Proposal for Changes, Corrections, Additions & Deletions**

Any user of this Plan is encouraged to recommend changes that the user feels may enhance or clarify a particular portion of this Plan. Suggested changes should be submitted to the Local Emergency Management Agency at the above address for consideration. The Local Emergency Management Agency will respond with a written form, as to whether or not the suggestion will be implemented and, if not, why it will not be implemented. The format of the suggested changes should be:

Identify One:

Base Plan \_\_\_\_\_ Annex \_\_\_\_\_ ESF Appendix (No. \_\_) \_\_\_\_  
Incident Specific Annex/Documents \_\_\_\_\_

Section:

Paragraph/Subparagraph:

Page Number:

Currently Reads:

Proposed Change:

Other Comments:

Submitted by (Name):

Agency/Organization:

Contact (Phone or e-mail):

**DATE:**

## CHAPTER I INTRODUCTION

### ***PURPOSE***

The primary purpose of the *EOP* is to initiate, coordinate, and sustain an effective local response to disasters and emergency situations. Secondary to this is to make each organization and department aware of its responsibility in all-hazard emergency operations. Bow's Emergency Operations Plan (EOP) is designed to address the response to consequences of any disaster or emergency that would affect the population and/or property within the Town of Bow. It predetermines, to the extent possible, actions to be taken by emergency organizations of the town and cooperating private institutions to:

- Prevent disasters
- Reduce the vulnerability
- Establish capabilities for protecting citizens from the effects of disasters
- Respond effectively
- Provide for recovery

This plan, upon being implemented by the town government, will provide the basis for coordinating protective actions prior to, during, and after any type of disaster. The *EOP* is designed to:

- a. Identify planning assumptions, assess hazard potentials, and develop policies.
- b. Establish a concept of operations built upon an interagency coordination to facilitate a timely and effective local response.
- c. Assign specific functional responsibilities to appropriate departments and agencies.
- d. Coordinate actions necessary to respond to an emergency and coordinate the links between local governments, neighboring states, and federal response.
- e. Unify the efforts of government, volunteers, and the private sector for a comprehensive approach to reducing the impacts of emergencies and disasters.

### ***SCOPE***

Bow's EOP:

1. Addresses the emergencies and disasters likely to occur as highlighted in chapter II of this plan and addressed in greater detail in the Town **Hazard Mitigation Plan** separately annexed to this plan.
2. Includes those actions that support efforts to save lives and protect public health and safety and protect property.

3. Comprises all town departments and agencies, assigned one or more functions, activities, and/or tasks, to provide response and recovery activities in support of local operations during an emergency or disaster.
  - a. Department and agency assignments are based upon their day-to-day responsibilities, statutory/legislative requirements, and/or State and Federal regulations.
  - b. Additional assignments may be made through an executive order (EO), as the situation warrants.
4. Provides for the integration and coordination between government, the private sector, and volunteer organizations involved in emergency response and recovery efforts.
5. Describes how nationally (Local, States, and Federal) resources will be coordinated to supplement town resources in response to a disaster.

### ***Construct of Plan***

The LEOP includes the following:

#### **Base Plan**

The Base Plan describes the structure and processes designed to integrate the efforts and resources of the federal, state, regional and local governments, the private sector and non-governmental organizations (NGOs). The Base Plan includes planning assumptions, roles and responsibilities, concept of operations, incident management actions, and Plan administration and maintenance instructions.

#### **Annex A: Emergency Support Functions (ESFs)**

The Emergency Support Functions describe the responsibilities and general concepts for emergency management activities and obligations maintained by each individual function. These responsibilities include reduction of the immediate hazard, saving lives and property, incident stabilization, environmental and economic conservation and restoration of pre-incident conditions.

The Emergency Support Functions are comprised of 15 specific functional areas, they are:

- Transportation (ESF #1)
- Communications and Alerting (ESF #2)
- Public Works & Engineering (ESF #3)

- Firefighting (ESF #4)
- Emergency Management (ESF #5)
- Mass Care, Housing, and Human Services (ESF #6)
- Resource Support (ESF #7)
- Health and Medical (ESF #8)
- Search and Rescue (SAR) (EF #9)
- Hazardous Materials (HAZMAT) (ESF #10)
- Agriculture, Cultural, and Natural Resources (ESF #11)
- Energy (ESF #12)
- Public Safety and Law Enforcement (ESF #13)
- Volunteer and Donation Management (ESF #14)
- Public Information (ESF #15)

#### **Annex B: Incident/Hazard Specific**

Some disasters or emergencies require unique approaches to prevention, preparedness, response, recovery and mitigation at some, or all levels. Incident/Hazardous annexes constitutes a collection of materials intended to address specific incidents/hazards. It includes specialized guidance, processes, and administration to meet those needs based upon the individual characteristics of the incident. The Town of Bow maintains the following annexes under separate cover and rest with those departments responsible for implementation and may also be found in the EOC: Hazard Mitigation Plan, Hazardous Material Plan, Water Source Protection Plan, Sheltering Plan, Point of Distribution Plan, Public Water System Plan, Continuity of Operations Plan, and High Hazard Dam Plans.

#### **Attachments/Appendices**

Attachments and Appendices provide additional relevant and/or more detailed supporting information for each section of the LEOP. They include department resources, private resources, and communication operational frequencies.

### ***Phases of Emergency Management***

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

#### **Prevention**

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

#### **Mitigation**

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



**Figure 1: Phases of Emergency Management**

#### **Preparedness / Protection**

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

#### **Response**

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

#### **Recovery**

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

## ***Incident Management Activities***

### **National Incident Management System (NIMS) / Incident Command System (ICS)**

NIMS is the national model for Preparedness, Communications and Information Management, Resource Management, and Command and Management. ICS, established by NIMS, is the model for command, control, and coordination for an emergency response. This system provides a means to coordinate the efforts of individual agencies as they work toward stabilizing the incident, protecting life, property, and the environment. ICS uses principles known to improve efficiency and effectiveness in an emergency response. Due to the increased complexity of events occurring in New Hampshire and the number of agencies/departments with a responsibility to act, the jurisdiction utilizes ICS as the operational system to manage disaster and emergency situations.

The Town of Bow Board of Selectmen unanimously adopted, by resolution, the National Incident Management System (NIMS) as a basis for incident management in the Town of Bow, New Hampshire. Resolution may be found in Annex C.

### **Local Emergency Operations Center (EOC) Activation for Monitoring**

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

1. The EMD may be alerted to an emergency or disaster situation by the local dispatch, NH State Police, NH Homeland Security and Management, and/or other responding agencies. Depending upon the severity of the incident, the EMD would initiate all or part of the EOP in coordination with the Town Manager.
2. If the emergency occurs during off-duty hours, the EMD is notified of the situation via the local police dispatch and fire dispatch. Based upon the severity of the incident, the EMD will initiate further notifications and/or activations (partial or full) of the EOP.
3. Primary and support agency notification actions are described in detail under the agency's assigned ESF component of the EOP.
4. Upon initial notification each responding agency is responsible for conducting its own internal notifications.

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

1. The EOP will be utilized to address particular requirements of a given disaster or emergency situation. Selected functional ESFs will be activated based upon the Basic Plan the nature and scope of the event and the level of State support needed to respond.

2. Based upon the requirements of the situation, EMD will notify town departments and agencies regarding activation of some or all the functional ESFs and other structures of the EOP. Priority for notification will be given to primary agencies as specified by the ESFs.
3. When activation of the EOP (partial or full) is initiated, and unless otherwise specified, all departments and office representatives having primary and/or designee roles and responsibilities, as specified in the EOP, will deploy to the EOC, and activate their respective ESF component to the EOP and relevant SOPs/SOGs.

In the event the primary EOC, located at the Town Safety Center is inaccessible or unusable, staff will report to the alternate EOC located at the Town Municipal Building.

### ***Emergency Support Functions***

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

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

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

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

**ESF #5 – Emergency Management** addresses the coordination of local incident management and response efforts to support local efforts. It encompasses the coordination of activities identified in the LEOP; the operation of the EOC; incident action planning; situational awareness and information-sharing; and provides direction and control over the use of local resources.

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



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

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

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

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

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

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

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

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

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

**Comprehensive Listing of Primary and Support Agencies.**

***ESF-1 - TRANSPORTATION***

***Primary Agency:***      ***Public Works Director***

***Support Agencies:***    Bow Police Department  
Bow Fire Department  
Bow School District  
Bow Recreation Department  
NH Department of Transportation  
NH Department of Safety/State Police

***ESF-2: COMMUNICATIONS AND ALERTING***

***Primary Agency:***      ***Emergency Management***

***Support Agencies:***    Bow Police Department  
Bow Fire Department  
Bow Public Works Department  
Capital Area Fire Mutual Aid Dispatch  
Merrimack County Sheriff's Office  
Local Telephone Services  
TOWN Administrative Assistant  
SAU  
NH Reverse 911  
NH Code Red  
NH Department of Safety-  
State Police  
Bureau of Emergency Communications (E-911)  
Bureau of Homeland Security & Emergency Management  
(HSEM)  
Local Amateur Radio Emergency Services (ARES)  
Social Media Outlets (via PIO and ESF-15)

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

***Primary Agency:***      ***Public Works Director***

***Support Agencies:***    Bow Code Enforcement Officer  
Bow Emergency Management  
Bow Fire Department  
Bow Police Department  
Bow Water and Sewer Department  
NH Public Works Mutual Aid  
NH Department of Transportation

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***ESF-4: FIRE FIGHTING***

***Primary Agencies:***     ***Fire Department***

***Support Agencies:***     Bow Police Department  
Bow Public Works Department  
Capital Area Mutual Fire Aid Fire Association  
Central NH Hazardous Material Response Team  
NH Department of Resources & Economic Development (DRED)  
NH State Fire Marshal's Office (NHSFM)

***ESF-5: EMERGENCY MANAGEMENT***

***Primary Agency:***     ***Emergency Management Director***

***Support Agencies:***     All Emergency Support Functions (ESF) and  
Coordinating and Cooperating Agencies

***ESF-6: MASS CARE, HOUSING AND HUMAN SERVICES***

***Primary Agency:***     ***Human Services Director***

***Support Agencies:***     Bow Emergency Management Director  
Bow Fire Department  
Bow Police Department  
Bow Shelter Coordinator  
ARC NH Regional Chapter  
Capital Area Public Health Network  
Bow SAU 67  
Concord Regional VNA  
Merrimack/Belknap CAP  
Local Animal Vet Services  
New Hampshire Army National Guard  
NH Department of Health and Human Services  
NH Department of Education  
NH Employment Security

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***ESF-7: RESOURCE SUPPORT***

***Primary Agencies:   Emergency Management***

***Support Agencies:***   All Town Departments  
                                  NH Department of Safety  
                                  Bureau of Homeland Security and Emergency Management  
                                  Other State ESFs as needed

***ESF-8: HEALTH AND MEDICAL SERVICES***

***Primary Agency:     Health Officer***

***Support Agencies:***   Bow Fire Department  
                                  Bow Emergency Management Director  
                                  Capital Area Fire Mutual Aid Association  
                                  NH American Red Cross Chapter  
                                  Concord Regional VNA  
                                  Capital Area Public Health Network  
                                  Bow Sewer/Water Districts (White Water)  
                                  Bow School District  
                                  Concord Hospital  
                                  NH Department of Health and Human Services,  
                                  Division of Public Health  
  Health Officer Liaison  
                                  NH Department of Agriculture  
                                  NH Department of Safety  
  EMS Bureau  
  Bureau of Homeland Security & Emergency  
  Management

***ESF-9: SEARCH AND RESCUE***

***Primary Agencies:   Police Department***

***Support Agencies:***   Capital Area Fire Mutual Aid Association  
                                  Bow Fire Department  
                                  Civil Air Patrol  
                                  DHART  
                                  NH Department of Safety  
  State Police  
                                  NH Fish and Game Department  
                                  NH Fire Marshal's Office  
                                  N.E. K-9 Association

***ESF-10: HAZARDOUS MATERIALS***

***Primary Agencies:***     ***Fire Department***

***Support Agencies:***     Bow Public Information Officer  
Bow Public Works Department  
Bow Police Department  
Bow Health Officer  
Capital Area Mutual Aid Fire Association  
Central NH Hazardous Materials Response Team  
NH Department of Agriculture  
NH Department of Environmental Services  
Division of Air Resources  
Division of Waste Management  
Division of Water  
NH Fish and Game Department  
NH Department of Health and Human Services  
NH Department of Resources and Economic Development  
NH Department of Safety  
Bureau of Emergency Medical Services  
Bureau of Homeland Security & Emergency Management  
NH Department of Transportation  
NH Marine Patrol  
NH State Fire Marshal's Office (NHSFM)

***ESF-11: AGRICULTURE, CULTURAL, AND NATURAL RESOURCES***

***Primary Agency:***     ***Emergency Management***

***Support Agencies:***     Bow Planning Board  
Bow Town Clerk  
Bow Community Development Department  
Bow Historical Society  
Bow Conservation Commission  
N.H. Dept. of Health and Human Services, (DHHS)/Div.  
of Public Health Services (DPHS)  
N.H. Dept. of Fish and Game (F&G)  
N.H. Dept. of Resources and Economic Development (DRED)  
Volunteer NH Disaster Animal Response Team (NH DART)  
N.H. Dept. of Environmental Services (DES)  
N.H. Dept. of Cultural Resources, Archives and Record  
Management (ARM)  
N.H. Veterinary Medical Association (NHVMA)  
University of New Hampshire Cooperative Extension (UNH/CE)

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***ESF-12: ENERGY***

***Primary Agencies:***     ***Community Development Department***

***Support Agencies:***     Bow Fire Department  
Bow Public Works Department  
Bow Health Officer  
Bow Police Department  
Bow School District SAU 67  
Public Utilities (Unitil and Eversource)  
Liquid Propane Providers (Bow Area)  
Natural Gas (Liberty Utilities)  
Fuel Providers (Bow Area)  
Public Utilities Commission  
New Hampshire Office of Energy and Planning  
NH Department of Safety – Bureau of Homeland Security and  
Emergency Management

***ESF-13: PUBLIC SAFETY AND LAW ENFORCEMENT***

***Primary Agency:***     ***Police Department***

***Support Agencies:***     Merrimack County Dispatch  
Merrimack County Sheriff's Office  
Merrimack County Attorney's Office  
Inter-Town Departments  
Area Departments Mutual Aid  
NH Department of Corrections  
NH Department of Fish and Game  
NH Attorney General  
NH Department of Justice  
Victim Advocate  
Victim Compensation  
CAC Child Advocacy Center  
Medical Examiner  
NH Department of Resources and Economic Development  
NH Department of Safety  
State Police  
Marine Patrol  
NH Department of Transportation  
Aeronautics  
US Department of Justice

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***ESF-14: VOLUNTEER AND DONATION MANAGEMENT***

***Primary Agency:***     ***Human Resources***

***Support Agencies:***    Salvation Army  
                                 Board of Selectman  
                                 Bow Library  
                                 NH Chapter American Red Cross  
                                 Capital Area Public Health Network  
                                 NH Department of Health and Humans Services  
                                 NH Department of Safety  
                                 Bureau of Homeland Security and Emergency Management  
                                 Volunteer Organizations Active in Disaster (VOAD)  
                                 Bow Community Churches  
                                 CAP of Merrimack County  
                                 Local Community Service Organizations

***ESF-15: PUBLIC INFORMATION***

***Primary Agency:***     ***Town Manager***

***Support Agencies:***    All Bow Town Departments  
                                 NH HSEM



**TOWN OF BOW  
EMERGENCY OPERATIONS PLAN**

***Authorities and References***

**Authority of Local, State, and Federal Emergency Response Agencies**

<b><u>Authorities</u></b>	<b><u>Authorities</u></b>	<b><u>Authorities</u></b>
Governor	Delegation of Authority to Bow Emergency Management Director Declaration of State of Emergency Ordering Evacuation Ordering other Protective Actions	RSA 21-P:39
American Red Cross	Provisions for Mass Care Sheltering	LOA
Department of Agriculture	Regulation of Food Handling, Preparation, Storage, & Distribution Environmental Sampling	RSA 426 RSA 107
Department of Education	Assist in Coordination of Emergency Response Activities of School Districts	RSA 107 RSA 200
Department of Employment Security	Actions & Provisions as Specified in the Disaster Relief Act of 1974	RSA 108
Department of Environmental Services	Control of Public Water Supplies Environmental Sampling	RSA 149
Department of Health & Human Services	Radiological Waste Disposal Transportation of Patients and Use of Vehicles as Ambulances Response Expenses Reciprocal Agreements	RSA 125 RSA 151 RSA-161
<u>Division of Community &amp; Public Health Services</u>		
<u>Division of Human Services</u>	Emergency Social Services Referral Services for Evacuees Emergency Shelter	RSA-161 RSA-126
Department of Resource & Economic Development	Access & Traffic Control in State Parks & Forests	RSA 218 RSA 12
Department of Safety <u>Division of Fire Safety &amp; Emergency Management</u>	Direction of Emergency Response Organization Control of Emergency Communications Request Federal and Regional Assistance Actions & Provisions of the Disaster Relief Act of 1974 NH Radiological Emergency Response Plan Fire Department Authorities Police Department Authorities	RSA 21 RSA 108 RSA 21 / 125 RSA-154 RSA 105
<u>Pupil Transportation</u>	Direct Resources of Bus Services	RSA 265
<u>State Police</u>	Access Control Support to Local Police Support to Traffic Control Crime Prevention & Control Request for Regional Law Enforcement Assistance	RSA 106 NESPAC

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***Authorities and References***

**Authority of Local, State, and Federal Emergency Response Agencies**

<b><u>Authorities</u></b>	<b><u>Authorities</u></b>	<b><u>Authorities</u></b>
Department of Transportation	Utilize Traffic Control Devices Clearing Roads of Vehicles, Debris, & Snow Installing Evacuation Route Signs	RSA 228
Fish & Game Department	Support DPHS Special Environmental Sampling & Monitoring of Shellfish Access & Traffic Control in Remote Areas Notification & Evacuation of Individuals in Outdoor Recreational Areas	RSA-206 RSA 211 RSA 208
NH National Guard	Mobilization of Reserves for Protracted Emergency Period General Support	RSA 110
Public Utilities Commission	Consider Implementation of Emergency Regulations Provide State Emergency Response Organization additional Nuclear Facility Onsite Information Monitor Performance of Utilities Emergency Response	RSA 107
County Dispatch Centers Civil Air Patrol	Operate Multi-City Emergency Communication Systems Transportation of Passengers & Equipment Aerial Reconnaissance of Surface Traffic Air & Ground Search and Rescue Airborne Damage Assessment Aerial Radiological Monitoring Radio Communication Support Courier & Message Service	RSA-154 LOA
U.S. Coast Guard	Controlling Access to EPZ by Sea Marine Emergency Notification to Commercial & Pleasure Craft	Title 33, CFR Parts 165.20 & 160.111
Federal Agencies	Authorities of Public Law 93-288, as amended, <i>the Robert Stafford Disaster Relief &amp; Emergency Assistance Act</i> .	PL 93-288
Town of Bow	Flood Plain Development Hazardous Material Control Containment N.H. Rules for Sanitary Production and Distribution of Food HEP 2300 – State Health Regulate and Control the Kindling, Guarding and Safekeeping of Fires Chapter 48 City Officers	00-7 00-8 00-17 00-25 48:11a

***RSA = (New Hampshire Revised Statutes Annotated) of the State Emergency Management Act***

## CHAPTER II – SITUATION AND PLANNING ASSUMPTIONS

### *Hazard Analysis*

**Figure 2: New Hampshire Hazards**

Hazard	Frequency	Severity
Flooding	High	High
Coastal Flooding	Low	Low
Dam Failure	Low	Moderate
Drought	Moderate	Moderate
Wildfire	Moderate	High
Earthquake	Low	Moderate
Landslide	Low	Low
Radon	High	Low
Tornado/Downburst	Moderate	Moderate
Hurricane	Moderate	Moderate
Lightning	Moderate	Moderate
Severe Winter Weather	High	Low
Civil Unrest/Protest	Moderate	Moderate
Snow Avalanche	Low	Low

#### **Natural Hazards:**

Inland floods are most likely to occur in the spring due to the increase in rainfall and melting of snow; however, floods can occur at any time of year. A sudden thaw during the winter or a major downpour in the summer can cause flooding because there is suddenly a lot of water in one place with nowhere to go.

Second only to winter storms, riverine flooding is the most common natural disaster to impact New Hampshire. Floods are a common and costly hazard. They are most likely to occur in the spring due to the increase in rainfall and the melting of snow. However, they can occur anytime of the year because of heavy rains, hurricane, or a Nor'easter.

Lightning occurrences in New Hampshire are fewer than most states and have a less than 2 cloud-to-ground strikes per square mile per year. Despite the low incidence of lighting, the communications towers are very susceptible and have experienced numerous hits over the years.

Tornadoes, like lightning, occurrences are few than other parts of the United States. However, since 1951, the state has experienced 80 tornadoes with the most serious being F-2's and occurring in Belknap and Merrimack counties.

Severe winter storms are common to New Hampshire and during the years from 1955 to the present we have witnessed storms of historic nature. In addition to snowstorms we have endured major Ice storms with significant damages to our infrastructure.

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Hurricanes are always a possibility and the consequences due to wind damages could severely impact communication infrastructure. Between 1938 and 2012 the state has felt the effects of 12 hurricanes or tropical storms.

Utility outages and transportation incidents could also jeopardize operations of the communications centers.

**Technological Hazards:**

The Town of Bow is subject to hazardous materials releases due to, motor vehicle transportation accidents, industrial accidents, and has the potential for dam failures.

**Intentional Threats/Acts:**

No known threats at the time of this plan update.

***SITUATION***

1. The Town of Bow is in Merrimack County in central New Hampshire. Bow is bordered by the City of Concord to the north, the Towns of Pembroke and Allenstown to the east, the Town of Hooksett to the south and the Towns of Hopkinton and Dunbarton to the west. The total area of Bow is 28.54 square miles, with .37 square miles of inland water. The US Census estimates the Town's 2021 population to be 8,383
2. The Town of Bow is primarily a residential community with light industrial and technological development. There are an estimated 2,731 households. The Town is located approximately five miles south and twelve miles north of two major cities in the state. Public transportation is not available.
3. Bow's governmental body is a five-member Board of Selectmen form of government, supported by a Town Manager and one full-time administrative assistant. The Selectmen are elected by the voters in March and serve terms of three years. Other boards and committees for the town consist of a Drinking Water Protection Committee, Business Development Commission, Capital Improvement Plan Committee, Conservation Commission, Energy Committee, Heritage Commission, Highway Safety Committee, Library Board of Trustees (elected), Planning Board, Recycling Committee, and Zoning Board of Adjustment.
4. The major body of water of concern for the Town of Bow is the Merrimack River, which runs north and south on its eastern boundary. There is one high-hazard dam located on the Merrimack River off Garvin Falls Road, known as the Garvin Falls Hydro Dam. The high hazard dams in the Town of Bow (if any) are addressed in the Hazard Specific Dam Annex of this plan.

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5. The Town participates in the National Flood Insurance Program and has enacted a Floodplain Development Ordinance. The town is potentially subject to flooding from the Merrimack River.
6. Bow's primary Emergency Operations Center (EOC) is located at the Bow Safety Center, at 7 Knox Road and is equipped with a standby generator for emergency power. The alternate Emergency Operations Center is designated as the Bow Municipal Building located at 10 Grandview Road. The alternate EOC is equipped with a standby emergency generator and radio communications capability.
7. Bow's Fire Department is a combination full-time/call department and, handles all fire and medical/rescue operations for the community. The Fire Department is under the direction of a full-time chief. There are currently eight full-time and 27 call staff. Ambulance services are available for emergency medical response.
  - a. The Bow Fire Department operates from the Bow Safety Center located at 7 Knox Road. The facility is equipped with a permanently installed backup generator. The Fire Department also keeps several portable generators on hand for emergency/municipal use.
  - b. The Fire Department operates with mutual aid agreements with Capital Area Fire Mutual Aid and the Central New Hampshire Hazardous Materials Team.
  - c. Fire dispatch services are provided by the Capital Area Dispatch (Concord Fire Alarm). Lakes Region Fire Mutual Aid provides back-up dispatching services to the Concord Fire Alarm.
  - d. The Bow Fire Department is the largest single resource of manpower in the community. In a major emergency, it would require additional personnel and equipment to perform all its assigned tasks.
  - e. The organization has trained technicians and equipment for the following specialties:
    1. Fire Suppression and Prevention
    2. Fire Inspection
    3. Emergency Medical Response
    4. Auto Extrication
    5. Forestry/Wildland Fire Suppression
    6. Water/Ice Rescue
    7. Search and Rescue
    8. Public Awareness and Safety Training

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8. Bow's Police Department is a full-time department and consists of a full-time chief, 13 sworn full-time officers, one full-time Administrative Assistant. The department has no volunteers. The Police Chief is the operational and administrative head of the Department.
  - a. The police department operates from the Bow safety Center located at 7 Knox Road, which is equipped with an emergency generator.
  - b. The Police Department has established mutual aid agreements with the surrounding towns and county law enforcement officials.
  - c. The Police Department is dispatch out of Merrimack County Sheriff's Department Communications Center 24/7. The Safety Center is equipped with one operational console.
  - d. The Bow Police Department participates in the Central New Hampshire Special Operations Unit (CNH SOU) for response to CRITICAL INCIDENT EMERGENCIES
9. Bow has a full-time Public Works Department, headed by a full-time Director of Public Works with 13 employees.
  - a. The primary facility & its equipment are located at 12 Robinson Road. The facility is equipped with a standby generator for emergency power.
  - b. The Town of Bow Public Works Department is a member of the NH Municipal Public Works Mutual Aid Compact.
  - c. The Public Works Department is responsible for all streets and highways in the town that are not owned privately or by the State of NH.:
    - i. Highways
    - ii. Cemeteries
    - iii. Solid Waste
    - iv. Wastewater
    - v. Maintenance of specified town buildings
10. The Town of Bow has a full-time Community Development Department, headed by a full-time director, 1 full-time support personnel and a part-time Building Inspector. It is located at 10 Grandview Road in the lower section of the Municipal Building. The Municipal Building facility is equipped with a standby generator for emergency power.

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The Community Development Department:

- a. Has records, drawings, and files of most buildings and properties throughout the Town.
- b. Is responsible for assuring compliance with the current building construction codes and land use (& zoning) regulations.
- c. Has an extensive library of building and fire codes as well as reference materials. Is a participating member of the “NH Municipal Public Works Mutual Aid Compact for Building Inspectors?”

11. The Bow School System consists of three schools:

- a. Bow Elementary School  
22 Bow Center Road  
Phone: (603) 225-3049  
Fax: (603) 228-2205
- b. Bow Memorial School  
20 Bow Center Road  
Phone: (603) 225-321  
Fax: (603) 228-2228
- c. Bow High School  
32 White Rock Hill Road  
Phone: (603) 228-2210  
Fax: (603) 228-2212

Bow High School is the primary emergency shelter and point of distribution (POD) for the community. It is equipped with an emergency generator that accepts a partial building load.

12. The Baker Free Library, located at 509 South Street, is a one-story brick structure with finished Lower-Level meeting spaces. The library is governed by a five-member elected Board of Trustees, who each serves a term of 5 years. Staff consists of a library director, 3 additional full-time staff, and 11 part-time staff. The library is open to the public six days per week: Monday through Thursday, 10 am – 8 pm; Friday 10 am – 7 pm; and Saturday 10 am – 4 pm. The building does not have a backup generator. The new Lower-Level bathrooms do have showers in anticipation of the library’s future use as a shelter for Town residents.

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13. The community of Bow is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. There is a large potential for flooding exposure as a result of its proximity to the Merrimack River. Other potential hazards include earthquake, flooding, dam failure, hurricane/wind damage, drought, snow and ice storms, tornados, and wildland fires. Disaster situations could also develop from a fuel or water shortage, power failure, multiple vehicle accident, hazardous materials spill, downed aircraft, pandemic incident, radiological emergency, terrorism, or civil unrest.

14. Vulnerable critical facilities that have been identified as requiring special planning considerations include:

Bow Municipal Building

Bow Elementary School

Bow Memorial School

Bow High School

Bow Safety Center

Public Works Building

Baker Free Library

Community Building

Bow Parks and Recreation Building

Water Treatment Facility

Wastewater Pumping Station and Additional facilities identified as “Critical Facilities/ Locations” are in the Bow Hazard Mitigation Plan.

- a. The community also has two major interstates which intersect within the Town of Bow (I-93 & I-89)
- b. Bow has a railroad which passes through the community and transport hazardous materials daily. This railroad is located along the flight path to Manchester Airport.

Emergency plans and procedures (SOPs) have been developed for these facilities and are appendices to the Bow Emergency Operations Plan.



## ***PLANNING ASSUMPTIONS***

1. The Town government is primarily responsible for emergency actions and will commit all available resources to save lives, minimize injury to persons, and minimize damage to property and the environment.
2. Executing Bow's EOP will save lives and reduce property damage.
3. Individuals and organizations identified in this plan have reviewed the plan, are familiar with its contents and will execute their assigned responsibilities to the best of their abilities, when required.
4. While it is likely that outside assistance would be available in most large-scale disaster situations affecting the town, and while plans have been developed to facilitate coordination of this assistance, it is necessary for the Town of Bow to plan and be prepared to carry out disaster response and short-term recovery operations on an independent basis. In anticipation of widespread disasters where outside resources may not be immediately available, communities should be prepared to respond independently for at least 72 hours.
5. Resources identified in this plan may not be available due to other emergencies.
6. It is foreseen that improvements or modifications may become necessary to the EOP. Therefore, plan users may deviate from the plan to protect life and property if during an operation they identify a deficiency in the plan.
7. Just because hazards have not been identified does not mean that they will not occur.
8. Some hazards cannot be prevented (earthquakes, hurricanes, winter storms etc.).
9. Consistent with the Federal Emergency Management Agency (FEMA) and the State of New Hampshire's commitment to comprehensive emergency management, this plan is concerned with all types of emergency situations that may develop. It emphasizes the capability of the Town of Bow's government to respond to and accomplish short-term recovery from large-scale disasters.

## CHAPTER III - ROLES AND RESPONSIBILITIES

### *Local Jurisdictions*

#### **The Chairman (Board of Selectmen) is responsible for:**

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

#### **The Town Manager is responsible for:**

- Supporting Emergency Management in establishing, equipping and staffing an Emergency Operations Center (EOC).
- Protecting life and property through executive decisions assisted by all departments and organizations stated herein.
- Support dissemination of public information.
- Maintaining records of emergency expenditures.
- Advising selectmen on the disbursement of town funds.
- Protecting all Town records.

#### **The Emergency Management Director is responsible for:**

- Coordinating emergency operations training for all departments.
- Coordinating test exercises of a multi-department nature and assisting departments to conduct their own test exercise.
- Coordinating the emergency operations.
- Assist in providing for the protection of life and property.
- Maintaining of the Emergency Operations Plan.
- Assisting all departments in maintaining and training auxiliary forces.
- Gathering and analyzing all information and instruction for the general public to be released by the Chairman.
- Assisting other departments in providing and maintaining their own departmental emergency operations plans.
- Providing information on existing and potential resources.
- Providing and coordinating administrative support for the EOC.
- Coordinating emergency functions for community or organizations and industries.

- Coordinating the rationing of essential community resources and supplies, as directed by the Town Manager.
- Coordinating the training and assignment of public shelter management and staff.
- Establishing a community shelter plan.
- Collecting and providing ESF status information for inclusion into Situation Reports (Sit-Rep).

**The Chief, Police Department is responsible for:**

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

**The Chief, Fire Department is responsible for:**

- Emergency operations training for its personnel.
- Coordinating test exercises, as coordinated by the Emergency Management Director.
- Assisting the Police Department in providing crowd control.
- Dispersing its own equipment and manpower to strategic locations, as necessary.
- Providing a monitoring capability for radiological accidents or incidents.
- Containing and extinguishing fires.
- Coordinating regional fire mutual aid.
- Providing rescue operations and emergency medical services.
- Developing a public warning plan and system.
- Coordinating the emergency communications system.
- Supervising emergency operations in hazardous materials accidents or incidents.

**The Public Works Director is responsible for:**

- Providing emergency operations training for members of its own staff, assisted by the Emergency Management Director.
- Assisting in the protection of life and property
- Dispersing its own equipment and manpower to strategic locations, under direction of the EOC/EMD.
- Maintaining and training its own auxiliary forces, assisted by the Emergency Management Director.

- Coordinating regional highway mutual aid.
- Keeping streets clear of debris.
- Providing refuse disposal.
- Coordinating emergency transportation.
- Coordinating damage assessment activities.

**The SAU#67 is responsible for:**

- Providing emergency operations training for its own personnel, assisted by the Emergency Management Director.
- Conducting test exercises, at the schools, as coordinated by the Fire Chief.
- Coordinating regional mutual aid within SAU#67.
- Assisting the CAPHN and Red Cross in the mass feeding and sheltering of evacuees.
- Coordinating emergency operations planning in all public schools and maintaining an up-to-date school department emergency implementation plan.

**The Community Development department is responsible for:**

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

**The Health Officer is responsible for:**

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

***Individuals and Households***

**Prevention**

Deterring or stopping natural disasters is out of our control, but individuals can protect property and lives by engaging in prevention activities such as: maintaining a safe living environment, establishing fire breaks around the house, installation of smoke and carbon monoxide detectors, purchasing of property insurance, knowing emergency contact numbers, maintenance of utility systems, and knowing the potential hazards that may impact your community.

### **Mitigation**

Mitigation actions can be taken before an emergency to eliminate or reduce the risk to human life and property from natural, technological and/or civil hazards. Activities to lessen the impact of a disaster or emergency and to reduce the costs of response and recovery operations include: conducting self-directed home inspections, maintaining gutters to keep them free from debris, shoveling of roofs, purchasing of flood insurance, repair of inefficient utility systems, maintenance of drainage system around the home, and knowing evacuation routes.

### **Preparedness / Protection**

Pre-emergency activities that attempt to prepare individuals to effectively respond to disasters or emergencies include: development of home evacuation plans, establishment of evacuation kits, maintain copies of insurance policies and vital household documents, Plan for pets, conduct family evacuation drills, engage in first aid training, maintain supplies to sustain your family for at least three days, know how to use fire extinguishers, and post emergency contact numbers and information. When these tactics are effectively created and implemented before an event there may be a reduction in the cascading events of a disaster or emergency.

### **Response**

Response actions are taken immediately prior to, during, or directly after a disaster or emergency to save lives, minimize damage to property and enhance the effectiveness of recovery. Response begins when an emergency or disaster is imminent and/or immediately after it occurs. Response activities include, but are not limited to: listening to local media emergency broadcast system, keeping a battery-powered radio handy, know the watch and warning signs and signals, keep the family vehicle fueled, keep emergency supplies in your vehicle, have a back-up lighting capability, and listen to local authorities for pertinent emergency information and directions.

### **Recovery**

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

### ***State/Federal Government***

The DHS/NH NHSEM are responsible for the following areas of planning and operations:

- Supporting local governments in planning, preparedness, mitigation, response, and recovery operations.
- Coordinating State and Federal aid for a Presidentially Declared Disaster (PDD) and emergencies by implementing the NRF;

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- Coordinating emergency preparedness for the possibility of nuclear power plant accidents, radiation accidents, and attack; and,
- Ensuring continuity of government and coordinating mobilization of resources during national security emergencies.

***Non-governmental and Volunteer Organizations (NGOs)***

NGOs collaborate with other agencies and organizations, first responders and all levels of government to provide relief services to sustain life, reduce physical and emotional distress and promote recovery of disaster victims when assistance is not available from other sources. Private relief organizations have a two-fold responsibility. The first responsibility is to cooperate and coordinate with government agencies to help ensure broad and thorough coverage of relief. The second, and more important responsibility, is to provide relief not provided by the government on a complementary and supplementary basis.

***Private Sector***

The roles, responsibilities and participation of the private sector vary based on the type and impact of disaster or emergency. Regardless, a key element of local economies; private sector recovery and restoration is essential to aid the jurisdictions impacted.

Certain organizations are required by existing law and regulation to bear the cost of planning and response to disasters or other emergencies, regardless of cause. In the case of a catastrophic incident, these private-sector organizations are expected to mobilize and employ the resources necessary and available, in accordance with their plans, to address the consequences of incidents at their own facilities or emergencies for which they are otherwise responsible.

The roles of private sector organizations may include: Impacted Organization or Infrastructure, Response Resource, Regulated and/or Responsible Party, or Local Emergency Management Organization Member.

***Primary Responsibilities***

**Local Chief Executives**

The Bow Board of Selectmen and Town Manager are considered the jurisdiction's chief executives and are responsible for the public safety and welfare of the people of the Town.

**Director, Emergency Management (EMD)**

Oversee and coordinate the local-level planning, preparation, exercise, response and mitigation of terrorist threats, natural and human-caused disasters, and other emergencies.

**Other Agencies and Departments**

Bow departments and department heads and their staffs should develop plans, trainings, internal policies, and procedures to meet prevention, preparedness, mitigation, response, and recovery needs as identified in the LEOP.

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**Emergency Support Function (ESF) Agencies**

Each ESF has delineated Lead and Support Agencies. The designations denote key roles in the maintenance, implementation, and execution of the specified function.

**Support Agency**

An agency, with specific capabilities and resources that can support the ESF Lead Agency in executing the ESF mission. Specific responsibilities are articulated in the individual ESF Annexes; but the Support Agencies are primarily responsible to the Lead Agency.

***Facilities and Response Resources***

**Incident Command Post (ICP)**

The ICP will be determined by the nature and location of the incident. The ICP could be a piece of apparatus, town facility, school, or private facility.

**Local Emergency Operations Center (EOC)**

The primary Emergency Operations Center (EOC) is located at the Bow Safety Center at 7 Knox Road and is equipped with a standby generator for emergency power.

**Alternate Local EOC**

The alternate Emergency Operations Center is designated as the Bow Municipal Building at 10 Grandview Road. The alternate EOC is equipped with a standby emergency generator and communications capability.

## CHAPTER IV - CONCEPT OF OPERATIONS (CONOPS)

### A. GENERAL

#### 1. Relationship between Emergency and Normal Functions

This plan recognizes the concept that emergency functions for groups involved in emergency management generally parallel their normal day-to-day functions. To the extent possible, the same personnel and material resources will be employed in both cases. It is generally true however, that a disaster creates a situation in which the usual way of doing things no longer suffices. It is desirable, and always attempted, to maintain organizational continuity and to assign familiar tasks to personnel.

It is generally true, however, that a disaster creates a situation in which the usual way of doing things no longer suffices. In large-scale disasters, it may be necessary to draw on peoples' basic capacities and use them in areas of greatest need. Day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of any emergency. Efforts that would normally be required of those functions will be redirected to support agencies, to accomplish the emergency tasks by the individuals and agency concerned.

#### 2. Responsibilities and Control of Personnel

Heads of departments, individuals, and agencies are responsible for specific emergency functions as specified in this plan. They retain control over their employees and equipment. **Each agency is responsible for developing Implementing Instructions or Standard Operating Procedures (SOPs) to be followed during response operations.**

Legislative powers, not otherwise vested in another body as provided by the town Charter, are vested in the Board of Selectmen.

#### 3. Requests for State Assistance

When it is determined that an emergency is beyond the control and resources of the Town of Bow a request for assistance is made to the State through the NH Bureau of Emergency Management and Homeland Security to the Governor. **Requests for State assistance will first be approved by a member of the EOC Command and Control Section and then submitted to the State via WebEOC.**

### B. EMERGENCY OPERATION PLAN IMPLEMENTATION

#### 1. Plan Activation Levels

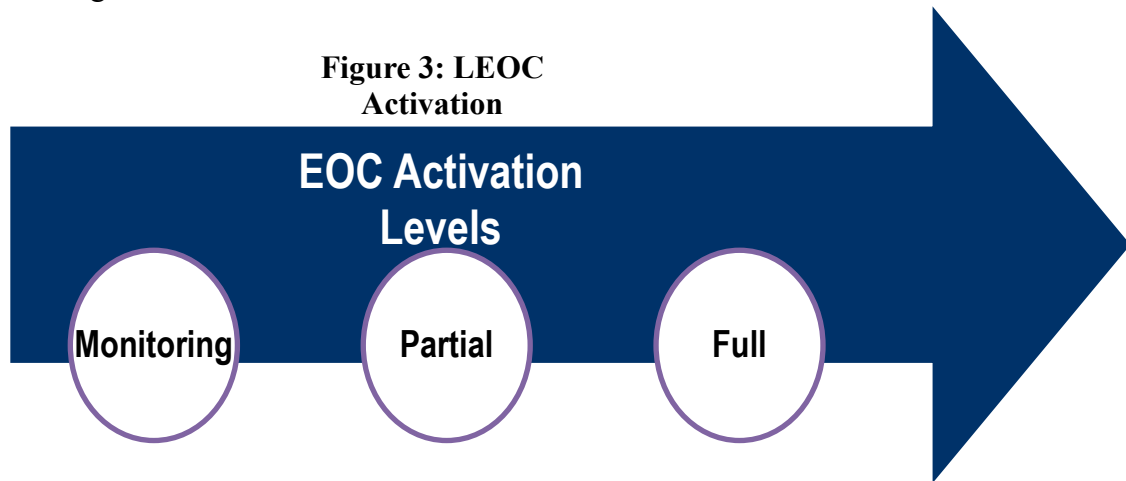
Emergency situations vary markedly in speed of onset and in their potential for escalation to disaster proportions. The extent to which the EOP is activated depends upon the type of emergency situation, its potential for escalation, its geographical extent, and other factors. To serve the needs of Bow, its Emergency Management Organization has developed three levels of plan activation. They are as follows:



**Monitoring:** The Local EOC not activated. Local Emergency Management Agency is at normal staffing and is monitoring situational awareness on a 24/7 basis.

**Partial Activation:** The Local EOC partially activated. All ESFs and/or Support Agencies are notified and requested as the situation warrants. Partial activation staffing will be determined to meet the needs of the situation.

**Full Activation:** The Local EOC is fully activated. All ESFs and/or Support Agencies are notified and requested as the situation warrants. Full activation requires 24-hour staffing in order to meet the needs of the situation.



## **2. General Sequence of Actions**

Either the Incident Commanders and/or other members of the Emergency Management Organization may call for a higher Level of Activation of the Emergency Operation Plan. When the Emergency Operations Center (EOC) is fully activated, the Command-and-Control Section will assume overall command of the Town's resources.

## **3. Organization and Assignment of Responsibilities**

The Local EOC provides a central location from which Town government can provide interagency coordination and executive decision-making in support of incident response. The Command and General Staff shall consist of the following:

- a) **Command and Control** – The EMD will lead this section and their Support Staff will consist of the Deputy EMD or a Department Head.
- b) **Operations Section** – The Section Chief will be determined by the nature of the incident and could be the fire chief, police chief, public works director, or health officer. The individuals not assigned as the section chief shall be Support Staff.
- c) **Planning Section** – The Section Chief will be determined by the nature of the incident and could be the fire chief, police chief, public works director, or health officer. The individuals not assigned as the section chief shall be Support Staff.

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*d)* **Logistics Section** – The Section Chief will be determined by the nature of the incident and could be the fire chief, police chief, public works director, or health officer. The individuals not assigned as the section chief shall be Support Staff.

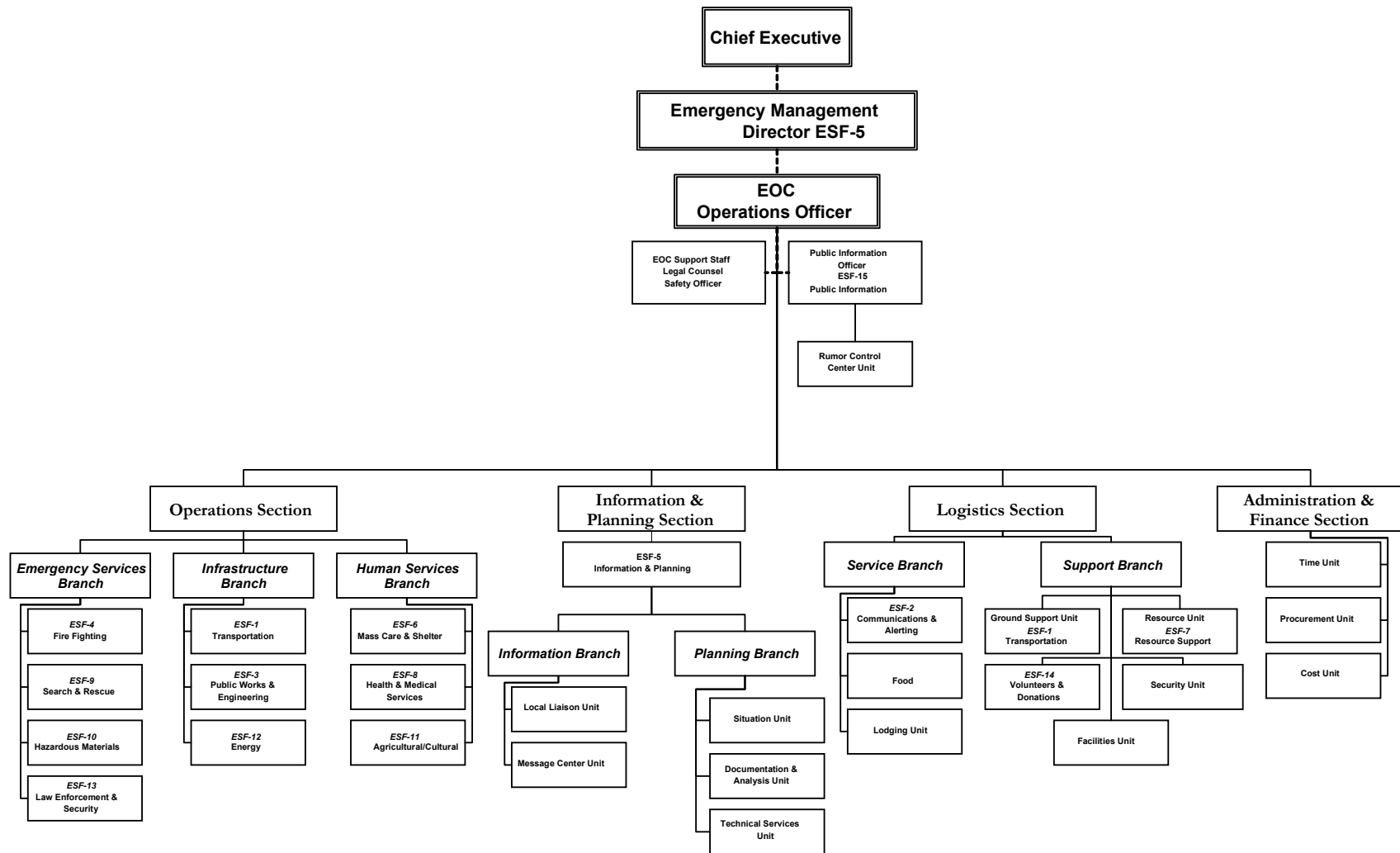
*e)* **Administration and Finance Section** – The Section Chief will be the Town Finance Director. Support staff will consist of chief officer of each department.

**4. Situation Documentation and Management Software**

Disaster/data management tool that will be used at the EOC or by the above sections to share information during an incident/event is WebEOC.

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**Figure 4: Bow EOC Organization Chart**



**Figure 4: Organization of the Bow Emergency Operations Center (EOC)**

## **CHAPTER V - CONTINUITY OF GOVERNMENT (COG)**

### ***LINE OF SUCCESSION***

1. To maintain civil order and control, it is imperative for all levels of government to identify clear lines of succession and establish the mechanisms to ensure government continues to function during emergencies and/or disasters. The State Director of Homeland Security and Emergency Management will perform his or her duties under the direction of the order of succession outlined in the State Constitution.
2. Day to day functions for the Town of Bow shall function under the direction of the Bow Town Manager.
3. To ensure the Town of Bow maintains the capability to effectively control and coordinate emergency response operations during times of emergency/disasters, the Bow Director of Emergency Management will perform his or her duties following the Line of Succession listed below:
  - a. Chairman, Board of Selectmen
  - b. Board of Selectmen Members
  - c. Town Manager
  - d. Emergency Management Director/Deputy EMD
  - e. Police Chief
  - f. Fire Chief
  - g. Public Works Director

### **Protection of Government Resources**

Local governments should take an initial step in identifying key governmental resources required for continuous operation after a large incident. In addition to identifying essential resources, essential government functions should also be identified. Essential functions are those that enable governmental agencies to provide vital services, exercise civil authority, maintain the safety and well-being of the general populace and sustain the industrial/economic base in disasters or emergencies.

Once essential functions and key resources are identified, a discussion can occur on the technological and other requirements necessary to ensure continuity. In this section of the LEOP, provide an overview of this planning.

### **Alternate Operations Facilities**

Town Municipal Building at 10 Grandview Road, Bow, NH

To ensure continuity of essential emergency functions, under all circumstances the Town of Bow has designated the Town Municipal Building as the Alternate Local Emergency Operations Center (EOC). All agencies should prepare for the possibility of unannounced relocation of mission essential functions and/or continuity of government contingency staffs to alternate/continuity facilities. This facility is capable of supporting operations in a threat-free environment, as determined by the geographical location, favorable assessment of the local threat, and/or the collective protection characteristics of the facility.

## **CHAPTER VI - TRAINING AND EXERCISES**

Training is provided to prepare local emergency response personnel. It is designed to develop the knowledge, skills and abilities required in a disaster or emergency. Basic training that is recommended and provided includes ICS fundamentals and LEOP orientation.

Exercises are conducted to evaluate plans and procedures used during actual emergencies and identify the need for Plan modifications and/or additional training. When properly integrated, training and exercising can improve the response and the delivery of emergency/disaster assistance to residents and visitors.

### ***Training***

Training is offered to local emergency management personnel in several categories, to include radiological response. Each training opportunity is designed for specific disciplines and/or assignments and is delivered in the most convenient manner possible.

### ***Exercises***

The Exercise Program is based upon the current exercise recommendations of DHS/FEMA and the Homeland Security Exercise and Evaluation Program (HSEEP). Each exercise varies in activities and resources. Some require simple preparations and execution, while others may be more complex and require greater efforts and resources. These exercises not only focus on the actions of participating personnel, but they also may reveal gaps in the planning or preparedness aspects of emergency management.

After exercises are completed an After-Action Report (AAR) should be developed that captures observations of exercise evaluators, or the findings of involved agencies and personnel. An AAR makes recommendations for improvements and often includes an Improvement Plan (IP). IPs identify specific corrective actions to be taken, assigns these actions to responsible parties and establishes target dates for action completion.

## CHAPTER VII - ADMINISTRATION

### ***Federal Response Interface with Local and State***

In most situations, requests for State/Federal assistance will be made through the Local Emergency Management Agency to NH Homeland Security and Emergency Management (HSEM) then to DHS/FEMA. When incident requests exceed the capability of the State, with the approval of the Governor, the Command Staff will coordinate activities with the lead federal agency under the provisions of the National Response Framework (NRF).

### ***Agreements and Understandings***

All agreements and understandings entered into for the purchase, lease or otherwise for the use of equipment and services will be in accordance with law and procedures. The declaration of a State of Emergency by the Local Elected Official may suspend selected rules and regulations that impede emergency response and/or recovery operations.

Local, State and International Mutual Aid agreements (EMAC/IEMAC, etc.) may also be activated as the situation warrants.

### ***Reports and Records***

In addition to individual intra-agency recording and reporting requirements, all involved organizations will provide emergency management reports in accordance with this Plan, its annexes and procedures.

### ***Expenditures and Record-Keeping***

Each agency is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for federal reimbursement. This should be in accordance with the established local, state, and federal program guidelines or standard cost accounting procedures, if the latter is acceptable by the reimbursing agency.

### ***Consumer Protection***

The NH Department of Justice (DOJ), Office of the Attorney General (AG), Consumer Protection and Anti-Trust Bureau will monitor emergency activities to provide protection to consumers. Complaints may be initiated by calling the Bureau at (603) 271-3641 or by filing a complaint electronically.

### ***Protection of the Environment***

All agencies will initiate appropriate actions during and after an emergency/disaster to ensure protection of the environment in accordance with established rules, regulations, and best practices.

All actions taken pursuant to repair and restoration by a government agency, individual, or private entity will comply with New Hampshire and Federal laws, rules and regulations regarding the environment. Additional requirements may be obtained from the New Hampshire Department of Environmental Services (DES).

### ***Non-discrimination***

Discrimination against persons on the basis of age, color, economic status, nationality, race, religion, sex, sexual preference or handicap in the administration of emergency services or disaster relief is prohibited. Complaints of discrimination in emergency operations or disaster relief will be made to the local emergency management organization for investigation and further action.

### ***Emergency Responder Liability***

Information concerning emergency responder liability within the State of NH is found in RSA Section 508:17-a *Agents Assisting Certain State Departments: Liability Limited*.

## **CHAPTER VIII - PLAN DEVELOPMENT AND MAINTENANCE**

### ***Development***

Each department/agency with emergency management responsibility is responsible for the development and maintenance of appropriate planning documents that address responsibilities assigned in this Plan including, but not be limited to: SOPs, implementing procedures and/or operational guidelines.

Bow Emergency Management will ensure appropriate distribution of the LEOP Base Plan and any changes thereto. Distribution of annexes/appendices and changes will be accomplished by the designated department/agency with primary responsibility for the annex/appendices. Public access to portions of this Plan may be posted on the local Emergency Management website.

### ***Maintenance***

This Plan is a living document and is the principal source of documentation concerning the jurisdictions emergency management activities. Designated departments/agencies of local government have the responsibility for developing and maintaining a portion of this Plan. Overall coordination of this process will be performed by the Emergency Management Director (EMD) or designee.

1. The EMD will authorize and issue changes to this Plan, as necessary and until the Plan is superseded. The Plan will be reviewed annually and be subject to revision annually, unless disasters or other emergencies or other events dictate otherwise.
2. The EMD will be responsible for maintenance of this Plan, including revisions, as required. Authorized representatives may recommend changes and will provide information concerning capability changes that affect their emergency management responsibilities. Users, reviewers and other appropriate individuals may also recommend changes. AARs and similar feedback will be considered in the maintenance and update of the Plan.

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3. Lead local agencies are responsible for participating in the annual review of the Plan. The Emergency Management Director will coordinate review and revision efforts, and will ensure that the Plan is updated, as necessary, based on lessons learned during actual events, exercises, as well as changes in organization, technology and/or capabilities.
4. Agencies and organizations have the responsibility for maintaining annexes, appendices, SOPs, implementing procedures, job aids, notification lists and resource data to ensure prompt and effective response to emergencies. Agency resource data must be accessible to agency representatives at the Local EOC. These agencies/organizations are also expected to conduct and/or participate in training activities designed to enhance their ability to accomplish their responsibilities, as assigned by this Plan.

***Critiques***

The Emergency Management Director will incorporate critiques of the Plan as applicable. Critiques will be provided in AARs and IPs by ESF Lead and Support Agencies after disasters, emergencies or exercises. These agencies may develop a written critique report, which will be provided to the EMD, or their designee. AARs or the critique reports should entail both written and verbal input from all appropriate participants, including field personnel. An evaluation of the IP or critique comments will provide additional opportunity for changes, additions or revisions of the LEOP content.



## CHAPTER IX - SUPPORTING DOCUMENTS

### *Supporting and Related Documents*

The broader range of LEOP-supporting documents includes strategic, operational, tactical and incident-specific or hazard-specific contingency plans and procedures.

1. Strategic plans are developed based on long-range goals, objectives and priorities.
2. Operational plans merge the on-scene tactical concerns with overall strategic objectives.
3. Tactical plans include detailed, specific actions and descriptions of resources required to manage an actual or potential incident.
4. Contingency plans are based on specific scenarios and planning assumptions related to a geographic area or the projected impacts of an individual hazard.

Other:

- a) The NIMS provides a core set of doctrine, concepts, terminology, and organizational processes to enable effective, efficient and collaborative incident management at all levels.
- b) Agency-Specific Plans - Created to manage single hazards or contingencies under the purview of the responsible department or agency.
- c) Operational Supplements - Are typically detailed plans relating to specific disasters or other emergencies or events. Operational supplements routinely are developed to support planned significant events.
- d) Regional Plans - Typically are operational supplements to state plans and provide region-specific procedures and guidance.
- e) Local Multi-hazard Mitigation Plans - Developed by local communities to provide a framework for understanding vulnerability to and risk from hazards, and identifying the pre-disaster and post-disaster mitigation measures to reduce the risk from those hazards. Multi-hazard mitigation planning requirements were established by Congress through the Stafford Act, as amended by the Disaster Mitigation Act of 2000.
- f) Private-Sector Plans - Developed by privately owned companies or organizations. Some planning efforts are mandated by statute (e.g., nuclear power plant operations), while others are developed to ensure business continuity, mission accomplishment, etc.

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- g) Volunteer and Non-governmental Organization Plans - Created to support local, State, regional and federal emergency preparedness, response, and recovery operations. Planning includes a continuous process of assessment, evaluation, and preparation to ensure that the necessary authorities, organization, resources, coordination and operation procedures exist to provide effective delivery of services to disaster clients, as well as to provide integration into planning efforts at all government levels.
- h) Procedures - Provide operational guidance for use by emergency teams and other personnel involved in conducting or supporting incident management operations. These documents fall into five basic categories:
  - i. Overviews that provide a brief concept summary of an incident management function, team or capability.
  - ii. SOPs, standard operating guidelines (SOGs), or operations manuals that provide a complete reference document, detailing the procedures for performing a single function (i.e., SOP/SOG) or several interdependent functions (i.e., operations manual).
  - iii. Field operations guides (FOGs) or handbooks that are produced as a durable pocket or desk guide, containing essential tactical information needed to perform specific assignments or functions.
  - iv. Point of contact (POC) lists; and
  - v. Job aids, such as checklists or other tools for job performance or job training.

## **CHAPTER X – ACRONYMS**

<b>Acronym</b>	<b>Definition</b>
AAR	After Action Report
ACC	Acute Care Centers
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
AG	Office of Attorney General
ARC	American Red Cross
ARES	Amateur Radio Emergency Service
ARM	Archives & Record Management
ATF	Alcohol, Tobacco & Firearms
BEM	Bow Emergency Management
BEMD	Bow Emergency Management Director
BHSEM	Bureau of Homeland Security and Emergency Mgt.
CAP	Community Action Program
CBRNE	Chemical, Biological, Radiological, Nuclear and Explosive
CERT	Community Emergency Response Team
CFR	Code of Federal Regulations
CIP	Capital Improvement Plan
CISD	Critical Incidental Stress Debriefing
CNHHMRT	Central NH Hazardous Material Response Team
CNHSOU	Central NH Special Ops Unit
COG	Continuity of Government
CONOPS	Concept of Operations
COOP	Continuity of Operations
CPG	Comprehensive Preparedness Guide
DAMF	Department of Agriculture, Markets & Food
DART	NH - Disaster Animal Response Team

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Acronym	Definition
DBART	Disaster Behavior Health Response Team
DHART	Dartmouth Hitchcock Advanced Rapid Response Team
DES	NH Department of Environmental Services
DFL	Division of Forest and Lands
DHHS	Department of Health and Human Services
DHS	Department of Homeland Security (Federal)
DMAT	Disaster Medical Association
DMORT	Disaster Mortuary Team
DOJ	Department of Justice (Federal)
DOT	Department of Transportation
DPHS	Department of Public Health Services
DRED	Department of Resources and Economic Development
DWI	Disaster Welfare Information
DWS	Disaster Welfare System
EAS	Emergency Alert System
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EMAP	Emergency Management Accreditation Program
EMD	Emergency Management Director
EMS	Emergency Medical Services
EO	Executive Order
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
EPZ	Emergency Planning Zone

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Acronym	Definition
ERP	Emergency Response Plan
ESF	Emergency Support Function
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
F&G	Fish and Game
FEMA	Federal Emergency Management Agency
FOG	Field Operating Guide
HAN	Health Alert Network
HAZMAT	Hazardous Materials
HSEEP	Homeland Security Exercise and Evaluation Program
HSEM	Homeland Security and Emergency Management (NH)
IA	Individual Assistance
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IEMAC	International Emergency Management Assistance Compact
IAEM	International Association of Emergency Managers
IND	Improvised Nuclear Device
IP	Improvement Plan
IT	Information Technology

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Acronym	Definition
JIC	Joint Information Center
JIS	Joint Information System
LEOC	Local Emergency Operations Center
LEOP	Local Emergency Operations Plan
LOA	Letter of Agreement
MAA	Mutual Aid Agreements
MAC	Mission Assignment Coordinator
MACC	Multi-Agency Coordination Center
MRC	Medical Reserve Corp
MOU	Memorandum of Understanding
NESAASA	New England State Animal Agricultural Security Alliance
NFIP	National Flood Insurance Program
NGO	Non-governmental Organizations
NHDART	NH Disaster Animal Response Team
NHSFM	NH State Fire Marshal
NHSP	NH State Police
NHVMA	NH Veterinary Medical Association
NIMS	National Incident Management System
NOC	National Operations Center
NRC	Nuclear Regulatory Commission
NRF	National Response Framework
OCME	Office of the Medical Examiner
OEM	Office of Emergency Management
OSHA	Occupational Safety Health Administration
PA	Public Assistance
PDD	Presidential Disaster Declaration
PHERP	Public Health Emergency Response Team

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Acronym	Definition
PIO	Public Information Officer
POC	Point of Contact
PODs	Points of Dispersing
RSA	Revised Statues Annotated
SAR	Search and Rescue
SAU	School District
SCO	State Coordinating Officer
SEOC	State Emergency Operations Center
SERT	State Emergency Response Team
SITREP	Situation Report (Also Sit-Rep)
SME's	Subject Matter Experts
SOG	Standard Operating Guidelines
SOP	Standard Operating Procedures
TAR	Technical Accident Reconstruction
TDD/TTY	Teletype & Telecommunications Device for the Deaf
UNH/CE	University of NH Cooperation Extension
USAR	Urban Search & Rescue
VHF	Very High Frequency
VNA	Visiting Nurse Association
VOAD	Voluntary Organizations Active in Disaster
WebEOC	Statewide Electronic Emergency Response Program
WMD	Weapons of Mass Destruction

## CHAPTER XI - REFERENCES

### *REFERENCES*

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

1. American Red Cross New Hampshire State Disaster Plan
2. Capital Area Public Health Network – All Hazards Emergency Preparedness and Response Plan.
3. Federal Emergency Management Agency, State and Local Guide (SLG) – 101, Guide for All-Hazard Emergency Operations Planning, September 1996.
4. Federal Emergency Management Agency, Managing the Emergency Consequences of Terrorist Incidents, Interim Planning Guide for State and Local Governments, July 2002.
5. Federal Emergency Management Agency, CPG 1-8A, Guide for the Review of State and Local Emergency Operations Plans, October 1992.
6. Federal Emergency Management Agency, CPG 1-10, Guide for the Development of a State and Local Continuity of Government Capability.
7. Federal Emergency Management Agency, CPG 1-20, Guide for EOC Operations.
8. Federal Response Plan, April 1999.
9. New Hampshire Local Emergency Operations Plan Template, September 2014.
10. New Hampshire State Mass Casualty Plan.
11. Town of Bow Emergency Management Plan, September 2017.
12. Town of Bow Hazard Mitigation Plan, November 2017.
13. Central NH Emergency planning Committee, Haz-Mat Response Plan



## **CHAPTER XII - SUPPORTING PLANS/DATABASES**

Supporting documents that are considered Annexes to the Town Operations Plan and are filed separately at the Town EOC included the following:

- Bow Hazard Mitigation Plan (LEOP)
- Bow Hazardous Material Plan (Haz-Mat)
- Bow Continuity of Operations Plan (COOP)
- Bow Terrorism Plan
- Bow Functional Needs Database
- SARA Title III Tier II Hazardous Material Filings
- Capital Area Public Health Point of Distribution Plan (POD)
- Capital Area Regional Sheltering Plan
- High Hazard Dam Emergency Operations Plan
- Bow Water Source Protection Plan
- Bow Public Water Protection Plan
- Bow Capital Improvement Plan (CIP)

Based on the sensitive nature of some of these documents, not all will be found online.

## **ESF-1: TRANSPORTATION**

***Primary Agency:*** ***Public Works Director***

***Support Agencies:*** Bow Police Department  
Bow Fire Department  
Bow School District  
Bow Recreation Department  
NH Department of Transportation  
NH Department of Safety/State Police

### **I. INTRODUCTION**

#### **A. Purpose**

To provide a coordinated response in the management of transportation needs.

#### **B. Scope**

This Emergency Support Function (ESF) provides for town transportation support including:

1. Management and coordination of transportation activities to support the efforts of the Town of Bow.
2. Establishing priorities and/or allocating of transportation resources, processing of all transportation requests, determining the priority of road repair, conducting damage assessment, and coordinating emergency management activities within the town.
3. Processing and overall coordination of requests for local transportation support.
4. Obtaining transportation services, if available and providing visibility of transportation assets into and out of impacted areas.
5. Assessing the damage to transportation infrastructure, analyzing the effects of the disaster on the regional and State transportation system, monitoring the accessibility of transportation capacity and congestion in the transportation system, and implementing management controls, as required.

6. Coordinating the clearing and restoration of the transportation resources.
7. Responsibility for transportation needs assessment and documentation rests with **ESF 5: Emergency Management**.

## II. SITUATION AND PLANNING ASSUMPTIONS

### A. Situation

The immediate use of the transportation system for response and recovery activities in a large disaster will most likely exceed the capabilities of local jurisdictions and the State, thus requiring assistance from the Federal government to supplement efforts.

### B. Planning Assumptions

1. Most localized systems and activities will be hampered by damaged transportation infrastructure and disrupted communications systems. There may be a shortage of fuel; NHDOT maintains fuel sites throughout the state.
2. Alternate routes may need to be established to bypass damaged infrastructure.
3. Large number of evacuees may need to be moved out of the impacted area. Specialized transportation/assistance may be needed to evacuate some of the individuals.
4. Evacuation of livestock and household pets may be required and will be coordinated with ESF #6 – Mass Care, Housing and Human Services and ESF #11 – Agriculture, Natural & Cultural Resources. This effort may require specialized transportation assets.
5. Large numbers of evacuees from an impacted area may need to be accommodated (surge).
6. Area/regional transportation infrastructure/resources may be impacted. The damage may diminish the effectiveness and efficiency of the response and recovery efforts.

7. Large number of relief workers may need to be moved into the area or the State.
8. Temporary routes may need to be established for residents who are allowed to return to an evacuated area for a finite period of time.
9. Fixed or mobile maintenance may be needed for response vehicles.
10. Large equipment may be required to be moved into the impacted area requiring special routing.
11. Vehicles, equipment, etc. may need to be towed from evacuation routes.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

1. In accordance with the Bow Emergency Operations Plan and this ESF, the Bow Public Works Director is responsible for coordinating transportation activities. This includes coordination with the public works department, school department, and recreation department. The standard operating guides for these agencies will provide the framework for carrying out these activities.
2. Support agency documentation will be coordinated with the EOC.
3. Requests for assistance will be forwarded to the EOC by the primary agency responsible for this ESF. It is important that support agencies maintain close coordination with the Town's EOC through regular contact with the primary agency responsible for this ESF.
4. When transportation requests exceed the capability of the Town, the ESF primary coordinator will coordinate transportation activities with other communities and/or the State.

#### **B. Organization**

1. The functional organizing structure of this ESF will be expanded as needed.

2. Once the ESF is operational at the EOC, it shall function under the oversight of the Bow Public Works Director.

3. ***Interagency Coordination***

Upon notification of an emergency requiring the activation of the EOC or other significant Town response, the primary agency for ESF-1 will brief and consult with designated essential personnel, support agency representatives, and the State Emergency Management or their designee to implement SOPs/SOGs in support of local transportation operations. That response may involve:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Non-State Agencies
- d. Federal Agencies

**C. Notification and Activation**

1. Upon determination by the EOC manager of an impending or actual incident requiring evacuation capabilities or posing a significant threat to the Town's transportation infrastructure, the lead agencies responsible for this ESF will respond and implement ESF-1 activities from the EOC.
2. ESF-1 may be activated at the request of an appropriate agency through Bow's Emergency Management Director when an emergency condition exists and requires the support of ESF-1.
3. Upon activation, the ESF-1 representative(s) will implement existing SOGs and support agency notifications.
4. Deployment of personnel and resources will take place within the framework of the EOC direction and control decision-making process.

**D. Phased Activities**

**A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.

2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-around” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

#### **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.

7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
4. Assisting in evacuation of individuals and animals in an impacted area.
5. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
6. Coordinating with other ESFs, as necessary.

7. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
8. Continuing to update WebEOC and mission assignment tasking.
9. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.



2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

#### IV. ROLES AND RESPONSIBILITIES

##### **A. Primary Agencies – Bow Public Works Department**

Responsibility for transportation needs assessment and documentation rests with **ESF-5: Emergency Management**. The following activities are the responsibility of the primary representatives for **ESF-1: Transportation**.

1. Advise the Bow EOC in coordination of transportation activities in support of the Emergency Operations Plan (EOP).
2. Coordinate the provision of buses and other transportation resources and supplies to support emergency operations.
3. Provide personnel and drivers in support of other operations.
4. Coordinate and control emergency highway traffic regulations in conjunction with **ESF-13: Law Enforcement**, State/Local Police agencies and other Highway Administrators.
5. Review and supplement information gathered by **ESF-5: Emergency Management** concerning the status of transportation assets.

6. Develop and maintain SOGs for the acquisition and management of transportation assets (including personnel) in support of the Town's EOP.
7. Provide signage for transportation assets into and out of the impacted areas.
8. Provide information to support **ESF-15: Public Information**, as requested.
9. Identify transportation capabilities and needs to facilitate evacuation in the form of an evacuation plan.
10. Maintain accurate accounting of transportation resources.
11. Process and coordinate requests for local transportation support.
12. Develop and maintain relationships & letters of agreement with transportation providers, construction companies and equipment rental companies.
13. Coordinate with other local jurisdictions to obtain transportation needs assessment information, as appropriate.
14. Manage and coordinate transportation resources and activities to facilitate the efficient evacuation of at risk residents resulting from actual or impending emergencies.
15. Maintain communications with field operations, as necessary.
16. Coordinate with **ESF-3: Public Works** for debris removal from evacuation routes.
17. Coordinate with **ESF-6: Mass Care, Sheltering and Human Services**.
18. Coordinate resources and provide support and agency representatives to Federal agencies, as required, in response to terrorist incidents/attacks.
19. Coordinate establishment of, and maintain, refueling capability during emergency operations for, all local resources, as appropriate.
20. Prioritize resource requests and allocations, as needed.

21. Ensure that an Incident Action Plan is developed for each operational period and that it is coordinated with the EOC Operations Officer and **ESF-5: Emergency Management**.
22. Collect and maintain the following ESF status information and coordinate with **ESF-5: Emergency Management** to ensure inclusion into the Situation Report (SITREP):
  - a. Status of Air, Roadway, Networks, as appropriate.
  - b. Road Closures and Traffic Control Points.
  - c. Status of Bridges.
  - d. Status of Evacuation Routes.
  - e. Unmet Transportation Needs.
  - f. Allocated Transportation Resources.
  - g. Status of Critical Facilities (i.e., fueling stations, communications center, fuel storage sites, operational sites, etc.).
  - h. Major ESF-1 Issues/Activities.
  - i. Staffing and Resource Shortfalls.

### **B. Support Agencies**

#### **1. General**

- a. Provide operational support and resources, where appropriate, in support of the management of this ESF.
- b. Provide transportation support to other ESFs, as requested.
- c. Assess the Town's transportation capabilities and resources.
- d. Provide periodic updates regarding agency activities and/or operations.
- e. Implement interagency agreements, as needed, to support ESF-1 activities/operations.
- f. Document all agency activities, personnel and equipment utilization, and other expenditures.
- g. Provide personnel and drivers in support of other operations.

## **V. ADMINISTRATION AND LOGISTICS**

### **A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

### **B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. BEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the BEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
  - e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.

- f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.
- 2. Event reporting
  - a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
  - b. Departments are also expected to keep their lead agency updated upon all activities and actions.
  - c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
  - d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
- 3. Agreements/MOUs, etc.
  - a. Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## **VI. DEVELOPMENT, MAINTENANCE AND IMPLEMENTATION OF ESF/LEOP**

### **A. RESPONSIBILITIES**

Developing, maintaining, and implementing this appendix rests with the lead agency in consultation and collaboration with the support agencies.

## **B. CORRECTIVE ACTIONS**

Following each activation, exercise, etc. in which this ESF has been activated, an After-Action Report should be conducted by the lead agency with the appropriate support agencies. A corrective action/improvement plan should be developed and incorporated into the ESF response activities when updated.

## **C. UPDATING & REVISION PROCEDURES**

The primary responsibility for the development and overall maintenance of the local emergency operations plan belongs to EMD. Assistance and input will be sought from all ESF agencies.

Updating and maintaining this ESF appendix rests with the lead agency. Coordination, input and assistance should be sought from all the agencies involved in the ESF activities. An annual review of the appendix should be conducted with information provided to EMD for incorporation into the next LEOP scheduled update. This does not preclude the incorporation of any changes immediately into the ESF appendix. If information collected is of serious enough nature to require immediate revision, EMD will produce such a revision of the LEOP ahead of schedule.

## **VII. REFERENCES**

### **A. Plans**

1. Town of Bow Emergency Operations Plan
2. Bow Hazard Mitigation Plan
3. NH Amateur Radio Emergency Services (ARES) Plan

### **B. Standard Operating Procedures/Guides (SOPs/SOGs)**

(To be developed)

### **C. Compacts/Mutual Aid/Memoranda of Agreements**

Public Works Mutual Aid

## **ESF-2: COMMUNICATIONS AND ALERTING**

***Primary Agency:***                      ***Emergency Management***

***Support Agencies:***                      Bow Police Department  
Bow Fire Department  
Bow Public Works Department  
Capital Area Fire Mutual Aid Dispatch  
Merrimack County Sheriff's Office  
Local Telephone Services  
Bow Town Administrative Assistant  
SAU  
NH Reverse 911  
NH Code Red  
NH Department of Safety-  
State Police  
Bureau of Emergency Communications (E-911)  
Bureau of Homeland Security & Emergency  
Management (HSEM)  
Local Amateur Radio Emergency Services (ARES)  
Social Media Outlets (via PIO and ESF-15)

### **I. INTRODUCTION**

#### **A. Purpose**

In the event of a Town emergency or disaster, Emergency Support Function ESF-2 will provide communications and alerting for the Town. This ESF will assign responsibility and establish procedures for expanding routine communications systems into emergency command, control and alerting networks for the Town.

#### **B. Scope**

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

### **II. SITUATION AND PLANNING ASSUMPTIONS**

#### **A. Situation**

The Bow Fire & Rescue, Public Works, Police, Emergency Management and SAU currently maintain radio networks for conducting day-to-day operations. These departments have base stations and mobiles for dispatching field forces and interfacing with other systems, both regional mutual aid and state agencies. These local networks, by necessity, form the basis for an emergency communications system. In addition,

telephones, both landline and cellular, may be utilized as long as those systems are in operation.

If needed and available, amateur radio and citizen's band networks may be used to augment the existing communications capability.

### **B. Planning Assumption**

1. A significant disaster will severely impact the communication and alerting infrastructure. Many communications systems and activities will be hampered by the damaged and/or disrupted communication infrastructure.
2. Initial alerting and warning information or notification may be received from federal, private, state, regional, local and/or other sources.
3. Dispatchers at State Primary (or Alternate) Warning Point, in coordination with the N.H. State Police, and other appropriate points will disseminate incoming alerts received over established warning systems following appropriate and pre-determined fan-out systems.
4. The initial N.H. State Police capability to serve as the State Warning Point may become disabled at any point during an emergency.
5. There may be a need to alert and move a large number of evacuees out of an area and will require on-going notifications during the incident. The transportation infrastructure may also be significantly damaged.
6. There may be a need to contact and provide communications to a large number of responders, which may require redundant and compatible communications.
7. Some individuals may need specialized communications and/or notification systems.
8. There may be a need to notify and communicate with a large number of individuals moving into the state from other states or impacted areas. This will require specialized information and communication methods to assist in providing directions to reception centers, shelters, and surge routes.
9. There may be a shortage of fuel or fuel delivery capabilities to maintain back-up systems for communications infrastructure. However, the State does maintain contracts to supply fuel to critical infrastructure.
10. Impact of the incident may make traditional routes and access to the communications infrastructure impassable.
11. There may be issues regarding capabilities of back-up batteries and power-sources to antennae, etc.
12. Specialized notification and communication systems may need to be established for hostile-action events.

## **III. CONCEPT OF OPERATIONS**

### **A. General**

All communications systems will be under the control of the parent agency in any declared emergency. Upon notification of an emergency alert, the departments will establish communications links with the entities identified in standard operating procedures/guides (SOPs/SOGs).



ESF-2 manages and coordinates communications and alerting activities during existing or potential emergency conditions, using established communication organizations, processes, and procedures. Primary responsibility for the assessment and determination of communication needs will rest with the Bow Emergency management, with the appropriate support agencies. Each of these agencies is able to communicate directly with the Bow EOC to relay messages, even when the Bow EOC is unable to communicate directly with on-site incident management team members.

**B. Organization**

The Town of Bow functions under the Incident Command System (ICS). The diagram below is intended to show status and function, not organizational lines. Upon full activation, the communications team, as illustrated in Figure 6, will be alerted and assume responsibility for implementation of this ESF.

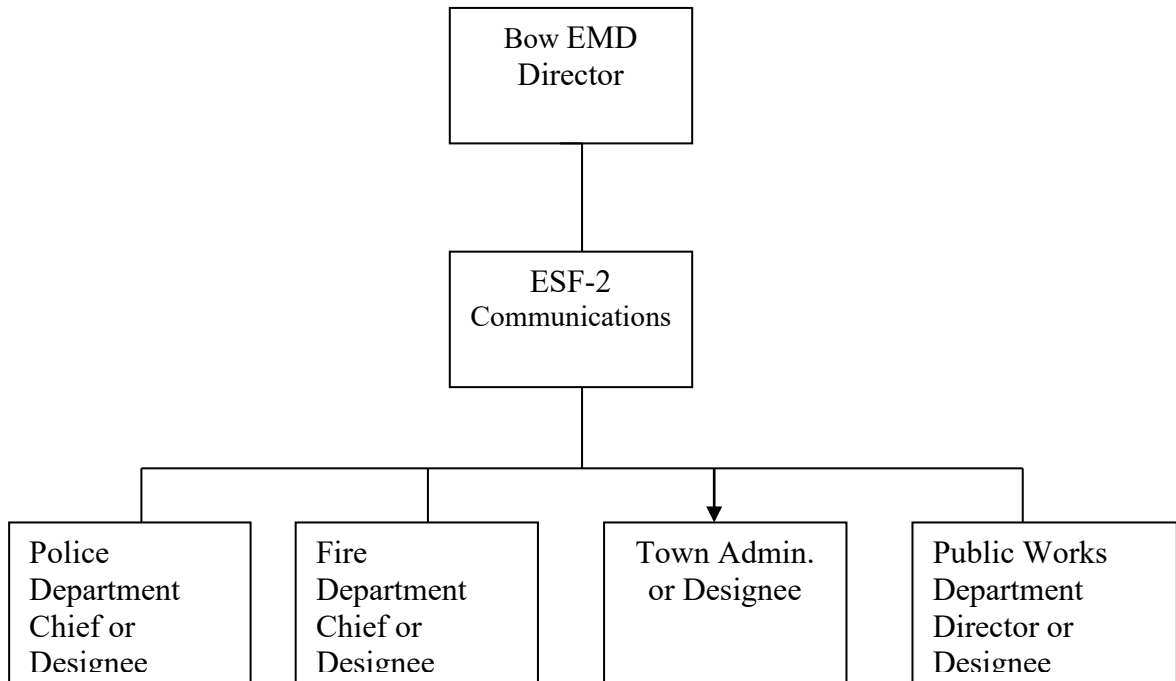
**C. Notification and Activation.**

The primary agencies for this ESF (Emergency Management) will initiate the notification sequence in accordance with prescribed activation guidelines identified in standard operating procedures/guides (SOPs/SOGs).

**D. Functional Areas of Responsibility**

ESF-2 manages and coordinates communications and alerting activities during existing or potential emergency conditions. This will require monitoring resources in support of town and state agencies. ESF-2 utilizes established communications organizations, processes, and procedures. Responsibility for assessment and determination of communication requirement will rest with the primary entity responsible for ESF-2 and appropriate support agencies. The communication center will use the ICS system.

## 1. Organization



***Figure 6: Functional Organization of ESF-2 (Organizational Chart)***

## 2. Notification and Full Activation

Upon full activation, the communications team, as illustrated above, will be alerted and assume responsibility for implementation of this ESF.

Upon notification of an emergency alert, this ESF will establish communications links with the following:

- The Emergency Operations Center (EOC)
- Emergency Response Forces
- State EOC (WebEOC)
- Police and Fire Mutual Aid Systems
- Surrounding Communities EOCs
- Emergency Alert Systems
- Local media outlets

ESF-2 and/or the EMD will contact local amateur radio operators and others to augment local communications, if necessary.

### **3. Interagency Coordination**

The Communication Supervisor shall coordinate with:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Non-State Agencies
- d. Federal Agencies
- e. Private Industry Partners (as appropriate)

### **4. Operational Facilities/Sites**

The operations of **ESF-2: Communications & Alerting** will be directed from the EOC located in the Bow Public Safety Building by the executive and operations staffs, assisted by appropriate state and federal agencies.

## **E. PHASED ACTIVITIES**

### **A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-around” and assure compatibility of and redundancy to the systems.

5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

## **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.
7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
4. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
5. Coordinating with other ESFs, as necessary.
6. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
7. Continuing to update WebEOC and mission assignment tasking.
8. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

## IV. ROLES AND RESPONSIBILITIES

### A. Primary Agency – Bow Emergency management

1. The Bow Emergency Management Director shall serve as the Town of Bow's primary Alert and Notification site prior to the EOC being activated.
2. Establish communications links with the EOC members upon activation of the EOC.
3. Activate ESF-2 and appropriate support agencies, based on type and level of emergency.
4. Maintain established secure governmental communication systems in support of ESF-2 functions.
5. During emergency operations, coordinate all communications requests related to local, State, and Federal agencies.
6. Establish liaison and coordinate with ESF-7, Resource Support, to obtain additional communications equipment and supplies, as needed, to support emergency operations and to minimize communications interruptions.
7. Utilize personnel and equipment as required, including local, and volunteer resources, to coordinate and disseminate information to State and local agencies before, during, and after any local emergency.
8. Monitor communication resources/requirements in support of State and local emergency operations during emergencies.
9. Ensure that an Incident Action Plan is developed for each operational period of a Town Emergency and that liaison is maintained and coordinated with the EOC Operational Officer, **ESF-5, Emergency Management** and other Town officers, as required.
10. Collect ESF-2 status information related to Communications and coordinate with **ESF-5: Emergency Management** for inclusion in the Town Emergency Situation Report (SITREP). Critical information to be provided to **ESF-15, Public Information** will include (but will not be limited to) situation updates on the following:

- a. Status of communication systems
- b. Critical Facilities (infrastructure)
- c. Staffing shortfalls
- d. Unmet needs (personnel, equipment, etc.)

## **B. Support Agencies**

### **1. General**

Supporting Agencies will:

- a. Provide operational support and resources, where appropriate, in support of the management of ESF-2.
- b. Provide communications support to other ESFs, as requested.
- c. Assess the Town's communications capabilities and resources.
- d. Provide periodic updates regarding agency activities and/or operations.
- e. Implement interagency agreements as needed to support ESF-2 activities/operations.
- f. Coordinate the acquisition of additional landline, cellular, and/or digital communications resources and equipment, as needed.
- g. Serve as liaison between the State and telecommunications utilities, cable companies, and the Federal Communications Commission (FCC), as appropriate.
- h. Conduct the following activities within their own departments prior to any emergency event:
  - i. Maintain and test its own equipment
  - ii. Train staff
  - iii. Establish routine procedures
  - iv. Endeavor to expand its network in coordination with other networks

## **V. ADMINISTRATION AND LOGISTICS**

### **A. POLICIES**

- 1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.



2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

**B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. BEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the BEM will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
  - e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
  - f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.

2. Event reporting

- a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
- b. Departments are also expected to keep their lead agency updated upon all activities and actions.
- c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
- d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.

3. Agreements/MOUs, etc.

Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## **VI. REFERENCES**

### **A. Plans**

1. Town of Bow Emergency Operations Plan
2. New Hampshire Emergency Operations Plan
3. Bow Hazard Mitigation Plan
4. Bow EOC Communications Plan
5. Amateur Radio Emergency Services (ARES) Plan

### **B. Standard Operating Procedures/Guides (SOPs/SOGs)**

### **C. Compacts/Mutual Aid/Memoranda of Agreements**

1. Police MOU with Merrimack County Sheriffs Dispatch
2. Capital area Fire Mutual Aid Dispatch

## **ESF-3: PUBLIC WORKS**

***Primary Agency:***                      ***Public Works Department***

***Support Agencies:***                      Bow Code Enforcement Officer  
Bow Emergency Management  
Bow Fire Department  
Bow Police Department  
Bow Water and Sewer Department  
NH Public Works Mutual Aid  
NH Department of Transportation

### **I. INTRODUCTION**

#### **A. Purpose**

To provide for and to implement procedures and policies in coordinating all engineering resources and expertise in surveying and assessing damage and initiating emergency repair of public highways, right-of-ways, bridges, public buildings, and public facilities; emergency ice, snow, and debris removal; and emergency demolition of unsafe structures.

#### **B. Scope**

The extent of the Town of Bow's assistance and the priority in which the activity will be addressed is dependent upon the degree of lifesaving or life protecting needs following a catastrophic disaster. The scope of assistance will be as follows:

1.        Technical advice and evaluations, construction management and inspection, emergency contracting and emergency repair of Bow Town buildings and public facilities.
2.        Emergency clearing of debris to allow emergency personnel and equipment the ability to perform lifesaving and life protecting activities.
3.        Temporary construction of emergency access routes necessary for passage of emergency response personnel. Emergency access routes may include repairing damaged streets, roads, & bridges or developing temporary streets, roads, bridges or airfields and any other facilities necessary for passage of rescue personnel.

4. Emergency stabilization or demolition of damaged structures or facilities determined by local jurisdictions to be an immediate threat or hazard to public safety or as necessary to facilitate the accomplishment of lifesaving operations.
5. Maintenance of a list of qualified private contractors to assist with this work.

## II. SITUATION AND PLANNING ASSUMPTIONS

### **A. Situation**

1. A significant disaster may cause unprecedented property damage. Structures may be destroyed or severely weakened. Homes, public buildings, bridges, and other facilities may have to be reinforced or demolished to ensure safety.
2. Debris may make streets and highways impassable. Public utilities may be damaged and/or be partially or totally inoperable.
3. A large event may affect the lives of many State and local jurisdictions' response personnel, and prevent them from performing their prescribed emergency duties. Similarly, equipment in the immediate event area may be damaged or inaccessible.
4. Sufficient resources may not be available to State and local jurisdictions to meet emergency requirements. Federal assistance may be required to identify and deploy resources from outside the affected area to ensure a timely, efficient, and effective response and recovery from the event.
5. Previously inspected structures may require re-evaluation due to secondary events.

### **B. Planning Assumptions**

1. Many localized systems and activities will be hampered by damaged infrastructure and disrupted distribution and communications systems. There may be a shortage of fuel.

2. Many facilities and infrastructure are privately owned. To the extent that damage and restoration to those facilities affects the safety and life-sustaining capabilities of the residents and visitors of Bow, requests for assistance from ESF#3 may be made. Assistance provided by ESF#3 will be determined by the Lead Agency in consultation with appropriate support agencies, Incident Commander, other ESFs, and LEOC Operations Chief (or designee).
3. There may be a need for a significant number of personnel with engineering and construction skills and equipment.
4. There may be a need to provide fixed or mobile maintenance capabilities for critical facilities and/or infrastructure.
5. The emergency may require HAZMAT, Search and Rescue and other specialized responses that may rely upon assistance from ESF#3.
6. Some water treatment facilities may not have redundant power supplies or may require emergency back-up capabilities for failed supply systems.
7. Some facilities or distribution points may become critical to the life-safety of the residents and visitors of Bow due to the emergency/disaster.

### III. CONCEPT OF OPERATIONS

#### **A. General**

This Emergency Support Function (ESF) will provide support to local emergency response efforts following a disaster. Coordination will be maintained between local, State, and Federal officials as appropriate, in order to maximize efforts. Priority of tasks will be determined jointly. This ESF will work closely with ESF-5, Emergency Management, in order to provide damage assessment information.

#### **B. Organization**

1. The organization of this ESF will be composed of a Coordinator and assistants, as needed. The level of staffing will be dependent upon the severity of the disaster.

- a. **Public Works:** The primary function of this position is to coordinate and manage the responsibilities and functions of this ESF, assist in planning activities related to response and recovery actions, and provide staffing requirements. Activities may include construction, safety/damage assessment, demolition, and debris removal.
2. **Interagency Coordination**  
Upon notification of an emergency requiring the activation of the Emergency Operations Center (EOC) or other significant Town response, the primary agency for ESF-3 will brief and consult with designated essential personnel, support agency representatives, and the EM Director or their designee to implement SOPs/SOGs in support of local operations. That response may involve:
  - a. Other Emergency Support Functions (ESFs)
  - b. State Agencies
  - c. Non-State Agencies
  - d. Public Works Mutual Aid
3. **Operational Facilities/Sites**  
The Town of Bow Public Works Department will keep an inventory of materials needed to do facility repairs to critical facilities in an emergency.

### **C. Notification and Activation**

Upon notification from the Town EOC staff, the ESF will be activated. The Town's Public Works Director or Emergency Management Director will direct activation. After hours, requests for activation and notification of staff will be initiated by phone, Fire and/or County dispatch. The department will initiate their call down list.

### **D. Phased Activities**

#### **A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.

3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-arounds” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

#### **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.



7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
4. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
5. Coordinating with other ESFs, as necessary.
6. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
7. Continuing to update WebEOC and mission assignment tasking.
8. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF #3 during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.

4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

#### IV. ROLES AND RESPONSIBILITIES

##### *A. Primary Agency – Bow Public Works*

1. Maintain an annually updated notification (call-down) list for staff to be called during emergency events.
2. Maintain formal and informal inventories and/or agreements for community-based resources available during disaster.
3. Coordinate resources and provide support and agency representatives to Federal agencies, as required, in response to disasters including terrorist incidents/attacks.
4. Identify specific areas that could sustain recovery efforts.
5. Assist in mobilization needs for resources, manpower, and equipment.
6. Assist in transportation and traffic control requirements.
7. Provide emergency debris clearance to allow emergency personnel and equipment the ability to perform lifesaving and life protecting activities.
8. Provide temporary construction of emergency access routes necessary for passage of emergency response personnel; construction of firebreaks, as requested.
9. Coordinate with **EFS-12: Energy**, for the restoration of critical utility services, including electric, telephone, gas, and restoration of water systems and waste water systems.
10. Assist in damage assessment with State, and Federal officials.
11. Ensure that information related to ESF #3 is included in the Incident Action Plan for each operational period and that it is coordinated with the EOC Operations Officer and **ESF-5: Emergency Management**.

12. Develop standard operating procedures/guides (SOPs/SOGs) for the activation and use of safety and damage assessment teams.
13. Collect and maintain the following ESF status information and coordinate with **ESF-5: Emergency Management** to ensure inclusion into the Situation Report (SITREP):
  - a. Status of debris removal activities.
  - b. Status of Water Systems.
  - c. Emergency Access Routes.
  - d. Unmet Needs (i.e., potable water, sanitation, etc.).
  - e. Status of public utility services restoration (i.e., electric, gas, telephone, etc.).
  - f. Major ESF-3 issues/activities.

**B. Supporting Agency-Bow Water Department/Code Enforcement Officer**

1. Assist with damage assessment efforts as requested.
2. Stabilize or demolish damaged structures or facilities determined to be an immediate threat or hazard to public safety.
3. Maintain list of qualified private contractors and design consultants to assist in the restoration of critical facilities.
4. Maintain inventory of materials needed to do facility repairs to critical facilities in an emergency.
5. Expedite classification of debris for disposal and reimbursement purposes.

**C. Supporting Agency – Bow Fire & Rescue Department**

1. Serve as a member of the safety and damage assessment teams assessing public buildings for potential fire damage, hazards, etc.
2. Provide personnel to manage and operate staging areas, as needed.
3. Investigate spills and pollution causes

**D. Code Enforcement/Health Officer**

1. Assist in the testing of water systems, wells, etc., as needed.

**E. Other Support Agencies**

1. Provide operational support and resources, where appropriate, in support of the management of this ESF.
2. Provide transportation support to other ESFs, as requested.
3. Assess the Town's public works capabilities and resources.
4. Provide periodic updates regarding agency activities and/or operations.
5. Implement interagency agreements as needed to support ESF-3 activities/operations.
6. Document all agency activities, personnel and equipment utilization, and other expenditures in FEMA format.
7. Provide operational support and agency resources, as requested.
8. Provide evaluations, engineering services, construction management and inspection, emergency contracting, and emergency repairs.
9. Assist in the assessment of safety and operational condition of such facilities as dams, etc.

**V. ADMINISTRATION AND LOGISTICS**

**A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

## **B. NOTIFICATION AND REPORTING**

### **1. Notification**

- a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
- b. BEM personnel will make the decision to activate the LEOC and determine the level of activation.
- c. If LEOC activation is determined to be necessary, the BEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
- d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
- e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
- f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.

### **2. Event reporting**

- a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
- b. Departments are also expected to keep their lead agency updated upon all activities and actions.
- c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.

- d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
3. Agreements/MOUs, etc.  
  
Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The state of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## VI. REFERENCES

### **A. Plans**

1. Town of Bow Emergency Operations Plan
2. Public Works Mutual Aid Plan

### **B. Standard Operating Procedures/Guides (SOPs/SOGs)**

Routine Safety SOPs

### **C. Compacts/Mutual Aid/Memoranda of Agreements**

Public Works Mutual Aid

## **ESF-4: FIRE FIGHTING**

***Primary Agencies:***                      ***Fire Department***

***Support Agencies:***                      Bow Police Department  
Bow Public Works Department  
Capital Area Mutual Fire Aid Fire Association  
Central NH Hazardous Material response Team  
NH Department of Resources & Economic Development  
(DRED)  
NH State Fire Marshal's Office (NHSFM)

### **I. INTRODUCTION**

#### **A. Purpose**

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

#### **B. Scope**

The Town's assistance under this function shall include actions taken through the application of personnel, equipment, and technical expertise to control and suppress incidents that have exceeded available resources. These functions will be in accordance with the State of New Hampshire's Revised Statutes Annotated (RSAs).

### **II. SITUATION AND PLANNING ASSUMPTIONS**

#### **A. Situation**

1. The potential for damage from fire in rural and urban areas during and after a disaster is extremely high. Numerous fires have the potential to spread rapidly causing extensive damage and threaten life and property. Normally available firefighting resources may be difficult to obtain and utilize because of massive disruptions of communications, transportation, utility and water systems.



**B. Planning Assumptions**

1. Many facilities and infrastructure are privately owned. To the extent that damage and restoration to those facilities affects the safety and life-sustaining capabilities of the residents and visitors of New Hampshire, requests for assistance from ESF#4 may be made. Assistance provided by ESF#4 will be determined by the Lead Agency in consultation with appropriate support agencies, the Incident Commander, other affected ESF's and the LEOC Operations Chief (or designee).
2. The Bow Fire Department (BFD) will be responsible for the coordination and provision of all administrative, management, planning, training, preparedness, mitigation, response, and recovery activities pertaining to structural fires. The Division of Forest & Lands (DFL) is responsible for the coordination of activities pertaining to wildland fires. The DFL is responsible for the coordination of all administrative, management, planning, training, preparedness, mitigation, response, and recovery activities pertaining to rural and wildland fires.
3. Based on known or projected threats, imminent hazards, or predicted disasters that may require additional resources (beyond the capability of a local district or mutual aid compact), ESF#4 may mobilize resources and stage them at designated locations in a condition to respond if assistance is requested.
4. ESF#4 Lead and Support Agencies will coordinate with all support departments/agencies, municipalities, fire districts, mutual aid compacts and state and federal organizations who may support ESF#4 to ensure operational readiness prior to, during, or after an incident/emergency/disaster to achieve the ESF#4 mission(s).
5. The emergency may require HAZMAT, Search and Rescue (SAR), Emergency Medical Services (EMS), and other specialized responses that may rely upon assistance from ESF#4.

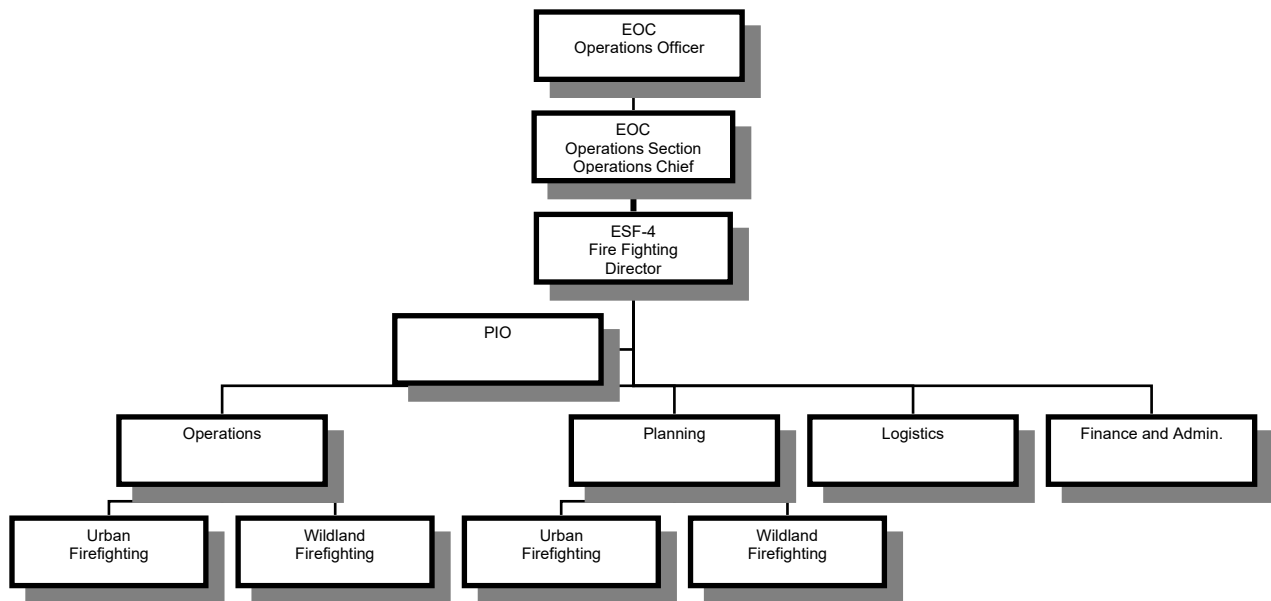
**III. CONCEPT OF OPERATIONS**

**A. General**

1. The Town of Bow Fire Department is the primary agency responsible for supporting State and local operations to mitigate the effects of urban conflagration incidents in the Town.
2. DRED – Forests and Lands is the primary agency responsible for supporting State and local operations to mitigate the effects of wild land fires in the State.

**B. Organization**

1. The functional organization structure of this Emergency Support Function (ESF) is shown in **Figure 7: Functional Organization of ESF-4**.



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**Figure 4-1: Functional Organization of ESF-4**

2. ESF-4 will manage and coordinate the activities of the fire service surrounding existing or potential disaster conditions. This will be accomplished by:
  - a. Monitoring resources in support of local and mutual aid agencies.
  - b. Utilizing established firefighting guidelines and procedures.
3. Primary responsibility for situation assessment and determination of resource needs rests with local incident commanders in coordination with the Town's EOC and appropriate agencies.

4. ESF-4 may also be activated at the request of the appropriate primary agency, or when called by another agency or by the local EOC, through Emergency Management (EM) when an incident exists that may require the support of the ESF-4 and/or other ESFs.
5. The primary agency Coordinator and any appropriate, qualified Town EOC personnel, as required, will staff ESF-4.

6. **Interagency Coordination**

Upon notification of an emergency requiring the activation of the Emergency Operations Center (EOC) or other significant Town response, the primary agency for ESF-4 (Bow Fire Department) will brief and consult with designated essential personnel, support agency representatives, and the EM Director or their designee to implement SOPs/SOGs in support of local firefighting operations. That response may involve:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Non-State Agencies
- d. Federal Agencies

7. **Specialized Teams/Units**

- a. Specialized local and Federal teams can be brought in for resources if the proper channels for requesting assistance are followed. Proper declarations will be required, and requests should be made at an executive level to mobilize the teams.
- b. Some Federal teams are:
  - i) Urban Search and Rescue (USAR)
  - ii) Disaster Medical Assistance Team (DMAT),
  - iii) Disaster Mortuary Team (DMORT)
  - iv) Critical Incident Stress Debriefing (CISD)
- c. Local teams:
  - i) Central NH Hazardous Materials Team
  - ii) Capital Area Fire Mutual Aid Association
  - iii) Lakes Region Fire Mutual Aid Association

8. **Operational Facilities/Sites**

Operational facilities/sites are located in various locations throughout the State.

- a. Sites listed by New Hampshire officials are:

- i) Fire departments
- ii) Dispatch centers
- iii) Local and State EOCs
- iv) Incident field offices
- b. The fire departments throughout the State are primarily municipal and are controlled by the jurisdiction in which they reside.
- c. Associations that these agencies participate in exist in the form of mutual aid agreements, memoranda of understanding (MOUs), or regional compacts.
- d. Incident field offices are also State owned facilities and are activated by State authority as needed.

### **C. Notification and Activation**

1. Upon notification by a Senior Fire Official of an emergency or an impending incident of disastrous proportions, the appropriate primary agency will be requested to activate and coordinate ESF-4 activities from the EOC.
2. The Emergency Management Director and/or Operations Officer would request activation of ESF-4. The appropriate agency will provide one Coordinator (Coordinator plus an Assistant, if needed), to the EOC.
3. Once ESF-4 activation is initiated:
  - a. The appropriate primary agency representative(s) (Bow Fire Department) will implement existing operating procedures, mutual aid agreements, and notifications as outlined within existing protocols.
  - b. Deployment of personnel and resources will take place in accordance with established mobilization guidelines.
  - c. Resource lists will be assimilated and reviewed.

### **D. Phased Activities**

#### **A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.

2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-around” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

#### **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.

6. Developing and maintaining a database of locations and contact information for ESF resources.
7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
4. Assisting in evacuation of individuals and animals in an impacted area.
5. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.

6. Coordinating with other ESFs, as necessary.
7. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
8. Continuing to update WebEOC and mission assignment tasking.
9. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.

2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

#### IV. ROLES AND RESPONSIBILITIES

##### **A. Primary Agency – Town of Bow Fire Department**

1. Provide assistance for State and local firefighting operations involving urban conflagration or wild land incidents, as required.
2. Coordinate with local authorities in the provision of personnel, equipment, and/or technical expertise to ensure sustainment of firefighting operations during emergencies/disasters.
3. Ensure appropriate communication links are established with local or field elements and other agencies, as required.
4. Coordinate with ESF-7, Resource Support, in the identification and acquisition of additional firefighting equipment and supplies to support local response operations.
5. Develop a contingency plan in the event that conditions change or don’t respond to the primary plan.
6. Coordinate with **ESF-8: Health and Medical Services** to provide for the health and safety of emergency response personnel.
7. Ensure that an Incident Action Plan is developed for each operational period and that it is coordinated with the EOC Operations Officer and **ESF-5: Emergency Management**.



8. Collect and maintain the following ESF status information and coordinate with **ESF-5: Emergency Management**, to ensure inclusion into the Situation Report. (SITREP):
  - a. Damage Assessment Information.
  - b. Status of firefighting activities.
  - c. Status of Critical Facilities (i.e., fire stations, communications towers, repeater sites, storage facilities, etc.).
  - d. Staffing and resource capabilities and shortfalls.
  - e. Unmet Needs (i.e., staff rehabilitation, CISD/Mental Health, sanitation, etc.).
  - f. Major ESF-4 issues/activities.
  - g. Allocation of firefighting resources.
  - h. Status of operational facilities (i.e., staging areas, fixed/mobile command posts, etc.).
9. Work with the Emergency Management Director to coordinate requests, and activate Emergency Management Assistance Compact agreements (EMAC).
10. Coordinate with **ESF-2: Communications and Alerting** to provide and receive communications support, as needed.
11. Coordinate with **ESF-1: Transportation**, to obtain assistance when required.
12. Coordinate with **ESF-14: Volunteers and Donations**, and **ESF-6: Mass Care and Shelter**, to obtain assistance with rehabilitation of fire fighters (food).
13. Coordinate with **ESF-6: Mass Care, Housing and Human Services** for the relocation of displaced victims from natural and man-made disasters.
14. Coordinate with **ESF-13: Law Enforcement and Security** to obtain assistance in protection of evidence, protection of the incident scene, and traffic control.

**B. Supporting Agency - Department of Resources and Economic Development (DRED) – Forests and Lands**

1. Coordinate Town response activities during wild land fires.
2. Aid and direct municipal fire departments in wild land fire prevention, pre-suppression, and suppression.

3. Maintain Forest Fire Protection Agreements.
4. Maintain suppression and detection equipment, resources, and supplies.
5. Provide agency resources and logistical support, upon request.
6. Provide liaison between local fire officers and State and Federal agencies during wild land firefighting operations.

**C. Other Supporting Agencies**

- a. Provide operational support and agency resources, where appropriate, in support of the management and operation of ESF-4.
- b. Assess the firefighting capabilities and resources of the support agencies.
- c. Provide periodic updates regarding agency activities and/or operations.
- d. Implement interagency agreements and/or memoranda of agreement/understanding, as needed, to support ESF-4 activities/operations.

**IV. ADMINISTRATION AND LOGISTICS**

**A. POLICIES**

1. All department and ESF plans shall provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating department.
3. Provision is made by each participating department to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating departments will be notified when threshold levels are reached for implementation of any state/federal assistance programs or requests from mutual aid compacts.

## **B. NOTIFICATION AND REPORTING**

### **1. Notification**

- a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
- b. BEM personnel will make the decision to activate the LEOC and determine the level of activation.
- c. If LEOC activation is determined to be necessary, the BEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
- d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
- e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
- f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.

### **2. Event reporting**

- a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
- b. Departments are also expected to keep their lead agency updated upon all activities and actions.
- c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.

- d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
3. Agreements/MOUs, etc.  
Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The state of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## **V. REFERENCES**

### **A. Plans**

1. Town of Bow Emergency Operations Plan
2. NH Hazardous Materials Incident Emergency Response Plan
3. State Wide Wildland Fire Plan
4. New Hampshire Fire Chiefs Directory
5. Statewide Fire Mobilization Plan
6. Central NH Hazardous Material Plan

### **B. Standard Operating Procedures/Guides (SOPs/SOGs)**

1. Bow Fire Department SOPs/SOGs
2. NH Bureau of Emergency Management and Homeland Security SOPs/SOGs
3. Central NH Haz-Mat Team SOPs/SOGs
4. Mutual Aid SOPs/SOGs

### **C. Compacts/Mutual Aid/Memoranda of Agreements**

1. Capital Area Fire Mutual Aid Association

## **ESF-5: EMERGENCY MANAGEMENT**

***Primary Agency:*** ***Bow Emergency Management (BEM)***

***Support Agencies:*** All Emergency Support Functions (ESF) and Coordinating and Cooperating Agencies

### ***I. INTRODUCTION***

#### **A. Purpose**

The purpose of Emergency Support Function #5 – Emergency Management (ESF #5) is to coordinate and support the overall activities of the Local government as related to emergency management. ESF #5 provides the core management and administrative functions in support of the Local Emergency Operations Center (LEOC), field operations (when established), and the overall implementation of the Local Emergency Operations Plan (LEOP). Although the LEOP is always in effect, ESF #5 is not always operational in the same context. The Lead Agency for ESF #5, BEM, has additional responsibilities and related duties during times when the LEOC is not activated.

ESF #5 includes support of community prevention, preparedness, mitigation, recovery and restoration efforts by providing the framework for, and establishment of, uniform policies and practices for the Town to address those needs of local governments, nongovernmental organizations (NGOs) and the private sector.

#### **B. Scope**

The scope of ESF #5 is to support all Local agencies and departments activated during the full emergency management life cycle, in alignment with the LEOP. This includes, but is not limited to: coordination of multi-agency information, planning and analysis; situational awareness, operational readiness and activities; supporting LEOC management, logistic and resource support; mission tasking; as well as access to and coordination with, State/Federal assets, programs and activities. Emergencies or disasters involving radiological materials, terrorism, hazardous materials and/or public health components may require specialized activities which may broaden the scope of ESF #5.

## ***II. SITUATION AND PLANNING ASSUMPTIONS***

### **A. Situation**

The Town of Bow is responsible for developing, coordinating, and implementing emergency response plans within their respective jurisdictions, including the activation of local mutual aid compacts. They are also responsible for the management of resource needs within their jurisdictions, excluding the instances when the State and/or Federal governments may exercise their respective authorities over issues related to State and/or Federal assets/systems. The impact of an emergency may exceed the capabilities of the Town, thus requiring assistance from the State and Federal government.

### **B. Planning Assumptions**

1. A significant disaster or emergency will severely damage the local area infrastructure. Most local assets, systems and activities will be hampered by the damaged infrastructure and disrupted communications.
2. A significant disaster or emergency will quickly overwhelm the ability and capabilities of Town governments to respond effectively, requiring state or federal support.
3. The Town Manager, as the Town's Chief Executive, is responsible for the public safety and welfare of the people of Bow.
4. ESF #5 is responsible for coordinating emergency response plans at the local level and in support of activities at the individual departments.
5. ESF #5 facilitates information flow in the pre-incident phase and coordinates inter/intra-governmental planning, training, and exercising to assure readiness.
6. A significant incident or planned event may require the activation of the LEOC.
7. The LEOC is organized in accordance with the National Incident Management System (NIMS).
8. The LEOP is the guiding document for a Town response and is reviewed and updated annually with input from all Town partners.

9. A significant disaster or emergency will require increased activation and implementation of parts or all of the LEOP.
10. There may be a need to move large numbers of assets and personnel into the impacted area or the town.
11. ESF #5 maintains a workforce of trained and skilled employees that maintain the capability to perform essential emergency management functions on short notice and for varied durations.
12. Some incidents will require unique and specialized preparedness, recovery and mitigation actions and activities. In those instances, Incident-Specific Annexes have been developed to guide activities and are used as accompaniments to the LEOP.

### ***III. CONCEPT OF OPERATIONS***

#### **A. General**

1. Equipment requests and inventories should be made using the National Incident Management System (NIMS) Resource Typing, to the fullest extent possible.
2. BEM, as lead for ESF #5, generally supports the Command and General Staff positions in the LEOC.
3. ESF #5 will coordinate with all supporting and other appropriate departments, agencies and organizations to ensure continual operational readiness.
4. ESF #5 will ensure that there is trained and experienced staff to fill appropriate ESF #5 positions in the LEOC.
5. ESF #5 functions are under the authority of the State of New Hampshire Title 1, Section 21-P 37; Section 4:45-4:47.
6. Unified Command will generally be used to manage communication assets in the field because of the number and variety of government agencies, private sector organizations and NGOs that may be involved.

**B. Organization**

1. **Organizational Chart (Command & Control):** Command and Control of all phases of emergency management will be under the leadership of the Tow Manager and Bow Board of Selectman. **(See Organizational Chart in LEOP Base Plan).**
2. **Operational Facilities/Sites/Activities:** ESF #5 may have to establish, direct and/or participate in several emergency teams and/or co-locate at several emergency facilities simultaneously (in-town or in another town through mutual aid). Sites include, but are not limited to, the LEOC and those facilities designated for evacuation, staging, and sheltering.
  - a. **LEOC Mission Tasking** - The ESF #5 representative will assist in the assignment of “requests for assistance” to the agency or agencies that have the most appropriate resources and expertise to fulfill the request. Mission Tasks will be posted to WebEOC.
  - b. **Field Operations** – ESF #5 may serve in Field Operations (e.g., the SERT, Impact Assessment Teams, Rapid Response Team, Preliminary Damage Assessment Team, Disaster Field Office operations, Recovery Center operations, intrastate and/or interstate mutual aid assistance). Since activation of these activities usually occurs early in an event, preparation for it should be in the first hours of an event.
  - c. **Specialized and Mutual Aid Teams** -- Specialized local, federal and/or mutual aid teams can be brought in as resources. Local, State and or Federal declarations of emergency may be required and requests should be made on an executive level to mobilize. It will be up to the Local IC, in consultation with the ESF #5 in the LEOC, to make the determination when and to what extent to utilize volunteer organizations outside of the local jurisdiction in activities.



- d. **State Resources** - When ESF #5 foresees or has a need for resources not otherwise available, action may be taken to secure such resources through the State Office of Homeland Security (DHS) and Federal Emergency Management Agency (FEMA). Normally, resources from a State or Federal source would be coordinated with/through ESF #5, the State Coordinating Officer (SCO) and/or the Federal Coordinating Officer (FCO). To facilitate this coordination, there is normally a FEMA representative in the SEOC during an activation of that facility. If FEMA is not able to provide the resource, the requesting ESF may coordinate directly with the Federal agency that can provide the needed resource.
- e. **Contracts and Contractors** – Some requested resources may need to be obtained through a contractor. Agency, State or private sector contracts may be utilized and should be coordinated with ESF #7- Resource Support.
- f. **Mitigation and/or Redevelopment** – ESF #5 does not have budgetary authority or funds for mitigation or redevelopment needs that result from an emergency or disaster, other than through State/Federal resources or special budgetary allocations. Therefore, ESF #5 can usually only provide in-kind or matching resources, including professional, technical and administrative personnel and their use of related equipment for mitigation and redevelopment efforts that may follow an event. Such in-kind or matching resources can be used to support the review, investigation, contracting and other professional, technical and administrative tasks generally required for mitigation and/or redevelopment activities.

3. **Policies**

- a. **General:** Actions initiated under ESF #5 are coordinated and conducted cooperatively with State and local incident management officials, Support Agencies and/or with private entities, in coordination with the LEOC. Each Supporting Agency is responsible for managing its respective assets and resources after receiving direction from ESF #5.

### **C. Phased Activities**

#### **A. PREVENTION ACTIVITIES**

These activities, focusing on the protection of life and property, are performed on an ongoing basis. They are also performed as a particular incident is on-going to help ensure additional incidents do not occur simultaneously.

#### **B. PREPAREDNESS ACTIVITIES**

These activities pertain to BEM, as an entity in general terms, and which equates to ESF #5 once an event is identified with the likelihood of activating the LEOC to a Monitoring, Partial, or Full Activation Level.

1. Developing plans and strategies for the activation of ESF #5 and the overall local approach to emergency management; including preliminary staffing rosters, appropriate “work-a-rounds” that assure compatibility of, and redundancy to, the various systems used in response. These plans and strategies should be created in advance of an incident to help assure effective and efficient response by Lead and Support Agencies.
2. Maintaining, reviewing and updating on a periodic basis, the staff’s contact information for all agencies involved in Local response and ESF #5 personnel.
3. Sharing periodic updates and planning information relative to ESF #5, including but not limited to the LEOP and its Annexes among ESF agencies.
4. Conducting periodic Homeland Security Exercise and Evaluation Program (HSEEP) compliant drills and exercises of emergency preparedness, mitigation and recovery activities.
5. Reviewing and maintaining the ESF #5 Appendix with all ESF #5 support agencies to assure a clear understanding of responsibilities and requirements.
6. Making periodic communication with other ESF Lead and Support Agencies to ascertain support needed before, during and after an emergency.
7. Assisting threatened or impacted area officials with prevention and preparedness activities and strategies, as requested and/or appropriate
8. Reviewing the After-Action Reports (AAR) and comments from previous incidents to develop and implement remedial strategies, as necessary.
9. Assuring operational readiness of LEOC.

10. Consulting the LEOP for appropriate activities relating to the preparedness for the potential event.
11. Planning the location and use of any potential mobilization sites, staging areas and distribution points, if not already accomplished.
12. Establishing communication and coordination with ESF #7 – Resource Support to prepare for potential resource/asset needs in time of an emergency.
13. Maintaining coordination and communication with elected officials and other Local officials, State and Regional Emergency Management Organizations, FEMA and the US DHS, as appropriate and required.
14. Obtaining, developing and providing situational awareness to/from all sections. Alert NH HSEM to any potential resource needs.
15. Integrating NIMS principles in all planning and ensure all ESF personnel complete required NIMS training.
16. Maintaining and providing training to partners on WebEOC.
17. Evaluating the probability and time of the response and/or recovery phases for the event and assisting the Planning Section in developing an Incident Action Plan (IAP), Operational Goals and AAR, as necessary.

## **B. RESPONSE ACTIVITIES**

1. Activating the appropriate ESFs and Support Agencies that may be required for incident response.
2. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Providing updates and briefings for any new personnel. Maintaining and updating WebEOC as appropriate for all agencies/users.
3. Maintaining operational status of the LEOC.
4. In conjunction with the Planning Section, assessing the situation, types, availability and location of response resources, technical support and required services. Determining priorities for protecting human safety and public welfare (impacted populations and response personnel).
5. Preparing the deployment of response personnel, Preliminary Damage Assessment Team and/or Damage Assessment Teams.

6. In conjunction with ESF #2 – Communications and Alerting, maintaining communications with town departments, other communities and State Emergency Management organizations. Coordinating and documenting initial damage assessment including key resources and critical infrastructure, businesses and individual homes.
7. Working with ESF #2 for public notification activities including activation of the Emergency Alert System (EAS), as appropriate.
8. Planning and preparing documentation and situational awareness needed to support the requests for and directives resulting from a Governor declared State of Emergency and/or requests for a Federal Emergency/Disaster Declaration.
9. Gathering and generating information that will be needed for periodic briefings, situation reports or the development of incident action plans and operational goals.
10. Continuing to consult with other ESFs, Support Agencies and impacted local municipalities to determine response activities and needs. Carrying out activities needed from ESF #5 during response phase.
11. Continuing to gather, develop and disseminate information for situational awareness.
12. Planning and establishing relief resources to replace or rotate with committed resources for extended operations.
13. Continuing to monitor and respond to requests from mission-tasking.
14. Beginning evaluation probability and time period of the recovery phase for the event. If recovery phase is probable, start planning for recovery actions.
15. Maintaining appropriate records and continuing development of an “After-Action Report” for the response phase of the incident.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF #5.
2. Assisting impacted area within the Town with recovery strategies and activities.
3. Maintaining and updating WebEOC as appropriate for all ESF #5 activities. Beginning activities around projected date the LEOC will deactivate.
4. Continuing to keep partners, appropriate governmental officials (state, local, regional and federal) updated on activities and posting of information on WebEOC.

5. Continuing operational activities of the LEOC and determining activation level. Begin de-activation, as appropriate, in conjunction with the EOC Director.
6. Continuing to evaluate and task local and state support requests for impacted areas and continuing to coordinate activities and requests with partner ESFs.
7. Coordinating appropriate records of work schedules and costs incurred by ESF #5 agencies during the event.
8. Continuing to monitor mission-tasking.
9. Preparing for the arrival of, and coordinating with, State and/or FEMA personnel.
10. Beginning assessment of damage and capabilities of key resources and infrastructure caused by incident and reporting to appropriate bureau/agency, as well as including in the after-action report.
11. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
12. If mitigation and/or redevelopment phase is probable, start planning actions with involved jurisdiction, agency, state and/or federal officials. Implementing and monitoring “After-Action Report” for ESF #5 and the incident.

#### **E. MITIGATION**

1. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with involved jurisdictions and other ESF agencies, as appropriate, regarding mitigation and/or redevelopment activities.
2. Supporting requests and directives resulting from/for the Governor and/or FEMA concerning mitigation and/or redevelopment activities. Probable requests and directives include establishment of review and study teams, support of local government contracting for mitigation and/or redevelopment needs and other similar professional, technical and administrative activities.
3. Generating information to be included in LEOC briefings, situation reports and/or action plans. Posting the previous mentioned documents on WebEOC.
4. Implementing and monitoring the “After-Action Report” for the incident. Incorporating necessary changes in future plans, as identified and determined to be appropriate.
5. Identifying losses avoided due to previous mitigation efforts, per the State Hazard Mitigation Plan.
6. Implementing post-disaster mitigation actions as outlined in the Town Hazard Mitigation Plan.

#### ***IV. ROLES & RESPONSIBILITIES***

##### **A. ACTIVITIES ASSOCIATED WITH FUNCTION:**

1. Providing available, trained personnel to serve as ESF/Support Agency appropriate representatives in the LEOC, as capable.
2. Maintaining and updating WebEOC as needed.
3. Ensuring all personnel has access to their agency's available and obtainable resources. Continuously track both the committed and uncommitted status of such resources during an activation of the LEOC.
4. Ensure all personnel have access to appropriate records and data that may be needed for an ESF/Support Agency response (i.e., mutual aid compacts, facilities listings, specialized plans, maps, etc.).
5. Participating in the evaluation and mission assignment of resource requests submitted to the LEOC including resources that are available through mutual aid agreements (MAA), compacts and/or State.
6. Assuring communication and notification process is in place for evacuation/re-entry of impacted area and for surge populations into an area from an impacted area.
7. Supporting the development of situation reports and action plans for the incident during activation of the LEOC and as requested/required.
8. Providing Subject Matter Experts (SME's) as requested to support emergency response activities.
9. Assisting in revising/updating the LEOP, Annexes, Appendices and other appropriate and related response/mitigation plans.

##### **B. AGENCY SPECIFIC**

1. **Lead Agency: Bow Emergency Management:**
  - a. Providing support for all administration, management, prevention, planning, training, preparedness, recovery and mitigation/redevelopment activities associated with the State response.
  - b. Assuring worker safety.
  - c. Maintaining current points of contact for all ESF/Support agencies and local municipalities.
  - d. Assuring Town officials and appropriate department officials are kept up-to-date and provide situational awareness, as appropriate.
  - e. Assigning personnel to the ESF #5 duty schedule at the LEOC.

- f. Assuring training for partners at all levels on plans and strategies utilized for a comprehensive approach to emergency management.
- g. Developing operating procedures, situational awareness reports, Incident Action Plans and Operating Goals to implement the Local Preparedness/Response/Recovery/Mitigation functions.
- h. Maintaining position log and mission-tasking in WebEOC.
- i. Providing training on WebEOC for all partners.
- j. Conducting HSEEP compliant drills and exercises to include all appropriate partners.
- k. Maintaining and providing updates of LEOP and Annexes. Involving partners in the process.
- l. Assuring and providing operational readiness and functioning of LEOC.
- m. Providing SMEs and other resources, as requested and appropriate, to other local agencies involved in incident-specific emergency preparedness/response/ recovery.
- n. Coordinating with appropriate ESFs and support agencies on ESF #5.
- o. Providing communications and alerting assets (including mobile and personnel), as available, to ESF #2.
- p. Keeping ESF & support agencies updated on all new guidelines and strategies developed or released for State emergency management response.
- q. Forwarding and coordinating inquiries and information received from the public to the ESF #15 - Public Information.
- r. Securing and administering federal funding, as appropriate, for incident-related activities.

#### **C. COORDINATION WITH OTHER EMERGENCY SUPPORT FUNCTIONS:**

All ESFs will coordinate, as appropriate, with other ESFs by providing:

- 1. Providing subject matter experts for specialized requirements.
- 2. Coordinating roles and responsibilities to ensure an effective and efficient approach to incident preparedness, response, recovery and mitigation.
- 3. Coordinating all communications and messaging to the public through the PIO/JIC.
- 4. Notifying the availability of resources, including: mobile, storage, collection and staging assets.

**D. LEOP HAZARD-SPECIFIC INCIDENT APPENDICES WITH ESF #5 RESPONSIBILITIES:**

All present and future Hazard-Specific Annexes.

***E. FEDERAL RESPONSE INTERFACE/STATE & INTERNATIONAL MUTUAL AID***

When incident requests exceed the capability of the Town, with the approval of the elected officials, ESF #5 will coordinate activities with the lead state agency under the provisions of the State/National Response Framework (NRF). State and International mutual aid (EMAC/IEMAC, etc.) may also be activated as the situation warrants.

***V. DEVELOPMENT, MAINTENANCE AND IMPLEMENTATION OF ESF/LEOP***

**A. RESPONSIBILITIES**

BEM #5 has the ultimate responsibility to ensure the LEOP (including Appendices) has been developed, maintained and implemented. All departments, agencies and organizations are responsible for keeping their respective Appendices current and for informing HSEM of revisions and updates. BEM will consult, cooperate and collaborate with the appropriate agencies to ensure the LEOP is maintained.

**B. CORRECTIVE ACTIONS**

Following each activation, exercise, and drills, in which any ESF has been activated, an After Action Report should be conducted with the involved support agencies. A Corrective Improvement Action Plan should be developed and incorporated into the appropriate response plans and activities.

**C. UPDATING & REVISION PROCEDURES**

The primary responsibility for the development and overall maintenance of the LEOP and this Appendix belongs to BEM. Assistance and input will be sought from all ESF and Support Agencies. An annual review of the Appendix should be conducted with information provided to BEM for incorporation into the next LEOP scheduled update. This does not preclude the incorporation of any changes immediately into the ESF Appendix. If information collected is of serious enough nature to require immediate revision, BEM will produce such a revision of the LEOP ahead of schedule.



## ***VI. ADMINISTRATION AND LOGISTICS***

### **A. POLICIES:**

1. All agency and ESF Plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week, sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Each participating agency will record all resources used in support of the emergency operation and provide such information to the Finance and Administration Section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any Federal assistance programs or requests from mutual aid compacts.

### **B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. BEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the BEM will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.

- e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
  - f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.
2. Event reporting
- a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
  - b. Departments are also expected to keep their lead agency updated upon all activities and actions.
  - c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
  - d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards, and laws.
3. Agreements/MOUs, etc. Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

***VII. REFERENCES***

***A. Plans***

1. Bow Hazard Mitigation Plan
2. Bow Local Emergency Operations Plan
3. Capital Area Public Health Network Emergency Operations Plan
4. Capital Area Regional sheltering Plan
5. Capital Area POD Plan

## **ESF-6: MASS CARE, HOUSING AND HUMAN SERVICES**

***Primary Agency:***                      ***Human Services Director***

***Support Agencies:***                      Bow Emergency Management Director  
Bow Fire Department  
Bow Police Department  
Bow Shelter Coordinator  
ARC NH Regional Chapter  
Capital Area Public Health Network  
Bow SAU 67  
Concord Regional VNA  
Merrimack/Belknap CAP  
Local Animal Vet Services  
New Hampshire Army National Guard  
NH Department of Health and Human Services  
NH Department of Education  
NH Employment Security

### **I. INTRODUCTION**

#### **A. Purpose**

To coordinate the provision of mass care, temporary shelter, feeding, human services, and emergency first aid to persons who have been evacuated, either following a disaster or leading up to an anticipated event that requires activation of this plan and to maintain a Disaster Welfare System (DWS) that is optimally compatible with the Safe and Well System used by the American Red Cross (ARC).

#### **B. Scope**

ESF-6, Mass Care, Housing and Human Services, includes four primary functions; mass care, housing, emergency assistance and human services. The Town of Bow will independently coordinate these functions for all disaster victims as part of a broad program of disaster relief to promote the delivery of services and the implementation of programs to assist individuals, households, and families impacted by an incident.

Initial response activities will focus on meeting urgent needs of disaster victims on a mass care basis. Initial recovery efforts may commence as response activities are taking place. As recovery operations are introduced, close coordination will be required between government agencies responsible for recovery operations and voluntary agencies providing recovery assistance, including American Red Cross.

1. **Mass Care** includes five functions – sheltering, feeding, emergency first aid, bulk distribution of emergency items and collecting and providing information about victims to family members (sometimes known as Disaster Welfare Information or DWI).
  - a. **Sheltering:** The Provision of accessible, short-term emergency shelter for disaster victims including the use of pre-identified shelter sites in existing structures and use of similar facilities outside the disaster-affected area, should evacuation be necessary.
  - b. **Feeding:** The feeding of disaster victims and emergency workers will be through a combination of fixed sites, mobile feeding units and bulk distribution of goods. Such operations will be based on sound nutritional standards and food safety requirements. Feeding operations will include provisions for meeting dietary requirements of disaster victims with special dietary needs to the greatest extent possible.
  - c. **Emergency First Aid:** Supplementary emergency first aid services will be provided to disaster victims and injured workers at mass care facilities and at designated sites within the disaster area.
  - d. **Bulk Distribution of Emergency Items:** The distribution of emergency relief items to meet urgent needs through sites established within the affected area(s). These sites would be used to distribute food, water, or other commodities.
  - e. **Disaster Welfare Information:** Disaster welfare information regarding individuals residing within the affected area or in shelters will be collected and maintained for immediate family members and/or guardians outside the affected area. This system will also be provided to aid in reunification of family members within the affected area who were separated during the disaster or relocated following the disaster. The system used by the community should be consistent and/or compatible with the Safe and Well System used by the American Red Cross for such purposes.
2. **Housing** includes options that extend beyond temporary sheltering operations and is coordinated with **ESF-5: Emergency Management**, for:
  - Rental Assistance
  - Repair

- Loan assistance,
- Replacement
- Factory-built housing
- Semi-permanent and permanent construction
- Referrals
- Identification and provision of accessible housing
- Access to other sources of housing assistance.

The National Disaster Housing Strategy guides this assistance

3. **Emergency Assistance:** Assistance required by individuals, families and their communities to ensure that immediate needs beyond the scope of traditional “mass care” services are addressed. These services include:
  - a. Support to evacuations (including registration and tracking of evacuees)
  - b. Reunification of families
  - c. Provision of aid and services to functional needs populations
  - d. Non-conventional shelter management
  - e. Coordination of voluntary agency assistance
4. **Human Services:** Includes the implementation of disaster assistance programs to help disaster victims recover from their non-housing related losses, including programs to displace destroyed personal property and to help obtain disaster loans, food stamps, crisis counseling, disaster unemployment, disaster legal services, support and services for functional needs populations and other State and Federal benefits.
5. **Specialized Responsibilities:** Responsibilities under ESF-6, Mass Care, Housing and Human Services, may expand and incorporate specialized activities for certain types of incidents.

Special roles may also be identified in other Incident-specific annexes, such as Pandemic flu. Specialized shelters such as pet shelters and those for individuals with medical needs are the responsibility of, and contained in, other ESF Annexes, including **ESF -11: Agriculture, Cultural, and Natural Resources** and **ESF-8: Health and Medical Services**, respectively.

### **C. Policies**

#### **1. General**

- a. The Bow Human Services and Resource primary agency will activate ESF-6 upon notification from the Emergency Management Director or his/her designee that the community's EOP has been activated and that the community anticipates the possibility of needing mass care, housing, human service or emergency assistance functions fulfilled.
- b. The Bow Emergency Management Director and/or the ESF Coordinator will determine if a shelter is to be opened and will select a shelter in concurrence with Bow Emergency Management. The New Hampshire Health and Human Services, in coordination with the ARC will assist in shelter designation and implementation.
- c. All appropriate government (local, regional, and State), voluntary agency, and private sector resources will be used as available.
- d. All services will be provided without regard to economic status or racial, religious, political, ethnic or other affiliation.
- e. ESF-6: Mass Care, Housing and Human Services, activities will begin immediately after any need addressed by this plan is identified.
- f. Staging of facilities may occur before the incident if/when the situation may dictate.
- g. The Town's Emergency Operations Plan (EOP) will not supersede the operating procedures of support agencies, but will conform to disaster relief policies. Support agencies will maintain administrative and financial control over their activities.
- h. All support activities provided by State agencies in support of the Mass Care function will be funded through State resources.

## **II. PLANNING ASSUMPTIONS**

1. It is increasingly probable that an incident will occur which will require activation (partial or complete) of ESF #6.

2. The number in need of shelter and mass care services is scalable depending upon the emergency.
3. Approximately 70% of all NH households own a pet. This implies during large-scale disasters, pet ownership may affect the behavior of large segments of the population at risk. Strong attachments also exist between farmers and their livestock.
4. During an emergency Volunteer NH DART will work with local municipalities and/or the American Red Cross of NH to coordinate the activation and deactivation of household pet shelters.
5. Facilities used as evacuation centers, respite centers, mass-feeding sites, and human/household pet shelters have been pre-identified by municipal, regional, or local jurisdictions, and may be supported by the American Red Cross of NH.
6. Careful planning and outreach to support agencies must be made in advance to meet any specialized requirements that are required when providing services to the general public. These may range from those who are language-challenged or require special diets to those who require personal assistance for daily activities.
7. Through public education, animal owners will know how to prepare themselves and their household pets for an emergency/disaster situation.
8. When area veterinary and animal care resources have been exhausted, assistance will be requested from the state.
9. Service animals will stay with their handlers/owners in the local municipality or American Red Cross shelter.
10. DHHS will coordinate with Volunteer NH to access support of other NGOs.
11. The American Red Cross of NH, support to ESF #6 will be to assist mass care efforts with local government.
12. The American Red Cross Safe and Well System will be utilized as the means for family/household pet reunifications and welfare information during a disaster or incident requiring evacuations and large mass care sheltering.



13. The ESF #6 representative at the State Emergency Operations Center (SEOC) will be responsible for the coordination of services, collection, reporting, and dissemination of all ESF #6 activities.
14. There may be instances when an affected area is/will be uninhabitable for short- or long-term periods.
15. Emergency situations may require the provision of short-term warming shelters, mobile feeding, etc.
16. Public on-hand food inventories separately will be inadequate and unsafe to meet the needs of the impacted populations.
17. The needs of the response community in the field will also need to be met in order to ensure response capabilities are maintained.
18. All sheltering activity, whether by the American Red Cross or independently, will be recorded and tracked (to the best of their ability) by the ESF #6 representatives in the SEOC in WebEOC.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

1. The Bow Mass Care Coordinator has been designated the primary entity responsible for mass care, housing and human services. The American Red Cross NH Chapter, Capital Area Public Health Network and other State agencies have been designated to support the mass care function. Resources from the private sector will also be evaluated and applied to the response effort as appropriate.
2. Dependent on the size of the event, the Bow Emergency Management Director, Board of Selectmen, or Mass Care Coordinator may activate ESF-6 in support of a local event and provide coordination with State Emergency Management.
3. Necessary support agencies will be notified and expected to provide 24-hour representation as appropriate.
4. Support agency representatives will have sufficient knowledge of the capabilities and resources of their agencies, and appropriate authorities to commit resources to the response effort.

5. The Bow Mass Care Coordinator will ensure that the town's functional needs populations are provided for in time of emergency.
6. The Bow Mass Care Coordinator, with support from **ESF-5: Emergency Management** will address the cultural, religious and transportation needs and practices of residents within its shelter(s) on a case-by-case basis with the assistance of appropriate supporting agencies.
7. Daily situation reports will be provided to the local Emergency Operations Center (EOC) about the status of evacuees and the operation of the shelter.
8. Operations for sheltering and sheltering resources will be carried out in accordance with existing mutual aid agreements or other mutual understandings for the use of those facilities and resources. A listing of existing agreements is included in the References section of this ESF.

#### **B. Organization**

1. **ESF-6: Mass Care, Sheltering and Human Services** falls under the jurisdiction of the Bow Human Services Director.
2. The functional organizational structure of this ESF should follow local, state, and federal guidelines. These include the designation of entities responsible for each of the four primary functions of ESF-6:
  - a. Mass Care
  - b. Emergency Assistance
  - c. Housing
  - d. Human Services
3. **State-level Response Support Structure**
  - a. **ESF-6: Mass Care, Housing and Human Services**, will operate under the direction of the State Emergency Management, NH Department of Health and Human Services, and the ARC.
  - b. The New Hampshire Department of Health and Human Services will report to the State EOC to serve as coordinator of ESF-6.

#### 4. **Interagency Coordination**

Upon notification of an emergency requiring the activation of the EOC or other significant response, the primary agency for ESF-6 (Human Services Director) will brief and consult with designated essential personnel, support agency representatives, and the State Emergency Management or their designee to implement SOPs/SOGs in support of local care and sheltering operations. That response may involve:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Non-State Agencies
- d. Federal Agencies

#### **C. Notification and Activation**

The Bow Emergency Management Director is responsible for notifying the Bureau of Homeland Security and Emergency Management that a major disaster has occurred or is imminent and may result in activation of the response procedures as described in this section (ESF-6) of the plan.

The Bow Public Information Officer will work with the Mass Care Coordinator to develop appropriate messaging for residents and visitors regarding:

1. The need to shelter-in-place
2. Shelter location
3. What to pack for in the event of an evacuation
4. The ability of local shelters to address specific needs such as medical needs and animals.
5. Opportunities for housing and human services
6. The availability of a Family Assistance Center or hotline

Messages will be disseminated via the following venues that are specific to the Town of Bow.

1. Door-to-door notification of residents of evacuation area by
2. Bow Fire and Rescue and Police Departments
3. State of NH Reverse 911
4. Bow School District Rapid Notification System
5. Town of Bow Website
6. Printed handouts

Additional strategies for the development and dissemination of educational messages may be found in the community's regional Public Health Emergency Response Plan (PHERP) and its Pandemic Influenza Annex.

**D. Phased Activities**

**A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate "work-arounds" and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

**B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.

4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.
7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

#### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment.
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.

4. Assisting in evacuation of individuals in an impacted area.
5. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
6. Coordinating with other ESFs, as necessary.
7. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
8. Continuing to update WebEOC and mission assignment tasking.
9. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

## **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

## **IV. ROLES AND RESPONSIBILITIES**

### **A. Primary Agency – Human Services Director**

1. **General Roles and Responsibilities:**
  - a. Provide for the management and coordination of mass care, emergency assistance, housing and human services to the area(s) affected by disaster.
  - b. Ensure that an Incident Action Plan (IAP) is developed for each operational period and that it is coordinated with the EOC Operations Officer and ESF-5, Emergency Management.
  - c. Collect and maintain the following ESF status information and coordinate with ESF-5, Emergency Management to ensure inclusion into the Situation Report (SITREP):
    - i) Status and types of Shelters.
    - ii) Number of individuals and/or animals sheltered.
    - iii) Report the number of people and meals served.
    - iv) Status of people with functional needs in shelters

- v) Status of DWI Services.
- vi) Status of Disaster Mental Health Activities
- vii) Number and Type of assistance provided to victims (e.g., vouchers, temporary housing).
- viii) Type and level (amount) of unmet needs.
- ix) Status of Operational Facilities (eg headquarters, communications).
- x) Staffing and Resource Shortfalls.
- xi) Major ESF-6 Activities/Issues

d. Manage all ESF-6 logistical and related fiscal activities.

2. **Mass Care Roles and Responsibilities:**

- a. Establish and operate mass care shelter and feeding facility for victims requiring these services.
- b. Ensure that shelters and feeding sites are evaluated for, and meet, state, local and federal requirements for ADA compliance, food safety and infection control and surveillance during disaster.
- c. Ensure that shelter and feeding facility are safe places for workers and evacuees.
- d. Develop a plan to ensure sanitary conditions within the shelter and/or feeding facility.
- e. Coordinate the recruitment and assignment of personnel for mass care operations.
- f. Coordinate registration of shelter residents.
- g. Coordinate with the Emergency Assistance section (below) to ensure that shelter residents have access to Emergency Assistance Services, including integration of registration information in the Disaster Welfare Inquiry (DWI) system.
- h. Provide casualty and illness information to appropriate authorities.
- i. Maintain a list or description of the jurisdiction(s) covered by the shelter region as defined by the Town of Bow.
- j. Coordinate with ESF-1, Transportation, for defined transportation needs related to staffing, supplying and occupancy of the shelter.
- k. Coordinate with ESF-1, Transportation, for information and other resources related to supporting transportation activities.
- l. Coordinate with ESF-13, Law Enforcement and Security for the provision of security at shelter, as needed.



- m. Coordinate with ESF-5 for the provision of Food and Water, for support of feeding operations.
- n. Coordinate with State level family assistance services to address long-term housing and other needs.
- o. Coordinate with ESF-11, Agriculture, Cultural, and natural Resources, regarding animal sheltering issues.

**3. Emergency Assistance Roles and Responsibilities:**

- a. Ensure that a Disaster Welfare Inquiry (DWI) System for the purpose of collecting victim information and reporting victim status is operational and maintained.
- b. When appropriate, establish a Family Assistance Center to provide seamless delivery of services and the dissemination of information to victims and families following a large scale incident or one in which there are mass casualties.
- c. Coordinate with the Human Services and Housing sections (below) to ensure that Human Service and Housing needs are addressed by the Family Assistance Center.
- d. Coordinate with ESF-14, Volunteers and Donations, for the provision of relief efforts with volunteer organizations and agencies actively engaged in providing assistance to disaster victims.

**4. Housing Roles and Responsibilities**

- a. Identify factors that could impact incident-related housing needs.
- b. Develop a plan of action to provide housing assistance in the most effective, expedited and efficient manner available at the time of the incident.
- c. Identify solutions for transitional and long-term housing for victims. These may include, but are not limited to, rental assistance, temporary housing, and residentially assisted living situations for individuals with specific functional needs and loans for the repair/replacement of primary residences.
- d. Refer to the National Disaster Housing Strategy to guide housing assistance efforts
- e. Work with the Public Information Officer to disseminate information about local, state and federal programs available to residents needing support with disaster-related, housing losses.

## 5. **Human Services Roles and Responsibilities**

- a. Provide support for the human services needs of individuals at remote evacuation staging areas (possibly at the shelter).
- b. Ensure that the mental health/counseling needs of victims and staff are addressed by developing plans, policies and procedures for addressing their immediate, short-term and long-term anxieties, stress and trauma associated with an emergency or disaster.
- c. Work with the Public Information Officer to disseminate information about local, state and federal programs available to residents needing support with disaster-related, non-housing losses. These may include programs that replace personal property, disaster-related loan programs, food stamp assistance, unemployment, legal services and support for individuals with functional needs.
- d. Coordinate victim-related recovery efforts and implement an appropriate plan to assist all victims based on available resources.

### **B. Support Agencies**

#### 1. **General**

- a. Provide operational support and resources, where appropriate, in support of the management of ESF-7.
- b. Provide support to other ESFs, as requested.
- c. Assess the agencies/regions internal mass care, housing and human services capabilities.
- d. Provide periodic updates regarding agency activities and/or operations.
- e. Implement interagency agreements as needed to support ESF-6 activities/operations.
- f. Document all agency activities, personnel and equipment utilization, and other expenditures, as required.
- g. Assist in locating and providing health and welfare workers to augment personnel assigned to shelters (if available).
- h. Collaborate with other departments and ESFs to meet identified needs in the areas of emergency medical services, transportation, and bulk distribution of emergency relief supplies to disaster victims.
- i. Provide support for functional needs populations residing in shelters.

- j. Coordinate the provision of crisis counseling and mental health services for shelter residents, staff in shelters and other mass care facilities upon request.
- k. Provide basic public health assistance, food inspection, sanitation inspection, and safe handling of food in shelter.
- l. Assist with patient tracking.
- m. Provide casualty information from within the affected area in support of a DWI system.
- n. Provide environmental sanitation and disease surveillance.

## V. RESOURCE REQUIREMENTS

- 1. Resources which may have to be mobilized in support of ESF-6 mass care, housing and human services activities include the transportation of cots and blankets, portable toilets, water containers, cooking equipment, registration forms, first aid and shelter medical supplies, vehicles for transport of personnel and supplies, ARC comfort and cleanup kits, portable lamps, generators, fans, office supplies, tables and chairs, etc. Many of these supplies will already be in shelter locations or can be obtained through normal disaster supply channels.
- 2. Vehicles will be provided by **ESF-1: Transportation**. Feeding equipment, two-way radios, phones and cellular phones, portable FAX units, portable computers with modems, etc., may be needed. Inventories of available medical supplies and equipment may be found in the region's Public Health Emergency Response Plan (PHERP) and/or its annexes.
- 3. Personnel resources will include ARC; voluntary agencies such as members of VOAD; veterans groups; labor unions; scouting organizations; professional associations; Regional CERT and MRC; and private corporations and other groups. Personnel resources will be coordinated through **ESF-14: Volunteers and Donations**.

## VI. DEVELOPMENT, MAINTENANCE, AND IMPLEMENTATION

- 1. The Town of Bow Mass Care Coordinator is responsible for the development and maintenance of the ESF-6 portion of this local EOP. Distribution of information in the plan will be the responsibility of the local Emergency Management Director.
- 2. The Town of Bow Emergency Management Director will coordinate planning exercises of this LEOP and assure that local Red Cross Chapter & other supporting agencies to this ESF are invited to participate in such exercises.

3. The Town of Bow Mass Care Coordinator, in coordination with the Town's Emergency Management Director, will assure that ESF-6 is regularly reviewed and updated to reflect current policies and procedures.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

### **B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. FEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the FEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.

- d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
  - e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
  - f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.
2. Event reporting
- a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
  - b. Departments are also expected to keep their lead agency updated upon all activities and actions.
  - c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
  - d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
3. Agreements/MOUs, etc. Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The state of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## VIII. REFERENCES

### A. Plans

1. Capital Area Regional Shelter Plan.
2. Capital Area Public Health Emergency Annex
3. ARC NH Chapter State Disaster Plan
4. NH Emergency Response Plan
5. State of NH Functional Needs Guidance and Template
6. Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters, FEMA
7. Functional Needs Guidance, adapted for the Town of Bow Local Emergency Operations Plan Support Annexes

### B. Standard Operating Procedures/Guides (SOPs/SOGs)

(To Be Developed)

### C. Compacts/Mutual Aid/Memoranda of Agreements

## **ESF-7: RESOURCE SUPPORT**

***Primary Agencies:***                      ***Police Department***

***Support Agencies:***                      All Town Departments  
NH Department of Safety  
Bureau of Homeland Security and Emergency Management  
Other State ESFs as needed

### **I. INTRODUCTION**

#### **A. Purpose**

The purpose of this Emergency Support Function (ESF) is to provide logistical & resource support proceeding, during and/or following a disaster.

#### **B. Scope**

**ESF-7: Resource Support** involves the provision of services, personnel, commodities, and facilities to the Town of Bow during the immediate response phase of a disaster. This support includes locating, procuring, transporting, and issuing resources, such as emergency relief supplies; telecommunications; transportation services; fuel; contracting services; heavy equipment; generators; emergency procurement of medical and food supplies (both Federal and private vendors); office space; equipment and supplies; and personnel required to support immediate response activities.

### **II. SITUATION AND PLANNING ASSUMPTIONS**

#### ***A. Situation***

Disasters can close normal resource channels, deplete vital commodities, impact response capabilities, and place high demand on specialized personnel. ESF #7 will have methods and procedures to evaluate, locate, procure, and in coordination with ESF #1 - Transportation delivers essential material and personnel resources upon request.

***B. Planning Assumptions***

1. Local response and recovery operations require the expertise, personnel and equipment from a variety of different agencies, organizations and sources.
2. Disasters and emergency situations often disrupt normal distribution channels and/or affect normal procurement and requisition processes and timetables.
3. Town jurisdictions will expend resources at the local and regional (mutual aid) level prior to making a request from the State.
4. Requests for state resources will be made through the Mission Assignment Coordinator or directly through the Logistics Section in the SEOC.
5. Town agencies will maintain accurate inventories of their resources.
6. Resource Coordinator will maintain inventories and have a working knowledge of the resources readily available within their jurisdictions.
7. Documenting the time equipment was transferred, rented, leased or otherwise used, will be done by both the donating and receiving agency.
8. Expenses related to purchases or leases made through ESF #7 will be the responsibility of the receiving agency.
9. Where possible, each department will utilize and track resources using the resource typing as outlined by the National Incident Management System (NIMS).
10. Functional Needs Population - Emergencies can intensify an individual's limitations through the loss or temporary separation of durable medical supplies and specialized equipment or due to the stress brought on by the incident.



### III. CONCEPT OF OPERATIONS

#### A. General

1. The Bow Resource Coordinator is responsible for planning, coordinating, and managing the resource support needed in ESF-7 with the support of the identified support agencies. The capabilities of the Town of Bow will be committed through the emergency operations center (EOC). The primary determinations of logistical/resources needs are made by the operational elements at the Town level.
2. The primary source of equipment, supplies, and personnel shall be made from the resources of the activated ESFs (including existing Town resources) and local sources outside the impacted area. Support that cannot be provided from these sources will be obtained through commercial sources. Resources outside of the disaster area will be directed to fulfill the unmet needs of the Town of Bow as requested by the EOC.
3. Logistical support necessary to save lives will receive first priority.
4. Massive acquisition of resources will be accomplished in accordance with a Disaster Declaration, which would exempt normal procedures for purchasing.
5. Primary and support agencies staffing ESF-7 will have extensive knowledge regarding resources and capabilities of their respective agencies and will have access to the appropriate authority for committing such resources during activation.
6. The capabilities of the Town of Bow will be committed through the emergency operations center (EOC). The primary determinations of logistical/resources needs are made by the operational elements at the Town level.
7. Requests for logistical/resource needs will flow upward through, and be controlled by, logistical control centers at the State and Federal levels. The determination of materials and other resources required to meet operational needs will be made by the Emergency Operations Center.
8. Status reports will be posted within the Town Emergency Operations Center (EOC) for tracking purposes. Resources used for response and required for recovery will be discussed via briefing meetings.

9. The Town of Bow should anticipate depletion of available resources prior to seeking assistance from other communities or the state.

### **B. Organization**

1. This ESF will be composed of all Town Departments under the direction of the Bow Emergency Management Director and assistants as needed. Once the ESF is operational at the EOC, it shall function under the direction and control of the Resource Coordinator.
2. The staffing pattern and level will be dependent upon the severity of the emergency.

### **C. Notification and Activation**

1. In response to an event that would cause the activation of the Town EOC, the Emergency Management Director or the designated Operations Officer would initiate notification of activation.
2. All support agencies to this ESF, and others, will await instructions from the Primary ESF Representative before reporting to the Town EOC.
3. Bow Emergency Management will notify the State of New Hampshire EOC of the potential need to for state support if required.

### **D. Phased Activities**

#### **A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Integrate NIMS principles in all planning
3. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
4. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.

5. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-arounds” and assure compatibility of and redundancy to the systems.
6. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.

## **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
5. Developing and maintaining a database of locations and contact information for ESF resources.
6. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.

10. ESF personnel should be integrating NIMS principles in all planning.
11. Stage resources near the expected impact/emergency areas when possible.
12. The available resources and facilities that are necessary to respond to an emergency should be identified and assessed for possible deployment.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
4. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
5. Coordinating with other ESFs, as necessary.
6. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
7. Continuing to update WebEOC and mission assignment tasking.
8. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Procuring, Identifying, and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

## V. ROLES AND RESPONSIBILITIES

### A. Primary Agency – Bow Emergency Management Director

#### 1. General

- a. Continually provide for the control and accountability of equipment, personnel, goods, and services in support of emergency/disaster operations.
- b. Establish, approve and adjust the incident budget as directed.
- c. Coordinate the Bow EOC resources and support activities through ESF-7. Designated agencies will provide resources as required and available.
- d. Coordinate with **ESF-5, Emergency Management** to disseminate resources, as required.
- e. Assist in coordinating resources between the ESFs.
- f. Track the status/disposition of all resource requests.
- g. Provide the State of New Hampshire EOC with the necessary information to enhance and coordinate the response and recovery resources required by the Town of Bow.
- h. Provide initial reports based on resources requested.
- i. Prioritize resource requests and allocations, as needed.
- j. Support Local, State and Federal agencies' response to emergencies/disasters by assisting with resource coordination.
- k. Serve as a liaison between Federal and State governments to allocate resources, as necessary.
- l. Contribute to the Incident Action Plan for each operational period and coordinate submissions with the EOC Operations Officer and **ESF-5, Emergency Management**.
- m. Collect and maintain the following ESF-7 status information and coordinate with **ESF-5, Emergency Management** to ensure inclusion into the Situation Report (SITREP).
  - i. Status of resource requests
  - ii. Unmet Needs
  - iii. Major ESF-7 Issues/Activities
  - iv. Staffing and Resource Shortfalls

### **B. Support Agencies**

Provide operational support and agency resources, where appropriate, in support of the management of this ESF.

#### **1. Bow Finance Officer**

- a. Develop and maintain Emergency Purchasing Procedures for the Town of Bow
- b. Develop and maintain Emergency Resource Request Procedures.
- c. Maintain vendor database for emergency goods and services
- d. Facilitate lease of buildings for staging area warehouses or to replace damaged or destroyed facilities.
- e. Provide office furniture, equipment, and supplies from existing Town inventories, or procure these items
- f. Provide staff for the procurement of commodities and services, the leasing of buildings, and other facilities and facilities management.
- g. Maintain records of emergency expenditures and other financial resources used and assist with the preparation of any necessary financial reporting.

#### **4. All Other Supporting Agencies**

- a. Assist in the management and operation of staging areas, logistics and mobilization centers, etc., upon request and as available.
- b. Coordinate the provision of personnel, transportation vehicles, and heavy equipment, as needed to support response operations.
- c. Assist with the mission and response planning including management and operation of staging areas, logistics and mobilization centers, etc., upon request and as available.
- d. Provide personnel, equipment and resources as tasked.

## **IV. ADMINISTRATION AND LOGISTICS**

### **A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.

3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

## **B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. FEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the FEM will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
  - e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts, or local offices.
  - f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.
2. Event reporting
  - a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.



- b. Departments are also expected to keep their lead agency updated upon all activities and actions.
  - c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
  - d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
3. Agreements/MOUs, etc.

Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## VI. REFERENCES

### **A. Plans**

1. Bow Emergency Response Plan
2. Bow's Purchasing Policy
3. Bow Hazard Mitigation Plan

### **B. Standard Operating Procedures/Guides (SOPs/SOGs)**

(As defined by individual agencies)

### **C. Resources**

- Town Resources may be found in Annex B
- Potential Vendor Resources may be found in EOC ESF-7 files.

## **ESF-8: HEALTH AND MEDICAL SERVICES**

***Primary Agency:***                      ***Health Officer***

***Support Agencies:***                      Bow Fire Department  
Bow Emergency Management Director  
Capital Area Fire Mutual Aid Association  
NH American Red Cross Chapter  
Concord Regional VNA  
Capital Area Public Health Network  
Bow Sewer/Water Districts (WhiteWater)  
Bow School District  
Concord Hospital  
NH Department of Health and Human Services,  
Division of Public Health  
Health Officer Liaison  
NH Department of Agriculture  
NH Department of Safety  
EMS Bureau  
Bureau of Homeland Security & Emergency  
Management

### **I. INTRODUCTION**

#### **A. Purpose**

The purpose of **ESF-8: Health and Medical Services**, is to coordinate the delivery of both primary and supplemental health, medical, and basic human services to individuals, families, community, emergency services personnel, and to disrupted or overwhelmed local health and medical personnel and facilities.

#### **B. Scope**

The scope of ESF-8 activities is limited to health, medical and select human services for individuals (victims and emergency responder) in Bow for the duration of any incident or situation that causes the activation of ESF-8.

### **II. PLANNING ASSUMPTIONS**

#### **A. Situation**

1. An assessment of the current status of health and medical services reveals that there is a need for limited surge capacity abilities in Bow.

2. The goal of ESF-8 is to continually develop local health and medical service capacity.

**B. Planning Assumptions**

1. It is increasingly probable that an incident will occur which will require activation (partial or complete) of ESF #8.
2. All emergencies/disasters have a public health related component, and problems related to health and medical can take multiple forms within an incident or be singular in nature.
3. The activities listed in this ESF can be modified during an incident as necessary to meet the health and medical response requirements of each incident. Such modifications will be discussed with the appropriate support agency.
4. It is impossible to predict how notification of a Mass Casualty or Mass Fatality event will occur. What agency is contacted initially will vary from jurisdiction to jurisdiction as well as by type of incident. If there are five or more deaths related to the incident the Assistant Deputy Medical Examiner must call the Chief Medical Examiner.
5. The accuracy of initial Mass Casualty or Mass Fatality reports will likely vary according to the agency or individual reporting the incident.
6. The Town Health Officer is the Lead Entity in a mass fatality incident.
7. The Office of the Medical Examiner (OCME) must be contacted prior to the removal of any human remains from an incident scene.
8. During a mass fatality incident the OCME may have insufficient personnel, equipment and storage capacity to handle significant numbers of deceased individuals.
9. Depending upon the type and magnitude of the disaster, the safety of the food and water supply may be jeopardized. Likewise, the lack of sanitation services may pose a threat to the public from a communicable disease perspective.
10. CBRNE incidents may require specialized response.

11. In radiological and other CBRNE events, the extent of contamination must be defined and monitored, and assessments must be made on the impact to the public, food, water, and agriculture. Furthermore, protective actions (e.g. sheltering in place, evacuation) and decontamination strategies must be identified to ensure the public's safety and well-being. Refer to the Radiological Emergency Response Plan.
12. Each agency will be responsible for initiating legislative, and licensure/certification changes, as needed, to ensure preparedness, response, recovery, and mitigation requirements are met.
13. The needs of the response community when in the field will also have to be met in order to ensure response capabilities are maintained.
14. Working with the ESF-8 Lead Agency, each support agencies should be identified for the provision of different components incorporated in this ESF and plans should be developed accordingly.
15. Functional Needs Population - Emergencies can intensify an individual's limitations through the loss or temporary separation of required medications, durable medical supplies and specialized equipment or due to the stress brought on by the incident.

### III. CONCEPT OF OPERATIONS

#### A. General

1. Upon activation of the Town EOP, the Health Officer will direct the activation of ESF-8, as appropriate.
2. Should a situation arise where incidents, events, situations, and/or conditions warrant enhanced actions by the NH DHHS and/or its Support Agencies, the Commissioner, or acting designee, may self-activate ESF-8 outside the framework of the **Local EOP** to facilitate expedient and efficient application of DHHS resources.

3. Should health, medical, and basic human service needs arise which exceed the available resources of the Bow Health Officer, and ESF-8 Support Agencies, the Town will make appropriate requests for State and Federal assistance via the National Response Framework, (NRF). Such requests will be directed from their point of origin up through the local ESF-8 organization to the ESF-8 Health and Medical Services Coordinator in the State EOC.
4. ESF-8 will establish and maintain advisory communications, as appropriate, with:
  - a. All ESF-8 Support Agencies with respect to current and anticipated situations and conditions as well as the need for individual Support Agency participation.
  - b. Health, medical and human services agencies of neighboring communities on ESF-8 actions, activities, and condition status information, as necessary.
  - c. Local, public and private health and medical services organizations, and human service agencies.
5. Any facilities identified for use under ESF-8 will be inspected and made ready for activation and operations during the preparedness phase of emergency management, prior to any needed use under ESF-8. These include potential acute care centers (ACCs) and points of dispensing (PODs).
6. Post-event performance reviews, records, after-action reports, etc., will serve to provide input and direction to preparedness phase activities towards the goal of ensuring that the scope and delivery of ESF-8 health and medical services are adequate for the assigned mission.

**B. Functional Areas of Responsibility**

1. **General**

The Bow Health Officer, in conjunction with NH DHHS, shall coordinate preparedness actions and activities when ESF-8 is not activated.

  - a. Each Town Department and other support agency to ESF-8 are responsible for establishing their own operational readiness for staffing, facilities, equipment, consumable supplies, etc. as assigned and otherwise identified under this ESF.

- b. The NH DHHS Incident Management Team Plan is the NH DHHS leadership activities document for the period between “normal” or “routine” activities and an activated ESF-8.
- c. Each Town of Bow employee who is assigned a responsibility or otherwise participates in ESF-8 activities is responsible for conducting their activities in a safe, effective, and efficient manner while being sensitive to costs and property accountability.

2. **Interagency Coordination**

Upon notification of the activation of the Town of Bow EOC, the ESF-8 representative (the Bow Health Officer) will brief and consult with designated essential personnel, support agency representatives, and the EOC Operations Officer. The goal of such consultations is the anticipation, coordination and implementation of health, medical, human services that meet the needs of disaster victims. This response may involve:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Non-Governmental Agencies
- d. Out-of-State Agencies
- e. Federal Agencies
- f. International Agencies

3. *Specialized Teams/Units (State Resources)*

- a. ***Critical Incident Stress Debriefing (CISD) Team***  
These teams are comprised of specially trained persons who assist victims, families, the general community and first responders mentally and emotionally cope with the affects of a disaster.
- b. ***Red Cross & NH DHHS Volunteer Mental Health Teams***  
A volunteer group comprised of trained individuals (e.g., mental health counselors, substance abuse workers, social workers, nurses) who will respond to a disaster mental health assistance request to ESF-6, Mass Care and Shelter in the event of a declared emergency.

c. ***Radiological Field Monitoring and Sampling Teams***

- i. In the event of a need to conduct field activities requiring monitoring or sampling for uncontrolled radioactive material in the environment, trained teams that are part of the NH Radiological Emergency Response Plan (RERP) may be activated.
- ii. The purpose of these field teams is to take environmental, food, and water samples to test for the presence of radioactive materials.

**C. Emergency Response Actions**

Upon activation of ESF-8 the ESF-8 Coordinator (Bow Health Officer) will:

1. Liaise with:
  - a. NH-based health and medical service providers to include: local health departments, health officers, human services agencies or community-based organizations, as appropriate to the situation.
  - b. Federal agencies as deemed appropriate to the situation.
  - c. NH Department of Health and Human Services Health Officer Liaison
2. In conjunction with support agencies and the Town of Bow EOC, identify resource needs that may be obtained through NH DHHS.
3. During the response phase of operations, initiate planning for transition to the recovery and mitigation phases of operations.

**D. PHASED ACTIVITIES**

**A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.

3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies are in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-arounds” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

#### **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.



7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
4. Assisting in evacuation of individuals and animals in an impacted area.
5. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
6. Coordinating with other ESFs, as necessary.

7. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
8. Continuing to update WebEOC and mission assignment tasking.
9. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.

2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
3. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

#### IV. ROLES AND RESPONSIBILITIES

##### A. Primary Agency – Bow Health Officer

1. Activate any portion or all of ESF-8 and its Annexes (including Point of Distribution, Pandemic Influenza, Public Health Emergency Response plans, etc) and support agencies, as needed.
2. Coordinate with **ESF-2: Communications and Alerting**, to establish and maintain a secure communications capability within the health, medical and human services community.
3. Coordinate all ESF-8 operations and activities to ensure the continuity of health, medical, and human service delivery over the duration of the incident, as required.
4. Coordinate with **ESF-7: Resource Support**, to obtain additional medical equipment and supplies as needed.
5. Coordinate with **ESF-10: Hazardous Materials**, for increasing decontamination capabilities at hospitals and other medical facilities as needed.
6. Provide information on health risk assessment and injury prevention to first responders and the general public.
7. Coordinate with support agencies and **ESF-6: Mass Care, Housing and Human Services** to assure the health, medical and human services needs of disaster victims and response personnel are being met.

8. Coordinate with **ESF-1: Transportation**, for the provision of vehicles to deploy personnel to the field.
9. Coordinate personnel and resources to conduct patient tracking, trace backs, epidemiological investigations, and medical surveillance, as required.
10. Coordinate appropriate acute and long-term health-related monitoring and surveillance capabilities for disaster victims.
11. Coordinate the limited collection, transfer, testing, and results-sharing of laboratory samples, as needed.
12. Coordinate personnel and resources to ensure drug safety.
13. Coordinate with **ESF-6: Mass Care**, to ensure the safety of food and water supplies.
14. Coordinate the dissemination of responder and staff-focused health and safety information, particularly to first responders, human services, healthcare providers and public works.
15. Coordinate with **ESF-15: Public Information**, for the dissemination of public health and safety information. Such coordination should include an effort to control and dispel rumors.
16. Coordinate with **ESF-4: Fire Fighting**, and **ESF-13: Law Enforcement and Security**, to ensure the health, safety, and mental well being of emergency workers. Provide crisis counseling and critical incident stress debriefing and management, as needed or requested.
17. Coordinate with **ESF-13: Law Enforcement and Security**, to provide necessary security, transportation, and escort.
18. Prioritize resource requests and allocations of health and medical supplies and personnel, as needed.
19. Coordinate inter-facility patient, equipment and/or supply transfers in and out of state using State and Federal resources.

20. Coordinate acute, intermediate, and long-term mental health support to response workers, patients, families, and the general community.
21. Coordinate with **ESF-14: Volunteers and Donations**, to recruit and use volunteer health practitioners and non-clinician volunteers to support disaster victims and response personnel.
22. Ensure that an Incident Action Plan is developed for each operational period and that it is coordinated with the EOC Operations Officer and **ESF-5: Emergency Management**.
23. Collect and maintain status information pertinent to ESF-8 and coordinate with **ESF-15: Public Information** to ensure that it is included in the Situation Report (SITREP).
24. Coordinate and assure the collection, transfer, and appropriate disposal of hazardous medical waste.

**B. Support Agencies**

1. **General**
  - a. Provide operational support and resources, where appropriate, in support of the management of **ESF-8: Health and Medical Services**.
  - b. Provide health, medical and human services support to other ESFs, as requested.
  - c. Assess the State's medical capabilities and resources.
  - d. Provide periodic updates regarding agency activities/operations.
  - e. Implement inter-agency agreements as needed to support ESF-8 activities/operations.
  - f. Document all agency activities, personnel, equipment, and facility utilization, and other expenditures.
  - g. Provide appropriate training, as necessary.

## **V. ADMINISTRATION AND LOGISTICS**

### ***A. POLICIES***

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

### ***B. NOTIFICATION AND REPORTING***

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. BEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the BEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.

- e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
  - f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.
2. Event reporting
- a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
  - b. Departments are also expected to keep their lead agency updated upon all activities and actions.
  - c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
  - d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
3. Agreements/MOUs, etc. Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## VI. REFERENCES

### **A. Plans**

1. Strategic National Stockpile
2. Central NH Hazardous Material Emergency Response Plan
3. Capital Area Public Health Emergency Response Plan
4. Capital Area Public Health Point of Dispensing (POD) Plan
5. Capital Area Public Health Regional Sheltering Plan
6. Food Stamp Disaster Plan
7. NH Disaster Mental Health Plan

### **B. Standard Operating Procedures/Guides (SOPs/SOGs)**

(To be developed as needed)

### **C. Compacts/Mutual Aid/Memoranda of Agreements**

(To be developed as needed)



## ESF-9: SEARCH AND RESCUE

***Primary Agencies:***                      ***Police Department***

***Support Agencies:***                      Capital Area Fire Mutual Aid Association  
Bow Fire Department  
Civil Air Patrol  
DHART  
NH Department of Safety  
State Police  
NH Fish and Game Department  
NH Fire Marshal's Office  
N.E. K-9 Association

### I. INTRODUCTION

**A. Purpose**

To aid in all activities associated with Search and Rescue operations and to facilitate coordination and integration of personnel and equipment resources.

**B. Scope**

Town of Bow assistance under this function shall include personnel and equipment resources for the coordination and implementation of the following:

***Search:*** All activities associated with the discovery of an individual or individuals lost or reported lost.

***Rescue:*** All activities directed towards and requiring the utilization of trained personnel to locate and extricate persons trapped in damaged buildings, vehicles, woodlands, waterways, and contaminated areas; and to provide emergency medical treatment of such persons.

### II. CONCEPT OF OPERATIONS

**A. General**

1. Emergency Support Function **ESF-9: Search and Rescue**, manages and coordinates the response of the Town's Search and Rescue resources in response to any incident involving search and rescue operations. These include, but are not limited to: aircraft, collapsed structure, urban, water, and woodlands incidents.

2. ESF-9 uses established Emergency Services and Search and Rescue organizations, processes, and procedures.
3. Responsibility for situation assessment and determination of resource needs rests with the incident commander in coordination with: local, State, and Federal Emergency Operating Centers (EOCs) and appropriate ESFs.
4. A major disaster or civil emergency may generate conditions that vary widely in scope, urgency, and degree of devastation. Substantial numbers of people could be in life threatening situations requiring prompt rescue and medical care. Because the mortality rate will dramatically increase over time, search and rescue efforts must begin immediately.

For example: In an earthquake event, aftershocks, secondary events, and other effects such as fires, tsunamis, landslides, flooding, and hazardous material releases will compound problems and may threaten both survivors and rescue personnel.

### **B. Organization**

1. The staffing pattern and level of involvement will be dependent upon the severity of the emergency. Once the extent of this ESF-9 activation is determined, staffing at a minimum will include the Search and Rescue Coordinator.

2. **Interagency Coordination**

Upon notification of an emergency requiring the activation of the EOC or other significant local response, the primary agency for ESF-9 (Bow Fire and Rescue) will brief and consult with designated essential personnel, support agency representatives, and the Emergency Management Director or their designee to implement standard operating procedures/guides (SOPs/SOGs) in support of search and rescue operations. That response may involve:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Non-State Agencies
- d. Federal Agencies

3. **Specialized Teams/Units**

- a. Specialized Local and Federal teams can be brought in as resources if the proper channels for requesting assistance are followed. Proper declarations would be required and requests should be made on an executive level (at the EOC) to mobilize.

b. Local teams are:

- i. Granite State Crisis Intervention Stress Debriefing (CISD)
- ii. State Police Canines
- iii. Area Search and Rescue assistance
- iv. Bow Fire Department Surface Water and Ice Rescue
- v. Fish and Game (for diving and canines)
- vi. N.E. K-9 Association

4. **Operational Facilities/Sites**

Operational facilities and sites that can be used by ESF-9 are:

- i. Local EOC
- ii. Local public safety facility
- iii. Local law enforcement facilities
- iv. Public works department facilities

These facilities can be activated by requests made through the Town of Bow.

**C. Notification and Activation**

1. The Emergency Management Director or his designee will initiate activation of this ESF. The primary agency for ESF-9 (Bow Fire Department) may also request activation of this ESF.
2. During non-office hours, initial notification will normally be made by the Concord Fire Alarm. The Local Emergency Management Director will then begin notification by established procedures.
3. ESF-9 may also be activated at the request of the Fire Department. This may be the result of a request from any of the primary or support agencies when an incident exists (or is impending) that requires (or may require) the support of ESF-9 and/or other ESFs.

Activation of ESF-9 by outside agencies may occur for the following issues:

- a. Fish and Game – Regarding Inland water and woodlands incidents.
- b. Marine Patrol
- c. Fire Marshal's Office for Urban Search and Rescue issues.

4. Upon activation the appropriate primary agency (Bow Fire and Rescue representative will implement existing operating procedures, mutual aid agreements, and notifications as outlined within existing agency protocols.
5. Notification and activation of designated personnel and resources will be the responsibility of the responding agencies.

**D. Phased Activities**

**A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-arounds” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

**B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.

3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.
7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

#### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.

4. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
5. Coordinating with other ESFs, as necessary.
6. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
7. Continuing to update WebEOC and mission assignment tasking.
8. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.

2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

### III. ROLES AND RESPONSIBILITIES

#### A. Primary Agency – Bow Fire/Rescue Department

1. Conduct search and rescue operations in the urban, woodlands and inland waters.
2. Notify and coordinate with the Department of Safety – State Fire Marshal’s Office to conduct Urban Search and Rescue operations as appropriate.
3. Provide manpower, equipment, and technical assistance for large-scale search and rescue efforts in the appropriate setting.
4. Coordinate with **ESF-2: Communications and Alerting** to provide operational support ensure communication links are established with local or field elements and other agencies, and provide agency resources where appropriate.
5. Coordinate with **ESF-4: Fire Fighting** to provide support staff and technical support of search and rescue efforts.
6. Coordinate with **ESF-7: Resource Support** to provide contracts and purchasing capabilities as well as resolve issues regarding resource requirements and shortages.
7. Coordinate with the EOC Operations Officer and **ESF-5: Emergency Management**, to help ensure that the Incident Action Plan is developed for each operational period.

8. Collect and maintain the following ESF status information and coordinate with **ESF-5, Emergency Management** to ensure inclusion into the Situation Report (SITREP):
  - a. Number of victim rescues attempted and completed.
  - b. Status of rescue operations.
  - c. Unmet Needs.
  - d. Allocated and requested Search and Rescue Resources.
  - e. Status of Critical Facilities (i.e., staging and rehabilitation areas, etc.).
  - f. Major ESF-9 Issues/Activities.
  - g. Staffing and Resource Shortfalls.
9. Coordinate with EM Director to enact memoranda of understandings, and to request assistance from other State agencies.
10. Coordinate with **ESF-13: Law Enforcement and Security** to:
  - a. Issue warnings information to other primary agencies
  - b. Provide aerial search and rescue support as needed.
11. Work with the **ESF-8: Health and Medical Services** to ensure the proper health and safety of Town workers. Provide dissemination of protective actions and equipment to protect public health and provide proper guidance for sanitation measures involving food and water.

### **B. Support Agencies**

1. **General**
  - a. Provide operational support and resources, where appropriate, in support of the management of this ESF.
  - b. Provide support to other ESFs, as requested.
  - c. Assess the Town agencies' search and rescue capabilities and resources.
  - d. Provide periodic updates regarding agency activities and/or operations.
  - e. Implement interagency agreements as needed to support ESF-9 activities/operations.
  - f. Document all agency activities, personnel and equipment utilization, and other expenditures.
  - g. Providing technical assistance as requested.



## **IV. ADMINISTRATION AND LOGISTICS**

### **A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

### **B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. FEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the FEM will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
  - e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
  - f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.

2. Event reporting
  - a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
  - b. Departments are also expected to keep their lead agency updated upon all activities and actions.
  - c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
  - d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
3. Agreements/MOUs, etc. Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The state of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## V REFERENCES

### A. Plans

National Response Framework **ESF-9: Search and Rescue**

### B. Standard Operating Procedures/Guides (SOPs/SOGs)

Bow Fire Department SOP's

### C. Compacts/Mutual Aid/Memoranda of Agreements

MOU between Bow Police and Merrimack County Dispatch

MOU between Bow Fire Department and Capital Area Fire Mutual Aid Association

## **ESF-10: HAZARDOUS MATERIALS**

***Primary Agencies:***

***Fire Department***

***Support Agencies:***

Public Information Officer  
Bow Public Works Department  
Bow Police Department  
Bow Health Officer  
Capital Area Mutual Aid Fire Association  
Central NH Hazardous Materials Response Team  
NH Department of Agriculture  
NH Department of Environmental Services  
    Division of Air Resources  
    Division of Waste Management  
    Division of Water  
NH Fish and Game Department  
NH Department of Health and Human Services  
NH Department of Resources and Economic Development  
NH Department of Safety  
    Bureau of Emergency Medical Services  
    Division of Homeland Security & Emergency Management  
NH Department of Transportation  
NH Marine Patrol  
NH State Fire Marshal's Office (NHSFM)

### **I. INTRODUCTION**

This ESF will use the term "Hazardous Material" (Haz-Mat) in a broad sense to include:

Explosive, flammable, combustible, corrosive, oxidizing, toxic, infectious, or radioactive materials that, when involved in an accident and released in sufficient quantities, put some portion of the general public in immediate danger from exposure, contact, inhalation, or ingestion.

#### **A. Purpose**

1. To minimize the effects of a Haz-Mat release on people or the environment.

**B. Scope**

1. This ESF will address the response to chemical, biological and radiological Haz-Mat incidents caused by intentionally or by accident.
2. Agencies responding to Haz-Mat releases will have their own procedures. This ESF does not supersede those procedures; instead it is designed to coordinate the efforts of the various agencies responding to the same incident.
3. The Town of Bow's assistance under this function shall include actions taken through the application of equipment, and technical expertise to control and contain Haz-Mat incidents during response and recovery.

**II. SITUATION AND PLANNING ASSUMPTIONS**

**A. Situation**

1. Hazardous Materials are found throughout Bow. These materials pose a threat at fixed facilities, in transportation and in storage. When accidental or intentional releases of hazardous materials occur, local emergency response must be prepared to respond to protect the public, emergency responders, the environment and property.
2. Several businesses and institutions in Bow use and/or store hazardous materials in day-to-day operations. These are identified in the Hazardous Material Emergency Response Plan.
3. The Bow Fire Department is a paid full time/call department with 30 - 35 members.
4. The Bow Fire Department is a member of the Capital Area Fire Mutual Aid Compact.
5. The Town of Bow has a MOU with the Central NH Hazardous Material Response Team for response to, and mitigation of, Haz-Mat incidents at the technician level.

6. Minor spills resulting from motor vehicle accidents and other sources are handled routinely by the Bow Fire Department.
7. State/Federal laws requires the use of the Incident Command System at all Haz-Mat incidents.
8. Although some members of the Fire Department have received the federally required operations-level training in Haz-Mat Response, not all members of the fire department are fully trained to the technician level.

**B. Planning Assumptions**

1. A hazardous material incident may develop slowly or occur without warning.
2. Actual or threatened releases of hazardous materials require immediate response.
3. Numerous simultaneous releases in various locations could result from large-scale catastrophic events.
4. Damaged transportation infrastructure may delay and hinder response efforts to assess, contain, and remove hazardous material releases.
5. Concern about facilities and infrastructure in affected areas during disaster situations necessitates the monitoring and verification of the status of regulated entities.
6. Most hazardous material incidents are minor in scope and can be handled by trained local jurisdiction responders, mutual aid, DES and its contractors, or state-guided Hazmat teams without activation of ESF #10.
7. The number and severity of major Incidents can be minimized by planning, prevention, preparedness, and mitigation programs.
8. ESF #10 will utilize established HAZMAT organizations, processes, and procedures.

9. For a terrorist incident involving hazardous materials (such as a weapons of mass destruction (WMD) incident), ESF #10 provides assistance, investigative support, and intelligence analysis for the hazardous materials incident in coordination with the law enforcement and criminal investigation activities addressed in the Terrorism Incident and Law Enforcement Investigation Annex of the National Response Framework (NRF).
10. Local government has the responsibility for the protection and well-being of its residents and visitors. However, owners and operators are responsible for response, containment and cleanup. Consequently, local governments, through the designated response agencies, will respond to hazardous material incidents of all types and sizes; make initial assessments as to the severity/magnitude of the situation; and take appropriate first responder protection measures to prevent loss of life, minimize injuries, and property damage.

### III. CONCEPT OF OPERATIONS

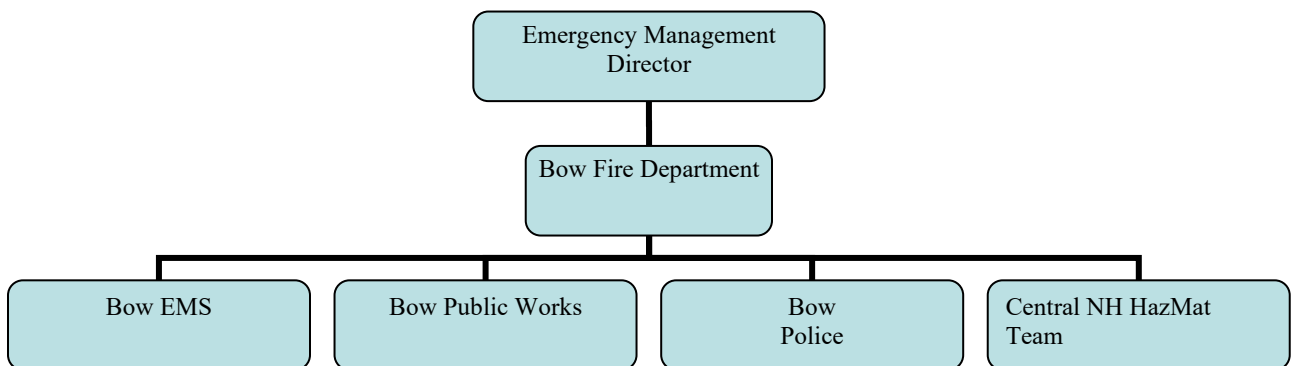
#### A. General

1. The Town of Bow Fire Department is the primary agency responsible for supporting local operations to mitigate the effects of hazardous materials incidents in the Town of Bow.
2. Emergency Support Function (ESF)-10, Hazardous Materials will manage and coordinate the HazMat activities surrounding existing or potential disaster conditions. This will be accomplished by monitoring resources in support of local and mutual aid agencies. ESF-10 will utilize established HazMat organizations, processes, and procedures. Primary responsibility for situation assessment and determination of resources needs rests with local incident commander.
3. The Town of Bow Fire Department is assigned primary agency responsibility for the overall management and coordination for ESF-10.
4. Disposal of hazardous waste is generally handled by a private hazardous waste contractor with the responsible party paying for mitigation and disposal.

5. Depending on the circumstances, assistance may be requested of: NH Department of Safety, NH Dept. of Environmental Services, US EPA, US Coast Guard, NH Mutual Aid Haz-Mat Teams and private Haz-Mat response companies.
6. *Evacuation:* HazMat evacuation planning is slightly different from evacuation planning in general. The most important difference is that initial movements should be crosswind. Other differences are:
  - a. Some HazMat incidents may involve "selective evacuation" of a small area
  - b. Pets cannot be left behind
  - c. Consideration must be made for the "plume" created by a release.
7. Evacuation may not always be necessary or advisable: **Shelter in Place** may be the preferred option. For some chemical hazards, using wet towels and shutting off air circulation systems may suffice; sometimes the cloud may move past more quickly than the evacuation can be effected.
8. If the hazardous materials incident results from another hazard event (such as an earthquake or a flood), any protective action decision will have to factor in additional concerns.
9. In order to prevent the spread of the incident, all victims, personnel and equipment will be decontaminated before leaving the scene of any Haz-Mat incident. All victims will be decontaminated before being transported to the hospital by EMS to prevent contamination of ambulance and the hospital.
10. In a Haz-Mat incident, shelters shall be located upwind and/or outside of the release.
11. It is important to ensure that the Concord Hospital is informed of:
  - a. the types of injuries
  - b. number of patients
  - c. the type of contamination the patient has
  - d. the decontamination efforts that have been taken
12. Medical surveillance of personnel performing decontamination and response tasks will be provided.

**B. Organization**

1. Organization and Operations Procedures are outlined in the Haz-Mat Response Plan Annex.
2. The functional organization structure of this Emergency Support Function (ESF) is shown in the following organizational chart:  
***Functional Organization of ESF-10-1.***



3. ESF-10 may also be activated at the request of the appropriate primary agency or when contacted by a local agency through Concord Fire Alarm of the ESF-10 and/or other ESFs.
4. Pursuant to OSHA requirements, the activities and operations of ESF-10 will be under the Incident Command System (ICS).

5. **Interagency Coordination**

Upon notification of an emergency requiring the activation of the EOC or other significant Town of Bow response, the primary agency for ESF-10 will brief and consult with designated essential personnel, support agency representatives, and the EM Director or their designee to implement standard operating procedures/guides (SOPs/SOGs) in support of local hazardous materials operations. That response may involve:



- a. Other Emergency Support Functions (ESFs)
- b. Municipal agencies
- c. State Agencies
- d. Non-State Agencies
- e. Federal Agencies

6. **Specialized Teams/Units**

Specialized local and Federal teams can be brought in for resources if the proper channels for requesting assistance are followed. Proper declarations will be required, and requests should be made on an executive level to mobilize.

*Local Response Teams:*

- a. Central NH Hazardous Materials Response Team activated through Concord Fire Alarm.

7. **Local HazMat & Regional, Industrial Teams**

Regional HazMat teams are organized through the State. They are designed to provide assistance to neighboring municipalities and to those areas not equipped in hazardous materials operations. Notification and utilization of these teams is spelled out in documents governing their use & in the Hazardous Materials Annex to this EOP. Requests for these resources are made through the Fire Department.

8. **Operational Facilities/Sites**

Operational facilities/sites are located in various locations throughout the State. The Coast Guard site at Newcastle is a resource for water borne spills; they provide booming supplies to contain spills. Access to make use of the Coast Guard to areas outside of their jurisdiction would need to come from the State. The same is true for the use of the National Guard, who would be a resource for ESF-10. EOCs at the State and local level could be utilized as command centers for HazMat operations, these would be obtained by request through that jurisdiction.

**C. Notification and Activation**

1. In event of a HazMat incident, the Capital Area Mutual Fire Aid Association and Concord Fire Alarm shall be the first to be notified and will notify the appropriate agencies. A HazMat incident normally includes, but is not limited to, the following conditions:
  - a. Any release or hazardous material that has the potential to pose a threat to public health, safety or the environment.
  - b. Any condition that has the potential to become a release that will pose a threat to public health, safety or the environment.
2. Upon notification of an incident, the appropriate primary agency will be requested to activate and coordinate ESF-10 activities from the EOC.
3. The Emergency Management Director and/or Fire Officer/Firefighter on duty would request activation of ESF-10.
4. **Once ESF-10 activation is initiated:**
  - a. The appropriate primary agency representative(s) will implement existing operating procedures, mutual aid agreements, vendor contracts, and notifications as outlined within existing protocols.
  - b. Deployment of personnel and resources will take place in accordance with established mobilization guidelines.

**D. Communications**

The primary mode of communications will be VHF radio. The Fire Department, Police Department and Public Works all operate VHF radio networks. Other means of communications that may be employed are landline and cellular telephone.

**E. Phased Activities**

**A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.

2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-around” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

#### **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.

7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
4. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
5. Coordinating with other ESFs, as necessary.
6. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.

7. Continuing to update WebEOC and mission assignment tasking.
8. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.

3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

#### IV. ROLES AND RESPONSIBILITIES

##### A. Primary Agency – Bow Fire Department

1. Coordinate local activities during HazMat incidents.
2. Establish Incident Command Post, and act as incident command.
3. Rescue victims.
4. Provide medical treatment for casualties and transport to medical facilities.
5. Determine affected area and protective actions.
6. Assign required personnel to report to the EOC.
7. Ensure that response personnel have and wear appropriate protective clothing and breathing apparatus.
8. Coordinate with **ESF-1: Transportation** and **ESF-3: Public Works** during HazMat scenarios involving transportation incidents.
9. Provide assistance for operations involving HazMat incidents, as required.
10. Ensure the use of ICS during all HazMat incidents.
11. Coordinate with authorities in the provision of personnel, equipment, and/or technical expertise to ensure sustainment of HazMat operations during emergencies/disasters.
12. Ensure appropriate communication links are established with local or field elements, regional HazMat teams and other agencies, as required.

13. Liaison between on-scene Incident Commander (IC), Regional, State, and Federal agencies.
14. Mobilize personnel and equipment from un-impacted jurisdictions within the State, as needed.
15. Provide liaison between regional, State, and Federal HazMat agencies.
16. Coordinate with **ESF-7: Resource Support** in the identification and acquisition of additional HazMat equipment and supplies to support local, regional, and State response operations.
17. Ensure that an Incident Action Plan is developed for each operational period and that it is coordinated with the EOC Operations Officer and ESF-5, Information and Planning.
18. Collect and maintain the following ESF status information and coordinate with **ESF-5, Emergency Management** to ensure inclusion into the Situation Report (SITREP):
  - a. Status of State and Regional HazMat response activities. (i.e., containment, clean up and disposal).
  - b. Status of Evacuation or Shelter In-place orders and personal protective actions.
  - c. Staffing and resource capabilities and shortfalls.
  - d. Unmet needs (i.e., staff rehabilitation, replacement equipment, etc.).
  - e. Major ESF-10 issues/activities.
  - f. Allocation of HazMat resources.
  - g. Status of operational facilities (i.e., staging areas, fixed/mobile command posts, etc.).
  - h. Plume modeling information.
19. Work with **ESF-8: Health and Medical Services** to ensure that the health and safety of the emergency workers and the provision and dissemination of information for public health protective actions.
20. Coordinate with **ESF-1: Transportation** for resources involving transportation, highway conditions, and weather conditions involving highways.

21. During routine, daily operations, Bow Fire will:
  - a. Establish and maintain a database of entities that sell, manufacture, store, and/or transport extremely hazardous substances in the State.
  - b. The Town of Bow will establish formal emergency response contracts with a reputable hazardous waste company with the ability and resources to respond in a timely fashion.
  - c. Receive and maintain data on annual Tier II reporting information on hazardous materials used and stored in the Town for use on emergency planning.
  - d. Train emergency personnel and provide protective equipment.
  - e. Identify response resources for HazMat response and recovery.
  - f. Meet periodically with facilities that use or store hazardous materials to ensure that facility and local emergency plans are coordinated.

### **B. Support Agencies**

1. **General**
  - a. Provide operational support and agency resources, where appropriate, in support of the management and operation of ESF-10.
  - b. Assist in the identification of critical facilities.
  - c. Assess HazMat capabilities and support agencies resources.
  - d. Provide periodic updates regarding agency activities and/or operations.
  - e. Implement interagency agreements and/or memoranda of agreement/understanding (MOAs/MOUs), as needed, to support ESF-10 activities/operations.
2. In addition to the General duties listed above, the **Bow Police Department** will:
  - a. Establish a perimeter and provide access control to HazMat sites.
  - b. Control traffic around incident sites.
  - c. Assist with evacuation of affected areas
  - d. Investigate incidents for criminal violations.



3. In addition to the general duties listed above, the **Bow Public Works Department** will:
  - a. Provide heavy equipment and materials for spill containment.
  - b. Provide personnel as needed.
  - c. Isolate storm drains in the release area to prevent water contamination.
4. In addition to the General duties listed above, the **Public Information Officer** will:
  - a. Provide emergency public information on protective actions.
5. **Department of Agriculture, Markets and Food**
  - a. Responds to animal health issues involving animal and plant diseases.
  - b. Provides assessment sampling and monitoring teams as needed.
  - c. Provides protective action recommendations.
  - d. Assures sanitation measures involving food supplies.
  - e. Provides lab services as needed for sampling.
6. **Department of Environmental Services (DES) – Division of Air Resources**
  - a. Assist in the provision of plume modeling, as requested.
  - b. Provide environmental impact guidance, as necessary.
  - c. Provide laboratory-testing services, as requested.
  - d. Provide operational support and agency resources, as requested.
7. **Department of Environmental Services (DES) – Division of Waste Management**
  - a. Provide environmental impact guidance, as necessary.
  - b. Provide laboratory-testing services, as requested.
  - c. Provide operational support and agency resources, as requested.

**8. Department of Environmental Services (DES) – Division of Water**

- a. Provide environmental impact guidance, as necessary.
- b. Provide laboratory-testing services, as requested.
- c. Provide operational support and agency resources, as requested.

**9. Department of Health and Human Services (DHHS)**

- a. Help ensure the health and safety of volunteers, including health risk assessment, injury prevention, and mental health services.
- b. Provide and assist in the dissemination of public health personal protective actions as needed.
- c. Provide guidance in HazMat incidents as needed.
- d. Ensure sanitation measures, and the safety of the public's food and water.
- e. Provide public Health Laboratories' services as needed.
- f. Provide toxicologists, public health nurses, sanitarians, and epidemiological investigators as needed for incidents involving biohazards.
- g. Open and manage reception centers, if needed.
- h. Provide alerting, notification and updating as needed via the Health Alert Network (HAN).
- i. Provide assessment, sampling, and monitoring teams, as needed.

**10. Department of Resources & Economic Development (DRED) – Forests & Lands**

- a. Assist in the evacuation of New Hampshire's parks and recreation areas impacted or potentially impacted by a HazMat spill, leak, or release, as necessary.
- b. Provide access to areas under the agency's jurisdiction, as requested.
- c. Assist with site security or perimeter control, as requested.

**11. Department of Safety – Fire Standards & Training – EMS**

- a. Maintain a database of HazMat certifications and qualifications.

**12. Department of Safety – Marine Patrol**

- a. Provide access to inland and coastal waterways under the agency's jurisdiction in support of local, regional, and State HazMat operations, as requested.
- b. Assist in the provision of booms and other containment resources, as needed.
- c. Coordinate the provision of site security and access control during hazardous material operations involving the New Hampshire's waterways.

**13. Fish and Game Department**

- a. Assist in the identification of wild life populations and endangered species within or surrounding a HazMat incident, as requested.
- b. Coordinate and assist in the relocation of at risk wildlife or endangered species as appropriate.
- c. Provide access to areas under the agency's jurisdiction, as requested.
- d. Assist with site security or perimeter control, as requested.

**V. ADMINISTRATION AND LOGISTICS**

**A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

## **B. NOTIFICATION AND REPORTING**

### **1. Notification**

- a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
- b. FEM personnel will make the decision to activate the LEOC and determine the level of activation.
- c. If LEOC activation is determined to be necessary, the FEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
- d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
- e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
- f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.

### **2. Event reporting**

- a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
- b. Departments are also expected to keep their lead agency updated upon all activities and actions.
- c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.

- d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
3. Agreements/MOUs, etc. Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The state of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## V. REFERENCES

### A. Plans

1. Town of Bow Emergency Operations Plan
2. State of New Hampshire Emergency Operations Plan
3. National Incident Management System (NIMS)
4. Central NH Haz-Mat Response Team Plan

### B. Standard Operating Procedures/Guides (SOPs/SOGs)

1. Bow Fire & Rescue SOPs/SOGs
2. Bow Police Department SOPs/SOGs
3. Central NH Haz-mat Team SOP/SOGs

## **ESF-11: AGRICULTURE, NATURAL and CULTURAL RESOURCES**

***Primary Agency;***

**Emergency Management**

***Support Agencies:***

Bow Planning Board  
Bow Town Clerk  
Bow Historical Society  
Bow Conservation Commission  
N.H. Dept. of Health and Human Services, (DHHS)/Div.  
of Public Health Services (DPHS)  
N.H. Dept. of Fish and Game (F&G)  
N.H. Dept. of Resources and Economic Development (DRED)  
Volunteer NH Disaster Animal Response Team (NH DART)  
N.H. Dept. of Environmental Services (DES)  
N.H. Dept. of Cultural Resources, Archives and Record  
Management (ARM)  
N.H. Veterinary Medical Association (NHVMA)  
University of New Hampshire Cooperative Extension (UNH/CE)

### **I. INTRODUCTION**

#### **A. PURPOSE**

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

#### **B. SCOPE**

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

## **II. SITUATION AND PLANNING ASSUMPTIONS**

### **A. SITUATION**

Should a significant natural or man-made emergency occur, it could quickly overwhelm local government resources and their capability to provide necessary services, leading to a disaster situation. Such an emergency necessitates a plan to mitigate the situation utilizing Local and/or State assistance. An emergency of this magnitude will pose a threat to the residents and visitors of Bow and to all facets of New Hampshire agriculture and economy. Such emergencies could involve crops, agricultural wastes/discharge, nurseries, pesticides, orchards, maple groves, animal feeds, animal welfare, injured/displaced animals, dead animals, zoonotic disease, public health, wild animal, natural resource and other related issues. These emergencies could also place the Town's economy and access to food at risk. In addition, the cultural resources of Bow could be jeopardized or significantly affected during an emergency incident.

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

### **B. PLANNING ASSUMPTIONS**

1. An emergency or disaster may adversely affect agricultural livestock or poultry; domestic plants or crops; and / or the wild flora or fauna of Bow.
2. Lives of animals may be threatened. As well, the disruption of evacuation or the interruption/destruction of the various businesses involving animals may occur.
3. Substantial damage to domestic or wild plants/crops would have significant and long lasting negative impacts on the state's economy through disruption of food supply, trade, and tourism.
4. Natural or man-made disasters may negatively impact wild or domestic plants/crops; the various animal industry and companion animal populations; and/or wildlife populations.
5. A natural, accidental, or intentional (agro terrorism) introduction of a disease may threaten domestic and/or wild animals or plants.

6. Any zoonotic disease, naturally occurring or intentionally introduced, may threaten public health as well as animal health.
7. In the event of a disaster affecting animal facilities within the Town, ESF #11, will provide assistance as needed and in accordance with existing capabilities. Animal facilities should prepare their own response plans.
8. Efficient response and recovery efforts will aid the rapid return to economic soundness of the livestock, poultry, and/or companion animal industries; of agronomic and horticultural crops; and of wild flora and fauna. Such response will also afford public health protection, and support the benefit of the human-animal bond of companion animals in the human recovery process following a disaster.
9. Activities associated with the ongoing protection, preservation, conservation and rehabilitation of Bow's natural and cultural resources are crucial to the economic and human well-being and cultural significance of the town.

### III. CONCEPT OF OPERATIONS

#### A. GENERAL

1. ESF #11 will be organized and operate as a team, although divided into five (5) primary functions:
  - a. **Responding to animal and plant diseases and pests:** Includes implementing an integrated State and local response to an outbreak of a highly contagious or economically devastating animal/zoonotic disease, or an outbreak of a harmful or economically significant plant pest or disease. ESF #11 ensures that animal/veterinary issues in natural disasters are supported. These efforts are coordinated by N.H. Dept. of Agriculture, Markets, and Food (DAMF).
  - b. **Ensuring the safety and security of the commercial food supply:** Includes the execution of routine food safety inspections and other services to ensure the safety of food products that enter commerce. These efforts are coordinated by DHHS and DAMF subject to their respective statutory authorities.



- c. **Protecting natural and cultural resources:** Includes appropriate response actions to preserve, conserve, rehabilitate, recover, and restore New Hampshire's cultural and natural resources. This includes providing post-event baseline assessments of damages and providing technical assistance and resources for assessing impacts of response and recovery activities. These efforts are coordinated cooperatively by the N.H. Dept. of Cultural Resources and the N.H. Archives and Records Management.
  - d. **Providing for the safety and well-being of livestock:** Supports NEM together with ESF #6; ESF #8; and ESF #9 – Search and Rescue. The ESF #11 effort is coordinated by DAMF.
- 2. Unified Command will be used to the greatest extent possible to manage ESF #11 assets in the field due to the number and variety of government and private sector organizations that may be involved.
  - 3. If criminal or terrorist activity is suspected in connection with a disease event, the NH State Police will be advised immediately. They will work closely with the responding veterinary or plant diagnostics staff to ensure the proper handling and packing of any samples and their shipment to the appropriate research laboratory for testing and forensic analysis.
  - 4. Assisting all ESFs and other Support agencies in effectively addressing and responding to the functional needs of their target populations within their mission areas and to make available to them resources and methods that are available to address functional and specific needs

## **B. ORGANIZATION**

- 1. **Organizational (Command & Control):** ESF #11 shall function under the direction and control of the LEOC Operations Chief (*See Organizational Chart in LEOP Base Plan*).

2. **Operational Facilities/Sites**

ESF #11 may have to participate on several emergency teams and/or co-locate at several emergency facilities simultaneously (in-town or in another town/state facility through mutual aid). A listing of the teams and facilities through which ESF #11 may have to function follows:

- a. **Evacuation, Staging, Reception, and Sheltering Areas –**  
In coordination with other ESFs and local entities, identifying and maintaining routes from staging areas, reception areas, and shelters (human and animal). Identifying and maintaining special routes for special equipment, removal of animal remains or other special needs that may occur prior to, during or after an incident.
- b. **Agencies' Emergency Operations Centers -** In addition to receiving ESF #11 missions, agencies may receive additional missions serving in a Lead or Support role to other emergency support functions. Agencies may use a "central" Emergency Operations Center concept to manage the different roles and accomplish all mission assignments. The "central" Emergency Operation Center is a "clearinghouse" that is used by the agencies to "track" assigned missions, resources committed, resources available, needed support for resources committed, needed contracts and contractors, and many other matters necessary for an effective emergency operation. In addition, some agencies may develop an "inter-agency" emergency operation center that is below the "central" emergency operation center or clearinghouse.
- c. **Local Emergency Operations Center Mission Tasking -**  
The ESF #11 representatives will assign requests for assistance to the agency or agencies that have the most appropriate resources and expertise to accomplish the task. No agency should be tasked more than another to ensure a balance in "mission" tasking and to maximize the use of all available resources. Mission Tasks will be posted to the appropriate emergency WebEOC.

- d. **Field Operations** – ESF #11 may serve in Field Operations (i.e., the Forward State Emergency Response Team, Impact Assessment Teams: Rapid Response Team, Preliminary Damage Assessment Team, Disaster Field Office operations, Recovery Center operations, intrastate and/or interstate mutual aid assistance). Since activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
- e. **Specialized and Mutual Aid Teams** - Specialized local, Federal and Mutual Aid teams can be brought in as resources if the proper channels for requesting assistance are followed, this may include NH Disaster Animal Response Team (DART). Proper declarations would be required and requests should be made on an executive level to mobilize, as appropriate. It will be up to the local Incident Commander, in consultation with the ESF #11 representatives in the LEOC to make the determination when and to what extent to utilize volunteer organizations in activities.
- f. **State Resources** - When ESF #11 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *NH HSEM* or some other state source. Normally, an action to secure a resource from a state source would be coordinated with/through the State Coordinating Officer. However, if an ESF agency has no recourse through the State Emergency Management Agency, that ESF #11 may coordinate directly with the federal agency that can provide the needed federal resource.
- g. **Contracts and Contractors** - Resources that are available through ESF #11 may, at times, best be obtained through a contractor. Agency contracts may be utilized or access to State of New Hampshire or private sector contracts may be made through coordination with ESF #7- Resource Support.

- h. **Mitigation and/or Redevelopment** – ESF #11 does not have budgetary authority or funds for mitigation or redevelopment needs that result from an emergency or disaster. Therefore, ESF #11 can only provide (as in-kind or matching) professional, technical, and administrative personnel and their use of related equipment for mitigation and redevelopment efforts that may follow an event. Such in-kind or matching resources can be used to support the review, investigation, contracting, and other professional, technical, and administrative tasks generally required for mitigation and/or redevelopment activities.

3. **Policies**

a. **General:**

Actions initiated under ESF #11 are coordinated and conducted cooperatively with incident management officials and with private entities, in coordination with the Local Emergency Operations Center (LEOC). Each supporting agency is responsible for managing its respective assets and resources after receiving direction from the ESF #11 Lead Agency.

b. **Animal and Plant Disease and Pest Response Policies:**

- i. Animal and plant disease and pest responses are conducted in collaboration and cooperation with State authorities, federal authorities, and private industries to ensure continued human nutrition and animal, plant, and environmental security, and to support the local, state, and national economies and trade. The Lead Agency for such a response will vary based upon the threat.
- ii. When addressing animal diseases, all animal depopulation activities are conducted as humanely as possible while stopping the pathogen spread and limiting the number of animals that must be euthanized. Disposal methods for infected or potentially infected carcasses and plant host material will balance their effectiveness in stopping pathogen spread; their practicality and expense of application; and their minimal impact on the environment.

- iii. In connection with an emergency in which a pest or disease of livestock threatens any segment of agricultural production in New Hampshire, the Governor and Executive Council, may draw from other appropriations or funds available. Said funds may be transferred to the agencies or corporations of DAMF as are determined necessary for the arrest, control, eradication, or prevention of the spread of the pest or disease of livestock and for related expenses including indemnity for producers. Provisions for said payments are found in RSA 436:45-64.
- iv. In the event of a plant health emergency, the Commissioner of DAMF may issue quarantines of premises and localities. The commissioner may request the declaration of an extraordinary emergency by the Governor. The Governor and Executive Council may draw from appropriations or funds available and use said funds as are determined necessary for the arrest, control, eradication, or prevention of the spread of the pest or disease and may also elect to provide compensation for economic losses incurred as a result of actions taken under the declaration of emergency. DRED has additional authorities for plant pests and diseases as they pertain to forests, such as quarantine and control area designation (RSA 227G and K).
- v. Under a declaration of emergency, the Commissioner of DAMF may request Federal authorities to take action within a State if the affected State is unable to take appropriate action to control and eradicate the disease or pest.
- vi. Actions taken during an animal or plant emergency are guided by and coordinated with state, New England Region (NESAASA), and local emergency preparedness and response officials, Department of Homeland Security officials, appropriate federal agencies, and existing DAMF internal policies and procedures.

- c. **Natural and Cultural Resources:**
  - i. Actions initiated under ESF #11 to protect, preserve, conserve, rehabilitate, recover, and restore natural and cultural resources are guided by the existing internal policies and procedures of the agencies providing support for the incident.
  - ii. The organizations providing support for each incident coordinate with appropriate ESFs and other agencies, including the Safety Officer, to ensure appropriate use of volunteers and their health and safety and to ensure appropriate measures are in place to protect the health and safety of all workers.
  - iii. Each support agency is responsible for managing its respective assets and resources after receiving direction from the Lead Agency.
- d. **Livestock Response Policies:**
  - i. Animal evacuation, rescue and sheltering should be conducted in conjunction with human evacuation and sheltering efforts. Animals should be sheltered near their owners to the extent possible.
  - ii. Businesses where animals are integral to operations should be encouraged to have contingency plans in place for those animals in the event of a disaster or emergency.

### **C. PHASED ACTIVITIES**

#### **A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-arounds” and assure compatibility of and redundancy to the systems.

5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

## **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.
7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
4. Assisting in evacuation of individuals and animals in an impacted area.
5. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
6. Coordinating with other ESFs, as necessary.
7. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
8. Continuing to update WebEOC and mission assignment tasking.
9. Participating in LEOC “After-Action Report” actions.



#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

## **IV. ROLES & RESPONSIBILITIES**

### **A. ACTIVITIES ASSOCIATED WITH FUNCTION:**

ESF #11 Lead and Support Agencies activities include:

1. All ESF #11 Lead and Support Agencies will provide available, trained personnel to serve as ESF #11 representatives in the LEOC, as capable. Maintaining and updating WebEOC as needed.
2. All personnel have access to their agency's available and obtainable resources. The committed and uncommitted status of such resources is continuously tracked during an activation of the LEOC. All personnel have access to appropriate records and data that may be needed for ESF #11 responses (i.e., mutual aid compacts, facilities listings, maps, etc.).
3. Participating in the evaluation and mission assignment of ESF #11 resource requests submitted to the LEOC including resources that are available through mutual-aid agreements, compacts, and/or State.
4. Supporting the development of situation reports and action plans for ESF #11 during activation of the LEOC.
5. Providing Subject Matter Experts (SME's) as requested to support public notification and information and other emergency response activities.
6. Assisting in the revisions/updating of ESF #11 and other appropriate and related response/mitigation plans.
7. Working with the Safety Officer, to ensure the health and safety of response workers.

***B. AGENCY SPECIFIC***

**1. Lead Agency: Dept. of Agriculture, Markets & Food (DAMF)**

- a. ESF #11 administration, management, planning, training, preparedness, response, recovery, and mitigation/redevelopment activities. Assuring worker safety.
- b. Assigning personnel to the ESF #11 duty schedule at the LEOC. Providing staff and resources necessary to conduct impact assessment of the impacted area.
- c. Developing operating procedures to implement the Animal/Agriculture Emergency Prevention/Preparedness/Response/Recovery/Mitigation functions.
- d. Maintaining position logs and mission-tasking in WebEOC.
- e. Developing and implementing plans for protection of animal health through coordination of animal/zoonotic disease prevention and outbreak, surveillance (to include tracking animal movement), diagnostics, control and eradication consistent with agency mission. Coordinating animal depopulation and any necessary removal and proper disposal of carcasses, animal waste, and other impacted materials. Providing technical assistance on animal and plant disease recognition and identification.
- f. Developing and implementing plans for ensuring the safety of the manufacture and distribution of feeds and distribution of drugs given to livestock and companion animals. Coordinating location of food and arranging for and feeding distressed, disaster-impacted, and evacuated animals.
- g. Participating in exercises to test operating procedures and ensure that all support agencies are included in training and testing functions as appropriate. Releasing information at least annually on disease and disaster planning and safety for animals through news releases, brochures, websites or other means.
- h. Coordinating meetings and activations, as necessary, of the appropriate animal, agriculture, and related response teams. These may include, but not be limited to, representatives of involved agencies or organizations. At such meetings, participants will discuss the operational preparedness and response actions necessary for ESF #11 coverage. Activations will include large animal emergency rescue teams, made up of volunteers to work with rescue and fire personnel.

- i. Developing and maintaining a database of veterinary medical and non-veterinary medical volunteers and agencies that will provide care assistance.
- j. Coordinating communication with ESF #14 concerning the storage of animal and plant-related donated goods preceding a potential disaster and preparation for hay, food, and non-medical large animal supplies.
- k. Providing dairy product and producer support and sampling, as necessary and as capable.

## **2. Support Agencies**

### **a. Dept. of Health and Human Services/Division of Public**

#### **Health (Primary Support) (DPHS)**

- i. Assisting in determining long-term impacts of catastrophic agricultural incident.
- ii. Providing laboratory and diagnostic support, SMEs, technical assistance, surveillance and field investigators to assist in product tracing, inspection and monitoring and interdiction activities associated with ESF #11.
- iii. Working in collaboration with the DAMF and State Veterinarian, helping provide veterinary public health and clinical subject-matter expertise supporting through the U.S. Public Health Service Commissioned Corps veterinary teams, as needed, and epidemiologists to address environmental public health, toxicology, bite/scratch injuries from animals, and zoonotic disease hazards; conduct veterinary/animal emergency needs assessments; respond to occupational safety and health issues associated with animal response; and help implement rabies quarantines, etc.

### **b. Dept. of Administrative Services**

- i. Assisting in the preparation for storing of donated animal-related relief supplies including hay, food, non-medical supplies.
- ii. Providing technical assistance in contracting and procuring natural, historic and cultural resource/damage assessments, preservation, protection and stabilization within impacted area.

c. **Fish and Game**

- i. Providing consultation, technical assistance and response to animal health issues involving wildlife and wildlife diseases (disease outbreak, bio-terrorist attack, waste and carcass disposal, technological accident).
- ii. Developing plans to respond to outbreak of a highly contagious animal/zoonotic disease, this includes or affects native or free-ranging wildlife species.
- iii. Providing native or free-ranging wildlife species support within agency policy and statutory guidelines.
- iv. Assisting in evacuation of populations within wildland areas as required.
- v. Providing limited assistance, if available, to coordinate zoo and exotic animal situations.
- vi. Developing and implementing plans to prevent and control aquatic invasive species problems in public waters and restore aquatic habitats impacted.
- vii. In collaboration with DRED, maintaining a list of natural resources considered “significant” to the State of New Hampshire and the United States.
- viii. Providing laboratory and sampling assistance, as requested.

d. **Dept. of Resources and Economic Development (DRED)**

- i. Providing consultation, assistance and response to contagious animal/zoonotic and plant diseases. In addition, DRED has statutory authority to manage plant diseases when they impact or have the potential to impact the forests. Authority is under RSA 227-G and K. Providing technical assistance for wildlife and plant related incidents.
- ii. Developing and maintaining lists of forestry diseases and pests of national and jurisdictional significance. Developing field detection plots or other field methods to detect disease and/or pest threats to the state’s forests.
- iii. When large numbers of infested nursery stock need to be burned to eradicate an invasive pest, DRED forest rangers can assist in the permit and burning. DRED may also allow the use of some of department-owned lands for the burning of infested plant stock.

- iv. Developing and implementing plans to prevent and control aquatic invasive species problems in public waters and restore aquatic habitats impacted.
  - v. Surveying forest disaster areas to delineate heavy, medium, and light damage, salvage volume, anticipated logging conditions, market potential. Preparing and implementing forest disaster plans to address salvage, harvesting, and marketing of forest products damaged by disaster.
  - vi. Providing laboratory and sampling assistance, as requested. Pre-screening and sorting of potential forest pathogens prior to submission to the official pest diagnostic network.
  - vii. Providing assistance in development of safety measures and communications to local and state businesses as required by the incident.
  - viii. Developing and maintaining records on impact of plant/animal infestations, diseases upon state businesses and industries.
  - ix. In collaboration with Dept. of Fish & Game, maintaining a list of natural resources considered “significant” to the State of New Hampshire and the United States.
  - x. Developing public service announcements for forestry disaster planning and safety.
- e. **Volunteer NH Disaster Animal Response Team (NHDART)**
- i. Coordinating with DAMF to provide information, volunteers and equipment, when available, for response to pet evacuation and sheltering needs.
  - ii. Under direction of DAMF, serving as contact and provider of companion animal transportation, care, sheltering, and rescue in emergencies.
  - iii. Coordinating with appropriate organizations to provide broad-based education and training materials to local emergency management officials and local animal emergency response volunteers.
  - iv. Developing and maintaining a current list of Pet-Friendly hotels and motels in New Hampshire.
  - v. Developing and maintaining a current list of animal services available in the state including non-profit animal shelters.
  - vi. Disseminating public information for animal emergency response guidance in coordination with PIO or JIC.

- vii. Organizing and publicizing lost and found data to achieve animal/owner reunion. Publication of information will be coordinated through the PIO/JIC. Assisting with final return to owner, long-term maintenance, placement or disposition of displaced animals which cannot be returned to their normal habitat or which have been separated from their owners.
- f. **NH Veterinary Medical Association (NH VMA)**
  - i. Identifying, training, and assigning personnel as Veterinary Liaison Officers who will assist in development of state and local animal emergency response plans which include plans for emergency, temporary companion animal care/sheltering.
  - ii. Assisting in the development and implementation of plans to respond to the outbreak of a highly contagious animal/zoonotic disease.
  - iii. Providing instructional/educational material to veterinary members to assist them in participation with local/state animal emergency programs.
  - iv. Assisting DAMF and non-profit animal-related organizations in planning and carrying out volunteer/public education and training programs for animal emergency response.
  - v. Encouraging the posting of animal emergency response information posted on NHVMA and member web pages.
  - vi. Monitoring veterinary medical care status in affected areas and provide status reports to DAMF.
  - vii. Coordinating requests for animal medical assistance (supplies or veterinary manpower) in support of DAMF. As requested, coordinating medical supplies with ESF #7.
  - viii. Providing basic medical care for unclaimed animals in emergency temporary shelters in coordination with volunteer staffing.
  - ix. Providing medical care, within valid client/patient/doctor relationship and guidelines, to owned animals in emergency temporary shelters, when requested.
  - x. Assisting DAMF and PIO/JIC in development, release and dissemination of animal care/response and proper public health protection measures information during times of emergency.

- xi. Organizing and publicizing lost and found data to achieve animal/owner reunion. Publication of information will be coordinated through the JIC/PIO. Assisting with final return to owner, long-term maintenance, placement or disposition of displaced animals which cannot be returned to their normal habitat or which have been separated from their owners.

**g. University of New Hampshire Cooperative Extension**

- i. Developing and implementing training programs for local emergency management officials and other interested persons, as resources are available.
- ii. Developing and maintaining public service announcements for disaster planning and safety for animals and plants/crops and food through news releases, brochures, websites or other means. Coordinating public messaging through PIO/JIC.
- iii. Coordinating through county extension agents to assess local situation and identify animal emergency coordinator in each county. Collecting data and monitoring activities associated with damage assessment of livestock and equine populations and economic impact of affected agriculture and forests.
- iv. Supplying personnel for damage assessment teams, or observation teams, as requested and as personnel are available.
- v. Working with University of New Hampshire administration in securing assets, as needed during emergency situations.
- vi. Assisting with containment, surveillance, and eradication efforts, as well as livestock relocation. This would include disposition of displaced livestock or poultry that cannot be returned to their normal home or that have been separated from their owners.
- vii. Supporting and planning for mitigation measures including monitoring and updating mitigation plans as they pertain to agriculture and livestock.
- viii. Assisting with impact assessments and remedies for wildlands, forests, and tree farms.



- h. **Dept. of Environmental Services**
  - i. In accordance with statute, rule, and policy, identifying/advising sites and methodologies for advising the disposal of animal carcasses, contaminated plants, and other materials in need of disposal.
  - ii. Providing guidance regarding potential groundwater contamination due to burial of contaminated animal carcasses.
  - iii. Providing guidance and assistance in the appropriate methods to prevent contamination of water sources due to runoff during decontamination procedures.
  - iv. Providing advice as needed to mitigate environmental impacts of response and recovery efforts.
  - v. Assisting with the decontamination of infected, contact, and suspect premises.
  - vi. Providing assistance, as capable, with laboratory and sampling activities.
  
- i. **Dept. of Cultural Resources/NH Archives and Record Management**
  - i. Providing technical advice and guidance on procedures and protocols for preservation of historic resources. Identifying and carrying out procedures to communicate guidance for use by stakeholders and participants in New Hampshire.
  - ii. Assisting in identifying priority disaster-specific policy initiatives such as emergency appropriations, programmatic agreements, or program alternatives to address specific disaster conditions.
  - iii. Developing a plan and providing it for implementation for record and archival maintenance and recovery in a disaster/emergency for cultural and historic resources significant to New Hampshire and under the purview of the agency(ies).
  - iv. Providing preservation, scientific/technical, and records and archival management advice and information to help secure or prevent or minimize loss of natural, cultural, historic resources (including documents) during disaster situations and stabilization, security, logistics, and contracting for recovery services for damaged resources.

- v. Developing and maintaining a list of New Hampshire cultural and historical resources of national or state “significance.”
- vi. Functioning as liaison with Heritage Emergency National Task Force, Advisory Council on Historic Preservation, Council on State Archivists, and National Archives and Records Administration.

**C. COORDINATION WITH OTHER EMERGENCY SUPPORT FUNCTIONS:**

All ESFs will coordinate, as appropriate, with other ESFs by:

- 1. Notifying partners of available resources, including meeting specialized transportation needs.
- 2. Providing availability of subject matter experts for specialized requirements.
- 3. Coordinating all communications and messaging to the public through the PIO/JIC.
- 4. Assisting with debris removal including, but not limited to, removal of carcasses and contaminated plants.
- 5. Notifying partners of the availability of parking, storage, collection and staging facilities.
- 6. Setting and maintaining of public safety/security perimeters due to quarantine or contamination.

**D. LEOP HAZARD-SPECIFIC INCIDENT ANNEXES WITH ESF #11 RESPONSIBILITIES:**

- Radiological Emergency Response at Nuclear Facilities
- Terrorism
- Hazardous Materials
- Public Health Emergency

**V. FEDERAL RESPONSE INTERFACE/STATE & INTERNATIONAL MUTUAL AID**

When agriculture, natural and cultural requests exceed local capability, the State, with the approval of the Governor, the ESF #11 Lead Agency will coordinate activities with the Lead Federal Agency for ESF #11 under the provisions of the National Response Framework (NRF). State and International Mutual Aid agreements (EMAC/IEMAC, etc.) may also be activated as the situation warrants. Agreements exist through the New England Animal Agriculture Security Alliance (NESAASA).

## **VI. ADMINISTRATION AND LOGISTICS**

### **A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

### **B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. FEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the FEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
  - e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
  - f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.

2. Event reporting
  - a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
  - b. Departments are also expected to keep their primary agency updated upon all activities and actions.
  - c. The primary agency will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
  - d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
3. Agreements/MOUs, etc. primary and support agencies will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The state of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## **VII. REFERENCES**

### ***A. PLANS***

1. Primary and Support Agency Plans & Procedures maintained individually
2. State Hazard Mitigation Plan
3. Foot-and-Mouth Disease Response Plan
4. Foreign Animal Disease Preparedness & Response Plan
5. State of New Hampshire Response to an Animal Avian Influenza (H5/H7) Emergency
6. Volunteer NH New Hampshire Disaster Animal Response Team Operations Manual

### ***B. LISTINGS/MAPS***

Maintained by Lead & Support Agencies

### **A. MOUS/LOAS**

Maintained by State Lead & Support Agencies or Incident Specific Annexes

1. New England Secure Milk Supply Plan
2. New England States Animal Agricultural Security Alliance (NESAASA)
3. Emergency Management Assistance Compact
4. International Emergency Management Assistance Compact

## ESF-12: ENERGY

***Primary Agencies:***                      ***Community Development Department***

***Support Agencies:***                      Bow Fire Department  
Bow Public Works Department  
Bow Health Officer  
Bow Police Department  
Bow School District SAU 67  
Public Utilities (Unitil and Eversource)  
Liquid Propane Providers (Bow Area)  
Natural Gas (Liberty Utilities)  
Fuel Providers (Bow Area)  
Public Utilities Commission  
New Hampshire Department of Energy  
NH Department of Safety – Bureau of Homeland Security  
and Emergency Management

### I. INTRODUCTION

#### **A. Purpose**

To provide a coordinated response in the restoration of energy services in a disaster area in order to save lives and protect health, safety and property, and to carry out other emergency response functions.

#### **B. Scope**

This Emergency Support Function (ESF) involves the provision of emergency power and fuel to support the immediate response activities within the disaster area as well as providing power and fuel to normalize community functions. The scope of the activities will include:

1.     ***Assessing*** energy system damage, energy supply, demand, and requirements to restore such systems.
2.     ***Assisting*** the Town of Bow to obtain emergency fuel for transportation, communications, and emergency operations.
3.     ***Providing*** assistance to energy suppliers in obtaining equipment, specialized personnel, and transportation to repair or restore energy systems, if needed.
4.     ***Administering*** emergency energy information, education, and conservation to the public regarding energy.

## II. SITUATION AND PLANNING ASSUMPTIONS

### **A. Situation**

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

### **B. Planning Assumptions**

1. The occurrence of a major disaster could destroy or damage portions of the State's energy and non-energy systems as well as interfere with energy supplies.
2. Widespread and prolonged electric power failures have occurred in past major disasters and may lead to public and private infrastructure impacts that could severely compromise public safety and jeopardize lives.
3. The transportation, media and telecommunications infrastructure may be impacted.
4. Delays in the delivery of petroleum-based products could occur as a result of transportation infrastructure problems and loss of commercial electric power.
5. The energy distribution systems will continue to provide services through their normal means, during a disaster, to the maximum extent possible.
6. Some of the state's energy and non-energy utility system facilities are considered critical infrastructure or critical facilities.
7. Most of the state's energy and non-energy utility systems are owned and maintained by the private sector.
8. The private sector normally takes the lead in the rapid restoration of infrastructure related services after an event. Appropriate entities of the private sector are integrated into ESF #12 planning and decision-making processes.

9. Owners and operators of private, and public utilities systems shall be responsible for the maintenance and activation of emergency response plans for appropriate allocation of resources (personnel, equipment and services) to maintain or restore utility service under their control.
10. Some of the response activities cannot be completed without a state or federal declaration.

### **III. CONCEPT OF OPERATIONS**

The concept of operations provides information on the overall management of this ESF in the event of activation due to a significant disaster causing loss of electrical power or fuel supplies to a large population and/or area of the Town of Bow.

#### **A. General**

1. Following a disaster, and once activated, this ESF will assess fuel and electrical power damage, energy supply and demand, and assist in identifying requirements for restoration.
2. This ESF will coordinate closely with Federal, State, and private utility and fuel industry officials to establish priorities to repair damaged facilities and to coordinate the provision of temporary, alternate, or interim sources of emergency fuel, and power.
3. This ESF will locate alternative sources of fuel including gasoline, diesel and propane to assure a continuous supply for emergency vehicles, generators and facility operations

#### **B. Organization**

1. **Town of Bow Structure**  
In addition to the Emergency Management Director, this ESF may be staffed by an ESF-12 Energy Coordinator and a Fire Department representative and/or Facilities representative as needed.



2. **Interagency Coordination**

Upon notification of an emergency requiring the activation of the Local Emergency Operations Center (LEOC) or other significant Town of Bow response, the primary agency for ESF-12 (Community Development Department) will brief and consult with designated essential personnel and support agency representatives. Utilize standard operating procedures/guides (SOPs/SOGs) to provide emergency power and fuel in support of immediate response activities within the disaster area as well as providing power and fuel to normalize community functions. That response may involve:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Non-State Agencies
- d. Federal Agencies
- e. Private Industry

3. **Specialized Teams/Units**

State and Federal Safety Inspection Teams assess the integrity of distribution, storage, transmission, and related facilities.

4. **Local Energy Infrastructure Components**

- a. Electrical – transmission and distribution equipment
- b. Gas – natural gas and liquid propane (LP)
- c. Retail Fuel Outlets – filling/gas stations
- d. Fuel Storage Facilities – liquid fuels

**C. Notification and Activation**

- 1. Upon determination by the LEOC staff of an impending or actual incident requiring management of energy resources or posing a significant threat to Bow's energy infrastructure, the Emergency Management Director will request agency representatives to activate ESF-12.
- 2. Upon activation, the ESF-12 Coordinator (Bow Community Development Director) will implement existing operating procedures and support agency notifications as outlined in existing protocols.

3. Deployment of personnel and resources will take place within the framework of the LEOC direction, control, and decision-making processes.
4. Once **ESF-12: Energy** is operational, the Coordinator will report to the Emergency Management Director.

**D. Phased Activities**

**A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-arounds” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that this ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate National Incident Management System (NIMS) principles in all planning.

**B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.

3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.
7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed; and,

- c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
- 4. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
- 5. Coordinating with other ESFs, as necessary.
- 6. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
- 7. Continuing to update WebEOC (web-based statewide electronic emergency response program) and mission assignment tasking.
- 8. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

- 1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
- 2. Providing updates and briefings for any new personnel reporting for ESF duty.
- 3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
- 4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
- 5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.

6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

### **IV. ROLES AND RESPONSIBILITIES**

#### **A. Primary Agency – Community Development Department**

1. May coordinate with State agencies and ESF agencies to identify critical facilities requiring uninterrupted power or priority restoration during emergencies/disasters.
2. Establish and maintain a database of critical facilities and develop a prioritized restoration procedure to ensure that power disruptions in these facilities are kept to a minimum.
3. Establish and annually update a Resource list of contractors/vendors to be called upon in the event of an emergency.

4. Provide a coordinated response in the restoration of energy services in an emergency/disaster area in order to save lives, protect health, safety and property, and to carry out other emergency response functions.
5. Assess fuel and electrical power damage, energy supply and demand, and assist in identifying requirements for restoration.
6. Coordinate closely with State and private utility and fuel industry officials to establish priorities to repair damaged facilities and coordinate provision of temporary, alternate, or interim sources of emergency fuel and power, as required.
7. Coordinate resources, and provide support and agency representatives to Federal agencies, as required, in response to terrorist incidents/attacks.
8. Provide assistance with the dissemination of emergency energy information, public education, and conservation needs information and coordinate with **ESF-15: Public Information**, as needed.
9. Determine the potential energy needs of emergency responders.
10. Receive and assess requests for energy assistance from facilities and other local agencies including the Bow School District.
11. Prioritize resource requests and allocations, as needed.
12. Establish a restoration methodology for prioritization of critical facilities and special needs customers, as needed.
13. Ensure that an Incident Action Plan is developed for each operational period and that it is coordinated with the Bow LEOC Operations Officer and **ESF-5, Emergency Management**.
14. Collect and maintain the following ESF status information and coordinate with **ESF-5: Emergency Management** to ensure inclusion into the Situation Report (SITREP):
  - 1) Status of energy systems (i.e., lines, poles, etc.).
  - 2) Status of fuel distribution facilities (i.e., fuel filling/gas stations and municipal/private terminals).
  - 3) Number of residents/businesses without energy

- 4) Number of residents/businesses with energy restored.
- 5) Staffing and resource shortfalls.
- 6) Major ESF-12 issues/activities.
- 7) Unmet needs.

**B. Supporting Agency – All Utilities:**

1. Provide damage assessment and operational support in the restoration of energy services.

**C. Other Supporting Agencies/Organizations:**

1. Provide operational support and agency resources, where appropriate, in support of the management of this ESF.
2. Provide support to other ESFs, as requested.
3. Assess the Town of Bow's energy infrastructure, its capabilities, and available resources.
4. Provide periodic updates regarding agency activities and/or operations.
5. Implement interagency agreements, as needed, to support ESF-12 activities/operations.
6. Document all agency activities, personnel and equipment utilization, and other expenditures.
7. Implement local memorandums of understanding (MOUs) regarding liquid fuel supplies for emergency vehicles and generators. Locate alternative fuel resources.

**V. ADMINISTRATION AND LOGISTICS**

**A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.

3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

## **B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify NH Homeland Security and Emergency Management (HSEM) that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. Bow Emergency Management (BEM) personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the FEM will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
  - e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
  - f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.
2. Event reporting
  - a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.



- b. Departments are also expected to keep their lead agency updated upon all activities and actions.
  - c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and ensuring they are properly documented.
  - d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.
3. Agreements/MOUs, etc.

Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (LOA) with various other agencies, regions, and states as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The state of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## VI. REFERENCES

### **A. Plans**

1. Bow Hazard Mitigation Plan
2. Bow Emergency Operations Plan

### **B. Standard Operating Procedures/Guides (SOPs/SOGs)**

Restoration procedures (as defined by the individual agencies)

### **C. Interagency Agreements/Compacts/Mutual Aid Agreements**

New Hampshire Public Works Mutual Aid Program

## **ESF-13: LAW ENFORCEMENT AND SECURITY**

***Primary Agency:***                      ***Police Department***

***Support Agencies:***                      Merrimack County Dispatch  
Merrimack County Sheriff's Office  
Merrimack County Attorney's Office  
Inter-Town Departments  
Area Departments Mutual Aid  
NH Department of Corrections  
NH Department of Fish and Game  
NH Attorney General  
NH Department of Justice  
    Victim Advocate  
    Victim Compensation  
    CAC Child Advocacy Center  
    Medical Examiner  
NH Department of Resources and Economic Development  
NH Department of Safety  
    State Police  
    Marine Patrol  
NH Department of Transportation  
    Aeronautics  
US Department of Justice

### **I. INTRODUCTION**

#### **A. Purpose**

To provide for a coordinated emergency response for law enforcement and security measures. Provides for the protection of life and property by enforcing; laws, orders, ordinances and regulations that include the movement of persons from threatened or hazardous areas.

#### **B. Scope**

The Town of Bow's assistance in this function shall include police actions to minimize the adverse impact upon a disaster area. The aid may include workers, equipment and/or technical expertise in cooperation with local authorities, designed to assure the continuity of law enforcement.

## II. SITUATION AND PLANNING

### A. Situation

When an emergency is anticipated or occurs, the police will dispatch sworn personnel to the affected area to provide assistance as determined by the nature of the incident. Should the situation escalate or require at the onset additional law enforcement resources from outside the affected area, resources will be dispatched in conjunction with other law enforcement agency(s) through requests for ESF #13 at the LEOC.

### B. Planning Assumptions

1. Local jurisdictions or organizations will exhaust their law enforcement resources before seeking assistance from the N.H. State Police and or Federal Agencies.
2. Local agency personnel and resources will help, as available, during an emergency or disaster. The emergency may require HAZMAT, Search & Rescue, investigations and other specialized responses that may rely upon assistance from ESF #13.
3. Based on known or projected threats, imminent hazards or predicted disasters that may require additional resources (beyond the capability of a local district or mutual aid compact, ESF #13 may mobilize resources and stage them at designated locations in a condition to respond if assistance requested.
4. ESF #13 lead and support agencies will coordinate with all supporting departments/agencies, municipalities, districts, mutual aid compacts and state and federal organizations who may support ESF #13 to ensure operational readiness prior to, during or after an incident, emergency, or disaster.
5. Activities and responsibilities for the ESF unique to specific incidents are covered in the Incident Specific Annexes of the SEOP.

## III. CONCEPT OF OPERATIONS

The activities of Emergency Support Function **ESF-13: Law Enforcement** will be the jurisdictions role as stated in **Part 1, Section B.**

**A. General**

The Town of Bow Police Department will initiate this ESF at the lowest operational level.

**B. Organization**

1. This ESF will be composed of a member of the Town of Bow Police Department and assistants as needed. Once the ESF is operational at the LEOC it shall function under the direction and control of the Emergency Management Director/Operations Officer.
2. The Police Department has Standard Operating Procedures (SOPs) for normal operations in all areas of law enforcement and may give mutual aid assistance to neighboring communities or receive assistance from these communities, as well as the Merrimack County Sheriff's Department and/or the New Hampshire State Police.
3. In a major emergency, the Police Department would need additional personnel and equipment to perform its assigned tasks. The Police Department would be the Primary Agency until such time that the Chief or designee determines that the circumstances exceed the local law enforcement capabilities. The Police Department does have an emergency power generator at the Safety Center.
  - i. Delegation of authority within the Police Department shall be through the normal chain of command.

4. **Interagency Coordination**

Upon notification of an emergency requiring the activation of the Emergency Operations Center (EOC) or other significant Town response, the primary agency for ESF-13 will brief and consult with designated essential personnel, support agency representatives, and the EM Director or their designee to implement standard operating procedures/guides (SOPs/SOGs) in support of local law enforcement and security operations. That response may involve:

- a. Determination of local agency capabilities
- b. Activation of mutual aid support systems
- c. Other Emergency Support Functions (ESFs)
- d. State Agencies
- e. Non-State Agencies
- f. Federal Agencies
- g. Volunteers

5. **Specialized Teams/Units**

- a. TAR
- b. SWAT/SOU
- c. K-9
- d. Drug Task Force

6. **Operational Facilities/Sites**

- a. Town of Bow EOC
- b. Town of Bow Public Safety Building
- c. Designated Emergency Management Command Locations
  - a. Safety Center
  - b. High School

**C. Notification and Activation**

- 1. Upon notification by the Emergency Management Director or the EOC Operations Officer, the Town of Bow Police Department, as the primary agency for ESF-13, will activate this ESF and designate-trained staff to locate at the Town of Bow EOC.
- 2. Notification of the Town of Bow Police will be via their emergency call down activation list.

3. Activation of ESF-13 may be at the request of an appropriate agency or jurisdiction through the State Emergency Management, when an emergency condition exists.
4. Deployment of personnel and resources will take place within the framework of the EOC decision-making process.

#### **D. Phased Activities**

##### **A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-around” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

##### **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.

3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Based upon hazardous conditions, conducting safety education activities for the public.
5. Providing trained personnel for assignment to the LEOC during activation. The availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
6. Developing and maintaining a database of locations and contact information for ESF resources.
7. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
8. Assisting local government in training of personnel.
9. ESF personnel should be integrating NIMS principles in all planning.

#### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Supporting local departments and mutual aid compacts with appropriate resources including the deployment of specialized teams and resources.
3. Assessing the situation, as requested, to include:
  - a. Potential impact on human health, welfare, cultural resources, safety and the environment;
  - b. Types, availability, and location of response resources, technical support, and services needed and,
  - c. Establish priorities for protecting human health, safety, welfare, resources, and environment.
4. Assisting in evacuation of individuals and animals in an impacted area.

5. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
6. Coordinating with other ESFs, as necessary.
7. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
8. Continuing to update WebEOC and mission assignment tasking.
9. Participating in LEOC “After-Action Report” actions.

#### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

#### **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.



2. Evaluating the probability and time of the mitigation and/or redevelopment phase for the event. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

### **III. ROLES AND RESPONSIBILITIES**

#### **A. Primary Agency – Bow Police Department**

1. Serve as the Town of Bow level coordinator of law enforcement and security.
2. Develop and maintain a Traffic Control Plan for the Town of Bow in coordination with ESF-1, Transportation.
3. Implement an Incident Command System (ICS) that is compatible with that of the State EOC.
4. Coordinate provision of a work force, equipment, and/or technical expertise to assure the continuity of law enforcement.
5. Provide security at critical Town of Bow facilities and the EOC, as needed.
6. Coordinate resources and provide support to State agencies in response to terrorist incidents/attacks, as needed.
7. Coordinate law enforcement resources directly or through the Town of Bow EOC.
8. Coordinate assistance in the provision of law enforcement, security personnel and resources in non-impacted areas of the Town of Bow in support of local emergency operations, as requested.
9. Establish communications with field operations, as necessary.

10. Coordinate security measures in the affected areas and pre-identified sensitive/target sites.
11. Ensure that an Incident Action Plan developed for each operational period and that it is coordinated **ESF-5: Emergency Management**.
12. Collect and maintain ESF status information for inclusion into the Situation Report (SITREP).
13. Coordinate with **ESF-6: Mass Care, Housing and Human Services**.

**B. Support Agencies**

**1. General**

- a. Provide operational support and resources, where appropriate, in support of the management of ESF-5, Planning and Information.
- b. Provide law enforcement and security support to other ESFs, as requested.
- c. Assess the Town of Bow law enforcement and security capabilities and resources.
- d. Provide periodic updates regarding activities and/or operations.
- e. Implement interagency agreements as needed to support ESF-13 activities/operations.
- f. Document all agency activities, personnel and equipment utilization, and other expenditures, as required.

**2. Department of Corrections**

Provide security personnel and facility capabilities, as requested.

**3. Department of Justice (DOJ)**

- a. Provide legal counsel and assistance.
- b. In the event of a terrorism incident in the Town of Bow
  - i. Coordinate the provision and activities of victims and witness services.
  - ii. Coordinate the compensation of victims and their families because of a terrorism incident in the State.

4. **Department of Justice – Victim Advocate Services** (See Terrorism Annex, Section D – Roles and Responsibilities, subsection 5m, ESF-13: Law Enforcement and Security)
5. **Department of Justice – Victim Compensation** (See Terrorism Annex, Section D – Roles and Responsibilities, subsection 5m, ESF-13, Law Enforcement and Security)
6. **Department of Justice – Medical Examiner**  
  
Coordinate personnel and resources to provide death investigation services as needed.
7. **Department of Resource & Economic Development (DRED)**
  - a. Provide security and traffic control in State Parks, as available.
  - b. Provide access to wild land areas, as requested.
  - c. Coordinate the provision of additional resources, as appropriate and upon request.
  - d. Assist with perimeter control activities, as requested.
8. **Department of Safety – Marine Patrol**  
  
Coordinate the provision of Marine Patrol equipment and personnel as requested and available.
9. **Department of Transportation – Aeronautics**
  - a. Coordinate the provision of aerial support.
  - b. Assist in restricting airspace around the incident site, as needed.
  - c. Assist in the provision of transportation resources to support area evacuations, as needed.
10. **Fish and Game Department**
  - a. Assist with search and rescue efforts where appropriate.
  - b. Provide access to remote areas, as needed.
11. **Inter-Town Departments**
  - a. As needed
12. **Mutual Aid Surrounding Towns**
  - a. Pursuant to interagency agreements
  - b. As needed and upon request

#### **IV. ADMINISTRATION AND LOGISTICS**

##### **A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week-sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision are made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies are notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

##### **B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or affects the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
  - b. FEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the FEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC utilized to provide continuous situational awareness.
  - e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
  - f. The above notification process utilized for all phases of activation and activities in which the ESF will be involved.

2. Event reporting

- a. Event and position logs are maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
- b. Departments are also expected to keep their lead agency updated upon all activities and actions.
- c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
- d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.

3. Agreements/MOUs, etc.

Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements, which may affect resources or capabilities during an emergency incident. The state of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## V. REFERENCES

### **A. Plans**

1. Town Emergency Operation
2. Town Hazard Mitigation Plan
3. State of NH Emergency Response Plan

### **B. Standard Operating Procedures/Guides (SOPs/SOGs)**

On file with the Police Department

### **C. Interagency Agreements/Compacts/Mutual Aid Agreement**

#### **Primary**

Concord  
Hooksett  
Dunbarton  
Hopkinton  
State Police  
Weare  
New Boston  
Sheriff's Office  
State Police

#### **Secondary**

Epsom  
Chichester  
Allenstown  
UNH  
Loudon  
Laconia  
Pembroke  
National Guard (at Governors Request)

## **ESF-14: VOLUNTEERS AND DONATIONS**

***Primary Agency:***                      ***Human Resources***

***Support Agencies:***                      Salvation Army  
Board of Selectman  
Bow Library  
NH Chapter American Red Cross  
Capital Area Public Health Network  
NH Department of Health and Humans Services  
NH Department of Safety  
Bureau of Homeland Security and Emergency Management  
Volunteer Organizations Active in Disaster (VOAD)  
Bow Community Churches  
CAP of Merrimack County  
Local Community Service Organizations

### **I. INTRODUCTION**

#### **A. Purpose**

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

#### **B. Scope**

This Emergency Support Function (ESF) provides for the coordination of volunteer efforts and assures expeditious delivery of donated goods. This ESF is composed of agencies with major roles in coordination of volunteer and donation efforts.

### **II. SITUATION AND PLANNING ASSUMPTIONS**

#### **A. Situation**

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

The primary function of the agencies associated with ESF #14 is to coordinate the provision of donated resources to meet the needs of the impacted area during a state response. Response will be made directly in support of the LEOP and through direct requests from ESF #7 – Resource Support.

The State of New Hampshire encourages local governments to coordinate with voluntary agencies, community and faith-based organizations, volunteer centers, and private-sector entities through local Citizen Corps Councils and local or Community Voluntary Organizations Active in Disasters (VOADs) to participate in preparedness activities, including planning, establishing appropriate roles and responsibilities, training, and exercising. Local governments have primary responsibility in coordinating their local resources and are encouraged to establish a structure responsible for receiving, recruiting, tasking, training and employing the full range of goods and services that may be donated and/or required during an emergency.

Private non-profit and private sector organizations that can provide a specific disaster-related service to the State and local governments are encouraged to establish pre-incident operational agreements with local emergency management officials. At the State level, Volunteer NH will attempt to provide pre-incident support through its NHVOAD membership to broker a match with the most appropriate ESF or response element for organizations with disaster services that are not currently affiliated with a specific ESF or Support Annex.

**B. Planning Assumptions**

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



6. The Town encourages donations from the general public to be made as cash to established, voluntary, faith-based, and/or community organizations providing services to disaster victims, such as Volunteer NH. Some agencies may have independent authority to accept gifts and/or services of volunteers that may be exercised independently by those agencies.
7. The Town encourages individuals interested in volunteering personal services to directly affiliate with a voluntary organization/agency of their choice or a local volunteer center and/or to participate through their local Citizen Corps program.
8. Full use of existing volunteer and donations management resources at the local level is encouraged before seeking assistance of the state or federal governments.
9. BEM in conjunction with NH HSEM and Volunteer NH will coordinate with other agencies in the solicitation and management of unaffiliated volunteers and donated goods/services in support of local efforts and will assist in identifying operational requirements for their effective use.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

ESF-14 will manage and coordinate the provision of donated resources to meet the disaster needs. A coordinating group comprised of voluntary organizations and State agencies will be activated to facilitate the provision of volunteers and donations based on assessed needs.

#### **B. Organization**

The primary agency responsible for ESF-14 will liaison with ESF-14 support agencies, local coordinators, and the State/Federal Volunteer/Donations Coordinator. ESF-14 will coordinate with other ESFs, in keeping with their scope of work agreements, to serve as a source of information regarding the availability and coordination of voluntary and donated resources.

1. The functional organization structure of this ESF will be composed of the Library Director and other assistants as needed. Once this ESF is operational at the Emergency Operations Center (EOC), it will work with the EOC Operations Officer in support of operations.

## **2. Interagency Coordination**

Upon notification of an emergency requiring the activation of the Emergency Operations Center or other significant State response, the primary agency for ESF-14 (Baker Free Library) will brief and consult with designated essential personnel; support agency representatives, and the Emergency Management Director or their designee to implement standard operating procedures/guides (SOPs/SOGs) to effectively manage emergent volunteers and donated goods and services. That response may involve:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Non-State Agencies
- d. Federal Agencies
- e. Private sector organizations

## **3. Specialized Teams/Units**

- a. DHHS will activate Mental Health Teams (DBHART) to provide mental health services to emergency response personnel and victims.
- b. Critical Incident Stress Debriefing (CISD) Teams – DHHS will activate the teams through the St. Joseph's Hospital in Nashua, NH to provide stress debriefing for emergency response personnel.

## **4. Operational Facilities/Sites**

- a. Reception and Distribution Centers will be established and operated to manage large volumes of donated goods, resources and supplies. As appropriate, ESF-14 support agencies are assigned responsibility for the management and operations of these centers.
- b. Warehouses (NH Department of Resources and Economic Development) – The primary agency for ESF-14, will coordinate with the NH Departments of Administrative Services and Department of Safety's Bureau of Homeland Security and Emergency Management to identify potentially suitable warehouse sites. As appropriate, ESF-14 support agencies are assigned responsibility for the management and operations of these centers.

**C. Notification and Activation**

1. Upon determination by the Bow Emergency Management EOC staff of an impending or actual incident requiring the use of volunteers or donations, the Emergency Management Director will notify the primary agency responsible for ESF-14 (Baker Free Library) and request a representative to assist in implementing ESF-14.
2. ESF-14 may be activated at the request of an appropriate agency through the Emergency Management Director when an emergency condition exists that requires the support of ESF-14.
3. Upon activation the ESF-14 representative (Baker Free Library) will implement existing operating procedures and support agency notifications as outlined in existing protocols.
4. Deployment of personnel and resources will take place within the framework of the EOC direction and control decision-making process.

**D. Phased Activities**

**A. PREVENTION**

1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.
4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-arounds” and assure compatibility of and redundancy to the systems.

5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

## **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations for this ESF.
4. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
5. Developing and maintaining a database of locations and contact information for ESF resources.
6. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
7. Assisting local government in training of personnel.
8. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
3. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
4. Coordinating with other ESFs, as necessary.
5. Coordinating and preparing for the arrival of state and federal assets, as requested. Planning and preparing the notifications systems to support the deployment of personnel.
6. Continuing to update WebEOC and mission assignment tasking.
7. Participating in LEOC “After-Action Report” actions.

### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Evaluating and tasking ESF support requests for impacted areas during recovery activities. Coordinate activities and requests with partner ESFs. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

## E. MITIGATION ACTIVITIES

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.
2. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

## IV. ROLES AND RESPONSIBILITIES

### A. Primary Agency – Baker Free Library

1. Notify all ESF-14 supporting agencies upon activation.
2. Coordinate the provisioning and operation of a Donated Goods and Volunteer Services Call Center.
3. Develop procedures to distribute and dispose of remaining donated goods.
4. Identify prospective staging areas and warehouses available for utilization before an event occurs.
5. Coordinate with **ESF-15: Public Information** for the dissemination of information regarding disaster needs to the public.
6. Coordinate with **ESF-1: Transportation**, for the following:
  - a. Provision of additional transportation resources in support of ESF-14 operations.
  - b. Identification or creation of alternate access routes to affected areas, as needed.
7. Establish and manage a donation management program.

8. Collect and maintain the following ESF status information and coordinate with ESF-5, Emergency Management, to ensure inclusion into the Situation Report (SITREP):
  - a. Number of Volunteers, Registered, Referred, and/or Deployed.
  - b. Type, Value, and Amount of Goods and Services Donated.
  - c. Staffing and resource shortfalls.
  - d. Major ESF-14 issues/activities.
  - e. Unmet needs of disaster victims.

**B. Support Agencies**

**1. General**

- a. Provide volunteers and donations support to other ESFs, as requested.
- b. Provide periodic updates regarding agency activities and/or operations to the EMD and PIO.
- c. Implement interagency agreements as needed to support ESF-14 activities/operations.
- d. Document all agency activities, personnel and equipment utilization, and other expenditures.

**2. New Hampshire Chapter of the Red Cross**

- a. Coordinate with the town agencies to determine needs that could be filled through donated goods and services or the use of volunteers.
- b. Provide organizational donation phone numbers to the donations phone bank for reference.
- c. Coordinate with the town to identify unmet disaster needs.

**3. Capital Area Public Health Network**

- a. *Assist in the registration, credentialing, and assignment of volunteers.*

**4. Community Action Program**

- a. Assist in establishing and managing a donation management program.

5. NH Department of Health and Human Services (DHHS)
  - a. Help ensure the health and safety of volunteers, including health risk assessment, injury prevention, and mental health services.
  - b. Coordinate with **ESF-8: Health and Medical**, to ensure the safety and sanitation of donated food items. This involves, if necessary, the recall and embargo of tainted or unsanitary food items.
  - c. Alert, mobilize, and deploy volunteers of the DHHS Mental Health Response Team, as requested by the EOC.
  - d. Help identify health- and medical-related needs that could be satisfied by donations or volunteer services.
6. **Department of Safety – Bureau of Homeland Security and Emergency Management (BHSEM)**
  - a. Provide liaison between State and Federal Government.
  - b. Provide resource support, as requested.
7. **Salvation Army**
  - a. Assist with warehousing and distribution of donated goods.
  - b. Provide a Salvation Army designated Volunteer/Donations Hotline as needed for current disaster service information.
  - c. Coordinate with local offices to identify unmet needs.

## V. ADMINISTRATION AND LOGISTICS

### A. POLICIES

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.



## **B. NOTIFICATION AND REPORTING**

### **1. Notification**

- a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.
- b. BEM personnel will make the decision to activate the LEOC and determine the level of activation.
- c. If LEOC activation is determined to be necessary, the BEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
- d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
- e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
- f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.

### **2. Event reporting**

- a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
- b. Departments are also expected to keep their lead agency updated upon all activities and actions.
- c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
- d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.

3. Agreements/MOUs, etc. Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## VI. REFERENCES

### *A. Plans*

1. The New Hampshire Emergency Response Plan
2. Capital Area Public Health Emergency Response Plan
3. Bow Emergency Response Plans

### *B. Standard Operating Procedures/Guides (SOPs/SOGs)*

(To be developed)

### *C. Interagency Agreement/Compacts/Mutual Aid Agreements*

(None)

## ESF-15: PUBLIC INFORMATION

**Primary Agency:** *Town Manager*

**Support Agencies:** All Bow Town Departments

### I. INTRODUCTION

#### **A. Purpose**

The purpose of this Emergency Support Function (ESF) is to establish uniform policies for the effective development, coordination, and dissemination of information to the public in the event of a disaster. The ESF also describes the means, organization, and process by which a jurisdiction provides timely, accurate, and useful information and instructions to area residents throughout an emergency.

#### **B. Scope**

Emergency public information actions before, during, and following any emergency will be determined by the severity of the emergency as declared by the town, state agencies, or as perceived by the public. A significant emergency public information response will involve many state, municipal, and private sector agencies. This ESF identifies those agencies and their responsibilities.

### II. SITUATION

#### **A. Emergency/Disaster Conditions and Hazards**

1. An emergency or disaster may cause extensive damage to life and property. Communications and transportation access will likely be disrupted or destroyed. Preservation of life and property may hinge on instructions and directions given by authorized officials.
2. Accurate and expedited dissemination of information is critical, particularly when a terrorist incident has occurred. In the event of a terrorist attack, the public and the media must be provided with accurate and timely information on emergency operations. Establishing and maintaining an effective rumor control mechanism will help clarify emergency information for the public. Initial interaction with the media is likely to be implemented by an information officer, as directed by the Incident Commander (IC) in the field.

3. A terrorist attack would quickly result in Federal agencies, particularly the Federal Bureau of Investigation (FBI), assuming command of the incident. To facilitate the release of information, the FBI may elect to establish a Joint Information Center (JIC) composed of representatives from Federal, State, and local authorities for the purpose of managing the dissemination of information to the public, media, and businesses potentially affected by the incident. An act of terrorism may cause widespread panic, and ongoing communication of accurate and up-to-date information will help calm fears and limit collateral effects of the attack.
4. **Means of Dissemination**  
The following is a list of the means available to the Town of Bow for transmitting/disseminating emergency public information messages:
  - a. State Emergency Alert System (Reverse 911)
  - b. Television
  - c. Radio
  - d. Cable TV
  - e. Newspaper
  - f. Social Media (Twitter, Facebook, and E-mail)
  - g. Specially printed materials
  - h. Rumor Control / Citizen Information Center
  - i. Internet –
    - i. Town and School District websites
    - ii. School District's Alerting System
  - j. Bureau of Homeland Security and Emergency Management WebEOC
  - k. In addition to these resources, back-up means can also be utilized including vehicle-mounted public address system, and door-to-door notifications.
5. **Audiences for Public Information Messages**  
The target audience for emergency public information messages consists of people directly affected by the emergency. First priority should be given to providing information needed immediately for the protection of lives and property, such as evacuation routes and sources of emergency assistance. This critical & specific information for victims should be distributed in ways that will ensure their receipt by more vulnerable functional needs populations. Populations to consider include:

- a. **Functional Needs Groups**
  - i. Hearing Impaired
  - ii. Visually Impaired
  - iii. Mobility- Restricted Individuals
  - iv. Tourists unfamiliar with the area and its hazards.
  - v. Populations with language barriers

More general information regarding what is going on and what is being done to remedy the situation also needs to be provided to the public via the news media. Major disasters and terrorist events are automatically major news stories and arrangements must be made to accommodate extensive media coverage.

**B. Preparedness**

The Town Manager is responsible for managing ongoing public preparedness campaigns including regular web and social media updates and other public information efforts.

**III. PLANNING ASSUMPTIONS**

- 1. The public needs timely and accurate information for protection of life and property during preparedness for, response to and recovery from a disaster or emergency situation.
- 2. The level of preparedness will affect the public's perception of the emergency or disaster. Tourists will feel particularly vulnerable if they are unaware of the hazards or planned responses of the area.
- 3. The event may require numerous responding agencies to provide instructions and information. A comprehensive and collaborative approach to information sharing is vital.
- 4. The State may start or engage a current public information system to augment or enhance local capabilities or when requested by a local agency. A joint information system (JIS) may be initiated by the state to report on the State's preparedness, response, recovery and/or mitigation activities.
- 5. Preservation of life and property may hinge upon instructions and directions given by authorized State officials.

6. Accurate and expedited dissemination of information is critical, particularly when a terrorist incident has occurred. An act of terrorism may cause widespread concern, and on-going communication of accurate and up-to-date information will help calm fears and limit the collateral effects of the attack. Establishing and maintaining an effective rumor control mechanism will help clarify emergency information to the public.
7. Some events can bring many reporters, photographers, and camera crews into the area which will create a heavy demand upon the emergency public information organization. All emergency workers should be instructed to refer inquiries to public information staff.
8. The public will utilize various venues to gather information including internet and social media outlets.
9. Some incidents will attract interest from government officials and other VIPs. A coordinated approach to meeting the needs of the VIPs and the responding agencies can best be accomplished by scheduling visits through the Joint Information Center.

#### IV. CONCEPT OF OPERATIONS

##### A. General

1. Town of Bow agencies are responsible for providing the public with information about the incident, intermediate protective actions designed to further save lives, protect property, the economy, and the environment, and long-term recovery actions to restore the affected community, as nearly as possible, to its pre-incident condition.
2. This section of the ESF provides general information on how emergency public information is to be disseminated to the public.

##### B. Information Support Structure

1. **Town of Bow Information Support Structure**
  - a. The Town Manager or his/her designee in concert with the Emergency Management Director will coordinate the management of the Town of Bow emergency public information response through all phases of disaster.

- b. Town of Bow emergency public information will be coordinated through the Town of Bow Emergency Operations Center (EOC). If a JIC is established, State-level emergency public information also will be provided to the media and the public through that facility. The State will assist with locating and managing the operation of such a center.
- c. Resource agencies with specific subject matter expertise (for example in a chemical or radiological emergency) will provide staff support for the Town of Bow emergency public information efforts.

2. **State Information Support Structure**

- a. The State will coordinate with Federal agencies to provide Federal-level information to the public following a natural or technological emergency or disaster, as deemed necessary.
- b. The Federal government will assist with locating and managing the operations of a JIC, if requested.

**C. Organization**

- 1. This ESF will be composed of a Coordinator and assistants as needed. Once the ESF is operational at the EOC it shall function under the direction and control of the EOC Director.
- 2. The staffing pattern and level will be dependent upon the severity of the emergency.
- 3. **Public Information Coordinator**  
The Public Information Officer directs the work of ESF-15 at the direction of the EOC Operations Officer and serves as the spokesperson. The Public Information Coordinator oversees the information flow to the public via the media.
- 4. **Interagency Coordination**  
Upon notification of an emergency requiring the activation of the Emergency Operations Center or other significant town response, the EM Director and PIO will brief and consult with other agency heads or representatives to handle initial media inquiries and to begin developing a public information response appropriate to the situation. That response may involve:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Private sector organizations
- d. Federal Agencies

5. **Specialized Teams/Units**

- a. A public information response may include the activation of the Rumor Control Unit. It may be staffed by personnel from the EOC following EOC activation and situation assessment.

6. **Operational Facilities/Sites**

- a. Media Center: A Media Center may be activated for any major or long term emergency response operation. The Media Center should be located at a site that has convenient access for media personnel and equipment and has appropriate working facilities. The media center should be staffed by a PIO, security officer and other appropriate personnel and have secure communication links to the EOC, JIC and other facilities. *(In most situations, the Media Center will be housed at the Public Safety Building or housed elsewhere, dependent upon accessibility).*
- b. Joint Information Center: A JIC may be established to coordinate media activities during multi-agency operations. In a terrorist event it is likely that the FBI will establish and manage a JIC, with state agency and town PIOs providing support.

**D. Phased Activities**

**A. PREVENTION**

- 1. Develop plans for the activation of the ESF. Develop preliminary staffing rosters in case of the activation of the LEOC or a request to the ESF.
- 2. Ensure staffing, contact numbers, etc. by all agencies involved in this ESF are maintained and reviewed/updated on a periodic basis.
- 3. Ensure that periodic updates and planning information relative to this ESF are shared among all ESF agencies. Conduct periodic meetings with all ESF support agencies.



4. Develop appropriate plans and strategies in advance of an incident to assure effective and efficient response by ESF agencies. Plans should include appropriate “work-arounds” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. Ensure that the ESF appendix is maintained and reviewed with all ESF agencies to assure clear understanding of responsibilities and requirements.
6. Integrate NIMS principles in all planning.

#### **B. PREPAREDNESS ACTIVITIES**

1. Developing plans for the effective response of this ESF and protection of public health and safety during an emergency incident.
2. Generating information to be included in LEOC briefings, situation reports and/or action plans.
3. Maintaining personnel and equipment that supports this ESF, in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
4. Providing trained personnel for assignment to the LEOC during activation. Assure the availability of sufficient personnel to staff the LEOC for an extended and/or 24-hour activation period.
5. Developing and maintaining a database of locations and contact information for ESF resources.
6. Developing protocols and maintain liaison with other consulting and incident-related or specific agencies, organizations and associations. Identify operational needs for personnel during an emergency.
7. Assisting local government in training of personnel.

8. ESF personnel should be integrating NIMS principles in all planning.

### **C. RESPONSE ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF duty.
2. Planning and preparing the personnel notification systems to support the requests and directives resulting from a Governor-declared State of Emergency and/or requests for a federal disaster declaration.
3. Coordinating with other ESFs, as necessary.
4. Continuing to update WebEOC and mission assignment tasking.
5. Participating in LEOC “After-Action Report” actions.

### **D. RECOVERY ACTIVITIES**

1. Assigning and scheduling sufficient personnel to cover continued activation of the LEOC.
2. Providing updates and briefings for any new personnel reporting for ESF duty.
3. Maintain appropriate records of work schedules and costs incurred by ESF agencies during the event.
4. Generating information to be included in LEOC briefings, situation reports, and/or action plans.
5. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials. Implementing and monitoring the “After-Action Report” for this ESF.

## **E. MITIGATION ACTIVITIES**

1. Providing updates and briefings for any new personnel or agencies providing services under this ESF for requested mitigation activities.
2. Collaborate with other ESF agencies regarding mitigation and/or redevelopment activities that may need support. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before LEOC deactivation and continue for several months and require support.
3. Generating information to be included in LEOC briefings, situation reports, and/or action plans, as appropriate.
4. Implementing and monitoring the “After-Action Report” for this ESF, including activities that may need to be incorporated into future activations and plans.

## **V. ROLES AND RESPONSIBILITIES**

### **A. Primary Agency – Town Manager**

1. The Town Manager serves as the Coordinator for this ESF and is responsible for developing and distributing all approved media information to the EAS, news media, rumor control, and/or any other organizations deemed necessary to receive the news advisories.
2. Establish ESF-15 as a means to provide instructions and information to the public about a natural or man-made disaster. ESF-15 will provide information to the public, media, and appropriate State and Federal officials, who represent areas affected by the emergency or disaster.
3. Coordinate the management of the Town's emergency public information response through all phases of an emergency or disaster.
4. Provide information on the emergency or disaster, its impact on the town, town response actions, and agency support being provided by State and Federal agencies. This will be accomplished in collaboration with the Town emergency response team.

5. Provide information on recovery programs designed to return, if possible, to its pre-incident condition. This will be done in cooperation and collaboration with the Town emergency response team.
6. Collect and maintain the following ESF status information and coordinate with **ESF-5: Emergency Management** to ensure inclusion into the Situation Report (SITREP):
  - a. Media releases issued.
  - b. Schedule of press conferences and releases.
  - c. Unmet needs.
  - d. Major ESF-15 issues/activities.
  - e. Staffing and resource shortfalls.
7. In the event the ESF-15 Coordinator needs additional assistance; the Coordinator will establish and manage a Media Support Unit and a Rumor Control Unit. The Units will be staffed by the support agencies identified below.

**B. Support Agencies**

1. **General**
  - a. Provide subject matter experts for media interviews and press conferences, as requested and appropriate.
  - b. Provide departmental public information and public education support, as requested, to the Town of Bow EOC Public Information Officer during an emergency or disaster.
  - c. Staff the Media Support Unit and Rumor Control Unit
2. **Fire Department**
  - a. Coordinate the release of public information statements with the ESF-15 operations, as needed.
3. **Police Department**
  - a. Coordinate the release of public information with ESF-15 operations as needed.

4. **Public Works**

- a. Coordinate the release of public information statements with the ESF-15 Coordinator.

5. **All other Agencies**

- a. Coordinate the release of public information statements with the ESF-15 Coordinator.

**C. Resource Agencies**

1. **General**

- a. Provide subject matter experts for media interviews and press conferences, as requested and appropriate.
- b. Provide departmental public information and public education support, as requested, to the Town of Bow EOC PIO during an emergency or disaster.

**VI. ADMINISTRATION AND LOGISTICS**

**A. POLICIES**

1. All agency and ESF plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the finance and administration section for consolidation and recording.

**B. NOTIFICATION AND REPORTING**

1. Notification
  - a. The Town will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts the Town. HSEM will gather information from the LEOC for ongoing situational awareness and notify ESFs, as appropriate.

- b. FEM personnel will make the decision to activate the LEOC and determine the level of activation.
  - c. If LEOC activation is determined to be necessary, the FEMD will notify the ESF lead departments of the activation and request designated personnel to report to the LEOC or to remain on stand-by.
  - d. The lead department will then notify the appropriate ESF support agencies and determine coverage/duty roster for the LEOC. WebEOC will be utilized to provide continuous situational awareness.
  - e. All ESF departments will make appropriate notifications to their appropriate staff, regions, districts or local offices.
  - f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.
2. Event reporting
- a. Event and position logs should be maintained by each ESF department in WebEOC in sufficient detail to provide historical data on activities taken during the event.
  - b. Departments are also expected to keep their lead agency updated upon all activities and actions.
  - c. The lead department will be responsible for making periodic reports to their sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
  - d. All financial reporting will be done through the ESF lead departments on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.

3. Agreements/MOUs, etc. Lead and support departments will maintain up-to-date agreements and memorandums of understanding, letters of agreement (MOU/LOA) with various other agencies, regions, and state as appropriate. Each department is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

## VII. REFERENCES

### **A. Plans**

1. Bow Emergency Response Plan

### **B. Standard operating Procedures/Guides (SOPs/SOGs)**

### **C. Interagency Agreements/Compacts/Mutual Aid Agreements**

## **COMMUNITY RESOURCES**

### **Private Resources**

Private/outside resources may be available and may be obtained from the individual departments that include:

- Fire department
- Police Department
- Public Works Department
- Community Development Department
- Recreation Department
- School District SAU 67
- Finance Department
- Welfare department

### **Departmental Resources**

#### **Fire Department**

**Engine 1**                      2009 Pierce Pumper 6 Personnel  
                                     1000-Gal Water Tank  
                                     1500 Gal/Min Pump Top Mount  
                                     Class A or B Foam Tank

#### **Special Equipment**

- Air Chisel
- Cribbing
- Halmatro Cutters, spreaders, small ram, large ram, (Gas Power Plant, Hydraulic Hoses)
- CD Radiological Monitoring Kit
- Generator
- Thermal Imagining Camera
- High Rise Hose Packs 2 @ 150 feet

**Engine 2**                      2020 Rosenbauer 4 Personnel  
                                     1500-Gal Water Tank  
                                     Class A Foam Tank  
                                     1500 Gal/Min Pump Top Mount

#### **Special Equipment**

- Honda Gas Generator
- High Rise Hose Packs 2 @ 150 feet
- Battery powered Positive Pressure Vent Fan
- Thermal Imagining Camera

A Gas Meter

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TOWN OF BOW  
EMERGENCY OPERATIONS PLAN

<b>Tanker 1</b>	2017 Peterbilt 2 Personnel 3000-Gal Water Tank 1500 Gal/Min Pump Front Mount  <b>Special Equipment</b> 3000-Gal Port-A-Tank Dedicated Class A Foam Line
<b>Tanker 3</b>	1996 International 3 Personnel 1800-Gal Water Tank 40 Class A Foam Tank 1000 Gal/Min Pump Front Mount  <b>Special Equipment</b> 2000-Gal Port-A-Tank Dedicated Class A Foam Line
<b>Forestry 1</b>	2004 Ford F-550 6 Personnel (4x4) 250-Gal Water Tank Honda WH20X Pressure Pump  <b>Special Equipment</b> Float-A-Pump Front Bumper Winch
<b>Ambulance 1</b>	2014 International Type III  <b>Special Equipment</b> Halmatro Combi Tool w/Power Plant
<b>Ambulance 2</b>	2021 Dodge Ram Type I  <b>Special Equipment</b> Halmatro Combi Tool w/Power Plant
<b>Utility 1</b>	2022 Utility Truck  <b>Special Equipment</b> 4 Bottle High Pressure Cascade Step Cribbing Halmatro Air Bag System Technical Rescue Helmets/Harnesses Rescue 42 Strut System Industrial Tripod Oxy Acetylene Torches
<b>Light Tower</b>	1995 4 Lights w/Generator Tow Behind

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TOWN OF BOW  
EMERGENCY OPERATIONS PLAN

**Boat 1**                      16 Foot Inflatable  
                                    45 HP Evinrude Outboard Motor

**Bow Fire Station      Special Equipment**  
                                    17-Gal Wet Vac (Electric)  
                                    8 HP Briggs & Stratton 3500 Portable Generator  
                                    Briggs & Stratton Twin II GPM Portable Pump 2-1 ¾ discharges  
                                    Honda Pressure WH20X Portable Pump w/ 1-1 ¾ discharge  
                                    5-Gal Pails Class A Foam (20)  
                                    5-Gal Pail Class B Foam (10)

**Police Department**

Vehicle #1	2020 Ford Explorer - Unmarked
Vehicle #2	2022 Ford SUV – Patrol
Vehicle #3	2015 Ford Taurus – Patrol
Vehicle #4	2022 Ford SUV – Patrol
Vehicle #5	2015 Ford SUV – K-9
Vehicle #6	2017 Ford SUV – Patrol
Vehicle #7	2021 Ford SUV – Unmarked
ATV's (2)	2004 Yamaha Models 421

**Town Clerk**

2012 Trailer	Bravo Trailer
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TOWN OF BOW  
EMERGENCY OPERATIONS PLAN

**Generators**

#1	<b>Munc Bldg</b>	2017	CAT D40-2LC	Diesel
#2	<b>Fire/ Police</b>	2017	OLYMPIAN	NAT GAS
#3	<b>(Police) Woodhil I</b>	2000	GUARDIAN	15 Propane
#4	<b>DPW</b>	2010	CAT D80-6	80 Diesel
#5	<b>Water Pump Stat</b>		2011 Kohler	159 Nat Gas
#6	<b>Sewer Pump Stat</b>	2011 Kohler		80 Nat Gas

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TOWN OF BOW  
EMERGENCY OPERATIONS PLAN

**Public Works Department**

<b>2012</b>	FORD	TR72
	F350	2 AXLES
<b>2013</b>	FORD	TR 51
	F150	
<b>2008</b>	2009 Frei	Dump TR 4
		2AXLES
<b>2009</b>	2010 Int	7400 SFA
		TR3 2
		AXLES
<b>2008</b>	2009 Frei	Dump TR5
		2AXLES
<b>2004</b>	2005 Intl	7400 SFA
		TR0 2
		AXLES
<b>2002</b>	INT 2674	TR 52
		2AXLES
<b>2014</b>	2014 INT	Dump 7400
		SFA TR 1
		2AXLES
<b>2019</b>	DODGE	3500 TR11
		2AXLES
<b>2010</b>	2011 Int.	Dump TR2
		2AXLES
<b>2017</b>	2017	Tractor
	JOHN	6105E HEJD
	DEERE	
<b>2021</b>	Frei	10-
		WHEELER
		TR6 3
		AXLES
<b>2015</b>	Loader	Cat 938K HE
		L
<b>2000</b>	Grader	Yel Volvo
		Chmp 726
		HEGDR
<b>2018</b>	CAT	HE EX
	EXCAVATO	
	R	
<b>2018</b>	INT HV507	TR7 2AXLES
<b>2018</b>	KENWORTH	TR8 3AXLES
<b>2021</b>	DODGE	TR9 2AXLES
	5500	
<b>2022</b>	CHEVY 5500	TR10
		2AXLES
<b>2013</b>	2012 Cat-	Backhoe

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TOWN OF BOW  
EMERGENCY OPERATIONS PLAN

	Yel	
<b>2012</b>	Bandit	Chipper
<b>2007</b>	Jet,n,Vac- Ctchbasn	SC600
<b>1993</b>	Sullair - Grn	AIR COMP
<b>1997</b>	Leeboy	300 /Roller
<b>2010</b>	Little Wonder	Leaf- vac
<b>1997</b>	Interstate	FLTRL Wht Trailer
<b>1988</b>	Hudson	Yel HSE16 Trailer 860
<b>1997</b>	INTR Trailer	8 ST
<b>2015</b>	Interstate	40DLA-low bed trailer
<b>2015</b>	Carry-On- Trailer	Utly Landscape
<b>2022</b>	REISER	DECK OVER TRAILER

**Bow School District**

<b>Bus #</b>	<b>Bus Description</b>	<b>Year Of Purchase</b>	<b>Model Year</b>	<b>Max Capacity</b>
1	2015 Thomas	7/7/13	2014	77
2	2009 Thomas	8/4/08	2009	77
3	2010 Thomas	7/27/10	2010	77
4	2014 Thomas	7/23/13	2014	77
5	2013 Thomas	12/20/11	2013	77
6	2007 Thomas	8/25/06	2007	77
7	2005 Thomas	7/21/05	2005	77
8	2008 Thomas	1/2/12	2008	77
9	2013 Thomas	1/2/12	2013	77
10	2018 Thomas	8/2/17	2018	77
12	2011 Thomas	7/27/10	2011	77
13	2005 Thomas	11/5/04	2005	16
14	2007 Thomas	8/25/06	2007	77

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TOWN OF BOW  
EMERGENCY OPERATIONS PLAN

	2011 Thomas/GMC			
15	Hcap Van	12/30/10	2011	10
16	2012 Thomas	7/21/13	2012	77
	2016 Thomas Hcap			
17	Van	10/12/16	2016	24
18	2006 Thomas	7/21/05	2006	77
20	2017 Thomas	8/5/16	2017	77
21	2011 Thomas	10/4/10	2011	83
22	2009 Thomas	10/14/08	2009	83
23	2016 Thomas	8/10/15	2016	77

2 - 16' Bass Boats  
1 – 12 Passenger Van  
1 – Full Size Pickup

## ***RESOLUTION***

### **Adoption of the National Incident Management System (NIMS) as a basis for Incident Management in the Town of Bow, New Hampshire.**

**WHEREAS** response to and response from major emergencies and disasters require integrated professional management and coordination; and

**WHEREAS** the National Incident Management System (NIMS), has been identified by Homeland Security Presidential Directive-5 as being the requisite incident management system for all levels of government and political subdivisions in the United States; and

**WHEREAS** NIMS provides a consistent nationwide platform to enable all government, private sector and non-governmental organizations to work together during domestic incidents regardless of cause, size or complexity; and

**WHEREAS** the Town of Bow, NH acknowledges that emergency planning and response to incidents can best be accomplished by employing standardized terminology, standardized organizational structures, interoperable communications, consolidates action plans, unified command structures, uniform personnel qualification standards, uniform standards for planning, training and exercising, comprehensive resource management, and pre-determined facilities during emergencies or disasters; and

**WHEREAS** use of the Incident Command System (ICS) provides responders with common terminology and principles for incident command and control, and is an integral part of incident management activities throughout the Town of Bow, NH; and

**WHEREAS** implementation of the NIMS standardized procedures for management personnel, communications, facilities, and resource will enable the Town of Bow, NH to be eligible for state and federal funding to enhance local emergency preparedness, agency readiness, first responder safety, and incident management processes;

**NOW, THEREFORE**, The Board of Selectman for the Town of Bow, NH hereby order and direct as follows:

1. The town of Bow, NH hereby adopts NIMS as the common foundation for incident management, coordination and support activities.
2. All town departments, offices and agencies responsible for managing and/or supporting incident response and disaster operations shall incorporate into their planning, training, and operations the NIMS as the prescribed by the United States Department of Homeland Security.
3. The Town of Bow, NH hereby adopts ICS for command and control of all incident response operations.

All employees of the Town of Bow are hereby directed to render such aid and assistance as is required for the implementation of the foregoing policy.

Adopted by BOS: April 12, 2011

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