This is an example of a filled out Local Emergency Management Plan (LEMP) Long Form. Blue text are examples that should be switched out to you own municipality's details, but all text can be edited and adjusted to meet your municipality's needs. Items highlighted in yellow are required elements that must be filled out in order for your LEMP to be approved.

1. Overview

1.1. Purpose. This is the Local Emergency Management Plan (LEMP) for Faketown. It outlines how the municipal government will coordinate support from an Emergency Operations Center (EOC) and, if necessary, direct actions from an Incident Command Post (ICP). This is not a tactical plan for first response fire, emergency medical service, or law enforcement issues. This base document details general municipal Emergency Management activities, while the enclosures and (optional) annexes provide quick reference materials for specific tasks and incidents.

1.2. Planners. The following people are the Emergency Management (EM) stakeholders who wrote and maintain this plan. Please note EMD must be 1 of these planners.
- John Doe, Emergency Management Director
- John Doe, Selectboard Member
- John Doe, Fire Chief
- John Doe, Road Foreman
- John Doe, VEM Regional Coordinator

1.3 Required enclosures:
1 - Contact Information
2 - Emergency Operations Center (EOC)
3 - Resources
4 - Public Information and Warning
5 - Vulnerable Populations
6 - Sheltering and Care

1.4 Optional annexes – create and letter as needed:
A – Dam safety annex
B - Spontaneous volunteer annex
Z - Supporting Documentation
   Town maps

Position	Name	Phone numbers - indicate Mobile, Home, Work			E-mail
		Primary	**Alternate**	**Alternate**	
Local Emergency Management Team					
EM Director (EMD)	John Doe	H:802-000-0000	M:000-000-0000	W:000-000-0000	John.doe@faketown.gov
EM Coordinator (EMC)	Howard Smith	M:802-000-0000			Howard.smith@faketown.gov
Public Information Officer (PIO)	Elmira Gerry	M:802-000-0000	W:802-000-0000		Egerry@publicmessage.com
EOC Volunteer	Heidi Knows	M:802-000-0000	W:802-000-0000	H:802-000-0000	
EOC Volunteer					
EOC Volunteer					
Local Response Organization Contacts **Please see town directory for current list of contacts**					
Fire Chief					
Assistant/Deputy Fire Chief					
EMS Chief					
Chief of Police or Constable					
State Police or County Sheriff					
Local Dispatch Center					
Local Public Works Contacts **Please see town directory for current list of contacts**					
Road Foreman					
Road Commissioner					
Town Garage					
Drinking Water Utility					
Wastewater Utility					

Position	Name	Phone numbers - indicate Mobile, Home, Work			E-mail
		Primary	Alternate	Alternate	
Municipal Government Contacts **Please see town directory for current list of contacts**					
Town Administrator					
Town/City Manager					
Selectboard Chair					
Selectboard Alt					
Selectboard Alt					
Town Clerk					
Town Treasurer / Finance Officer					
Town Health Officer					https://www.healthvermont.gov/environment/town-health-officers/find-your-town-health-officer
Forest Fire Warden					
Animal Control Officer					
School Contact #1					
School Contact #2					
School District Office					
Other					
Local Contacts					
Red Cross		800-660-9130			
VT211		211	802-652-4636		https://vermont211.org/
Electrical Utility	Dispatch – Faketown Power	802-000-0000	(public number) 802-000-0000		
Gas Utility	Melissa Jones, Fuel Up	802-000-0000			
Telecom Utility	Dispatch – telephone you	802-000-0000	802-000-0000		
Mobile Telecom Utility					

| Position | Name | Phone numbers - indicate Mobile, Home, Work | | | E-mail |
		Primary	Alternate	Alternate	
Utility - other	The Diesel Dealer	802-000-0000			
Primary Shelter Contact	Franklin Boost	802-000-0000	802-000-0000		
Primary Shelter Alt Contact					
Alt. Shelter Contact					
Alt. Shelter Alt Contact					
Senior Center Contact	Municipality Cares – John Doe	802-000-0000			
Meals on wheels	John Doe	802-000-0000			
Health Center/Clinic					
Mental Health Services					
Home Health Services					
Nursing Home	24-7 nursing desk	802-000-0000			https://dlp.vermont.gov/survey-cert/facility-lists
Nursing Home					
Child Care					https://www.brightfutures.dcf.state.vt.us/
Child Care					
Child Care					
Private School					
Private School					
Mobile Home Park					https://accd.vermont.gov/housing/mobile-home-parks/registry
Mobile Home Park					
Local Service Org	New Path – Jane Doe	802-000-0000			
Local Service Org	New American Dream – Jane Doe	802-000-0000			
Local Service Org	Nepali Connection – amplify messaging to Nepali community	802-000-0000			
Local Community Service Org					

Position	Name	Phone numbers - indicate Mobile, Home, Work			E-mail
		Primary	**Alternate**	**Alternate**	
ATV or Snowmobile Club					
Town Bank Contact					
24 Hour Fuel					
Predesignated Contractor					
Local Contractor					
Local Contractor					
Local Building Supply					
Equipment Rental Center					
Local Food Vendor or Prep					
Local Food Vendor or Prep					
Outdoor Club/Scout Troop					
High School Student Group					
Local College Resource					
Animal Shelter / Kennel					
Disaster Animal Rescue Team (DART)					https://vermontdart.org/
Adjacent Municipalities					
Hilltown EMD	Polly Ferry	802-000-0000	802-000-0000	802-000-0000	Pferry@hilltown.gov
Exampletown EMD	Fred Smith	802-000-0000	802-000-0000	802-000-0000	Fsmith@exampletown.gov
Valleyville EMD	George Miller	802-000-0000	802-000-0000		Gmiller@valleyville.gov
Riverdale EMD	Daphney Hillbrand	802-000-0000			DHillbrand@riverdale.gov
STATE/FEDERAL Partners					
State Emergency Operations Center (SEOC)		800-347-0488 (24/7)	(802) 244-8721		https://vem.vermont.gov/
VTrans District Tech					https://vtrans.vermont.gov/operations/districts

Position	Name	Phone numbers - indicate Mobile, Home, Work			E-mail
		Primary	**Alternate**	**Alternate**	
Vermont Dept of Health					https://www.healthvermont.gov/local
State HazMat		800-641-5005			https://firesafety.vermont.gov/emergency/hazmat
VT DPS Fire Safety Office					https://firesafety.vermont.gov/divisionoffices
ANR River Engineer					https://dec.vermont.gov/watershed/rivers/river-management
ANR Floodplain Manager					https://dec.vermont.gov/watershed/rivers/river-corridor-and-floodplain-protection/floodplains/floodplain-managers
ANR Dam Engineer					https://dec.vermont.gov/water-investment/dam-safety
Regional Planning Commission					https://www.vapda.org/
Railroad Contact					
U.S. Coast Guard					
U.S. Forest Service					
Other Agency					

2. Emergency Operations Center

2.1 Concept. The Emergency Operations Center (EOC) is an organization that coordinates information, support, and response across the municipality for Incident Commanders and government officials. Its main functions are to maintain situational awareness for municipal leaders, coordinate resource and information requests, and provide public information.

    2.1.1. In some cases, the EOC coordinates support for one or more ICs (for example, during an ice storm the Road Foreman may be clearing roads while the Fire Chief is fighting a fire). In that case, the EOC may request information and provide or prioritize resources, but the EOC should never direct tactical operations.

    2.1.2. In some cases, typically during recovery or long-running, low threat incidents like pandemics or extended power outages, the EOC Director may be the Incident Commander for town-wide efforts. In that case, the EOC acts as the municipal Incident Command Post (ICP) and may direct tactical operations.

2.2 Municipal Emergency Operations Center (EOC) Activation.

    2.2.1. General. The EOC should activate when there is an incident that requires significant coordination between responders, municipal officials, and/or residents. This plan routinely uses the term EOC, but in some cases the municipal EOC may also serve as the municipal Incident Command Post (ICP). See Enclosure 2 for facility, organization, and staffing details and specific incident annexes for action plans and municipal command and coordination relationships.

    2.2.2. Decision to Activate. The Emergency Management Director or Fire Chief makes the decision to activate the EOC. These are common reasons to open the EOC:
- Request from an Incident Commander
- Request from Road Foreman
- Directive from Selectboard
- Weather forecast that may lead to widespread damage

2.3. Emergency Operations. This plan provides the general operating framework for municipal Emergency Management for events that require some form of municipal Emergency Operations Center (EOC) or Incident Command Post (ICP), not for

emergencies that the on-scene Incident Command structure can handle internally. For what to do during specific incidents, see any incident annexes.

2.3.1. Incident Command and the Emergency Operations Center (EOC). Each incident must have an Incident Commander (IC) in charge of the response. In some cases, the EOC will support the ICs, but in some cases the EOC may also be the municipal ICP.

2.3.2. Maintain Situational Awareness. The EOC tracks events and response actions for municipal leaders:

- Operations Log - Word document (or Excel file, or paper log form, etc), of all significant activities, decisions, and communications. Maintained by each EOC position.

- Map - tracks events graphically on the large situation map in the EOC (or on a projected PowerPoint slide map, etc). Maintained by Situational Awareness Section Chief.

- Information Request Tracker - list of information requests and their status/answers in an Excel file (or whiteboard, Word document, paper log, etc). Maintained by each EOC position in a shared location.

- Damage Report - list of public infrastructure damage (including roads, bridges, and culverts as well as town owned electric departments, public water supplies, water supply and waste water treatment plants, historic structures, public libraries, etc.) to facilitate funding requests during recovery. Maintained by Operations Section Chief.

- Other sources of situational awareness:

    o Power outages: https://vtoutages.com/
    o State road closures: https://newengland511.org/
  National Weather Service: https://www.weather.gov/btv/

2.3.3. Plan Future Operations. The EOC supports ICs in planning and coordinating future response and recovery operations. As soon as possible, responders should begin collecting supporting documentation that will facilitate reimbursement. At the municipal level, demobilization from response normally means a return to normal work days with additional recovery tasks.

2.3.4. Update Briefings. Every day the EOC will conduct full update briefings for the staff, Selectboard, and other key leaders. Depending on the emergency this may occur several times a day to set goals for the day, synchronize activities, review the day's events, or as needed. The normal format is as follows.

- Overview (EOC Director)
- Current situation (Situational Awareness)
- Resource issues (Logistics Support)
- Incident / Operations updates and issues
- Priorities and general comments (Selectboard)

2.3.5. Night Shifts. The EOC Director will determine the need for staffing at night and the missions for those on duty.

2.4 EOC Organizational Structure.

2.4.1. This is the municipality's preferred operating structure.
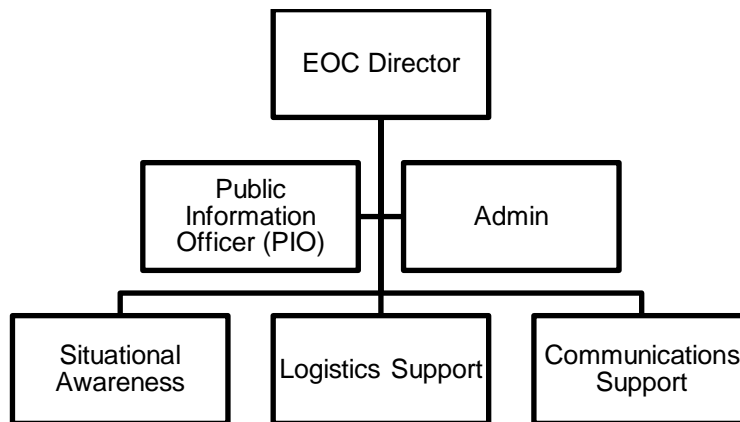
2.4.2. These are the functions of the positions within the preferred operating structure above. Depending on the specific emergency and staff available, positions and functions may be combined or subdivided.

Position	Job Description
EOC Director	- Supervises and directs all EOC activities coordinating municipal support and response

Public Information Officer	- Coordinates all messaging with Incident Commander(s) - Produces and posts public information and press releases - Monitors public media for useful information and to correct inaccurate reports
Admin	- Maintains operations log - Supports incident commanders in documenting expenses for reimbursement
Situational awareness	- Updates status board and map - Tracks and answers Requests for Information (RFI) from incident commander(s) and town officials
Logistics support	- Tracks and coordinates fulfillment of any Requests For Support (RFS) from incident commander(s) - Provides resources for the EOC itself (coffee, food, sleeping areas, batters, fuel for generator, etc.)
Communications support	- Staffs phones and radio

2.5. Potential EOC Staff.

2.5.1. Town Employees / Officials.
- John Doe, EMD – any position
- John Doe, EMC – any position
- John Doe, Town Clerk – any position
- John Doe, Selectboard Chair – Public Information, Communications
- John Doe, Treasurer – Logistics
- John Doe, Town Manager – Admin, Situational Awareness, Logistics
- John Doe, Selectboard Member – Situational Awareness, Public Information
- John Doe, Selectboard Member – any position

2.5.2. Volunteer Staff.
- John Doe – Situational Awareness, Logistics
- John Doe – Logistics, Public Information
- John Doe – Communications
- John Doe – Admin, Communications
- John Doe – Logistics, Admin

2.5.3. Auxiliary Volunteers.

- John Doe
- John Doe

4. Primary EOC Facility. The EOC Director sets the EOC location for the specific event at time of activation. Below are possible EOC locations:

1. Title and E911 Address: 123 Main St, Faketown, VT, 05000
2. Phone Number(s): 802-000-0000
3. Mobile service available / provider: Verizon – spotty service, ATT – good service
4. EOC risk factors: Main St may flood to the west during flood events
5. Facility Contact: John Doe, 802-123-4567
6. Access: Building key located at Town Clerk's office or with facility contact listed above. Entrance code to main EOC room is 1234. Reset security alarm when leaving.
7. Internet: Fiber internet, router located in south-facing window on windowsill. Password is Safety.Faketown (case sensitive). Use button on back of router to turn off and back on in the event internet goes out for possible reconnection.
8. Available Equipment
    - X   Generator
    - X   Internet
    - X   Phone line
    - o   Computers
    - X   Copy machine
    - o   Projector or large screen
    - o   Food prep
    - o   Equipment needed (and where it is / who has it): Town laptops in locked closet at back of room, keycode is 1234.

9. Backup power / instructions: Generator
10. Layout: Tables and chairs in U shape facing TV

5. Alternate EOC Facility.

1. Title and E911 Address: 123 Faketown St, Faketown, VT, 05000
2. Phone Number(s): 802-000-0000
3. Mobile service available / provider: Verizon – spotty service, ATT – good service
4. EOC risk factors: Main St may flood to the west during flood events
5. Facility Contact: John Doe, 802-000-0000

6. Access: Building key located at Town Clerk's office or with facility contact listed above. Entrance code to main EOC room is 1234. Reset security alarm when leaving.
7. Internet: Fiber internet, router located in south-facing window on windowsill. Password is Safety.Faketown (case sensitive). Use button on back of router to turn off and back on in the event internet goes out for possible reconnection.
8. Available Equipment
    - X Generator
    - X Internet
    - X Phone line
    - o Computers
    - X Copy machine
    - o Projector or large screen
    - o Food prep
    - o Equipment needed (and where it is / who has it): Town laptops in locked closet at back of room, keycode is 1234.
        1.
9. Backup power / instructions: Generator
10. Layout:

5. Demobilization.

5.1. Decision to Demobilize. The EOC Director will demobilize the EOC based on the situation and operational objectives. Conditions for demobilization:
- All first responders are demobilized or returned to normal work schedules
- All emergency issues for people within the town are resolved or completely transitioned to an appropriate service agency
- There are less than 10 customers without power in the town, and none of them have unresolved support issues because of the outage
- There are less than 5 homes that are inaccessible by road, and none of the occupants have unresolved support issues

5.2. Demobilization Process.
- Notify selectboard, Fire Department, Road Foreman, and State EOC that local EOC is shutting down
- Collect and file all EOC documentation for the incident
- Clean and put away all EOC equipment and supplies
- Identify any supply or equipment needs for the next EOC activation
- Release EOC staff and secure facility

5.3. Transition to Recovery. If necessary, the Selectboard appoints a Recovery Officer as the Incident Commander for recovery. The EOC Director makes all incident related documentation available to the Recovery Officer. The Recovery Officer establishes a Recovery Committee as his/her staff and sets operational objectives and meetings and tasks as required to achieve the objectives.

3. Resources

1. Concept. The municipality should **use municipal resources, mutual aid agreements, and local purchases first** to get resources for response as needed and available. The State Emergency Operations Center (SEOC, 800-347-0488) will help coordinate any state support teams or other external resources that local responders may need.

    1.1. State support that is usually at no cost to the municipality:
- Vermont Hazardous Material (HAZMAT) Response Team (VHMRT)
- Vermont Urban Search and Rescue (USAR, VT-TF1)
- Vermont State Police Special Teams
- Swiftwater rescue teams (both local and VT-TF1)
- Regional shelter support
- Subject matter expertise from state government agency or federal response agency

    1.2. State support the municipality will normally eventually have to pay for:
- Supplies and equipment
- VTrans equipment and personnel
- Vermont National Guard support

    1.3. The state may be able to provide resources at no expense, and in major disasters there may be state and federal funds available to help defray expenses, but **normally municipalities are responsible for paying for emergency response costs**. When requesting resources through the SEOC, the SEOC will ask if local resources have been exhausted; if so, the SEOC will help find sources from which the municipality can buy or contract for supplies or the SEOC may coordinate supplies and other resources for the municipality if the timing and cost is acceptable.

2. Emergency Purchasing.

    2.1. Authority. When the EOC is active:
- the EMD may authorize the purchase of supplies, equipment, and services as required in support of ongoing incidents, up to a total of $2,000.
- The Fire Chief may authorize the purchase of supplies, equipment, and services as required in support of ongoing incidents, up to a total of $30,000.
- The Police Chief may authorize the purchase of supplies, equipment, and services as required in support of ongoing incidents, up to a total of $30,000.

Purchases over the emergency purchasing limit require approval of the selectboard or, if the selectboard cannot reasonably meet because of the emergency, any available

selectboard member (which action must be ratified by the whole board at the earliest convenience of holding a meeting). The town is responsible for ensuring individuals listed in this plan are aware of and following these limits.

   2.2. Processes. All individuals using their emergency purchasing authority must either use their town issued credit card or an existing contract, billed to code 78345 "Emergency Purchase".

3. Town or City owned resources (if applicable).   See contact information in Enclosure 1. Town garage: 3 plow trucks, 3 dump trucks, 1 excavator, 6 wood chippers, 2 ATVs, 3 pick up trucks, 10 "road closed" signs
   • Town Office: Copier, 3 laptops

Businesses with Standing Municipal Contracts (if applicable). See contact information in Enclosure 1.
   • Bus Company - 1x 44 passenger bus within 4 hours, more as coordinated
   • Excavating Contractor - standing contract with town, 3x excavators - John Doe, owner
   • Debris Contractor - debris clearing contract with town, 1x excavator, 2x dump trucks - John Doe, owner
   • Gas Station - standing contract with Fire Department - John Doe, manager

4. Other Local Resources (if applicable). See contact information in Enclosure 1.
   • ATV Club - volunteers and ATVs - John Doe, president
   • Snowmobile Club - volunteers and snowmobiles - John Doe, president
   • Grocery Store - food/supplies - John Doe, manager
   • Excavating Contractor - 2x excavators - John Doe, owner
   • Hardware Store - lumber, hardware, generators - John Doe owner
   • Doe Family - agreement with road foreman, 6x ATVs, 4 snowmobiles - John Doe caretaker

5. National Incident Management System (NIMS) Typed Resources.

National Incident Management System (NIMS) typed resources* (if applicable)											
Type	I	II	III	IV	Other	Type	I	II	III	IV	Other
Critical Incident Stress Management Team	1	N/A	N/A	N/A		Water Pumps, Drinking Water Supply - untreated source					
Mobile Communications Center						Water Pump, Water Distribution		1			
Mobile Communications Unit (Law/Fire)			N/A	N/A		Water Pump, Wastewater			1		
Water Pumps, De-Watering			2			Water Valve Maintenance Truck				N/A	

Information about the NIMS Typed resources can be found at: https://rtlt.preptoolkit.org

*Additional resource information is available on the FEMA Reimbursable Equipment List: https://www.fema.gov/assistance/public/schedule-equipment-rates

4. Public Information and Warning

1. Concept. During any significant emergency, the Emergency Operations Center (EOC) and Incident Command Posts (ICPs) will coordinate and manage public information, both by producing accurate, timely reports and by tracking what is publicly reported to minimize confusion and help ensure a positive public response.

2. Normal Operations.

    2.1. Information Sharing.

        2.1.1. Town officials get information from many sources, including TV, radio, news websites, email, emergency dispatch, and personal interactions and observations. The Fire Chief, Road Foreman, and Emergency Management Director are the primary information collectors and coordinate as required. Individuals may also call various offices with observations and reports about emergency situations; town staff and the Selectboard should forward those reports to the appropriate official.

        2.1.2. Responding organizations will not normally alert others to incidents that do not exceed their capabilities. For example, the Fire Chief will not notify the town about every fire; the Road Foreman will not alert the town for every snowstorm.

    2.2. Incident Size Up. As an incident develops, the EMD and Incident Commander must validate the accuracy of reports and the severity of the situation to assess the risk to the town and the need for broader coordination.

    2.3. Early Notification. As an incident develops that might affect the whole town, reports should go to the EMD. The EMD, in turn, will provide information to the Selectboard Chair, the Road Foreman, and the Fire Chief as appropriate.

2. Public Information Officer (PIO) Coordination.

    2.1. The EOC Director normally appoints a municipal PIO, though he or she may keep those responsibilities. Incident Commanders normally appoint an incident PIO or act as the PIO for their incidents. The municipal PIO may provide PIO support for one or more Incident Commanders, as requested. The Selectboard representative at the EOC usually serves as the municipal PIO.

    2.2. If there is more than one PIO, **each PIO must only release information within his or her area of responsibility**, that the appropriate Incident Commander has

approved, and all PIOs must coordinate their messages to make sure they are not in conflict. Coordinating information is one of the most important functions of a municipal PIO and the EOC. For example, if there is an ice storm and major fire, there may be a municipal PIO and a fire PIO. The municipal PIO may release information about general town issues and road clearance statuses on behalf of the Road Foreman (road clearance Incident Commander), but not the fire. The fire PIO may release information about the fire scene, but not general town issues or road statuses. Both PIOs should coordinate information releases and share any information they receive.

3. Releasing Public Information.

3.1. Emergency Notifications. The VT-Alert notification system can send phone messages to all landlines in an area, and phone calls, text messages, and emails to people who have registered for them. To send a notification, pass the message and target area to the State Emergency Operations Center (800-347-0488). John Doe, EMD, and John Doe, EMC, are authorized to send VT-Alerts on behalf of the town.

3.1.1 Many communities have individuals who need translation services, are deaf/hard of hearing, or blind/visually impaired. Municipalities may use, at their own expense, *statewide translation contracts* on the Buildings and General Services website to meet these needs.
- 1% of population is Nepali and requires translation. Common materials have already been translated and are available at the EOC. During an emergency, contact Nepali Connect (see enclosure 1) for help distributing messaging.

3.1.2 Public Notice Locations. These are the locations in town the public notices are physically posted that, in the event of a communications outage, the town will post emergency messaging. A minimum of 3 locations, consistent with Secretary of State public notice locations (17 V.S.A. § 2641), must be included.
- Faketown Town Office
- Faketown Grocery Store
- Faketown Post Office

3.2. Current Information. The PIO will post all official municipal emergency news to the town web site, Facebook page, The Deck Digest as soon as possible. The main town web site and Facebook page should only contain current, accurate information - the PIO will remove or archive old or erroneous information. Individuals with log in credentials to post to this are the town clerk, road foreman, and selectboard chair.

3.3. Press Releases. The PIO will publish press releases on the town website, Facebook page, and if there are power or connectivity issues, the PIO will make paper copies to post or distribute at public notice locations listed in 3.1.2.

3.4. Media Inquiries and Interviews. The PIO will answer any media inquiries and coordinate media interviews for the Selectboard Chair.

3.5. Media Corrections. The PIO will correct inaccurate information in news and social media by ensuring the town web site has the correct information, and then as soon as possible notifying the inaccurate source (e.g. by posting a comment, calling, sending an e-mail, etc. along with a link to the town website).

4. Monitoring Public Information.

4.1. Public Media. The PIO will monitor regular news broadcasts from WXYZ TV and WXYZ radio, and will review the daily print issue and website for Faketown News.

4.2. Social Media. The PIO will monitor the following active social media sites:
- Vermont Emergency management Facebook Page - https://www.facebook.com/vermontemergencymanagement
- Faketown facebook page – facebook.com/faketownvt
- Faketown website – www.faketown-vt.com
- The Deck Digest – Fakesubmissions@TDD.org
- Faketown Instagram – instagram.com/faketown_vt

5. Vermont 2-1-1. To coordinate with Vermont 2-1-1 to give out information during a local or regional emergency, call 2-1-1 directly and pass on the critical information. 2-1-1 will pass that information on to any residents who call.

5.1. United Ways of Vermont operates the Vermont 2-1-1 system. The system provides information and referral services to the people of Vermont in cooperation with a large number of state and local government and community based entities. 2-1-1 collects and maintains a database of local resource information and is available to take calls from the general public to inform and instruct them in relation to emergency events, and to refer them to the appropriate response and recovery resource, if necessary.

5.2. In a major state emergency, the State Emergency Operations Center will coordinate with 2-1-1 to provide and collect general information and will also coordinate

directly with affected governments to pass along key local information, both to and from 2-1-1, depending on the emergency.

5.3. **2-1-1 is always available (24-7-365) to provide general information and referral services** - it is not just for emergencies. Individuals contact 2-1-1 by dialing 211 from a phone within Vermont, calling 1-866-652-4636 (toll free within Vermont), or (802) 652-4636 (from outside of Vermont). While 211 is the preferred number, the other numbers are useful if there are emergency issues with phone exchanges or when using a mobile phone that is reaching a tower outside of Vermont.

5. Organizations and Communities Requiring Additional Coordination

1. Concept. During a long duration emergency, the Emergency Operations Center (EOC) may need to monitor the needs of and coordinate support for organizations and communities requiring additional coordination, or who may be especially at risk in the coming emergency. The EOC will determine which organizations and communities may be at risk, identify needs and support available from the EOC, and monitor their status until normal services are restored.

2. Risk Determination. The Incident Commander determines whether organizations and communities may be at risk or need additional coordination and communication based on the emergency and its potential impact on local residents. For example, closed and damaged roads may prevent people from getting food and medicines, and home medical equipment may not work during power outages, and people who are unhoused may be at additional risk in severe weather.

3. Identification.

   3.1. The EMD will refer individuals who may need special assistance to Citizens Assistance Registry for Emergencies (CARE). During or in the days prior to an emergency, the EMD will contact Vermont Emergency Management at 1-800-347-0488 to request data, and will then follow up with individuals to verify if they need additional assistance. If assistance is needed, the EOC will coordinate the delivery of that assistance.

   3.2. Due to confidentiality restrictions, social service and medical organizations usually cannot provide towns with lists of people they serve. However, they can contact their clients and get permission to share information during an emergency, and they can request welfare checks if they cannot get in touch with a client.

4. Contact and Monitoring.

   4.1. The EOC will contact people on the organizations and communities requiring additional coordination list to determine if they need help soon, if they will need help if the situation continues for a given period (e.g. 48-72 hours), or if they are unaffected. If possible, consider making initial contact before the emergency strikes to encourage organizations and communities to plan ahead.

      4.1.1. Phone calls are the best means of contacting people.

4.1.2. The EOC may designate a person, team, or group (e.g. the Fire Company or spontaneous volunteers) to go to residences and facilities to check on people.

4.1.3. In a long-duration emergency, the EOC may need to contact people on the organizations and communities requiring additional coordination list every day.

4.2. The EOC will coordinate support for anyone on the organizations and communities requiring additional coordination list who needs help as required and as resources allow. The EOC should continue to monitor people on the organizations and communities requiring additional coordination list until everyone on the list is in a stable situation with normal services again.

5. Organizations and communities requiring additional coordination list. The following organizations and communities may require additional coordination. The list below contains organizations and communities that may need extra communication and coordination before, during, and after an emergency.
This list should include all organizations and communities the town needs to have enhanced communication with, including schools, daycares, nursing homes, organizations serving speakers of languages other than English, organizations serving new Americans, organizations serving unhoused individuals, mobile home parks, parks, dams, facilities in hazardous areas, and communities that may need additional coordination. Individuals that need extra communication and coordination can be accessed through Citizen Assistance Registration for Emergencies (CARE) .
If necessary, the EOC may contact the organizations and facilities listed below that serve populations that may be at risk based on the emergency. If there are individuals at risk or in danger, the EOC should monitor their status and if required coordinate support for them until their situation stabilizes. Please ensure these contacts have updated EMD contact information.

Organizations and communities requiring additional coordination:
- CARE (Citizen Assistance Registration for Emergencies) - database of people who may need special help during an emergency, available to first responders through supporting Public Safety Answering Point (PSAP) or EMDs by contacting the Vermont Emergency Management Watch Officer (1-800-347-0488)
- *Ambulance / Rescue Squad - serves and transports people with short and long term medical problems*
- *Municipality Cares - coordinates food, nursing, and other services for elderly residents - John Doe contact*
- *Meals on Wheels - delivers food to elderly residents - John Doe, contact*
- *Visiting Nurses Association - provides home health and hospice services*

- *Nursing Home - 20 residents - 24-hour nursing desk*
- *Residential Care Group Home - 5 residents - John Doe, director*
- *Home Share - 2 residents - John Doe, Home Share companion*
- *Senior Center - 80 residents - John Doe, manager*
- *Utility Company - water service*
- *Hospital / Clinic - 25 beds, pharmacy - John Doe, director*
- *Outpatient Medication Clinic - pharmacy - John Doe, contact*
- *Mental Health Clinic - 24-hour line - John Doe, outreach*
- *New American Dream – countywide support for new americans – Jane Doe, director*
- *New Path – providing services and shelter to the unhoused – Jane Doe, director*
- *A Dam - 24-hour emergency line – Jane Doe, owner*
- *The Diesel Dealer – sells and distributes high quantities of diesel. Tier 2 facility – Jane Doe, owner*
- *Green Mountain Power (GMP) - maintains a Critical Care Customers list*

6. Sheltering and Care

1. Concept. During some emergencies, the EOC will monitor or coordinate support for individuals who are displaced. If necessary, the EOC may direct the opening of a daytime warming or cooling center, or open an overnight shelter, and during major emergencies residents may go to a nearby regional shelter, if available. When multiple locations are available, shelters should be selected based on how individuals can access that location during a variety of disasters, how food and other resources can be provided at that location, and which services (food, generator, etc) are available on site or within close proximity.

2. Spontaneous Sheltering. If there is no local shelter available:
- Determine the approximate number of people who need sheltering.
- Call the State EOC / Watch Officer at 800-347-0488 and request support.
- Track the status of residents who need shelter until their situation stabilizes.

2.1. Temporary Lodging. When small numbers of people are displaced by disasters, the American Red Cross (ARC) and Vermont Agency of Human Services, Economic Services Division (ESD) can provide temporary lodging in hotels or motels.   Please dial 2-1-1 for support.

2.2. Regional shelters are opened at the discretion of the American Red Cross based on their availability. During major emergencies, regional shelters may not always be opened in a location close to your municipality.

3. Shelters.

3.1. Town Hall
- Address: 456 Main St, Faketown, VT, 05000
- Facility contact(s): John Doe, 802-000-0000
- Shelter manager: Mark Miller, 802-000-0000
- Staff Required: At least two staff required on site while open
- Daytime capacity: 125
- Overnight capacity (if applicable): 60
- Services
  - o Generator
  - X Pets
    - Ten crates of various sizes
  - X Overnight shelter

<div style="margin-left:2em">

    X   Warming
    X   Cooling
    o   Food preparation
    o   Showers

</div>

- Notes: This shelter is on high ground and works best for flooding events. It is accessible by all parts of town.

3.2. Faketown Elementary School

- Address: 789 Main St, Faketown, VT, 05000
- Facility contact(s): John Doe, 802-000-0000
- Shelter manager: John Doe
- Phone: 802-123-4567
- Staff Required: At least three staff required on site while open
- Daytime capacity: 350
- Overnight capacity (if applicable): 150
- Services
    - X Generator
    - X Pets
        - Four crates of various sizes
    - X Overnight shelter
    - X Warming
    - X Cooling
    - o Food preparation
    - o Showers
- Notes: This shelter is not accessible during flooding, but is ideal for extended cold or heat events when power is a challenge.

- 3.3. Faketown High School
- Address: 789 School St, Faketown, VT, 05000
- Facility contact(s): John Doe, 802-000-0000
- Shelter manager: John Doe
- Phone: 802-123-4567
- Staff Required: At least three staff required on site while open
- Daytime capacity: 200
- Overnight capacity (if applicable): N/A
- Services
    - o Generator

- X   Pets
  - Five crates of various sizes
- X   Warming
- X   Cooling
- o   Food preparation
- o   Showers

- Notes: This shelter should only be used if the other shelters aren't available. Its use would have significant impact to surrounding communities, as this is a unified high school.