**This is the Vermont long form template for a Local Emergency Management Plan (LEMP). This document is intended to guide, but not limit, municipalities in writing a LEMP. Municipalities may expand, change, or reduce this format so long as the final plan covers all essential components. Text in red underlined is meant as direction or explanation - delete it from the final document, including this text. Required elements are highlighted in brackets – your LEMP needs these to be accepted.**

**1. Overview**

1.1. Purpose. This is the Local Emergency Management Plan (LEMP) for [REQUIRED: Municipality name]. 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.

* [REQUIRED: Name of planner, position]
* [OPTIONAL: Name of additional planner, position]
* [OPTIONAL: Name of additional planner, position]

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 - [OPTIONAL: Annex title]

B - [OPTIONAL: Annex title]

Z - Supporting Documentation

[OPTIONAL: Additional document titles]

[REQUIRED: Use this table to record contact information not readily available elsewhere in one place. ALL of the listed entries are examples/suggestions - add, modify, or delete entries, rows/columns, and sections as desired to record contact information for the people and organizations that are relevant to YOUR municipality. Delete this text for the final version.]

| **Position** | **Name** | **Phone numbers - indicate Mobile, Home, Work** | | | **E-mail** |
| --- | --- | --- | --- | --- | --- |
| **Primary** | **Alternate** | **Alternate** |
| **Local Emergency Management Team** | | | | | |
| EM Director (EMD) |  | H:000-000-0000 | M:000-000-0000 | W:000-000-0000 | John.doe@abc.com |
| EM Coordinator (EMC) |  |  |  |  |  |
| Public Information Officer (PIO) |  |  |  |  |  |
| EOC Volunteer |  |  |  |  |  |
| EOC Volunteer |  |  |  |  |  |
| EOC Volunteer |  |  |  |  |  |
|  |  |  |  |  |  |
| **Local Response Organization 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** | | | | | |
| Road Foreman |  |  |  |  |  |
| Road Commissioner |  |  |  |  |  |
| Town Garage |  |  |  |  |  |
| Drinking Water Utility |  |  |  |  |  |
| Wastewater Utility |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Municipal Government Contacts** | | | | | |
| Town Administrator |  |  |  |  |  |
| Town/City Manager |  |  |  |  |  |
| Selectboard Chair |  |  |  |  |  |
| Selectboard Alt |  |  |  |  |  |
| Selectboard Alt |  |  |  |  |  |
| Town Clerk |  |  |  |  |  |
| Town Treasurer / Finance Officer |  |  |  |  |  |
| 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 |  |  |
| Electrical Utility |  |  |  |  |  |
| Gas Utility |  |  |  |  |  |
| Telecom Utility |  |  |  |  |  |
| Mobile Telecom Utility |  |  |  |  |  |
| Utility - other |  |  |  |  |  |
| Primary Shelter Contact |  |  |  |  |  |
| Primary Shelter Alt Contact |  |  |  |  |  |
| Alt. Shelter Contact |  |  |  |  |  |
| Alt. Shelter Alt Contact |  |  |  |  |  |
| Senior Center Contact |  |  |  |  |  |
| Health Center/Clinic |  |  |  |  |  |
| Mental Health Services |  |  |  |  |  |
| Home Health Services |  |  |  |  |  |
| Nursing Home |  |  |  |  |  |
| Nursing Home |  |  |  |  |  |
| Child Care |  |  |  |  |  |
| Child Care |  |  |  |  |  |
| Child Care |  |  |  |  |  |
| Private School |  |  |  |  |  |
| Private School |  |  |  |  |  |
| Mobile Home Park |  |  |  |  |  |
| Mobile Home Park |  |  |  |  |  |
| Local Community Service Org |  |  |  |  |  |
| Local Community Service Org |  |  |  |  |  |
| 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) |  |  |  |  |  |
|  |  |  |  |  |  |
| **Adjacent Municipalities** | | | | | |
| Town 1 EMD |  |  |  |  |  |
| Town 2 EMD |  |  |  |  |  |
| Town 3 EMD |  |  |  |  |  |
| Town 4 EMD |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **STATE/FEDERAL Partners** | | | | | |
| State Emergency Operations Center (SEOC) |  | 800-347-0488 (24/7) | (802) 244-8721 |  |  |
| VTrans District Tech |  |  |  |  |  |
| Vermont Dept of Health |  |  |  |  |  |
| State HazMat |  | 800-641-5005 |  |  |  |
| VT DPS Fire Safety Office |  |  |  |  |  |
| ANR River Engineer |  |  |  |  |  |
| ANR Floodplain Manager |  |  |  |  |  |
| ANR Dam Engineer |  |  |  |  |  |
| Regional Planning Commission |  |  |  |  |  |
| 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. Describe which municipal position(s) make the decision to activate the EOC and how. The [REQUIRED: Positions able to activate the EOC] 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: Describe major systems the EOC uses to maintain situational awareness to include tracking of significant activities, decisions, communications, maps, information requests, and damage reports.

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.

This is one possible structure for a municipal EOC. The [October 2017 National Incident Management System (NIMS) doctrine](https://www.fema.gov/emergency-managers/nims) provides three examples, including an Incident Support Model (ISM) similar to this, a departmental model that may work well for large towns and cities, and an ICS-like model. Smaller towns might have a structure with only one, two, or three people. **Municipalities should plan for and use whatever structure works for them; they should NOT plan for a structure they will not use or cannot staff.**

2.4.1. This is the municipality’s preferred operating structure. Edit diagram below to reflect your preferred EOC 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** |
| [REQUIRED: EOC Director or other position] | [REQUIRED: Edit duties as needed, i.e. Supervises and directs all EOC activities coordinating municipal support and response] |
| [OPTIONAL: Additional EOC position] | [OPTIONAL: Additional job description] |
| [OPTIONAL: Additional EOC position] | [OPTIONAL: Additional job description] |
| [OPTIONAL: Additional EOC position] | [OPTIONAL: Additional job description] |
| [OPTIONAL: Additional EOC position] | [OPTIONAL: Additional job description] |

2.5. Potential EOC Staff. List anyone who the municipality might use to staff the EOC. Include contact information in Enclosure 1.

2.5.1. Town Employees / Officials.

* [REQUIRED: Name, title, possible EOC positions]
* [OPTIONAL: Additional name, title, possible EOC positions]
* [OPTIONAL: Additional name, title, possible EOC positions]
* [OPTIONAL: Additional name, title, possible EOC positions]
* [OPTIONAL: Additional name, title, possible EOC positions]

2.5.2. Volunteer Staff.

* [OPTIONAL: Additional name, title, possible EOC positions]
* [OPTIONAL: Additional name, title, possible EOC positions]
* [OPTIONAL: Additional name, title, possible EOC positions]

2.5.3. Auxiliary Volunteers.

* [OPTIONAL: Names of auxiliary volunteers]

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: [REQUIRED: EOC address]
2. Phone Number(s): [REQUIRED: EOC phone numbers]
3. Mobile service available / provider:
4. EOC risk factors:
5. Facility Contact:
6. Access: Location of Key, Entrance Code hint, Security Alarm, etc
7. Internet: DSL, Cable / WiFi - include how to find password, etc
8. Available Equipment [REQUIRED: Indicate availability]
   * Generator
   * Internet
   * Phone line
   * Computers
   * Copy machine
   * Projector or large screen
   * Food prep
   * Equipment needed (and where it is / who has it):
9. Backup power / instructions:
10. Layout:

For a full EOC checklist, check out the FEMA Emergency Operations Center Assessment Checklist: https://www.fema.gov/emergency-operations-center-assessment-checklist

5. Alternate EOC Facility.

1. Title and E911 Address: [OPTIONAL: EOC address]
2. Phone Number(s): [OPTIONAL: EOC phone numbers]
3. Mobile service available / provider:
4. EOC risk factors:
5. Facility Contact:
6. Access: Location of Key, Entrance Code hint, Security Alarm, etc
7. Internet: DSL, Cable / WiFi - include how to find password, etc
8. Available Equipment [OPTIONAL: Indicate availability]
   1. Generator
   2. Internet
   3. Phone line
   4. Computers
   5. Copy machine
   6. Projector or large screen
   7. Food prep
   8. Equipment needed (and where it is / who has it):
9. Backup power / instructions:
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]:

5.2. Demobilization Process. [Notification, documentation, closing facility, release staff]

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. Describe who has authority to make emergency purchases, and to what limits. [REQUIRED: Position(s) able to make emergency purchases, limits, triggers, and how position is able to request additional authority; or clarify that no emergency purchases are authorized] The town is responsible for ensuring individuals listed in this plan are aware of and following these limits.

2.2. Processes. [Describe local processes for purchasing during an emergency - town contracting, reimbursement, who has credit cards, etc].

3. Town or City owned resources (if applicable). [List any town or city owned resources that can be used in an emergency. List contact information in Enclosure 1 so that it only needs to be updated in one place.]

* [OPTIONAL: Town owned resources]
* [OPTIONAL: Town owned resources]
* [OPTIONAL: Town owned resources]

Businesses with Standing Municipal Contracts (if applicable). [List any businesses that have standing contracts for services that can be used in an emergency. List contact information in Enclosure 1 so that it only needs to be updated in one place.]

* [OPTIONAL: Business with standing contract]
* [OPTIONAL: Business with standing contract]
* [OPTIONAL: Business with standing contract]

4. Other Local Resources (if applicable). [List any local organizations, businesses, or individuals that have resources or expertise that might be useful during an emergency and summarize what they can offer. List contact information in Enclosure 1 so that it only needs to be updated in one place.]

* [OPTIONAL: Name/title of contact person, resources available]
* [OPTIONAL: Name/title of contact person, resources available]
* [OPTIONAL: Name/title of contact person, resources available]
* [OPTIONAL: Name/title of contact person, resources available]

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

[LIST THE NUMBER OF EACH RESOURCE TYPE IN THE BOXES BELOW – INCLUDE NUMBERS ONLY, NO NOTES]

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***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 |  | **N/A** | **N/A** | **N/A** |  | Water Pumps, Drinking Water Supply - untreated source |  |  |  |  |  |
| Mobile Communications Center |  |  |  |  |  | Water Pump, Water Distribution |  |  |  |  |  |
| Mobile Communications Unit (Law/Fire) |  |  | **N/A** | **N/A** |  | Water Pump, Wastewater |  |  |  |  |  |
| Water Pumps, De-Watering |  |  |  |  |  | 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. Describe how officials get and share information leading up to a municipal-level emergency.

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. [Describe roles and responsibilities related to collecting and coordinating information sharing.]

2.1.2. [Describe any limitations on information sharing during normal operations.]

2.2. Incident Size up. As an incident develops, the [Roles with responsibility] 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, provide information to [roles to notify] as appropriate.

2. Public Information Officer (PIO) Coordination. Describe how the municipality will handle PIO duties and coordinate public information with Incident Commanders.

2.1. [Describe the appointment of PIO process.]

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). [REQUIRED: Names and contact information for any individuals trained to issue VT-Alert messages, if applicable]

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*](https://bgs.vermont.gov/purchasing-contracting/contract-info/current) on the Buildings and General Services website to meet these needs. [Note what those needs may be, and how those needs can be met.]

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.

* [REQUIRED: Physical public notice location one]
* [REQUIRED: Physical public notice location two]
* [REQUIRED: Physical public notice location three]

3.2. Current Information. [Describe who is responsible for posting updated information and on what platforms.]

3.3. Press Releases. [Describe who is responsible for posting press releases and where.]

3.4. Media Inquiries and Interviews. [Describe who is responsible for Media Inquiries and Interviews.]

3.5. Media Corrections. [Describe who is responsible for media corrections.]

4. Monitoring Public Information. Describe the responsibilities and processes for monitoring public information.

4.1. Public Media. The [Position] will monitor regular news broadcasts from [OPTIONAL: Local radio and TV outlets], and will review the daily print issue and website for [OPTIONAL: Local papers].

4.2. Social Media. The [Position]will monitor the following active social media sites:

* [OPTIONAL: Social media, email list, website links]
* [OPTIONAL: Social media, email list, website links]
* [OPTIONAL: Social media, email list, website links]
* [OPTIONAL: Social media, email list, website links]
* [OPTIONAL: Social media, email list, website links]

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. [REQUIRED – include the following 2-1-1 contact information: **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 [Role with responsibility] 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. Describe how to identify organizations and communities requiring additional coordination.

3.1. The EMD will refer individuals who may need special assistance to [Citizens Assistance Registry for Emergencies (CARE)](https://e911.vermont.gov/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. Describe how to monitor organizations and communities requiring additional coordination, or at elevated risk from the emergency.

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)](https://e911.vermont.gov/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)
* [REQUIRED: Name of organization or community, short description, lead contact person and contact information]
* [REQUIRED: Name of organization or community, short description, lead contact person and contact information]
* [REQUIRED: Name of organization or community, short description, lead contact person and contact information]
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**6. Sheltering and Care**

1. Concept. During some emergencies, the EOC will monitor or coordinate support for individuals who are displaced. Describe how the municipality activates shelters or otherwise supports displaced residents. 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. At least one daytime warming center is required. Daytime centers are local facilities where people may go during the day to get information, stay warm or cool, and be safe. At overnight shelters, people may stay overnight and get services such as meals and showers. Note that the American Red Cross will not normally operate a local shelter for the first few days of an emergency. Local shelters should have a trained shelter manager and staff and ideally each shelter will have its own plan and/or a shelter agreement with the municipality. Additional information on shelter best practices is available in the [Shelter Guidance document](https://vem.vermont.gov/plans/lemp/localresources).

3.1. [REQUIRED: Primary shelter name]

* Address: [REQUIRED: 911 Address]
* Facility contact(s): [REQUIRED: Name and contact information for individual(s) able to grant access to building]
* Shelter manager: [REQUIRED: Name and contact information for Shelter Manager]
* Staff Required: [REQUIRED: Number of staff needed to open shelter and any other staff requirements]
* Daytime capacity: [REQUIRED: Total daytime capacity]
* Overnight capacity (if applicable): [OPTIONAL: Overnight capacity]
* Services [REQUIRED: Indicate service availability below]:
  + Generator
  + Pets
    - [REQUIRED: Indicate whether pets are permitted]
    - [REQUIRED: Any cages/facilities available for pets]
  + Overnight shelter
  + Warming
  + Cooling
  + Food preparation
  + Showers
* Notes:

3.2. [OPTIONAL: Alternate shelter name]

* [OPTIONAL: Alternate shelter name]
* Address: [OPTIONAL: 911 Address]
* Facility contact(s): [OPTIONAL: Contact information for individual(s) able to grant access to building]
* Shelter manager: [OPTIONAL: Shelter manager name]
* Phone: [OPTIONAL: Shelter manager phone number]
* Staff Required: [OPTIONAL: Number of staff needed to open shelter and any other staff requirements]
* Daytime capacity: [OPTIONAL: Total daytime capacity]
* Overnight capacity (if applicable): [OPTIONAL: Overnight capacity]
* Services [OPTIONAL: Indicate service availability below]:
  + Generator
  + Pets
    - [OPTIONAL: Indicate whether pets are permitted]
    - [OPTIONAL: Any cages/facilities available for pets]
  + Overnight shelter
  + Warming
  + Cooling
  + Food preparation
  + Showers
* Notes:

3.3. [OPTIONAL: Alternate shelter name]

* [OPTIONAL: Alternate shelter name]
* Address: [OPTIONAL: 911 Address]
* Facility contact(s): [OPTIONAL: Contact information for individual(s) able to grant access to building]
* Shelter manager: [OPTIONAL: Shelter manager name]
* Phone: [OPTIONAL: Shelter manager phone number]
* Staff Required: [OPTIONAL: Number of staff needed to open shelter and any other staff requirements]
* Daytime capacity: [OPTIONAL: Total daytime capacity]
* Overnight capacity (if applicable): [OPTIONAL: Overnight capacity]
* Services [OPTIONAL: Indicate service availability below]:
  + Generator
  + Pets
    - [OPTIONAL: Indicate whether pets are permitted]
    - [OPTIONAL: Any cages/facilities available for pets]
  + Overnight shelter
  + Warming
  + Cooling
  + Food preparation
  + Showers
* Notes: