**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. *In this version of the template, text in blue italics is shown to provide examples that may or may not apply - keep, modify, or delete it as applicable.* Text in red underlined is meant as direction or explanation - delete it from the final document, including this paragraph!**

1. Overview.

1.1. Purpose. This is the Local Emergency Management Plan (LEMP) for MUNICIPALITY. 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.

* *John Doe, Emergency Management Director*
* *John Doe, Selectboard member*
* *John Doe, Fire Company representative*
* *John Doe, Highway Department representative*
* *John Doe, EOC Staff Volunteer*
* *John Doe, Regional Planning Commission Emergency Planner*

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. The Fire Chief, Road Foreman, and Emergency Management Director are the primary information collectors and coordinate as required. Residents and transients 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 Sizeup. As an incident develops, the EMD or 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 keep the Selectboard Chair, the Road Foreman, and the Fire Chief informed as appropriate.*

3. Municipal Emergency Operations Center (EOC) Activation.

3.1. 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.

3.2. Decision to Activate. Describe who makes the decision to activate the EOC and how. *The EMD or EMC 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*

3.3. Location. Describe who sets the EOC location and list the best options. *The EMD selects the EOC location on activation. The following are established EOC locations.*

* *Primary: Town Office, 1 Main St*
* *Alternate: Fire Station, 1 Fire St*
* *Alternate: Town Elementary School, 1 School St*

4. 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.

4.1. 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.

4.2. Maintain Situational Awareness. Describe major systems the EOC uses to maintain situational awareness. *The EOC tracks events and response actions for municipal leaders.*

*4.2.1. Operations Log - Word document (or Excel file, or paper log form, etc), of all significant activities, decisions, and communications.*

*4.2.2. Map - tracks events graphically on the large situation map in the EOC (or on a projected PowerPoint slide map, etc).*

*4.2.3. Information Request Tracker - list of information requests and their status/answers in an Excel file (or whiteboard, Word document, paper log, etc).*

*4.2.4. 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.*

4.3. Coordinate Resource Requests. See Enclosure 3. Describe major systems the EOC uses to coordinate resource requests. *As ICs identify resource needs, the EOC will record them, try to fulfill them locally, and if necessary request them through the State EOC.*

*4.3.1. Purchasing. When the EOC is active, the EOC Director may authorize the purchase of supplies, equipment, and services as required in support of ongoing incidents, up to a total of $X,000. Purchases over $X,000 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).*

*4.3.2. Resource Request Tracker - list of resource requests and their status in an Excel file (or whiteboard, Word document, paper log, etc).*

*4.3.3. Financial Expenses - documentation for expenses including materials, personnel, and equipment to facilitate funding requests during recovery.*

4.4. Provide and Monitor Public Information. See Enclosure 4. Describe how the EOC provides emergency alerts and Public Information. *Incident Commanders may have Vermont Emergency Management (VEM) send out an alert notification through the VT-Alert system. The Public Information Officer (PIO) in the EOC monitors news reports and social media for information and requests from the public. In coordination with ICs, he or she creates news updates and/or press releases to publish on the town web page and local social media and makes paper copies for distribution in areas that may not have normal communications.*

4.5. Vulnerable Populations. See Enclosure 5. Describe how the EOC identifies, monitors the needs of, and coordinates support for vulnerable populations that are at risk during an emergency. *If necessary, the EOC may contact organizations and facilities that serve vulnerable populations to identify residents who are at risk based on the emergency. If there are residents at risk, the EOC will monitor their status and if required coordinate support for them until their situation stabilizes.*

4.6. Sheltering and Care. See Enclosure 6. Describe how the municipality activates shelters or otherwise supports displaced residents. *After a natural or manmade disaster, the American Red Cross (ARC) and Vermont Economic Services Division (ESD) can shelter small numbers of people in hotels/motels. If necessary, the EOC may direct the opening of a daytime warming shelter in the town hall or ask the local shelter manager to open an overnight shelter, and during major emergencies residents may go to the regional shelter in Burlington.*

4.X. Include other general operational topics in this paragraph as desired.

*4.7. 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.*

*4.8. 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)*

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

Include other major paragraphs in the base plan as desired.

*5. Demobilization.*

*5.1. Decision to Demobilize. The EOC Director will demobilize the EOC based on the situation and operational objectives. Typical conditions for demobilization include:*

* *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.*

Enclosures: (Required components of the LEMP)

1 - Contact Information

2 - Emergency Operations Center (EOC)

3 - Resources

4 - Public Information and Warning

5 - Vulnerable Populations

6 - Sheltering and Care

Annexes: (Optional components of the LEMP - create and letter as needed)

*A - River Flood Plan*

*B - Ice Storm Synch Matrix*

*C - Heat Wave Checklist*

*D - Evacuation*

Z - Supporting Documentation

*Municipal Emergency Management Ordinance*

*Municipal Delegation of Authority*

*School Shelter Memorandum of Agreement*

*Tier II Report Summaries*

*…*

Use this table to record all contact information 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 1 EOC |  |  |  |  |  |
| Town 2 EMD |  |  |  |  |  |
| Town 2 EOC |  |  |  |  |  |
| Town 3 Clerk |  |  |  |  |  |
| Town 4 Selectboard Chair |  |  |  |  |  |
|  |  |  |  |  |  |
| **STATE/FEDERAL Partners** | | | | | |
| State Emergency Operations Center (SEOC) |  | 800-347-0488 |  |  |  |
| 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 |  |  |  |  |  |

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.

*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.*

*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. EOC Organizational Structure.

This is one possible structure for a municipal EOC. The October 2017 National Incident Management System (NIMS) document 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.**

2.1. This is the preferred operating structure for MUNICIPALITY.

2.2. 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 any 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 (e.g. coffee, food, sleeping areas, batteries, fuel for generator, …)* |
| *Communications Support* | *- Staffs phones and radio* |

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

*3.1. Town Employees / Officials.*

* *John Doe, EMD - any*
* *John Doe, EMC - any*
* *John Doe, Town Clerk - any*
* *John Doe, Town Treasurer - Logistics*
* *John Doe, Town Manager - Admin, Awareness, Logistics*
* *John Doe, Selectboard Assistant - PIO, Communications*
* *John Doe, Selectboard - PIO*
* *John Doe, Selectboard - Awareness, PIO*
* *John Doe, Selectboard - any*

*3.2. Volunteer Staff.*

* *John Doe - Awareness, Logistics, Communications*
* *John Doe - Logistics, PIO*
* *John Doe - Awareness*
* *John Doe - Logistics*
* *John Doe - Communications*
* *John Doe - Admin, Communications*

*3.3. Auxiliary Volunteers.*

* *John Doe*
* *John Doe*
* *John Doe*

4. Primary EOC Facility.

1. Title and E911 Address: *Town Office, 1 Main St, Municipality VT*
2. Phone Number(s): *802-xxx-xxxx (public), 802-xxx-xxxx (responders)*
3. Mobile service available / provider: *Xxxxx good, Xxxxx spotty*
4. EOC risk factors: *building may flood if White River rises 20 feet*
5. Facility Contact: *Town Clerk*
6. Access: Location of Key, Entrance Code hint, Security Alarm, etc *Keys and entrance instructions predistributed through Town Clerk or Selectboard Assistant*
7. Internet: DSL, Cable / WiFi - include how to find password *Xxxx Cable, wifi always on; password written on instructions near gateway in main closet*
8. Available Equipment:
   * *Computer*
   * *Projector*
   * *Copy Machine*
   * *Base Radio*
9. Equipment needed (and where it is / who has it):
   * *Laptop from town office*
10. Backup power / instructions: *automatic propane generator, fuel for ~40 hours*
11. *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: *Fire Station, 1 Fire Ln, Municipality VT*
2. Phone Number(s): *802-xxx-xxxx (public)*
3. Mobile service available / provider: *Xxxxx good, Xxxxx spotty*
4. EOC risk factors: *building frequently loses power during windstorms*
5. Facility Contact: *Fire Chief (all firefighters have access)*
6. Access: Location of Key, Entrance Code hint, Security Alarm, etc *Keys and entrance instructions predistributed through Town Clerk or Selectboard Assistant*
7. Internet: DSL, Cable / WiFi - include how to find password *Xxxx DSL, unsecure wifi; turn on power strip by main entrance to connect*
8. Available Equipment:
   * *Multifunction printer/scanner/copier*
   * *Base radio*
9. Equipment needed (and where it is / who has it):
   * *Computer and projector from primary EOC*
   * *Laptop from town office*
10. Backup power / instructions: *generator connection, contact Highway Dept for generator, hookup, and fuel*
11. *Layout:*

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

1. Concept. The Emergency Operations Center (EOC) can coordinate resource support for Incident Commander(s). 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 and Special Teams
* Community Emergency Response Teams (CERTs)
* Swiftwater Rescue Teams
* Regional Shelter Support
* State government agency expertise / services
* Federal response agency expertise

1.2. State support the municipality will normally eventually have to pay for:

* Supplies and equipment (including sandbags)
* 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 authorize purchases, and to what limits, during an emergency.

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

3. Businesses with Standing Municipal Contracts. 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.

* *Name/Title - resources available - contact person*
* *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. 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.

* *Name/Title - resources available - contact person*
* *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\*.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Type** | **I** | **II** | **III** | **IV** | **Other** | **Type** | **I** | **II** | **III** | **IV** | **Other** |
| Critical Incident Stress Management Team |  |  |  | **N/A** |  | Hydraulic Excavator, Large Mass Excavation |  |  |  | **N/A** |  |
| Mobile Communications Center |  |  |  |  |  | Hydraulic Excavator, Medium Mass Excavation |  |  |  |  |  |
| Mobile Communications Unit |  |  | **N/A** | **N/A** |  | Hydraulic Excavator, Compact |  |  |  |  |  |
| All-Terrain Vehicles | **N/A** | **N/A** | **N/A** | **N/A** |  | Road Sweeper |  |  |  |  |  |
| Marine Vessels | **N/A** | **N/A** | **N/A** | **N/A** |  | Snow Blower, Loader Mounted |  |  |  |  |  |
| Snowmobile | **N/A** | **N/A** | **N/A** | **N/A** |  | Track Dozer |  |  |  |  |  |
| Public Safety Dive Team |  |  |  |  |  | Track Loader |  |  |  |  |  |
| SWAT/Tactical Team |  |  |  |  |  | Trailer, Equipment Tag-Trailer |  |  |  | **N/A** |  |
| Firefighting Brush Patrol Engine | **N/A** | **N/A** | **N/A** |  |  | Trailer, Dump |  | **N/A** | **N/A** | **N/A** |  |
| Fire Engine (Pumper) |  |  |  |  |  | Trailer, Small Equipment |  |  | **N/A** | **N/A** |  |
| Firefighting Crew Transport |  |  |  | **N/A** |  | Truck, On-Road Dump |  |  |  |  |  |
| Aerial Fire Truck |  |  | **N/A** | **N/A** |  | Truck, Plow |  |  |  |  |  |
| Foam Tender |  |  | **N/A** | **N/A** |  | Truck, Sewer Flusher |  |  |  |  |  |
| Hand Crew |  |  |  |  |  | Truck, Tractor Trailer |  |  |  | **N/A** |  |
| HAZMAT Entry Team |  |  |  | **N/A** |  | Water Pumps, De-Watering |  |  |  |  |  |
| Engine Strike Team |  |  |  |  |  | Water Pumps, Drinking Water Supply - Auxiliary Pump |  |  |  |  |  |
| Water Tender (Tanker) |  |  |  | **N/A** |  | Water Pumps, Water Distribution |  |  |  |  |  |
| Fire Boat |  |  |  | **N/A** |  | Water Pumps, Wastewater |  |  |  |  |  |
| Aerial Lift - Articulating Boom |  |  |  |  |  | Water Truck |  | **N/A** | **N/A** | **N/A** |  |
| Aerial Lift - Self Propelled, Scissor, Rough Terrain |  |  |  |  |  | Wheel Dozer |  |  | **N/A** | **N/A** |  |
| Aerial Lift - Telescopic Boom |  |  |  |  |  | Wheel Loader Backhoe |  |  |  |  |  |
| Aerial Lift - Truck Mounted |  |  |  |  |  | Wheel Loader, Large |  |  |  |  |  |
| Air Compressor |  |  |  |  |  | Wheel Loader, Medium |  |  |  |  |  |
| Concrete Cutter/Multi-Processor for Hydraulic Excavator |  |  |  |  |  | Wheel Loader, Small |  |  |  | **N/A** |  |
| Electronic Boards, Arrow |  |  |  |  |  | Wheel Loader, Skid Steer |  |  |  | **N/A** |  |
| Electronic Boards, Variable Message Signs |  |  |  |  |  | Wheel Loader, Telescopic Handler |  |  |  |  |  |
| Floodlights |  |  |  | **N/A** |  | Wood Chipper |  | **N/A** | **N/A** | **N/A** |  |
| Generator |  |  |  |  |  | Wood Tub Grinder |  |  |  |  |  |
| Grader |  |  |  | **N/A** |  |  |  |  |  |  |  |

\*Information about the NIMS Typed resources can be found at: https://rtlt.preptoolkit.fema.gov

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

*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. Municipalities that have opted to be able to use VT-Alert directly should include a quick description of who can publish notifications and how they do so. *To send a notification, pass the message and target area to the State Emergency Operations Center (800-347-0488).*

3.X. Use additional subparagraphs to describe the PIO responsibilities and processes for releasing public information.

*3.2. Current Information. The PIO will post all official municipal emergency news to the town web site/Facebook page/email list as soon as possible. The main town web site/Facebook page should only contain current, accurate information - the PIO will remove or archive old or erroneous information.*

*3.3. Press Releases. The PIO will publish press releases as required. In addition to posting them to the town website, if there are power or connectivity issues, the PIO will make paper copies to post or distribute at key locations around town.*

*3.4. Media Inquiries and Interviews. The PIO will answer any media inquiries and coordinate, if not give, any media interviews.*

*3.5. Media Corrections. When possible, 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. Describe the PIO responsibilities and processes for monitoring public information.

*4.1. Public Media. The PIO will monitor regular news broadcasts from WXXX TV and WXXX radio, and will review the daily print issue and website for the LOCAL NEWSPAPER(S).*

*4.2. Social Media. The PIO will monitor the VEM Facebook page for state emergency news, and will also monitor these locally active social media sites:*

* *Local Facebook page, web link*
* *Local Facebook page, web link*
* *Local Instagram feed, web link*
* *Local Twitter feed, web link*
* *Front Porch Forum email address*
* *Local Email distribution list*

5. Vermont 2-1-1. To coordinate for 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.*

1. Concept. During a long duration emergency, the Emergency Operations Center (EOC) may need to monitor the needs of and coordinate support for vulnerable populations. *The EOC will determine whether vulnerable populations may be at risk, identify individual needs, and monitor their status until normal services are restored. In many cases support for vulnerable populations may be reason to open or continue an EOC, even after initial response operations have ended.*

2. Risk Determination. An Incident Commander determines whether vulnerable populations may be at risk 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, but even major flooding that only affects a limited area may not present any significant problems to vulnerable residents.*

3. Identification. Describe how to identify potentially vulnerable people.

*3.1. The EOC will create an At-Risk List of people (or entire facilities) who may have special issues based on the emergency. The EOC will contact the organizations listed below and request that they contact their clients and, if necessary, notify the EOC of any people who are having issues. Any residents the EOC staff or other responders personally know may need a welfare check (e.g. relatives and friends) should also go on the list.*

*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 whether potentially vulnerable people need help.

*4.1. The EOC will contact people on the At-Risk 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.*

*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 to check on people.*

*4.1.3. In a long-duration emergency, the EOC may need to contact people on the At-Risk List every day or two.*

*4.2. The EOC will coordinate support for anyone on the At-Risk List who needs help as required and as resources allow. The EOC should continue to monitor people on the At-Risk List until everyone on the list is in a stable situation with normal services again.*

5. Organizations and Facilities that Serve Vulnerable Populations. The following organizations routinely work with people who may have short or long term special needs. List any organizations, medical facilities, etc. that provide essential or social services that might be interrupted during a disaster, along with a brief description of what they do (but list contact information in Enclosure 1 so that it only needs to be updated in one place).

* CARE (Citizen Assistance Registration for Emergencies) - database of people who may need special help during an emergency, available through supporting *(Hartford PD - St Albans PD - Shelburne PD - Lamoille CO SO - Williston VPS - Westminster VSP)* Public Safety Answering Point (PSAP)
* *Name/Title - SHORT description - lead contact, if any*
* *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*
* *Green Mountain Power (GMP) - maintains a Critical Care Customers list*

1. Concept. During some emergencies, the Emergency Operations Center (EOC) will monitor or coordinate support for residents who are displaced due to property or infrastructure damage.

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.*

*2.2. Regional Shelters. In major emergencies, the state will work with the American Red Cross to open regional overnight shelters for large numbers of displaced people. The nearest regional shelter is (Hartford / Barre / Rutland / Brattleboro / Burlington), address, 802-xxx-xxxx.*

3. Daytime Shelters. List local facilities where people may be able to go during the day to get information, stay warm/cool, charge electronics, etc.

*3.1. Town Hall.*

* *Address: 1 Main St*
* *Manager: Town Clerk, John Doe*
* *Phone: 802-xxx-xxxx*
* *Staff Required: 2*
* *Capacity: 150*
* *Generator: yes*
* *Pets: yes (4 large cages available)*
* *Notes: parking at school across street*

*3.2. General Store.*

* *Address: 1 Mountain Rd*
* *Manager: Owner, John Doe*
* *Phone: 802-xxx-xxxx*
* *Staff Required: 1*
* *Capacity: 20*
* *Generator: yes*
* *Pets: no*
* *Notes: no cost, but owner would like one person from town as a monitor when acting as a warming shelter*

4. Overnight Shelters. Identify local facilities where people may be able to 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.

*4.1. Elementary School.*

* *Address: 1 School St*
* *Facility Contact: Principal, John Doe*
* *Phone: 802-xxx-xxxx*
* *Activation: requires school board chair approval*
* *Shelter Manager: Jane Doe*
* *Staff Required: 7 for 24 hours, Jane Doe maintains volunteer roster*
* *Capacity: 70*
* *Generator: yes*
* *Pets: yes, 8 cages available*
* *Services: food preparation, showers*
* *Agreement Summary: Memorandum of Agreement, August 8, 2017. Shelter limited to gym and locker rooms; shelter staff can use cafeteria. Town will reimburse school for janitorial support and any cleaning costs or damages.*
* *Notes:*