

# State of Connecticut



## STATE RESPONSE FRAMEWORK (SRF)

**Version 4.1 September 2014**

Prepared by  
**Department of Emergency Services and Public Protection  
(DESPP)**

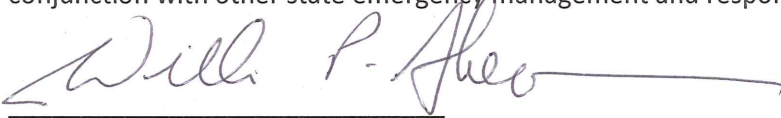
**Division of Emergency Management and Homeland Security (DEMHS)**  
*In partnership with other CT State Agencies and Non-Governmental Organizations  
involved in Emergency Preparedness and Response Activities in the State of  
Connecticut*

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## PROMULGATION

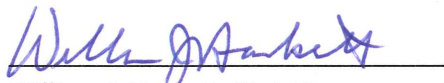
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The State Response Framework has been approved in accordance with Section 28-5(b) of the Connecticut General Statutes. Version 4.1, released as of September, 2014, is an updated, re-organized version of the framework originally approved in accordance with Section 28-5(b). This Framework should be read in conjunction with other state emergency management and response plans.



William P. Shea, Deputy Commissioner  
Division of Emergency Management and Homeland Security  
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DATE: 25 SEP 14



William J. Hackett, State Emergency Management Director  
Division of Emergency Management and Homeland Security  
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DATE: 9/25/14

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## Record of Changes

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Revision	Date Entered	Posted by
p. A-37 Primary/Secondary Agency Adjustment	9-24-14	Brenda M. Bergeron
p. A-83 Primary/Secondary Agency Adjustment	9-24-14	Brenda M. Bergeron

## Section 1.0 Introduction

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### 1.1 Purpose and Scope

The purpose of the State Response Framework (the Framework or the SRF) is to describe the interaction of state government with local, federal and tribal governments, nongovernmental response organizations and other private sector partners, the media, and the public in implementing emergency response and recovery functions in times of crisis. In general, the Framework describes how the State of Connecticut and its partners will work together to support local governments and their residents in responding to disasters and emergencies.

Version 4.0 of the SRF retains the information that was contained in previous versions, but has been reorganized for easier use. The SRF describes the general emergency operations concepts that normally apply in all disasters and emergencies requiring a state level response. The SRF also outlines the general responsibilities of the various emergency management partners at the local, state, and federal government level, as well as the private sector.

Among other highlights, Section 3.0 describes the functional roles and responsibilities of state, local, regional, federal, international, and private sector emergency management partners. Section 4.0 contains the State's Pre-Activation Framework, since so many incidents may be handled without the need to activate the State Emergency Operations Center (SEOC.) Section 5.0 outlines the SEOC Standard Operating Procedures.

The Appendices to the SRF complete work that had been started in earlier versions. Appendix A outlines the State's Emergency Support Functions (ESFs), identifying primary and support agencies and their roles. Appendix B contains Plans and Supporting Documents. Appendix C is a Hurricane Checklist and Appendix D contains Terms and Acronyms. Because of their length, Support Annexes for ESF 7,8,12, and 14 are incorporated into this framework as Addendum 1.

### 1.2 Goals and Objectives

The goal of this SRF is simple and yet critical: to create an integrated and coordinated framework to manage emergencies in the State of Connecticut.

The objective of this document is to establish and maintain a document that can serve as a useful resource in preparation for, response to, and recovery from disaster. A second objective is to standardize the way that state and local governments organize to respond to emergencies. The State of Connecticut is divided into five emergency planning regions under the Division of Emergency Management and Homeland Security (DEMHS) of the Department of Emergency Services and Public Protection (DESPP). These DEMHS Regions are organized into Regional Emergency Planning Teams (REPTs) that include regional emergency support functions. Through this SRF, state agency response roles are also clearly identified in emergency support functions.

### 1.3 Authority

Title 28, Chapter 517 of the Connecticut General Statutes is the major source of authority for the State of Connecticut and its political subdivisions to prepare for and respond to natural disasters and other emergencies.

The Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988, which amended the Disaster Relief Act of 1974, PL 93-288, (the Stafford Act) is the federal legislation that creates a national program for disaster preparedness, response, recovery, and mitigation. Connecticut's

emergency management program, developed under the authority of Title 28, complies with the federal program established by the Stafford Act.

Although there are many federal and state statutes and regulations that have a bearing on emergency management, Title 28 of the Connecticut General Statutes and the federal Stafford Act are the two laws most central to emergency management in Connecticut.

### 1.4 Mission

The mission of the Division of Emergency Management and Homeland Security of DESPP is to direct and coordinate all available resources to protect the life and property of the citizens of Connecticut in the event of a disaster or crisis, through a collaborative program of prevention, planning, preparedness, response, recovery and public education. The goals of the Connecticut emergency management community (state and local governments and private response and recovery organizations) in times of natural or other disaster are:

<b>State Essential Functions</b> <i>(CT's Primary State Emergency Support Functions (ESF) Agencies)</i>	
1.	<b>Government Leadership</b> – Provides visible and effective leadership for the people of Connecticut while restoring and maintaining critical state essential functions. <i>(DESPP, DAS, DoAg, DOC, DEEP, DPH, DOT, CTNG)</i>
2.	<b>Public Safety</b> – Maintains public safety and security for the people of Connecticut and decreases their vulnerability to threats and hazards. <i>(DESPP, DOC, DEEP, CTNG)</i>
3.	<b>Emergency Management</b> – Protects and preserves the lives, property and environment for the people of Connecticut from the effects of natural, technological or human-caused disasters. <i>(DESPP, DOT, DEEP, DPH, CTNG)</i>
4.	<b>Public Health and Medical</b> – Ensures the continuity and strength of Connecticut’s medical, public health, mental health organizations and systems. Supports the health and well-being of the people of Connecticut, including vulnerable populations. <i>(DPH, DoAg)</i>
5.	<b>Critical Infrastructure</b> – Preserves Connecticut’s infrastructure, including its transportation systems, energy systems, utilities, dams and other critical components. Supports and sustains the personnel required to operate and maintain the physical infrastructure. <i>(DESPP, DOT, DEEP, CTNG)</i>
6.	<b>Information Technology/Communications</b> – Protects, maintains and preserves Connecticut’s communications and technological capabilities. Ensures continued interoperability of Connecticut’s communications systems. <i>(DESPP, DAS)</i>
7.	<b>Agriculture</b> – Promotes and preserves the livelihood of Connecticut’s agricultural community and all its members. <i>(DoAg)</i>
8.	<b>Environment</b> – Protects, preserves and restores Connecticut’s natural environment, ecosystems, resources and natural habitats and mitigates the impact of natural disasters or other events. <i>(DEEP, DoAg)</i>
9.	<b>Information Collaboration</b> – Encourages and enhances information sharing and collaboration between Local/State/Federal and Private Sectors to more effectively respond and recover from all threats and protect the citizens of Connecticut. <i>(DESPP, DPH, CTNG)</i>

### 1.5 Organization

The Division of Emergency Management and Homeland Security (DEMHS) is part of the State of Connecticut's Multiagency Coordination (MAC) System under the Command and Management component of the National



Incident Management System (NIMS). DEMHS's role is to coordinate and support incident management, lead Connecticut's MAC system, and act as the MAC Group Coordinator. DEMHS has primary responsibility for development and implementation of the state's emergency management program. DEMHS is a division within the Department of Emergency Services and Public Protection, an agency of the Executive Branch of Connecticut State government. Under Connecticut General Statutes Section 29-1b(b), jurisdiction of DEMHS is delegated by the DESPP Commissioner to the DESPP Deputy Commissioner of DEMHS.

The Governor's State Emergency Operations Center (SEOC) in Hartford provides the main coordination center which serves as a location from which the MAC can operate. The five DEMHS Regional Offices are also part of the facilities component of the MAC, as are each State agency's individual EOCs and command centers. DEMHS staffs the SEOC, which is located in the William O'Neill National Guard Armory, 360 Broad Street in Hartford. The SEOC is the Governor's direction and control center during times of crisis. During emergencies, the SEOC is also staffed with representatives (liaisons) of key state and private agencies, who may also serve on Task Forces as requested by DEMHS. The SEOC maintains communications with other single state agency EOCs, federal agencies and facilities, and certain private agency EOCs. and the SEOC maintains communications with the towns and cities of the state through the DEMHS Regional Offices. The Media Center in the SEOC is used as a Joint Information Center (JIC) by federal, state, and local governments and private agencies involved in responding to an emergency. The DEMHS administrative office is located at 25 Sigourney Street, Hartford, and the DESPP headquarters is located at 1111 Country Club Road in Middletown.

Connecticut's municipalities and two tribal nations are divided into five emergency preparedness planning regions. The five DEMHS Regional Offices, located in Bridgeport, Middletown, Hartford, Colchester and Waterbury, provide administrative support and planning assistance to local governments within their jurisdictions. During emergencies, the Regional Offices serve as resource coordinators and liaisons between towns and the SEOC. The staff of the Regional Offices may be augmented during emergencies.

Each of the State's 169 political subdivisions and two tribal nations has an emergency management director appointed by the local chief executive official of the municipality or tribe. A few local emergency management directors are full-time, paid directors. The majority of local emergency management directors are part-time directors with no staff support. Many of these part-time directors are volunteers. Most towns and cities have a municipal facility designated as a local Emergency Operations Center (EOC), which serves as the local chief executive official's direction and control center. During emergencies, local officials maintain communications with the DEMHS Regional Office serving their region.

### 1.5.1 Advisory Council Bylaws

DEMHS brings its partners together in a number of ways, including the DEMHS Statewide Advisory Council, established by the Commissioner of DESPP under the authority of Conn. Gen. Stat. Section 4-8. The following are the bylaws of the DEMHS Advisory Council:

#### **BYLAWS OF THE STATEWIDE EMERGENCY MANAGEMENT AND HOMELAND SECURITY ADVISORY COUNCIL OF THE DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION DIVISION OF EMERGENCY MANAGEMENT AND HOMELAND SECURITY: July, 2014**

##### **ARTICLE I**

##### **NAME, AUTHORITY & MISSION**

**1.1 Name, Authority and Purpose.** *The name of this organization shall be the Department of Emergency Services and Public Protection (DESPP), Division of Emergency Management and Homeland Security (DEMHS)*

*Statewide Emergency Management and Homeland Security Advisory Council (Advisory Council). The Advisory Council shall operate as the DEMHS advisory board, under Connecticut General Statutes Section 4-8. The Advisory Council's authority also derives from Connecticut General Statutes Titles 28 and 29. Its mission is to protect the people and property in the State of Connecticut from all types of natural and human-made disasters, fostering regional collaboration and mutual aid through research, collaborative plan development, resource and information sharing, and coordination.*

## **ARTICLE II**

### **GOALS**

**2.1 Goals.** *The goals of the Advisory Council include the following:*

- *The maintenance and enhancement of a coordinated, integrated program of statewide emergency management and homeland security;*
- *Foster coordination and collaboration at the federal, state and local levels, and the private sector, with regard to emergency management and homeland security prevention, preparedness, planning, response, recovery, mitigation, and public education, with an emphasis on multi-municipality regional collaboration;*
- *Assist DEMHS with the development of integrated state and local all-hazards emergency planning, including training and exercise;*
- *Provide State Emergency Support Function (ESF) working group liaisons to DEMHS in order to coordinate local, state or regional resources in major emergencies or serious disasters;*
- *Evaluate and make recommendations to DEMHS and/or municipalities with regard to resources for plan development, maintenance, and implementation for all types of emergencies;*
- *Report on at least a quarterly basis to the DESPP Coordinating Advisory Board.*

## **ARTICLE III**

### **MEMBERS**

#### **3.1 Members**

*Members of the Advisory Council shall be the following individuals, or his/her designee:*

*State Partners (ESF designation may change depending on specific circumstances):*

#### State

- **Deputy Commissioner, DESSP/DEMHS (Chair);**
- **Governor's Non-Profit Liaison (multiple ESFs);**
- **Governor's Liaison to the Disabled Community (multiple ESFs);**
- **Commissioner of CT Department of Administrative Services, representing 3, Public Works; and 7, Resource Support/Private Sector;**
- **State Chief Information Officer, CT Department of Administrative Services Bureau of Enterprise and Systems Technology (BEST), representing 2, Communications;**
- **Commissioner, CT Department of Agriculture, representing 11, Agriculture and Natural Resources;**
- **Commissioner, Department of Consumer Protection, representing 7, Resource Support/Private Sector; 10 Hazardous Materials Response; 11, Agriculture and Natural Resources; 12, Energy and Utilities; and 14, Long Term Recovery and Mitigation;**
- **Commissioner of CT Department of Correction, representing 1, Transportation; 7, Resource Support/Private Sector; and 9, Search and Rescue;**
- **CT Department of Economic and Community Development, representing 11, Agriculture and Natural Resources; and 14, Long Term Recovery and Mitigation;**

- **Commissioner, CT Department of Energy and Environmental Protection**, representing 1, Transportation; 2, Communications; 3, Public Works; 4, Fire Prevention and Control; 9, Search and Rescue; 10, Hazardous Materials Response;; 11, Agriculture and Natural Resources; 12, Energy and Utilities; 13 Law Enforcement/Homeland Security; and 14, Long Term Recovery and Mitigation;
- **Executive Director, DESPP/Statewide Emergency Telecommunications**, representing 2, Communications;
- **State Emergency Management Director**, representing 1, Transportation; 2, Communications; 3, Public Works; 5, Emergency Management, 6, Mass Care; 7, Response Support/Private Sector; 9, Search and Rescue; 10, Hazardous Materials Response; 12, Energy and Utilities; 13, Law Enforcement/Homeland Security; 14, Long Term Recovery and Mitigation; and 15, External Affairs;
- **Director of the DEMHS Office of Counter Terrorism**, Connecticut Intelligence Center, representing 2, Communications; and 13, Law Enforcement/Homeland Security;
- **Deputy Commissioner of DESPP/CT State Police**, representing 1, Transportation; 9, Search and Rescue; 10, Hazardous Materials Response; and 13, Law Enforcement/Homeland Security;
- **Executive Director, DESPP/Commission on Fire Prevention and Control**, representing 1, Transportation; 4, Fire Prevention and Control; 9, Search and Rescue; and 10, Hazardous Materials Response;
- **Executive Director of DESPP/POST**, representing 13, Law Enforcement/Homeland Security;
- **State Fire Rescue Plan Coordinator/Urban Search and Rescue Coordinator**, representing 4, Fire Prevention and Control; and 9, Search and Rescue;
- **Commissioner, CT Department of Mental Health and Addiction Services**, representing 6, Mass Care; Public Health; and 14, Long Term Recovery and Mitigation;
- **The Adjutant General, CT Military Department**, representing 1, Transportation; 3, Public Works; 7, Resource Support/Private Sector; 9, Search and Rescue; 10, Hazardous Materials Response; and 13, Law Enforcement/Homeland Security;
- **Commissioner, Department of Motor Vehicles**, representing 1, Transportation; 7, Resource Support/Private Sector; 12, Energy and Utilities; and 13, Law Enforcement/Homeland Security;
- **Secretary, State Office of Policy and Management**, representing 5, Emergency Management; 7, Resource Support/Private Sector; and 14, Long Term Recovery and Mitigation;
- **Commissioner, CT Department of Public Health**, representing 1, Transportation; 6, Mass Care; 8, Public Health; 10, Hazardous Materials Response; 11, Agriculture and Natural Resources; 12, Energy and Utilities; and 14, Long Term Recovery and Mitigation;
- **Commissioner, CT Department of Insurance**, representing 14, Long Term Recovery and Mitigation;
- **Commissioner, CT Department of Social Services**, representing 6, Mass Care; 8, Public Health; 14, Long term recovery and Mitigation; Emergency Assistance, Housing, Human Services;

#### Local

- Representative from **CT Conference of Municipalities**;
- Representative from **CT Council of Small Towns**;
- A representative from the **Regional Planning Organizations**;
- Representative of **CT Public Works Association**, representing 3, Public Works;
- **CT Career Fire Chiefs Association**, representing 4; Fire Prevention and Control;
- **CT Fire Chiefs Association**, 4, Fire Prevention and Control;
- **Uniformed Professional Firefighters Association**, 4, Fire Prevention and Control;
- **Connecticut State Fire Service**, 4, Fire Prevention and Control;
- **President of CT Emergency Management Association**, representing 5, Emergency Management;
- **CT Chiefs of Police Association**, representing 13, Law Enforcement/Homeland Security;

- **CT AFSCME Council 34**, representing 13
- Each **Chair**, or his/her designee, of the **5 Regional Emergency Planning Teams** established under DESPP/DEMHS;

#### Federal

- **Federal Bureau of Investigation;**
- **Federal Emergency Management Agency;**
- **United States Coast Guard;**
- **United States Department of Homeland Security;**
- **United States Transportation Security Administration;**

#### Non-Governmental Organizations

- **CT Chapter of American Red Cross**, representing 5, Emergency Management; 6, Mass Care; 14, Long Term Recovery;
- **United Way, 2-1-1**, representing 5, Emergency Management; 6, Mass Care; 14, Long term Recovery; and 15, External Communications;
- **Chair, CT Volunteer Organizations Active In Disaster**, representing 6, Mass Care;
- **InfraGard**, representing the Private Sector and 7, Resource Support/Private Sector
- Such other local, state, federal or nongovernmental agencies as the Chair determines.

### **ARTICLE IV MEETINGS**

**4.1 Regular Meetings.** *The regular meetings of the Advisory Council shall be held at the Office of the Chief State’s Attorney in Rocky Hill, or other designated location. At a minimum, the Advisory Council shall meet quarterly, with other meetings to be held as needed. DESPP and DEMHS staff shall provide support to the Advisory Council.*

### **ARTICLE V EMERGENCY SUPPORT FUNCTION WORKING GROUPS**

**5.1 Emergency Support Function Working Groups: Establishment.** *The Advisory Council Chair/DEMHS Deputy Commissioner shall convene such Emergency Support Function (ESF) Working Groups as are necessary to assist in fulfilling the mission of DEMHS and the Advisory Council. DESPP and DEMHS staff shall provide support to the Working Groups. The Advisory Council Chair/DEMHS Deputy Commissioner shall establish or eliminate working groups as is appropriate to address the needs of the State. ESFs may be identified by name and number, or by name alone. The terms “Committee” and “Working Group” may be used interchangeably.*

**5.2 Definition and Mission.** *Emergency Support Functions (ESFs) are defined as discipline-oriented working groups. The mission of the ESF Working Groups is to foster collaborative planning and procedures within a particular discipline. The ESF group structure is intended to provide statewide policy and planning, as well as a resource tool, including support of the State Emergency Operations Center.*

**5.3 ESF Working Group Members: Chair(s).** *The purpose of the ESF Working Groups is to advise and make recommendations to DEMHS. The DEMHS Deputy Commissioner shall approve the selection of a Chair or Co-Chairs by and for each Working Group, who will preside at that working group’s meetings and will report the status and nature of the group’s activities to the DEMHS Advisory Council. Every effort will be made to provide broad representation of that discipline’s interest groups on each of the ESF Working Groups.*

**5.4 ESF Task Forces.** *The DEMHS Deputy Commissioner may establish such mission-oriented ESF Task Forces as are necessary to address specific emergency management or homeland security issues as they arise. Members of the Task Forces may include one or more members of related ESF Working Groups. Representatives of the ESF Working Groups shall chair or serve on ESF Task Forces as requested by the DEMHS Deputy Commissioner.*

**5.5 ESF Working Groups and Task Forces Designated.** *ESF Working Groups and Task Forces may include the following :*

- **ESF 1: Transportation and Transportation Security;**
- **ESF 2: Communications;**
  - **State Interoperable Communications;**
  - **Telecommunications Restoration Task Force;**
- **ESF 3: Public Works, Critical Infrastructure;**
  - **Debris Management;**
- **ESF 4: Fire Prevention and Control/State Fire Plan;**
- **ESF 5: Emergency Management;**
  - **Child Emergency Preparedness;**
    - **Child Care**
  - **Regional Collaboration;**
  - **Citizens Corps;**
  - **Training;**
  - **Incident Management Teams;**
- **ESF 6: Mass Care;**
- **ESF 7: Resource Support/Private Sector Coordination;**
  - **Commodities Distribution Task Force;**
  - **Credentialing;**
- **ESF 8: Public Health and Medical Services;**
  - **Medical Reserve Corps;**
- **ESF 9: Search and Rescue;**
  - **Evacuation Task Force;**
- **ESF 10: Hazardous Materials Response;**
  - **HazMat Teams;**
- **ESF 11: Agriculture and Natural Resources;**
  - **State Animal Response Teams;**
- **ESF 12: Energy and Utilities;**
  - **Fuel Task Force;**
  - **Water Task Force;**
- **ESF 13: Law Enforcement/Homeland Security;**
- **ESF 14: Long Term Recovery and Mitigation;**
- **ESF 15: External Communications;**
- **ESF 19: Functional Needs;**
- **ESF 20: Marine, Port Security.**

## **1.6 Situation and Assumptions**

Connecticut is the third smallest state in land mass, and the fourth most densely populated, with a population of about 3.5 million. Connecticut has eight counties, but they are geographic entities only; there is no county government. The Connecticut River bisects the state, which is also bisected by major interstate highways,

including I-84, I-91, and I-95. The state is situated between two major metropolitan areas, Boston and New York City. Three of the eight counties are statistically included in the New York City combined statistical area. The major natural hazards facing the state are severe weather in the form of flooding, tropical storms, and snow and ice. A record-breaking blizzard in February of 2013 represented Connecticut's fifth major natural disaster in two years. In January of 2011, Connecticut received a Presidential major disaster declaration for a record-breaking snowstorm that occurred on January 11-12, 2011. In the intervening two years, Connecticut's state and local governments and residents have experienced Tropical Storm Irene, the October Nor'easter, and Super Storm Sandy, resulting in four Presidential major disaster declarations prior to the February blizzard, which resulted in a fifth Presidential major disaster declaration. Human-caused tragedies include the Sandy Hook shootings, which took place in December of 2012.

Connecticut's hazards are described in more detail in the State's Threat and Hazard Identification and Risk Assessment (THIRA), and in its Hazard Identification and Risk Assessment (HIRA).

### 1.6.1 Planning Assumptions

1. Although the majority of disasters in Connecticut are managed locally, a disaster can occur with little or no warning, and can escalate to exceed the response capability of any single local authority or responding organization.
2. Achieving and maintaining effective individual and community preparedness is the first line of defense against disasters and can reduce the immediate stress on response organizations. This level of preparedness requires continual public awareness and education to ensure residents and businesses take precautions to reduce their emergency vulnerability, especially during and immediately after disaster impact.
3. Local governments utilize available resources and access mutual aid before requesting state assistance.
4. Local governments coordinate together through the five DEMHS Regional Emergency Planning Teams, and will utilize their Regional Emergency Support Plans to seek mutual aid among municipalities.
5. Municipalities will also use the Connecticut Intrastate Mutual Aid system, Conn. Gen. Stat. Section 28-22a, to seek mutual aid from other municipalities not necessarily within their DEMHS regions.
6. Local officials involved in emergency management initiate actions that save lives and protect property and the environment while maintaining direction and control of resources within their areas based on procedures outlined in a Local Emergency Operations Plan (LEOP).
7. DEMHS is always available to support local emergency management.
8. When state resources and capabilities are exhausted, additional resources are available through the Emergency Management Assistance Compact (EMAC), the International Emergency Management Compact (IEMC), and the federal government.
9. Emergency planning is based on pre-incident identification of at-risk populations and facilities and the determination of resource shortfalls and contingencies.
10. Persons who anticipate needing special care in emergency situations will inform their functional needs requirements to their Local Emergency Management Director or other local officials before an emergency occurs.
11. Each state or local agency and volunteer organization documents and seeks reimbursement, as appropriate and available, for expenses incurred during disaster operations.
12. DEMHS, state agencies, and the State Emergency Operations Center (SEOC) utilize the principles of the National Incident Management System (NIMS) when coordinating or involved in a state-level response to or supporting recovery in an incident.
13. The SEOC acts as a multi-agency coordination center (MACC) when activated and is a component of the state Multi-Agency Coordination System (MACS).

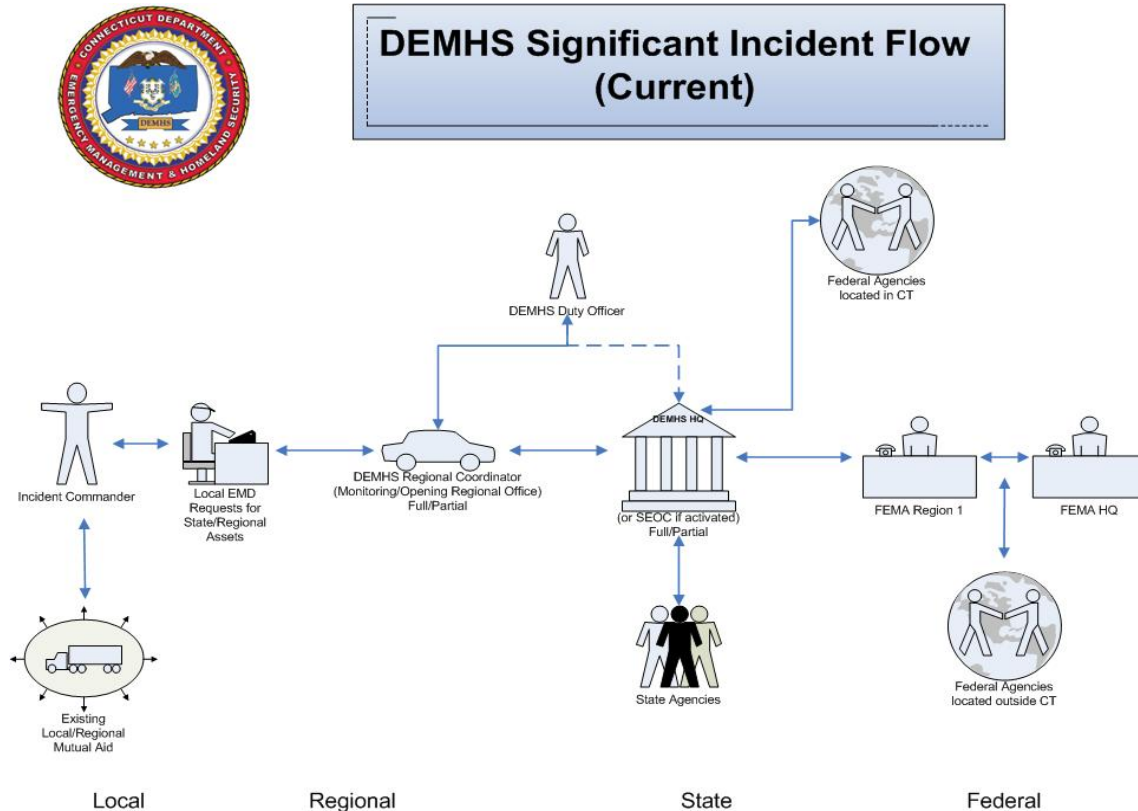


14. Government actions at local, state, judicial, legislative, and executive levels are executed according to statute and based on continuity of government planning to ensure stability of leadership in preparing for and responding to all hazards.
15. The purpose of State government and its respective agencies and subdivisions during incidents and emergency situations is to assist local jurisdictions in providing for residents and visitors based on the following priorities: life safety, incident stabilization, and property conservation in that order.

### 1.7 Logistics Support and Resource Requirements

Through its five regional offices and the State Emergency Operations Center if activated, DEMHS coordinates logistics and resource support for any municipality, tribe or other jurisdiction in the state that is overwhelmed by a disaster or incident. Under NIMS, DEMHS operates the state’s logistics branch with two section chiefs, one for internal logistics, to support the SEOC, and one for external logistics, ESF 7. Within the operations of the State EOC, DEMHS follows the principles of ICS while accommodating the five DEMHS regions by managing resource requests through a Resource Request Management Unit. The Unit monitors requests for resources from municipalities, as well as from other state agencies, other states, or from non-governmental sectors. Appropriate Task Forces are activated to address these requests, including Evacuation Support, Commodities Distribution, Mass Care, Utilities and Communications Restoration, and Generators and Fuel. Requests are handled by up to five resource request unit staff members assigned to monitor each of the five DEMHS regions. The Unit is led by the Resource Request Unit Leader who maintains overall awareness of the process and handles requests that do not fall into one of the easily identifiable categories.

The flow of requests is as follows:



12/16/2009

### 1.7.1 Credentialing

Connecticut maintains a Credentialing guide as part of its ESF 7 resource support process. See Appendix A section A.7.

## 1.8 Plan Maintenance

The State Emergency Management Director, working through the DEMHS Planning Manager and other key staff, conducts regular reviews of and updates to the SRF. DEMHS engages its partners regularly in plan development and improvement.

## 1.9 Current Key Framework Initiatives

### 1.9.1 Mass Care Working Group, ESF 6

#### 1.9.1.1 DEMHS Mass Care Coordinator/EOC ESF 6 Mass Care Task Force

Recognizing that Mass Care is a vital component of emergency preparedness, response, and recovery, the DEMHS established an ESF 6 *Mass Care Working Group* to the DEMHS Advisory Council. The *Mass Care Working Group* is charged with providing recommendations to the Council on regional and statewide solutions to high priority issues critical to assuring adequate shelter, nourishment and care throughout Connecticut during emergency events that exceed local capacity. The focus areas include:

- Sheltering Capacities and Capabilities
- Mass Feeding
- Shelter Staffing
- Co-location of persons, including those with functional needs, service animals and family pets

The Mass Care work group includes, among others, DEMHS, Department of Public Health (DPH), CT American Red Cross (CT ARC), the Connecticut Emergency Management Association (CEMA), Voluntary Organizations Active in Disaster (VOAD), CT State Animal Response Team (CT SART), Citizen Corps, and the Office of Protection and Advocacy for Persons with Disabilities (OPA); Governor's Liaison to the Disabled Community; Department of Social Services, Developmental Services, Mental Health & Addiction Services, Department of Administrative Services, Department of Correction, Commission on the Deaf and Hearing Impaired, Office of Policy & Management, Transportation, DESPP CSP, University/Education System, U.S. Coast Guard, Army Corps of Engineers, the CT National Guard, Salvation Army, and CT United Way 211.

DEMHS has designated an Emergency Management Program Specialist to operate as the DEMHS Mass Care Coordinator to organize the ESF 6 Mass Care Task Force if needed at the State EOC.

#### 1.9.1.2 Connecticut Child Emergency Preparedness Committee

Recognizing the importance of planning for children in emergencies, DEMHS reconstituted the CT Child Safety and Crisis Response Committee (now called the Child Emergency Preparedness Committee), bringing together state, federal and local partners. The work of this committee continues under DESPP/DEMHS.

In Connecticut, it is estimated that over 200,000 children are enrolled in child care centers, child day care homes, and before and after school facilities. As part of this initiative funded by the American Recovery and Reinvestment Act of 2009, the state Departments of Social Services, Public Health, and Emergency Management and Homeland Security (DEMHS), Connecticut Commission on Children and CT United Way 2-1-1 are working with Save the Children, local emergency response personnel and local child care programs to ensure an enhanced level of preparedness amongst the child care community. This initiative is examining disaster preparedness plans for the child care community currently in place in Connecticut. In partnership with state and



local emergency officials, the initiative will enhance existing measures and provide additional training to child care providers so they are prepared to address the unique needs of children in an emergency.

Impact - Preparedness, Response and Recovery planning within the child care community is essential to ensuring the safety of children, their child care providers, and the greater community. Child care programs provide a foundation for young children's physical, emotional and cognitive well-being, and are essential to community recovery in the aftermath of an emergency. The inability of child care facilities to re-open following an emergency can force families to leave children unaccompanied or in unsafe, informal care, increasing their risk of injury or abuse while parents seek recovery assistance. Child care is essential to jump-starting local economies following an emergency. A reliable workforce needs safe, secure child care for employees to resume work.

As a result of Connecticut's commitment to emergency preparedness and children, an *Act Concerning Children Affected by Disaster and Terrorism* Public Act 11-66 was passed. This Act requires DEMHS to amend current civil preparedness plans and programs to include planning activities specifically for children and youth in the event of natural or man-made disasters and terrorism.

#### **1.9.1.3 State Long Term Recovery Committee (ESF 14)**

As a result of the destruction caused by Super Storm Sandy, the State Long Term Recovery Committee, led by The Deputy Commissioner of DEMHS, the Department of Insurance and the Department of Economic and Community Development, has convened a number of smaller work groups to address recovery issues including housing, individual assistance, natural and cultural resources, and community planning and capacity building. Working collaboratively with the Federal and State Disaster Recovery Coordinators, as well as with a number of state and local agencies and officials, this group is not only addressing current needs, but has created a framework for future recovery planning and operations.

## Section 2.0 Concept of Operations

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The following are generally accepted concepts of emergency response operations in the State of Connecticut. These concepts are generally valid in any type of disaster or emergency, except where specific policies or operational procedures set forth in this plan or another emergency operations plan state otherwise.

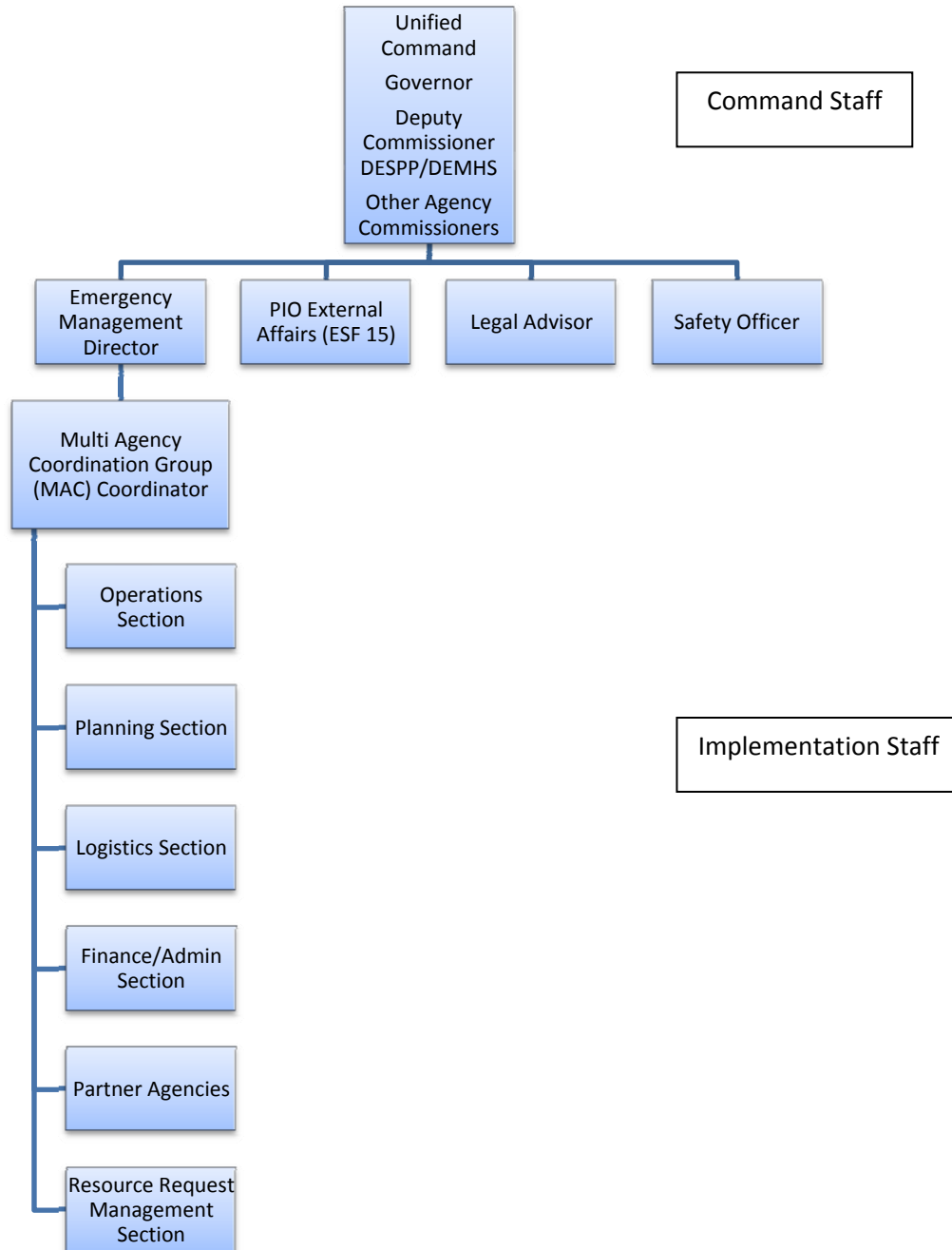
Within the National Incident Management System, in times of emergency, DEMHS, through the SEOC, operates, supports and oversees a Multi-Agency Coordination (MAC) System, which is a combination of facilities, equipment, personnel, procedures and communications integrated into a common system with responsibility for coordinating and supporting incident management activities.

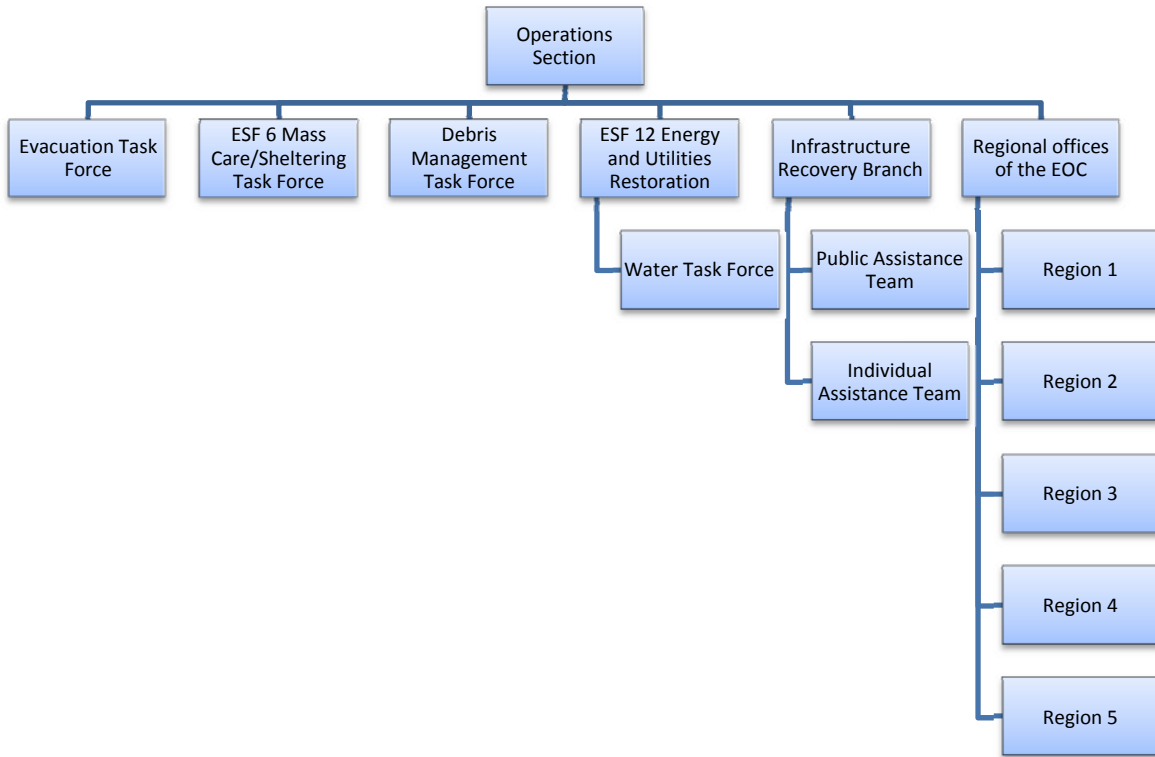
The State of Connecticut MAC includes an operations section, planning section, logistics section, finance and administration section, and partner agencies' ESFs.

DEMHS' primary functions in the SEOC during activation are:

- Determine Incident Priorities, Acquire and Allocate Critical Resources;
- Support Relevant Incident Management Policies and Interagency Activities;
- Coordinate with other MAC systems (Other State EOCs, etc.);
- Coordinate with the Locals (EMDs, Local Chief Executive Officers, etc.);
- Support and Maintain the Common Operating Picture (collecting and analyzing and reporting information [Situation Reports];
- Convene appropriate Task Forces to address emerging issues;
- Maintain and support the Governor's Public Information Team/Joint Information System (JIS).

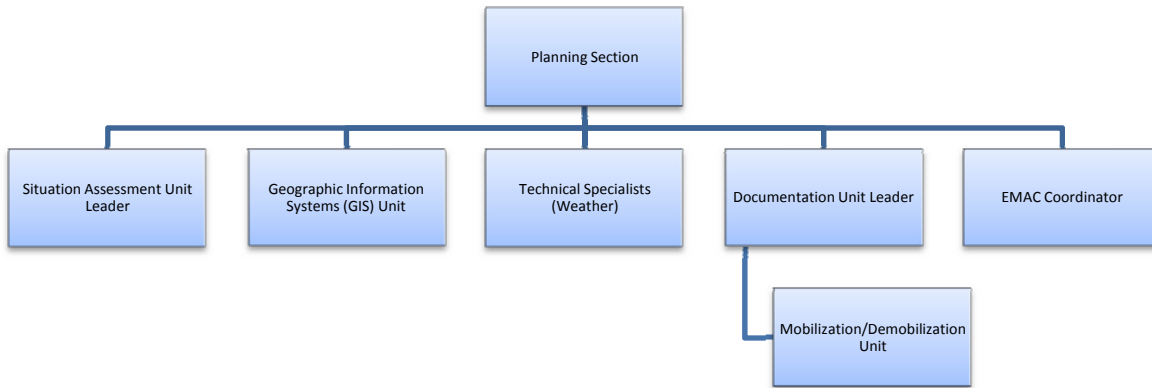
# MAC SYSTEM in the STATE EMERGENCY OPERATIONS CENTER





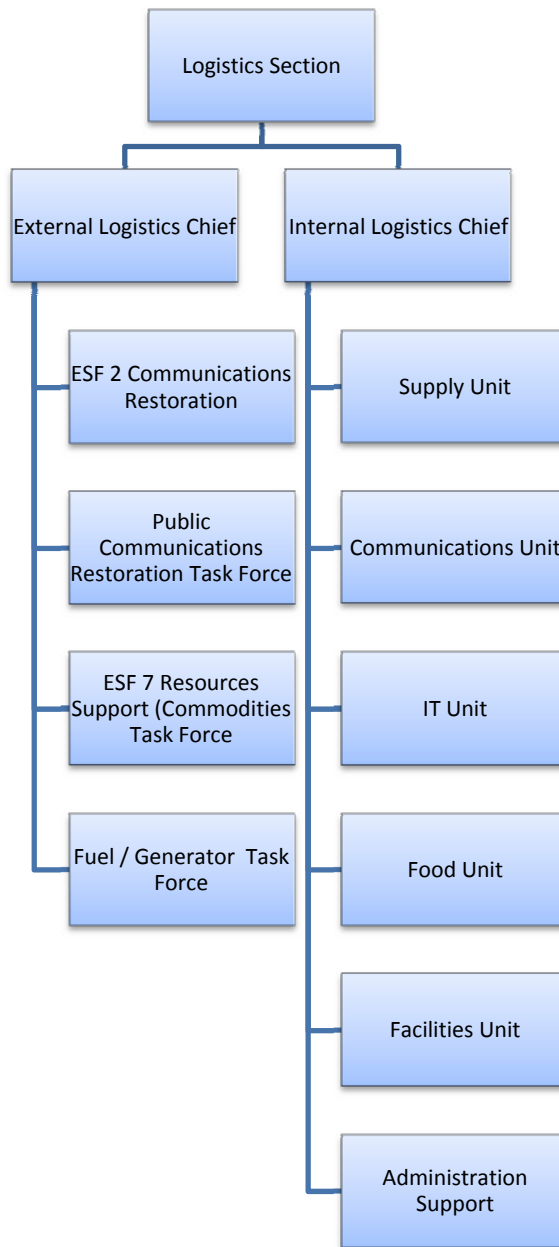
**Operations Section**

The Operations Section is responsible for managing State tactical operations to accomplish the incident objectives as detailed in the Incident Action Plan (IAP). The need to expand the Operations Section is generally dictated by the number of tactical resources involved and is influenced by span of control considerations



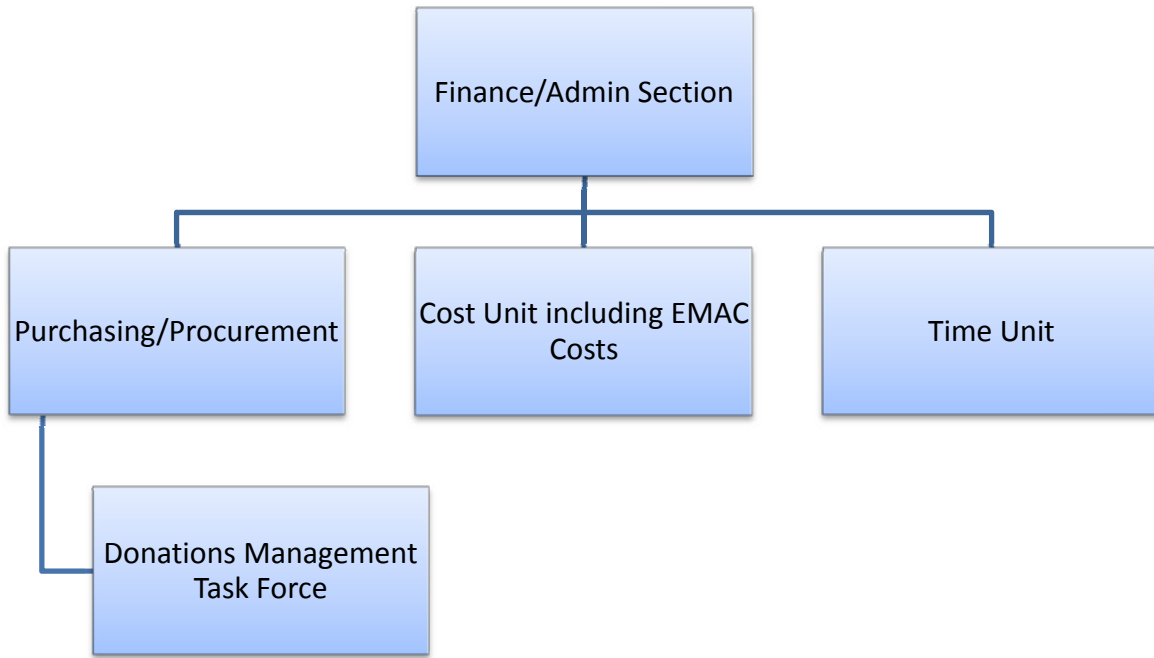
**Planning Section**

The Planning Section’s primary responsibility is to review and evaluate incident situation information and develop an Incident Action Plan, issue situation reports, review relevant incident and contingency plans and offer advice to Command Staff. The Planning Section can expand as necessary to include units for Situation Assessment Unit, Demobilization Unit, Resources Unit, etc.

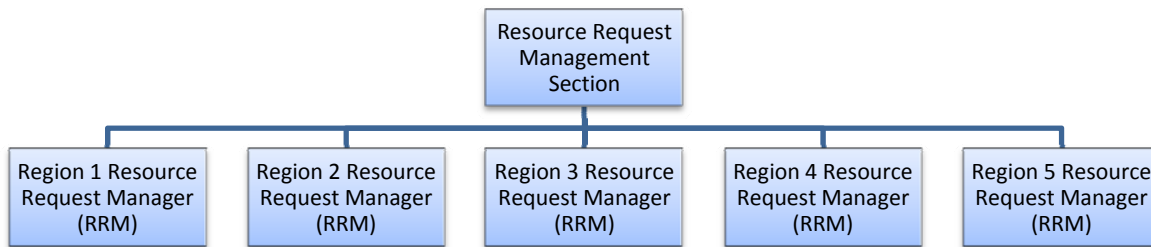


**Logistics**

The Logistics Internal Section is geared to supporting personnel and resources directly assigned to, and critical to the operation of, the SEOC. At the direction of the State Emergency Management Director, through the MAC Coordinator, the Logistics External Section may also be activated to arrange for assets and resources to enhance emergency management/response operations external to the SEOC.



**Finance/Administration**  
The Finance/Administration Section is responsible for monitoring incident-related costs and administering procurement contracts. This section may not be activated on all incidents. The Incident Commander retains responsibility for all finance-related activities until the Finance/Administration Section has been activated.



The Resource Request Management Section is responsible for managing the requests for resources from municipalities as well as other state agencies, other states, or from non-governmental sections.



**Mobilization of forces by the DESPP Deputy Commissioner for DEMHS.** The DESPP Deputy Commissioner for DEMHS may, under Connecticut General Statutes §28-5(c), take all preparatory steps, including the full or partial mobilization of civil preparedness forces in advance of an actual disaster, as may be necessary for the prompt and effective operation of the state emergency management (emergency response/emergency operations) plan. See also Conn. Gen. Stat. §§28-6, 28-7(f).

**Governor's Authority to Take Control of Any and All Forces of the State.** In the event the Governor declares a state of civil preparedness emergency, pursuant to Conn. Gen. Stat. §28-9, he may personally take direct operational control of any or all parts of the civil preparedness forces and functions in the State. The Governor may also take such actions as are reasonably necessary to protect the health, safety and welfare of the people of the state, to prevent or minimize loss or destruction of property, and to minimize the effects of hostile action. See also Conn. Gen. Stat. §§28-6, 28-7(f). The Governor's possible actions include:

- Mobilize emergency response and emergency management personnel at the municipal level if the state needs them—Conn. Gen. Stat. §28-7(f);
- Declare a state of emergency (Conn. Gen. Stat. §28-9); the declaration becomes effective upon filing with the Secretary of the State;
  - if the disaster is manmade, the legislature may meet and disapprove within 72 hours of filing with Secretary of the State. Also, if legislature not in session, Governor must meet with legislative leaders as soon as possible after the filing of the proclamation;
- Modify or suspend . . . any statute, regulation, or requirement or part thereof whenever in his opinion it is in conflict with the efficient and expeditious execution of civil preparedness functions. (Conn. Gen. Stat. §28-9(a)); this modification of suspension must be thoroughly explained and its full text must be filed with the Secretary of the State within four days of its declaration;
- Mobilize state or local offices of emergency management to carry out Governor's order (Conn. Gen. Stat. §28-9(b));
- Order and enforce blackouts (Conn. Gen. Stat. §28-9(c));
- Designate vehicles and persons that may move and the routes they will take (Conn. Gen. Stat. §28-9(d));
- Take appropriate measures to protect the health and safety of inmates of state institutions and school children (Conn. Gen. Stat. §28-9(e) );
- Evacuate all or part of the population of affected or threatened areas, and take such steps as are necessary for the receipt and care of such evacuees (Conn. Gen. Stat. §28-9(f));
- Take any other steps the Governor thinks necessary to protect the public health, safety and welfare and to protect property (Conn. Gen. Stat. §28-9(g));
- Enter purchase or lease agreements with appropriate federal agencies to provide temporary housing for disaster victims (Conn. Gen. Stat. §28-9a(a)(1));
- Assist affected municipalities in acquiring sites for temporary housing (Conn. Gen. Stat. §28-9a(a)(2));
- Advance or lend money from the state's emergency contingency fund or any other source (Conn. Gen. Stat. §28-9a(2)(A));
- Take land, real property, vehicles or other property necessary to protect the public (Conn. Gen. Stat. §28-11).

**Distinction Between Operational Control and Direction of Emergency Forces.** A distinction is made between (1) —operational control and (2) —direction of emergency forces. Operational control consists of the functions of: assignments of tasks; designation of objectives and priorities, and; such other control as is necessary to accomplish the mission. When a local jurisdiction's forces are operationally engaged within its own boundaries,

both operational control and direction of emergency forces are retained. When either State or local civil preparedness forces are sent elsewhere, operational control is exercised by the authority at the scene of the operation, but direction is retained by the parent jurisdiction. Conversely, forces sent to the aid of a locality from other State or local jurisdictions, civil or military, come under local operational control, but remain under direction of the parent agency. Direction of civil preparedness forces is retained at all times by the appropriate civil or military authority and includes the authority to commit to, or withdraw from, emergency operations. See, for example, Conn. Gen. Stat. §§28-6(b), 28-7(f), 28-8.

**Mutual Aid as First Means of Assistance.** Mutual aid agreements between local governments in effect at the time of the emergency are the first means of obtaining assistance when a city or town's resources are exhausted or nearly exhausted. See for example, Conn. Gen. Stat. §§28-8, 7-310, 7-277a. Local governments may also use the statutory Intrastate Mutual Aid System, which allows each municipality within the state to assist any other municipality. See Connecticut General Statutes §28-22a.

**Order of Mobilization for Emergency Forces Supporting Local Officials.** City and town governments shall be responsible for all people and property within their boundaries and jurisdictions to the limits of their resources. Emergency operations will be carried out principally by local forces supported by mutual aid, then, if requested, state forces, and, as available and needed, by military and/or federal forces. See, for example, Conn. Gen. Stat. §28-7(f).

**Local Requests for State Assistance.** Requests by local governments for State assistance shall be made through the appropriate DEMHS Region Office. State resources may include, but not be limited to, activation of volunteer civil preparedness force members, including Community Emergency Response Teams (CERT) in accordance with Title 28 of the Connecticut General Statutes.

**Activation and Use of the Connecticut National Guard.** The Connecticut National Guard, State Military Department, if available, may be activated by the Governor to support local and/or state civil preparedness forces. In such event, however, it would complement and not substitute for other state or local forces in emergency operations. Military forces will remain at all times under military command but will support and assist other emergency forces through mission-type assignments to include objectives, priorities, and other information necessary to the accomplishment of the mission.

**Local Government Situation Reports.** Local governments are responsible for providing periodic situation reports to appropriate DEMHS Regional Offices whenever local civil preparedness forces are engaged in emergency operations or are preparing for emergency operations (increased readiness) in anticipation of an actual disaster or emergency.

**State Government Line of Succession.** The Constitution of the State of Connecticut, in Article IV (4), provides the following line of succession of State Government:

1. The Governor of the State (Section 5)
2. The Lieutenant Governor of the State (Section 18)
3. The President Pro Tempore of the Senate (Section 19)

The Constitution further provides "in order to insure continuity in operation of State and local governments in a period of emergency resulting from disaster caused by enemy attack, the general assembly shall provide by law for the prompt and temporary succession to the powers and duties of all public offices, the incumbents of which

may become unavailable for carrying on their powers and duties." Article XII (11), section 3. In addition, under Conn. Gen. Stat. §4-8, —each department head shall designate one deputy who shall in the absence or disqualification of the department head, or on his death, exercise the powers and duties of the department head until he resumes his duties or the vacancy is filled.

**DEMHS Line of Succession.** For purposes of the operation of the State Emergency Operations Center, the line of succession is the DESPP Deputy Commissioner for DEMHS, the State Emergency Management Director, or such other employee as the Deputy Commissioner or Director may designate.

**Common Tasks of State Agencies in Emergency Response.** All agencies and departments have common tasks as follows:

- a. Implement plans and procedures to protect inmates, institutionalized persons, and department personnel;
- b. Thoroughly document agency emergency operations including maintenance of activity and resource request logs at the SEOC and departmental EOCs;
- c. Account for disaster-related expenditures for equipment, supplies, material and labor utilized by the agency;
- d. Render reports to the SEOC as required;
- e. Follow the succession of leadership as described in Conn. Gen. Stat. §4-8 (see above) and the agency's Continuity of Operations Plan (COOP);
- f. As requested by DEMHS, and in accordance with Conn. Gen. Stat. Section 28-5(e), participate in pre-emergency planning, training, and exercises, including serving on, leading or supporting emergency preparedness working groups, committees or task forces convened by DEMHS.
- g. As requested by DEMHS, participate in, lead, or support Task Forces that are convened by DEMHS or the Governor in response to an emergency.
- h. Following a disaster, the agency will participate in a pre-assessment damage assessment as requested by DEMHS. This includes conducting a damage assessment, completing the Pre-assessment for State Agency forms provided by DEMHS and submitting them within the requested timeframe.

**Responsibility of State Agencies To Perform Missions Not Specifically Assigned.** All State agencies and departments not specifically assigned missions in an emergency operations plan will be expected to respond to emergencies, within their respective capabilities:

- a. As directed by the Governor, or requested by DESPP Deputy Commissioner for DEMHS/State Emergency Management Director; or
- b. When, in their judgment, the welfare or safety of the State is threatened.

**Authority of State Agency Heads to Commence Emergency Operations.** Department and agency heads, or anyone legally administering their offices, shall activate their departmental standard operating procedures for emergencies:

- a. By direct order of the Governor, by request of the DESPP Deputy Commissioner for DEMHS or the State Emergency Management Director, or
- b. When, in their judgment, the welfare or safety of the state is threatened.

State Departments or agencies will provide copies of their emergency operations plans and procedures to DEMHS and will update those copies as needed.

**State Agency Heads or Designees to Staff SEOC.** Maximum coordination of resources will be achieved through the presence of commissioners, department heads or their designees at the SEOC, located at the Armory.

**Responsibility of Governor in Requesting Federal Assistance.** The Governor is responsible for requesting federal emergency relief and disaster assistance on behalf of local governments, businesses, and residents of the state. See, for example, Conn. Gen. Stat. §§28-9, 28-9a, 28-9d.

**Responsibility of DESPP/DEMHS Deputy Commissioner, State Emergency Management Director, and Agency Heads to Advise Governor Regarding Emergency Response Actions, Orders and Directives.** The DESPP Deputy Commissioner for DEMHS, the State Emergency Management Director and agency/department heads are responsible for advising the Governor in the Unified Command of emergency response actions and orders appropriate to the emergency situation. The Governor is responsible for issuing orders and giving directives to state agencies and other non-state officials as the situation warrants.

**Communications: State to Advise Local Officials of Appropriate Protective Actions.** Whenever appropriate, and time and circumstances permit, the SEOC will provide local officials with recommended protective actions for the public as well as with other recommended actions appropriate to the emergency situation. Communications between the SEOC and local officials may include, but not be limited to, the following:

- a. Conference calls;
- b. Faxes or emails through DEMHS Regional Offices;
- c. Radio contact through DEMHS Regional Offices, the SEOC, or DEMHS Headquarters;
- d. Other available technology.

**State to Advise Public through Media.** The SEOC will provide the public with recommended protective actions and other information through the media, which may include:

- a. Mass alerts through emergency notification systems (e.g., CT ALERT and Emergency Alert System);
- b. Public inquiry support may be provided by United Way 211.
- c. Broadcast Media including CT-N. CT-N has a live web stream that can broadcast 24/7 to the world wide web.
- d. Social Media—mainly Twitter and Facebook will be used when possible.
- e. Communications designed to reach non-English speaking residents as well as those with functional needs.

## 2.1 State Emergency Operations Center

The State Emergency Operations Center (SEOC) is the State's coordination center for emergency services during any major emergency affecting the State of Connecticut. The SEOC is activated when ordered by the Governor, after advisement by the Commissioner of the Department of Emergency Services and Public Protection, the DEMHS Deputy Commissioner, State Emergency Management Director, or one of their designated representatives.

The Primary SEOC is located on the ground floor of the State Armory, 360 Broad Street, Hartford, Connecticut; phone number 860-566-3180.

Day-to-day operations are conducted from regional offices that are widely dispersed throughout the State. When a major emergency or disaster strikes, centralized unified emergency management is needed. The Governor's Unified Command operates from the SEOC.

The SEOC operates under the nationally-recognized National Incident Management System (NIMS).

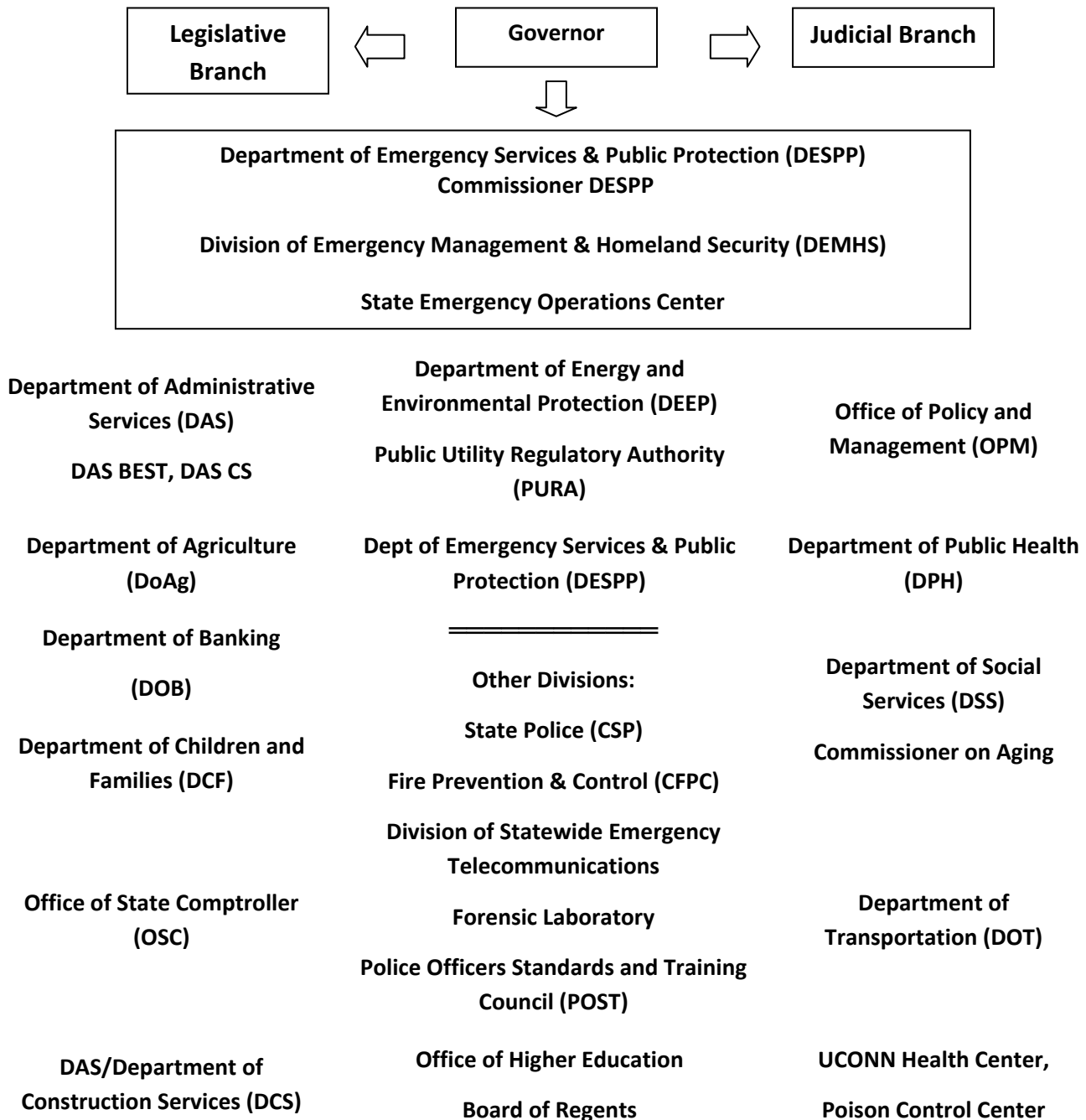
An EOC provides a central location of authority and information and allows for face-to-face coordination among personnel who must make emergency decisions. The following functions are among those performed in the State of Connecticut EOC:

- Receiving and disseminating warnings;
- Developing policies;
- Collecting intelligence from and disseminating information to the various SEOC representatives and, as appropriate, to municipal, military and federal agencies;
- Preparing intelligence/information summaries, situation reports, operation reports and other reports as required;
- Maintaining general and specific maps, information display boards and other data pertaining to emergency operations;
- Continuing analysis and evaluation of all data pertaining to emergency operations;
- Controlling and coordinating, within established policy, the operations and logistical support of the fire service resources committed to the emergency operations;
- Maintaining contact with support EOCs, be it regional or local, other jurisdictions and levels of government;
- Providing emergency information and instructions to the public, including making official releases to the media and the scheduling of press conferences as necessary in coordination with the Governor's Press Office.

## Section 3.0 Functional Roles and Responsibilities

The following chart shows State Agencies and Non-Governmental Organizations generally involved in disaster response in the State of Connecticut. A detailed list of agency roles and responsibilities follows the chart.

**Figure 3-1 Governor, State Agencies, and Non-Governmental Organizations Involved in Disaster Response**



<b>Department of Consumer Protection (DCP)</b>	<b>Department of Insurance (DOI)</b>	<b>United Way – 211</b>
<b>Department of Correction (DOC)</b>	<b>Department of Labor (DOL)</b>	<b>Adventists Community Services</b>
<b>Division of Criminal Justice</b>	<b>Office of the Chief Medical Examiner (OCME)</b>	<b>American Red Cross (ARC)</b>
<b>Department of Developmental Services (DDS)</b>	<b>Department of Mental Health and Addiction Services (DMHAS)</b>	<b>Salvation Army</b>
<b>State Department of Education (SDE)</b>	<b>Military Department</b>	<b>CT Voluntary Organizations Active in Disaster (CT VOAD)</b>
<b>Department of Economic and Community Development (DECD)</b>	<b>Department of Motor Vehicles (DMV)</b>	
<b>Department of Housing</b>		

### 3.1 The State Role

A primary role of state government is to supplement and facilitate local efforts before, during and after incidents. The State provides direct and routine assistance to its local jurisdictions through emergency management program development and by routinely coordinating and collaborating with federal officials. Under the Stafford Act, the State is responsible for requesting federal emergency assistance for communities and, at their request, tribal nations. The following section summarizes the roles of the Governor and key state agencies before, during and after an emergency, particularly in the event of a natural or other disaster:

#### 3.1.1 Governor

Responsibilities include but may not be limited to:

- Directing activation and implementation of the State emergency response plans (NOTE: This is a prerequisite to receiving federal assistance under the Robert T. Stafford Emergency Relief and Disaster Assistance Act, PL 93-288, as amended.);
- Directing and controlling emergency and non-emergency public information by assigning appropriate personnel to provide public information as specified in State emergency response plans.
- Ordering activation of National Guard units;
- Declaring civil preparedness emergencies and invoking emergency powers as appropriate under Section 28-9, Conn. Gen. Statutes, including but not limited to:
  - 1) ordering the evacuation of stricken or threatened areas and taking such steps as are necessary for the receipt and care of evacuees (Conn. Gen. Stat. §28-9(f));
  - 2) ordering into action local civil preparedness mobile support units or other civil preparedness forces (Conn. Gen. Stat. §§28-5(c), 28-6, 28-7(f), 28-9(b));



- 3) ordering state agencies or instrumentalities to clear wreckage and debris from publicly or privately owned lands and waters (Conn. Gen. Stat. §28-9c);
  - 4) modifying or suspending statutes, regulations or requirements which conflict with the expeditious and efficient execution of civil preparedness functions (Conn. Gen. Stat. §28-9(a); and
  - 5) seizing and using real or personal property as the public exigency requires (Conn. Gen. Stat. §28-11);
- Declaring driving bans under Section 3-6, C.G.S. or ordering other appropriate actions necessary under Section 3-1, C.G.S
  - Evaluating the need for federal disaster assistance and directing DEMHS to develop formal requests for Presidential disaster or emergency declarations or U.S. Small Business Administration disaster declarations as appropriate (Conn. Gen. Stat. §§28-9a, 28-9b, 28-9d);
  - Directing the Department of Agriculture to develop formal requests for USDA assistance as appropriate;
  - Inviting FEMA officials into the state during the pre-declaration phase of a disaster to observe disaster-related conditions in the state and to review the situation with state officials;
  - Requesting or authorizing requests by the Adjutant General, State Coordinating Officer, or other appropriate official for specialized military assistance;
  - Executing the Federal-State Agreement in the event of a Presidential disaster or emergency declaration;
    - Making, in coordination with DEMHS, American Red Cross, and FEMA, public appeals for assistance for response and recovery;
  - If appropriate, activating the Interagency Debris Management Task Force; and
  - If appropriate, activating existing mechanisms to solicit donations.
  - Through the Governor's Non-Profit Liaison, communicating to and from state non-profit providers regarding emergency management issues, including unmet needs and the availability of federal disaster aid.

### 3.1.2 Connecticut State Agencies and Offices

#### 3.1.2.1 All Agencies

In addition to Common Tasks of State Agencies in Emergency Response listed in the Concept of Operations, Section 2, and fulfilling the mission assignments listed below, all agencies shall support emergency operations as specifically directed by the Governor's Office or through DEMHS. This may also include staffing the SEOC, Task Forces, and Disaster Recovery Centers (DRCs) and developing public information as situations warrant.

State agencies operate under the National Incident Management System (NIMS), and wherever possible, follow a standardized Incident Command System (ICS), including the convening of Unified Command, agency Incident Management Teams, and creation of Incident Action Plans.

During times of non-emergency, all state agencies are expected to participate as directed by DEMHS in planning, training, and exercise activities. See Conn. Gen. Stat. Section 28-5(e). DEMHS has established a number of work groups and committees under the DEMHS Advisory Council. The purpose of these groups is to facilitate collaborative emergency planning and preparedness activities, and to promote coordinated and integrated programs and policies. The work groups/committees are composed of state, local, federal, and private sector partners. The following is a partial list of these work groups:

- Interoperable Communications Committee (ESF 2)



- Citizens Corps Advisory Council (ESF 5)
- Child Emergency Preparedness Committee (ESF 5, 6)
- Regional Collaboration Committee (ESF 5)
- State Long Term Recovery Committee (ESF 14)
- Medical Reserve Corps (ESF 6, 8)
- Public Health Advisory Committee (ESF 6, 8)
- Resource Support/Commodities/Private Sector (ESF 7)
- Incident Management Committee (ESF 5)
- Energy and Utilities Work Group (ESF 2,12)
- Statewide Long Term Recovery Committee (ESF 14)
- Public Information Work Group (ESF 15)

These groups are generally organized around the concept of Emergency Support Functions (ESFs) or Recovery Support Functions (RSFs). State agencies are expected to lead, support, or other participate in these work groups or committees as requested by DEMHS. The following is a list of ESFs with likely state agency roles:

- ESF 1 Transportation: DOT/CSP/DOC/CT NG
- ESF 2 Communications: DAS (BEST)/ DESPP DEMHS/ DSET/CSP
- ESF 3 Public Works: DAS/DOT/DEEP
- ESF 4 Fire: DESPP CFPC/DAS (Construction Services)
- ESF 5 Emergency Management: DEMHS
- ESF 6 Mass Care: DPH/DSS//DDS/DCF/DOC/DCP/DMHAS/Aging
- ESF 7 Resource Support/Private Sector: DAS/DOC/CT NG/DCP
- ESF 8 Public Health: DPH/DSS/Aging
- ESF 9 Search and Rescue: DESPP (CSP, DEMHS, CFPC)
- ESF 10 Hazardous Materials Response: DEEP/CFPC/CSP/DEMHS
- ESF 11 Agriculture and Natural Resources: DoA/DEEP/DECD
- ESF 12 Energy: DEEP (PURA)/OPM/DAS (Construction Services)
- ESF 13 Law Enforcement/Homeland Security: DESPP (CSP, POST, DEMHS Office of Counter Terrorism)
- ESF 14 Long Term Recovery and Mitigation: DOI/DECD/Housing/ DEMHS/DSS/DEEP
- ESF 15 External Affairs: DESPP/DEMHS/Office of the Governor/Joint messaging

In addition, during times of emergency or in preparation for a possible emergency, DEMHS convenes state agencies and other partners as needed as Task Forces to address short-term missions.

### **3.1.2.2 Department of Administrative Services (DAS)**

Responsibilities include, but may not be limited to:

- Facilitating the acquisition of medical and food supplies.
- Providing vehicles and fuel to state employees with disaster or emergency assignments, including support of any joint FEMA-State Preliminary Damage Assessments.
- Requesting, receiving, analyzing and summarizing reports from state agencies regarding the influence of the incident upon absenteeism within the state workforce and the essential functions that may be or are threatened as a result.
- Serving as requested on any SEOC Task Force, including the State ESF 7 Resource Support Task Force.

- Issuing state contracts for relief supplies, equipment, and services, as needed.
- Reviewing and updating the Debris Management Contract, as needed.
- Activating the contract at the direction of the Interagency Debris Management Group.
- Requesting that state agencies activate their Incident Management Teams/Unified Commands, monitor directions from the SEOC command staff, report their status and problems through the WebEOC, and carry out their Continuity of Operations plans.

#### **DAS - Facilities Management**

Responsibilities include but may not be limited to:

- Monitoring state facilities in impacted areas for security and damage related effects.
- Assisting in identifying and opening shelters at state owned facilities.
- Approving the leasing of all state property and maintaining an inventory of same.

#### **DAS – Bureau of Enterprise Systems and Technologies (BEST)**

Responsibilities include, but may not be limited to:

- Supporting and restoring the communications infrastructure; facilitating the recovery of systems and applications from cyber attacks; and coordinating Federal communications support to response efforts during incidents requiring a coordinated Federal response.
- Addressing cyber security issues that result from or occur in conjunction with incidents.
- Staffing the State EOC and DRCs; may also staff JFOs, JICs, JOCs and other facilities as requested by DEMHS.
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State Telecommunications Restoration Task Force.
- Providing telecommunication support in Emergency Management facilities as needed.
- Arranging for information technology equipment, installation, repair, programming, and troubleshooting at the State EOC and at other locations as needed and requested.
- Facilitating the acquisition of communications and information technology equipment and services.
- Requesting and coordinating activities through the National Communication Service for emergency telecommunications service priority (TSP) and wireless priority services (WPS).
- Activating the DOIT ECC and Communications Center.
- Monitoring and reporting on the condition of the state agency telecommunications infrastructure.
- Coordinating agency business continuity and information technology disaster recovery plans in conjunction with agencies' staff, to include the activation of our out of state hot site when necessary.
- Providing coordination and support for statewide geospatial information resources through the State Geospatial Council, as needed.

#### **DAS—Division of Construction Services (DCS)**

Responsibilities include but may not be limited to:

- Office of the State Fire Marshal
- Office of the State Building Inspector
- Serving on any DEMHS or SEOC Task Force.

#### **3.1.2.3 Department of Agriculture (DoAg)**

Responsibilities include but may not be limited to:

- Assessing the agricultural impact of any disaster or emergency and providing DEMHS with such written reports as it may require for use in developing requests for Presidential disaster or emergency declarations.
- Serving as requested on any DEMHS or SEOC Task Force.
- Developing for the Governor formal requests for agricultural assistance from the United States Department of Agriculture (USDA).
- Monitoring agricultural products for bacteriological contamination and implementing appropriate controls.

#### **3.1.2.4 Department of Banking (DOB)**

Responsibilities include but may not be limited to:

- Regulating state chartered banks, credit unions and other financial institutions in emergencies declared by the Governor.
- Serving as requested on any DEMHS Task Force.
- Regulating the sale of investment securities to Connecticut residents as well as the conduct of brokerage firms and their personnel involved in such sales, subject to such emergency controls as may be imposed by the Governor and/or at the national level.
- The securities markets are national in scope. Therefore, the Department of Banking has established close working relationships with the Boston and Washington, DC offices of the Securities and Exchange Commission; the Financial Industry Regulatory Authority (FINRA), a self-regulatory organization created under the Securities Exchange Act of 1934; and major exchanges such as the New York Stock Exchange to respond to major threats. Any biological, radiological or other major attack impacting the ability of the securities markets to process trades would clearly have an adverse effect on Connecticut residents. In addition, note that the NASDAQ Exchange maintains an Operations Command Center for monitoring NASDAQOMX systems in Shelton, Connecticut. Additionally, the Department of Banking would notify the Federal Reserve, the Conference of Bank Supervisors, the CT Credit Union League, CT Bankers Assoc., and the National Association of State Credit Union Supervisors.

#### **3.1.2.5 Department of Children and Families (DCF)**

Responsibilities include but may not be limited to:

- Implementing the State of Connecticut Behavioral Health Disaster Plan with partners at the Department of Mental Health and Addiction Services and the University of Connecticut Health Center through the CT Disaster Behavioral Health Response Network (CT-DBHRN).
- Serving as requested on any DEMHS or SEOC Task Force, including the State ESF 6 Mass Care Task Force.
  - Coordinating the provision of psychological first aid services for victims and their families at a family assistance center if established or at other appropriate location.
  - Coordinate the provision of psychological first aid for emergency responders at the scene.
  - Providing medical support to the Department of Public Health as outlined in plans for addressing pandemic flu and other community health issues impacting children and families.
  - Coordinating the provision of behavioral health services to children and families affected by incidents involving chemical agents or weapons of mass destruction.
  - Coordinating with Federal Agencies and or nongovernmental support/response:
    - Substance Abuse and Mental Health Services Administration (through DBHRN)
    - Center for Mental Health Services
    - Center for Substance Abuse Treatment

- Center for Substance Abuse Prevention
- Federal Emergency Management Agency (FEMA) (through DBHRN)
- Crisis Counseling Grant – Immediate Services
- American Red Cross Behavioral Health (through DBHRN)
- DCF Network of contracted medical, behavioral health, and community support services including but not limited to Outpatient Psychiatric Clinics for Children (OPCC) and Emergency Mobile Psychiatric Services.

#### **3.1.2.6 Office of the State Comptroller (OSC)**

Responsibilities include but may not be limited to:

- Designing an accounting system for disaster funds to meet federal regulations.
- Serving on any DEMHS or SEOC Task Force.

#### **3.1.2.7 Department of Consumer Protection (DCP)**

Responsibilities include but may not be limited to:

- Inspecting food establishments, warehouses, supply houses, slaughterhouses and processors affected by a disaster, and issuing appropriate regulatory orders to ensure consumer safety. Additional assets from Liquor and Drug Control would be utilized.
- Assist the SEOC and the Fuel/Generator Task Force by providing current and updated information on local gas stations and fuel supplies.
- Serving on any DEMHS or SEOC Task Force.
- Developing public information, especially during the recovery phase, to advise disaster victims about dealings with contractors, good consumer practices, etc.
- Providing food, medical and pharmaceutical supplies.
- Implementing and maintaining the statewide database that assists the “Cities Readiness Initiative” from the Center for Disease Control (CDC) that enables the critical infrastructures and closed Points of Dispensing (PODs) to establish the pre-event inventory requirements of antibiotics; and medical supplies
- Assisting in the Chempack program.
- DCP partners: DCP would interact with FDA, USDA, CSP, DEA, CDC as well as local health & public safety entities. In the event of an attack on the food supply DCP inspectors would work with FDA and USDA assets to identify, isolate, and properly dispose of contaminated foodstuffs. Local and State law enforcement agencies would assist in this process.

#### **3.1.2.8 Department of Correction (DOC)**

Responsibilities include but may not be limited to:

- Assisting other state agencies as requested with the evacuation of institutionalized and/or other special needs persons through the limited provision of vehicles and personnel.
- Provide assistance and support to DEMHS and the SEOC as outlined in the Memorandum of Understanding Number 2013CAU-21, dated March of 2013, including leading and/staffing the State ESF 7 Resource Support Task Force and DEMHS Regional Offices.
- Serving on any other DEMHS or SEOC Task Force.
- Assist with joint FEMA-State Preliminary Damage Assessments.
- Providing mass food or shelter services as possible.
- Providing staff to augment any field offices in direct relation to any DOC facilities.
- Assisting with security and law enforcement as requested by Connecticut State Police (CSP) in relation to facility perimeters.

- Providing technical assistance, personnel, and equipment in direct relation to any agency facility or building.
- In consultation with the Incident Commander and the Commanding Officer of CSP Emergency Services, assuming Incident Command of any situation requiring a tactical response to any DOC facility or building.
- Deploying the DOC Tactical Operations Unit to:
  - Standby for and conduct a Tactical Operation (if necessary) on any DOC facility or building.
  - Provide any other specialized services and/or equipment as needed.
- Providing DOC transport buses to assist with evacuation of any DOC facility or building or for other needs as deemed necessary by the Incident Commander.
- If DOC facilities or buildings are involved, providing public information through the JIC regarding status.

#### **3.1.2.9 Division of Criminal Justice**

Responsibilities include but may not be limited to:

- Staffing the FBI Command Post, Joint Operations Center (JOC) and Joint Information Center (JIC), as requested by the FBI or DEMHS to provide legal advice as to Connecticut criminal laws and procedures and to coordinate state prosecutorial resources.
- Serving on any DEMHS or SEOC Task Force.

#### **3.1.2.10 Department of Developmental Services (DDS)**

Responsibilities include but may not be limited to:

- Notifying DDS facilities of the emergency and determining if assistance is required.
- Serving as requested on the State ESF 6 Mass Care Task Force or any other SEOC or DEMHS Task Force.

#### **3.1.2.11 Department of Economic and Community Development (DECD)**

Responsibilities include but may not be limited to:

- Assessing the impact of a disaster/ emergency upon businesses, industries and the general economy of CT or affected area and providing DEMHS with such written reports as may be required.
- Providing qualified personnel to serve on joint Federal/State Preliminary Damage Assessment (PDA) Teams as requested by DEMHS.
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State Long Term Recovery Committee, State ESF 14.
- Implementing housing assistance plans, in coordination with DEMHS following Presidential declaration of disaster if the State elects to administer this program.
- Maintaining up-to-date lists of local housing providers (LHAs, Nonprofits) and local rental assistance providers for use in locating available housing.

#### **3.1.2.12 Department of Housing**

Responsibilities include but may not be limited to:

- Serving on, leading or supporting any DEMHS or SEOC Task Force, including, but not limited to the State ESF 6 Mass Care; a Housing Task Force, or; State Long Term Recovery Committee, State ESF 14.

#### **3.1.2.13 State Department of Education (SDE)**

Responsibilities include but may not be limited to:

- Facilitating communication and public information with school systems.
- Assisting with crisis counseling.
- Serving on any DEMHS or SEOC Task Force.

### 3.1.2.14 DESPP - Division of Emergency Management and Homeland Security (DEMHS)

DEMHS primary functions in the EOC during activation are:

- Situation Assessment
- Incident Priority Determination
- Critical Resource Acquisition and Allocation
- Support Relevant Incident Management Policies and Interagency Activities
- Coordinating with other MAC systems (Other State EOCs, etc.)
- Coordinating with the Locals (EMDs, Local Chief Executive Officers, etc.)
- Support and Maintain the Common Operating Picture (collecting and analyzing and reporting information (Situation Reports), maintaining the JIC by establishing, with the Governor's Office, a regular communications rhythm.
- Train and assign personnel to support emergency operations at the SEOC or other areas of operation/management.
- Stand up such Task Forces as are necessary to support the management and operations of the emergency.
- Coordinating Interoperable communications.
- Activating volunteer civil preparedness forces.
- Activating Urban Search and Rescue (USAR) as requested.
- Coordinating and disseminating public information.
- Maintaining and implementing the State Radiological Emergency Response Plan (RERP) for events at Millstone Station in Waterford, CT or Indian Point in Buchanan, NY as appropriate.
- Conducting hazard mitigation activities as appropriate.
- Serving on the Debris Management Task Force and implementing the State Debris Management Plan.
- Coordinating activities with the DEMHS Office of Counter Terrorism, as appropriate
- Determining the need for, requesting, and coordinating a Preliminary Damage Assessment (PDA) of the disaster-affected areas in conjunction with FEMA.
- Drafting, for the Governor's signature, formal requests for Presidential disaster and emergency declarations under the Stafford Act and for U.S. Small Business Administration disaster declarations.
- Determining number and location of Disaster Recovery Centers (DRCs) in conjunction with FEMA.
- Coordinating the federal/state meeting subsequent to a Presidential declaration.
- Coordinating state agency staffing of DRCs, Disaster Field Offices ( DFOs) and Joint Field Offices (JFOs) as appropriate.
- Disseminating emergency data and information to local governments, state, and federal agencies.
- Documenting DEMHS emergency management activities.
- In times of non-emergency, DEMHS responsibilities include, but are not limited to:
  - Those found in Conn. Gen. Stat. Title 28, including providing the venue and process for collaborative, coordinated and integrated planning, training, exercise activities.

### 3.1.2.15 DESPP - Division of State Police

- Responsible for conducting both criminal and motor vehicle investigations in 82 of the 169 towns in Connecticut.
- Responsible for patrolling 600 miles of limited access highways, 7,000 miles of state and local roads.
- Receiving and relaying warnings to local governments as per the State Warning Plan.
- Operate the State's 700/800 MHz Radio System
- Controlling access to dangerous or impassable sections of state-maintained and/or state- patrolled roads; Controlling traffic and access on State roads and highways traversing or passing near the incident scene.
- Monitoring dams, particularly state dams, as requested by the CT Department of Energy and Environmental Protection (DEEP), for high water levels and visible signs of loss of structural integrity and notifying appropriate state and local officials.
- Relaying warnings received from CONVEX (Connecticut Valley Electric Exchange) regarding hydroelectric dam releases and/or possible dam failures to appropriate state and local officials in accordance with specific warning plans for individual dams.
- Providing assistance, as requested, to local civil preparedness forces primarily for the purposes of search and rescue, route alerting, anti-looting, traffic control, curfew enforcement, and limiting access to a disaster area.
- Providing emergency transportation for state and federal officials.
- Serving on any DEMHS or State EOC Task Force, including but not limited to the State ESF 1 Evacuation Task Force.
- Assisting with victim identification through fingerprint, dental and DNA analysis.
- Exercising Incident Command System (ICS) authority, as available (e.g. agent detection, reconnaissance for living victims, etc.).
- Assisting local law enforcement with perimeter security, access control, and anti-looting patrols of evacuated areas
- Deploying the State Police Emergency Services Unit (ESU) which will provide specialized services and equipment as requested by the Incident Commander such as:
  - Bomb Squad
    - Incidents involving explosives
    - Search for explosives (K9)
    - Fireworks seizures
    - Storage of explosive evidence (**not** including IED's) as evidence
    - Technical assistance for Post Blast Investigations
      - Destruction of old ammunition, flares and chemical munitions
    - In the case of a crime scene or investigation of a suspected Chemical, Biological, Radiological, Nuclear, or Explosive (CBRNE) incident, the DPS Emergency Services Unit (ESU) shall assume responsibility for collection, packaging, and transportation of evidence in accordance with an MOU with the FBI who has primary jurisdiction in such incidents.
  - Hazardous Materials Technician assistance
    - Any incident involving the use or threatened use of a Weapon of Mass Destruction including Chemical, Biological, Radiological, Nuclear, High Yield Explosives (CBRNE) types of Incidents.
  - Dive and Marine Unit
    - Any emergency in a marine environment including:
    - Lost boaters



- Search & rescue
- Underwater evidence recovery
- Hull and pier sweeps
- Tactical Team
  - Any high risk incident including:
    - Barricaded subjects; hostage situations; searches for armed and dangerous subjects
    - High risk warrant service
    - Special transportation protection (e.g. high risk prisoners, narcotics, firearms)
    - Dignitary protection
      - Crisis Negotiators for any tactical situation as well as suicidal individuals threatening the use of physical force against themselves or another.
- Civil Disturbance teams for any civil disturbance or riot situation -Minimum Control Forces will be provided by each State Police district command and still be able to provide adequate patrol coverage and response.
- Canine assistance is available for the following types of situations:
  - Tracking, building search, criminal apprehension
  - Search and rescue
  - Body recovery
  - Searches for explosives, narcotics and evidence of accelerants in suspected arson situations
  - Training in the above areas for those agencies meeting the needs requirements
- Aviation assistance is available for the following types of situations:
  - Surveillance
  - Traffic enforcement
  - Search and rescue
  - Marijuana field location and eradication
  - Aerial photo missions
  - Tactical operations and medical transport
- Emergency Medical support is available for tactical situations, Weapons of Mass Destruction incidents, mass casualty incidents, and search and rescue.
- Central Criminal Intelligence Unit provides electronic surveillance and special equipment for intelligence monitoring / communication.
- Public Information Office gathers and disseminates timely and accurate information regarding law enforcement efforts to the public through various print and broadcast media in the State of Connecticut.

### **3.1.2.16 DESPP – Commission on Fire Prevention and Control (CFPC)**

Responsibilities include but may not be limited to:

- Activating and implementing the State of Connecticut Statewide Fire Service Disaster Response Plan.
- Movement and/or staging of pre-identified Task Forces, Strike Teams or resources for timely response into an affected area.
- Staffing the State EOC and/or DEMHS Regional Office to assist with mutual aid from the Statewide Fire Service.
- Serving on any DEMHS or SEOC Task Force.
- Assisting with collection and/or dissemination of information from the Fire Services.



**3.1.2.17 DESPP—Division of Emergency Telecommunications**

Responsibilities include but may not be limited to:

- 9-1-1 public safety answering point coordination
- Public Safety Data Network coordination
- Telecommunicator certification program (emergency dispatchers)
- Serving on any DEMHS or SEOC Task Force.

**3.1.2.18 DESPP-Division of Scientific Services**

- Provide resources as requested and necessary
- Serving on any DEMHS or SEOC Task Force.

**3.1.2.19 DESPP – Police Officers Standards and Training Council (POST)**

Responsibilities include but may not be limited to:

- Assisting with collection and/or dissemination of information from local law enforcement agencies.

**3.1.2.20 Department of Energy and Environmental Protection (DEEP) – *(Note: many of the State’s utility companies report to the directly to the State EOC - in person or via email/phone – therefore the actions below may be handled by the utilities.)***

Responsibilities include but may not be limited to:

- Investigating, monitoring and advising on the condition of private, municipal and State dams:
- Implementing the DEEP Oil and Chemical Spills Plan as appropriate.
- Assessing radiation risks from radiological sources and releases of radioactive material.
- Activating the New England Compact on Radiological Health as appropriate.
- Providing technical assistance to law enforcement and local officials regarding radiological sources and radioactive material.
- Coordinating with the US Nuclear Regulatory Commission and other federal agencies regarding inspection of radiological sources and radioactive material.
- Coordinating with the US Nuclear Regulatory Commission and other federal agencies regarding response to radiological sources and radioactive material.
- Developing public information, in coordination with the Governor's office, relative to environmental health hazards, including but not limited to, severe storms, tornadoes, floods, hurricanes, and coastal storms.
- Evacuating and securing all DEEP-owned land as necessary.
- Conducting search and rescue operations on DEEP-owned land, and assisting with other search and rescue operations through the provision of rescue boats and crews.
- Inspecting municipal water pollution control facilities and advising on protective actions and repairs.
- Providing technical assistance to local officials regarding the operations and management of dikes, dams, and other water control structures.
- Advising on the feasibility of land use for temporary housing sites and mass burial sites.
- Serving on the Debris Management Task Force and implementing the State Debris Management Plan.
- Advising on timber salvage, emergency debris disposal, and open burning.
- Notifying bulk oil terminal storage facilities of anticipated flood conditions and water levels, providing technical assistance to terminal operators.
- Assisting FEMA with the development of 15- and 90-day Hazard Mitigation Reports following a Presidential disaster or emergency declaration.

- Development of 180-day State Hazard Mitigation Plans following Presidential disaster declaration.
- Requesting emergency funding from appropriate federal agencies for stream channel restoration, clearing, or other emergency work.
- Documenting agency emergency response activities, flood warning operations, and recovery actions.
- Coordinating with the U.S. Army Corps of Engineers regarding operation of Corps flood control projects in an emergency, ice jams, and other situations with flooding implications that may require involvement by the Corps.
- Coordinating with the U.S. Coast Guard, as appropriate, regarding the USCG's National Strike Team which may be called upon to react to major incidents of oil pollution or hazardous release.
- Assisting state agencies and local authorities with emergency debris removal.
- Providing qualified personnel to serve on Joint Federal/State Preliminary Damage Assessment (PDA) Teams.
- Operating the State Automated Flood Warning System.
- Requesting federal fire suppression assistance.
- Serving on any DEMHS or SEOC Task Force, including but not limited to leading or supporting the State ESF 12 Energy Restoration Task Force, Water Task Force, Interagency Debris Management Task Force.
- Monitoring and reporting to DEMHS on the restoration, maintenance and operation of utility services.
- Providing DEMHS with periodic updates on utility company operations and service interruptions throughout the emergency phase.
- Developing and submitting to DEMHS such written reports as it may require regarding the impact of a natural disaster upon utility operations.
- DEEP partner organizations:
  - New England Conference of Public Utility Commissioner (NECPUC) - provides regional regulatory assistance on matters of common concern to the six New England states. It addresses issues challenging the electricity, gas, telecommunications and water industries.
  - Independent Systems Operator of New England (ISO-NE) - ensures the day-to-day reliable operation of New England's bulk power generation and transmission system.
  - Federal Energy Regulatory Commission (FERC) - an independent agency that regulates the interstate transmission of electricity, natural gas, and oil.

#### **3.1.2.21 DEEP/ Public Utility Regulatory Authority**

Responsibilities include but may not be limited to:

Pre event:

- Designated and acts as a single point of contact and liaison providing direct coordination with all other State, regional and Federal Departmental response elements as requested by the Governor's Office, EOC and the affected utilities.
- Has a primary and secondary liaison officer(s) who reports to the State EOC when called upon and is available on an around the clock basis if needed.
- The liaisons are trained in Incident Command and the National Incident Management System.
- Provide input to periodic readiness assessments and participating in training and exercises aimed at continuous improvement of prevention, response, and recovery capabilities.
- Provide appropriate staffing and participate in planning and exercises for short-term and long-term emergency management, restoration and protection operations, and the development of

supporting operational plans, SOPs, checklists, or other job aids in concert with existing first-responder standards.

- Provide qualified personnel for assessing impact and damage to transmission, distribution and service lines, telephone facilities, pipelines and other regulated utility systems.
- Communicate with utilities in advance of storms or other significant emergencies.
- Provide technical support for the EOC, as requested.
- Coordinate with DOE, NERC, NARUC and other utility sector agencies and develop procedures for responding to regional outages.
- Develop contact list and calling tree of State agency personnel for use to facilitate restoration and protection efforts during emergencies.
- Continuously identifying capabilities required to prevent or respond to new emergency threats and hazards, or to improve the ability to address existing threats.

At the EOC:

- Serve as the state's liaison to Connecticut's regulated and unregulated utility companies and State agencies to facilitate critical utility infrastructure protection and restoration.
- Serve on appropriate Task Forces at the EOC as requested by DEMHS.
- Furnishing available personnel as requested by Governor's Office/EOC.
- Provides technical assistance/guidance to federal and other state agencies.
- Coordinates with the EOC, Governor's Office and the utility companies to prepare and release public information regarding the emergency.
- Assist with disseminating emergency information and guidance to the public, private, and government organizations. All press releases are coordinated through the Governor's Office.
- If proprietary information is received from affected public or privately owned facilities, legal counsel should be consulted prior to disseminating such information.
- Keep the Governor's Office/EOC team informed of any utility related problems that may cause or contribute to extended outage(s).
- Accompany damage assessment teams when requested to do so.
- Receive and respond to information requests from municipalities and utility providers.
- Work with utilities on priority restoration of critical infrastructure, such as hospitals, prisons, water/wastewater plants, nursing homes and prisons.
- Processing of waiver requests for the utilities.
- Facilitate public utilities communication with local state, and federal agencies and organizations.
- Coordinate requests from the utilities for assistance from state agencies and help facilitate critical infrastructure protection and restoration.
- Monitor, evaluate and provide input to the utility companies and other support agencies and organizations that are responding to and recovering from emergencies.
- Be kept apprised of and monitor any unmet needs and priorities.
- Coordinate status reporting from all utility systems.
- Maintain notes, draft recommendations and reports as directed or appropriate.

Recovery Activities:

- Serve as the point of contact for post-event damage reports to supply, distribution, and collection systems and conduct planning section meetings.
- Establish Docket(s), if necessary.
- Conduct a "lessons learned" and "best practices" review.

- Determine whether “performance standards” have been met and whether fines should be imposed (contingent on new legislation being enacted).

#### **3.1.2.22 Office of Higher Education / Board of Regents**

Responsibilities include but may not be limited to:

- Coordinating shelter, mass feeding, non-surgical medical care, and temporary housing at state colleges, regional community colleges, and the University of Connecticut, depending upon student populations.
- Serving on any DEMHS or SEOC Task Force.

#### **3.1.2.23 Department of Insurance (DOI)**

Responsibilities include but may not be limited to:

- Assisting in the determination of insurance coverage and damage assessment, as requested by DEMHS, through adjusters affiliated with Connecticut insurance companies.
- Providing qualified personnel to serve on Joint Federal/State Preliminary Damage Assessment (PDA) Teams.
- Coordinating with DEMHS on insurance disaster recovery issues, including liaison with insurance companies and public messaging.
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State Long Term Recovery Committee, State ESF 14.

#### **3.1.2.24 Judicial Branch**

Responsibilities include but may not be limited to:

- Providing foreign language interpreters as requested by DEMHS to assist with public information and to assist disaster victims in applying for disaster assistance.
- Disposing of civil and criminal actions arising out of emergency or disaster situations, including possible hearings regarding quarantine and/or isolation of individuals.
- Providing assistance from Judicial Marshal Services to support first responders in emergency or disaster situations that may require additional support, such as use of lock-up facilities, transportation services and alternative modes of communications as needed.

#### **3.1.2.25 Department of Labor (DOL)**

Responsibilities include but may not be limited to:

- Assessing damages to commercial and industrial structures, limited to safety assessment;
- Evaluating impact of a disaster or emergency on employment and developing and submitting to DEMHS such written reports concerning disaster-caused unemployment as DEMHS may require.
- Serving on any DEMHS or SEOC Task Force.
- Providing administration and operation of unemployment assistance.
- Soliciting additional manpower to assist in recovery operations as needed.
- Developing formal requests for federally provided worker health/safety assistance, in accordance with CT Labor Department’s authority under CGS 31-368.

#### **3.1.2.26 Office of the Chief Medical Examiner (OCME)**

Responsibilities include but may not be limited to:

- Dispatching a representative to the Incident Command Post to authorize the movement of deceased persons by responders at the scene and to authorize removal of deceased persons from the scene.

- Providing and coordinating victim identification and mortuary services.
- Determining facilities to be used as temporary morgues.
- Developing requests through and in coordination with State EOC/DEMHS for Federal assistance to:
  - Assist in victim identification and mortuary services, including:
    - National Disaster Medical System (NDMS)
    - Disaster Mortuary Services Teams (DMORTs)
  - Setting up and operating temporary morgue facilities.
  - Processing, preparing, and disposing of remains.

### 3.1.2.27 Department of Mental Health and Addiction Services (DMHAS)

Responsibilities include but may not be limited to:

- Implementing the State of Connecticut Behavioral Health Disaster Plan with partners at the Department of Children and Families and the University of Connecticut Health Center through the CT Disaster Behavioral Health Response Network. (CT-DBHRN).
- Coordinating the provision of psychological first aid services for victims and their families at a family assistance center if established or at other appropriate location.
- Coordinating and providing behavioral health services to adults affected by incidents involving chemical agents or weapons of mass destruction.
- Coordinating the provision of debriefings for emergency responders at the disaster scene, when appropriate and within resources.
- Serving on any DEMHS or SEOC Task Force, including the State ESF 6 Mass Care Task Force.
- Federal and non-governmental partners:
  - Substance Abuse and Mental Health Services Administration
    - Center for Mental Health Services
    - Center for Substance Abuse Treatment
    - Center for Substance Abuse Prevention
  - Federal Emergency Management Agency (FEMA)
    - Crisis Counseling Grant – Immediate Services
  - American Red Cross Behavioral Health

### 3.1.2.28 Military Department

Responsibilities include but may not be limited to:

- Activating appropriate National Guard units upon direction of the Governor.
- Staffing the State EOC on a 24-hour basis as requested by DEMHS. (as an agency in the EOC)
- Serving on any DEMHS or SEOC Task Force, including the State ESF 1 Evacuation Task Force.
- Providing the following support services as directed by the Governor or requested by DEMHS. [*The Military Department has the capability to provide all of these functions/resources; however, capacity will be significantly diminished as each successive mission is assigned.*]:
  - evacuation assistance;
  - search and rescue operations;
  - anti-looting, access and traffic control, and curfew enforcement (declared emergencies only);
  - transportation of state and federal officials;
  - road and bridge repairs; (Road repair can only be conducted as an emergency measure to restore basic traffic ability; we do not have the capability to return roadways to full, standard capability. Bridge repair is very limited and only as an extreme measure.)

- clearance of debris;
  - emergency communications support;
  - sandbagging operations (providing personnel and equipment);
  - aerial damage assessment during or immediately following the emergency;
  - fire suppression;
  - stream channel clearance;
  - provision of emergency resource equipment (water trailers, generators, etc.) to appropriate state agencies for use and/or distribution as prioritized by the cognizant (i.e., receiving) state agency;
  - provision of shelter support at National Guard Armories;
  - Supporting the transportation of Red Cross equipment (cots);
  - logistical management operations;
  - deployment of Civil Support Team; and
  - Request CBRNE Enhanced Response Force Package (CERFP) through the National Guard Bureau to provide technical assistance, personnel, and equipment to assist with mass decontamination.
- If possible, pre-positioning personnel, equipment and supplies in anticipation of a disaster's impact.
  - Documenting agency emergency response activities.
  - Providing written reports on disaster- or emergency-related expenditures and National Guard activities as requested by DEMHS.

#### **3.1.2.29 Department of Motor Vehicles (DMV)**

Responsibilities include but may not be limited to:

- Assisting other state agencies as requested with the evacuation of institutionalized and/or other special needs persons through the limited provision of vehicles and personnel.
- Assisting the State Police through the provision of uniformed inspectors as requested. Providing communications support as necessary.
- With the Governor's approval, obtaining grant extensions of core business functions such as registrations, licenses, emissions, permits, etc. (CGS §3-6a and §28-9).
- Providing emergency transportation for State and Federal officials.
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State Fuel and Generator Task Force.
- Assisting with the identification of motor vehicles in support of the Debris Management Plan.

#### **3.1.2.30 Office of Policy and Management (OPM)**

Responsibilities include but may not be limited to:

- Providing information (census data, budget information, etc.) as requested by DEMHS for use in the development of requests for a Presidential disaster or emergency declarations.
- Expediting establishment of special accounts for disaster assistance funds and taking other actions necessary to expedite the availability of disaster assistance funds to local governments and individual disaster victims.
- Locating supplies of fuel for emergency vehicles and making recommendations for fuel allocations.
- Through the OPM State GIS Coordinator, support DEMHS in GIS initiatives and creation of products both at the SEOC and in preparation for and recovery from an event.
- Serving at the SEOC in the Fiscal Section, or on any DEMHS or SEOC Task Force.

- Assist DESPP in providing the state cost share for disaster assistance, including FEMA Other Needs Assistance and payment for resources provided under mutual aid systems such as the Emergency Management Assistance Compact (EMAC), Conn. Gen. Stat. Section 28-23a.
- Assisting in the implementation of the State Disaster Debris Management Plan.

### 3.1.2.31 Department of Public Health (DPH)

Responsibilities include but may not be limited to:

- Implementing the State of Connecticut Public Health Emergency Response Plan.
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State ESF 6 Mass Care Task Force.
- Assisting public health and sanitation efforts through the use of state laboratories;
- Support statewide efforts for immunization of the general public or selected population groups.
- Supporting Local Health, Hospitals, Extended Care, Day Care, Community and School Based Health Centers facilities during emergencies.
- Assisting the Governor's Office with public information on public health matters including:
  - provision of information on safety of food at homes and at commercial locations such as restaurants and retail markets;
  - provision of information on cleanup and decontamination; and
  - potable water supply issues.
- Coordinating with DEMHS, Military, State Police and DCP on requests for the Strategic National Stockpile (SNS) as needed.
- Assisting DEEP and local health departments in assessing biological, chemical and radiation risks.
- Coordinating the implementation of the Statewide EMS Mobilization Plan.
- Providing support to staff request made from ESAR-VHP (Electronic System for Advanced Registration of Volunteer Health Professionals).
- Acting as the State counterpart agency for Federal health/medical assistance by directing and coordinating all arriving Federal health/medical personnel, equipment, and supplies until assigned to an appropriate ICS authority by the Incident Commander and notify State EOC/DEMHS of these actions.
- Providing toxicological and health risk assessment regarding any chemical release thru State Public Health Laboratory.
- Coordinating with the DPH Laboratory, the CDC and hospital emergency departments for the collection, packaging, shipping, and analysis of patient clinical specimens.
- Considering requests for activation of the state's mobile field hospital and Disaster Medical Assistance Teams.
- Conducting Information exchanges using MedSAT and WebEOC.
- Communicating with receiving hospitals on survey of casualty information to assess total number of casualties from the event.
- Developing formal requests for Federally provided health/medical assistance to support health care facilities, EMS providers, and public health officials in the following functional areas:
  - Assessment Teams for Health/Medical Needs
  - Health Surveillance Systems
  - Medical Care Personnel including but not limited to Disaster Medical Assistance Teams (DMATs), Specialized DMATs, and Disaster Mortuary Teams (DMORTs)
  - Health/Medical Equipment and Supplies [e.g. Strategic National Stockpile, CHEMPACK (organophosphate antidotes), MARK 1 kits]



- Patient Evacuation to Definitive Medical Care Facilities that are part of the National Disaster Medical System (NDMS) network
- In-Hospital Care at Facilities in the NDMS Network
- Food/Drug/Medical Device Safety
- Chemical Hazards Effects/ Treatment/Decontamination
- Public Health Information
- Potable Water/Wastewater/Solid Waste Disposal
- Assessment of public (DWS) and private (EHS) drinking water systems
- Analysis of patient specimens for chemical agents
- Track patient clinical samples

### **3.1.2.32 Department of Social Services (DSS)**

Responsibilities include but may not be limited to:

- Serving on any DEMHS or SEOC Task Force, including leading or supporting the State ESF 6 Mass Care Task Force, a Housing Task Force; the State ESF 14 Long Term Recovery Committee;
- Assisting disaster survivors in obtaining ongoing agency services including:
  1. Transportation
  2. Supplemental Nutrition assistance (SNAP and DSNAP)
  3. Assisting disaster survivors to obtain state and federal assistance.

### **3.1.2.33 Commission on Aging**

Responsibilities include but may not be limited to:

- Serving on any DEMHS or SEOC Task Force, including leading or supporting the State ESF 6 Mass Care Task Force; a Housing Task Force; the State ESF 14 Long Term Recovery Committee;
- Assisting disaster victims, and particularly elderly disaster victims, in obtaining ongoing agency services including:
  4. Chore and handyman services
  5. Transportation
  6. Nutrition assistance
  7. Legal aid
  8. Ombudsman services
  9. Connecticut Community Care, Inc. assessment services for those at risk of inappropriate institutionalization
  10. Area Agencies on Aging
  11. Protective Services for Elders
  12. Assisting elderly disaster survivors in applying for state and federal assistance.

### **3.1.2.34 Department of Rehabilitation Services**

- Providing interpreters as requested by the Governor's Office or DEMHS to assist with public information for the deaf and to assist deaf disaster victims in applying for disaster assistance.

### **3.1.2.35 Department of Transportation (DOT)**

Responsibilities include but may not be limited to:

- Signing and barricading unsafe or impassable state highways;
- Closing appropriate rail and airport facilities as a result of damage or other unsafe conditions.



- Inspecting, repairing, condemning and/or demolishing state-maintained transportation facilities.
- Coordinating any and all transportation resources in the state to assist with the evacuation of persons needing transportation.
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State ESF 1 Evacuation Task Force.
- Providing assistance in the field for local Make Safe operations under the State ESF 12 Annex, Make Safe Protocol (see Addendum 1 to this State Response Framework).
- Providing public information, in coordination with the Governor's Office, relative to road conditions and closures, flight service, train schedules, and ferry operations.
- Clearing debris from state-maintained roads.
- Advising the Governor on such matters as:
  1. The need to declare driving bans.
  2. The need for National Guard/Military Department personnel and equipment relative to the repair or protection of transportation facilities.
- Providing assistance in the regulation of the use of inland waterways and coastal waters by non-military marine craft.
- Coordinating with U.S. Coast Guard Captain of the Port authority in relation to the closing and subsequent reopening of ports and waterways
- Providing qualified personnel to serve on Joint Federal State Preliminary Damage Assessment (PDA) Teams.
- In accordance with the State of Connecticut Disaster Debris Management Plan, providing assistance to municipalities for the purposes of debris clearance, inspection, repair and/or condemnation of transportation facilities, once departmental priorities have been met and providing limited assistance in search and rescue operations.
- Notifying the State EOC of disruptions or impending disruptions to the transportation system (e.g., road closures, bridge outages, damage to railways, etc.) and rectification of such disruptions
- Preparing formal requests for financial assistance from the Federal Highway Administration.
- Providing traffic management assistance through the DOT Highway Incident Management System.

### **3.1.2.36 University of Connecticut Health Center, Connecticut Poison Control Center**

Responsibilities include but may not be limited to:

- Providing advice and consultation to health care providers and the general public regarding the management of chemical exposures.
- In the event of a chemical terrorist attack or a Hazmat situation with the potential for chemical exposure and/or injuries, assisting in the coordination of hospital response by relaying information regarding known or possible chemical entities, as well as providing information regarding potential antidotes and their availability. Efficient deployment of these functions is dependent on early communication by first responders with the CPCC to identify substances involved or initial symptoms of those injured, as well as utilization of the C-MED/RCC system with hospital notifications.
- Utilizing toxicology clinic for subsequent follow-up of victims, or coordination of follow-up with other medical providers.
- Exposure data collected by the CT Poison Control is shared with the American Association of Poison Control Centers in near real-time and they in turn share it with the CDC.

### 3.2 Local Partners

The responsibility for responding to incidents, both natural and manmade, begins at the local level—with individuals and public officials in the municipality affected by the incident. Local leaders work with their emergency managers and first responders to prepare their communities to manage incidents locally. The Chief Elected or Administrative Official (“Chief Executive Officer”) is responsible for ensuring the safety and welfare of the people of that jurisdiction. Specifically, the Chief Executive Officer provides strategic guidance and resources during preparedness, response and recovery efforts. Emergency management, including preparation and training for effective response, is a core obligation of local leaders. See Connecticut General Statutes §§28-7, 28-8, 28-8a.

Significant incidents require a coordinated response across agencies, jurisdictions, political boundaries, and organizations.

Chief Executive Officers help their communities to prepare for, respond to, and recover from potential incidents. Key responsibilities include:

- Establishing strong working relationships with local jurisdictional leaders and core private sector organizations, voluntary agencies and community partners.
- Participating in emergency management planning, training and exercises.
- Supporting participation in local mitigation efforts.
- Ensuring that local emergency plans take into account the needs of the jurisdiction and that the plans are reviewed annually and updated as necessary in accordance with Connecticut General Statutes §28-7(a).
- Encouraging residents to participate in volunteer organizations and training courses.

The Local Emergency Management Director (EMD) has the day-to-day authority and responsibility for overseeing emergency management programs and activities. He or she works with the Chief Executive Officer, appointed officials and first responders to ensure that there are unified objectives with regard to the municipality’s emergency plans and activities. The local EMD is assisted by, and coordinates the efforts of, employees in departments and agencies that perform emergency management functions. Department and agency heads collaborate with the local EMD during development of the Local Emergency Operations Plan, and provide key response resources. Participation in the planning process ensures that specific capabilities (e.g., firefighting, law enforcement, emergency medical services, public works, social services, environmental and natural resources agencies) are integrated into a workable plan to safeguard the community.

Each Local Emergency Management Director also has key responsibilities, including:

- Coordinating the planning process and working cooperatively with other local agencies and private-sector organizations.
- Developing mutual aid and assistance agreements.
- Coordinating damage assessments during and after an incident.
- Advising and informing local officials about emergency management activities before, during, and after an incident.
- Developing and executing public awareness and education programs.
- Conducting exercises to test plans and systems and obtain lessons learned.
- Involving the public, governmental partners, private sector and non-governmental organizations in planning, training and exercises.

- Operating as the point of contact with the Division of Emergency Management and Homeland Security (DESPP/DEMHS).

*(See Connecticut General Statutes §§28-7, 28-8 and 28-8a for examples of local responsibilities regarding emergency management.)*

[Volunteerism is also a crucial element in successful emergency management. In Connecticut, many municipalities have Community Emergency Response Teams (CERT), organized under a local official. See the DEMHS web site for more information on the CERT program, as well as the Advisory Bulletins and Standard Operating Procedures and forms related to CERT activations.]

### 3.3 Regional Partners

Each DEMHS Region has a Regional Emergency Planning Team (REPT) and a Regional Emergency Support Plan (RESP). The REPTs include CEOs and representatives from the RESFs (Regional Emergency Support Functions).

The responsibilities of these regional partners include:

- Fostering collaborative planning.
- Providing assistance to the local Incident Commander and the Emergency Management Director.
- Providing for expanded mutual aid through the activation of the Regional Emergency Support Plan.
- Providing collaborative resource development and allocation of available funds.

*(See Connecticut General Statutes §28-22a for the Intrastate Mutual Aid System, which provides the guidelines for each municipality in Connecticut to provide mutual aid assistance to any other municipality in the state.)*

### 3.4 Emergency Support Functions at the State and Local/Regional Level

**DEMHS Advisory Bulletin 2007-1** outlines the role of emergency support functions (ESFs) in Connecticut. As described in Advisory Bulletin 2007-1, the definition of an ESF in Connecticut as used by DEMHS at the state and regional level has been modified somewhat from the definition used in the National Response Framework, in order to coordinate with the current organizational composition, command structure and requirements of the Connecticut emergency management community.

The rationale behind the use of the ESF structure and terminology is to encourage all levels of government in the State of Connecticut to work in a coordinated and standardized manner with our sister states, as well as with federal entities. The use of standardized functional categories will help to create a seamless transition from local to state to federal emergency management.

The following definitions and assumptions apply to ESFs in Connecticut:

- An ESF is defined as a discipline-oriented working group. ESFs at both the state and local level are intended to foster collaborative planning within a particular discipline, and not to alter existing incident management coordination. The ESF structure is intended to provide a resource tool for the Incident Commander, not to replace or interfere with any established unity of command.
- The DEMHS Regional Emergency Planning Teams, including any ESF subcommittees, are intended to develop regional resource coordination. During an incident, these Regional Emergency Planning Teams are not intended to provide a command and control vehicle—they are strictly to provide resource information, through the DEMHS Regional Coordinator, both down to the appropriate local communities and up to the SEOC.

- See DEMHS SEOC SOP, Section 6.0 of this Framework, for more detail re: the relationship between DEMHS and Regional Partners.

### 3.5 Non-Governmental Organizations (NGO)

Government agencies are responsible for protecting the lives and property of their citizens and promoting their well being. The government cannot, and does not, do this work alone, however. In many facets of an incident, government agencies work with private-sector groups as partners in emergency management. One critical component of the private sector are the non- governmental organizations (NGOs) that provide aid to people in need. In Connecticut, many of these NGOs belong to the organization known as Connecticut Volunteer Organizations Active in Disaster or CT VOAD. A number of NGOs have agreements with the State of Connecticut to supply various types of assistance before, during and after an incident. (See Section II of this Framework) For example, the Red Cross provides mass care; the Salvation Army provides canteen services; United Way 2-1-1 provides information dissemination/collection and rumor control; and the Adventist Community Service provides donations management.

NGO responsibilities may include but are not limited to:

- Identifying shelter locations and needed supplies in cooperation with local Emergency Management Directors.
- Identifying and coordinating emergency food supplies.
- Providing critical emergency services to those in need, such as cleaning supplies, clothing, food and shelter, or assistance with post-emergency cleanup.
- Providing counseling services to disaster victims.
- Providing support services to the response and recovery of the incident.

### 3.6 Private Sector

Many private sector entities are responsible for operating and maintaining portions of local, state and national critical infrastructure/key resources, which are publicly or privately controlled resources essential to operation of the economy and government. During an incident, key private sector partners should be involved in the local crisis decision making process or at least have a direct link to key local emergency management directors. Communities cannot effectively respond to, or recover from, incidents without strong cooperative relations with the private sector. When an incident escalates to require state involvement, key private sector partners, such as public utilities, may be engaged by DEMHS to participate in the Multi- Agency Coordination (MAC) system virtually or at the SEOC itself. Such interaction may occur in a number of different ways, including through CT Infraguard, and/or the State ESF 7 Resource Support/Private Sector Task Force.

Private sector responsibilities may include but are not limited to:

- Planning for the protection of employees, infrastructure and facilities.
- Planning for the protection of information and the continuity of business operations.
- Planning for the response to and recovery from incidents that impact their infrastructure and facilities.
- Collaborating with emergency management personnel before an incident occurs to ascertain what assistance may be necessary and how they can help.
- Developing and exercising emergency plans before an incident occurs.
- Establishing mutual aid and assistance agreements (where appropriate) to provide specific response capabilities.

- Providing assistance (including volunteers) to support local emergency management and public awareness during response and throughout the recovery process.
- Particularly for public utilities at the SEOC, maintaining situational awareness by reporting outage numbers; staffing of internal and local EOCs; providing situation reports; communicating restoration priorities and activities.

### **3.7 Federal Partners**

The Governor, through the Multi-Agency Coordination System, may request assistance from the federal government, including, through DEMHS, under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988, which amended the Disaster Relief Act of 1974, PL 93-288. Connecticut is located in FEMA Region 1: The Headquarters for FEMA Region 1 is in Boston, Massachusetts. FEMA Region 1 is headed by a Regional Administrator. Other federal resources and coordination with the state may be found in specific plans.

### **3.8 Interstate/International Partners**

Connecticut works with other states and nations, to develop robust mutual aid and other collaborative efforts. Emergency Management Partnerships include: the Northeast States Emergency Consortium (NESEC), comprised of the state emergency management directors and other personnel from the six New England states, New York and New Jersey; the Regional Catastrophic Planning Team, comprised of planning and emergency management representatives from New York State and City, New Jersey, Connecticut and Eastern Pennsylvania; and the International Emergency Management Group (IEMG), comprised of the New England States and the Eastern Provinces of Canada. Emergency Management Compacts to which Connecticut belong include the Emergency Management Assistance Compact (EMAC), a mutual aid system among all of the states (Connecticut General Statutes §28-23a) and the International Emergency Assistance Compact (Connecticut General Statutes §28-22d). Generally, requests by the State of Connecticut for mutual aid from other states or countries are made through DEMHS, at the direction of the Governor.

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## Section 4.0: Connecticut Pre-Activation Framework

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### 4.1 Introduction

Under Title 28, Chapter 517 of the Connecticut General Statutes, the Connecticut Department of Emergency Services and Public Protection (DESPP), Division of Emergency Management and Homeland Security (DEMHS), is responsible for emergency management and homeland security for the state. This framework document will outline pre-activation steps as well as articulate communications and coordination procedures between DESPP/DEMHS internal and external partners for a potential emergency. These activities are dependent upon the current situation status and may be scaled up or down at the discretion of the DESPP Commissioner, Deputy Commissioner of DEMHS, and the State Emergency Management Director.

### 4.2. State Unified Command Structure and Pre-Activation Activities

The state Unified Command for a state-wide or regional incident would typically be used for those incidents that go beyond municipal capacity to respond, or those incidents that require assistance from across multiple state agencies (e.g. incident response that requires integration and sustained coordination among and across multiple state agencies).

The term 'Pre-Activation' refers to actions being taken in response to a potential or developing incident prior to the activation of the state Emergency Operations Center (EOC).

The state Unified Command normally includes Commissioners from affected or involved agencies acting in support of the Governor. The composition of the state Unified Command may change depending on the event, but in general, would include the Office of the Governor, DESPP (Divisions of EMHS, CSP, and Fire Prevention and Control), DOT, DPH, DEP, and the Military Department. In some cases, Commissioners from DAS, DOC, DMV, DSS, or DoAg may be included in the Unified Command, among others, depending on the incident. The exact composition and size of the state Unified Command will depend on the type and size of the incident.

Pre-activation activities involving the state Unified Command are generally managed by DESPP/DEMHS, in the role of integrating the state-wide response to an incident and coordinating with the Governor's Office as necessary. Interaction with the Governor's Office will vary depending on the type and size of the incident. Management of the pre-activation activities have been delegated by the DESPP Commissioner to the DESPP Deputy Commissioner of the Division of Emergency Management and Homeland Security (DEMHS) and the State Director of Emergency Management.

Typically, the range of pre-activation activities include:

- Monitoring;
- Providing situational awareness;
- Pre-incident preparations and coordination by various agencies.

During the monitoring phase of an incident or potential incident, DESPP/DEMHS will track the development of a potential incident (in the case of an approaching weather system, for example). This phase may include communication and coordination with other state agencies; with federal partners such as the National Weather Service (NWS), the National Hurricane Center or FEMA; private sector partners such as utility companies, and; state and regional level Emergency Support Function Groups or Task Forces. In the case of non-weather related incidents, the monitoring phase might include coordination with homeland security or intelligence entities or

partners such as the DEMHS Office of Counter Terrorism, including the state Intelligence Fusion Center (Connecticut Intelligence Center, or CTIC), the Division of State Police, or federal partners such as the FBI, Coast Guard or the Transportation Security Administration (TSA.)

In the case of natural events, the State Director of Emergency Management will normally coordinate monitoring of situational awareness activities. In the case of Homeland Security related incidents, the monitoring and situational awareness activities would normally be coordinated by the DEMHS Office of Counter Terrorism Director with the assistance of the State Director of Emergency Management, as necessary.

Depending on the nature of the incident, DESPP/DEMHS will prepare and distribute situational awareness advisories or bulletins to appropriate partners. For a weather-related incident, this would normally include weather bulletins to all municipalities and to state agencies. Depending on the type and severity of the weather system, these weather reports might begin as soon as 3-5 days prior to the event (in the case of a potential hurricane) or might begin just a few hours prior to the event (in the case of a rapidly developing severe weather system that can produce tornadoes). In the case of homeland security-related incidents, situational awareness reports would typically be drafted and distributed via CTIC. The distribution of these reports would be based on the type and sensitivity of information contained in the report.

Situational awareness often includes conference calls among the members of the state Unified Command, or with other entities, depending on the type and extent of the incident. These conference calls provide the necessary collaboration and coordination in advance of the activation of the state EOC. Typically, the Unified Command will assemble via conference call to advise the Governor on preparations being made, and recommended actions to be taken. At some point, again depending on the nature of the incident, the state Unified Command might meet with the Governor, usually in the state EOC, as part of the pre-activation coordination activities.

Conference calls are also held with partners beyond the state Unified Command, depending on the nature of the incident. For example, in the case of a severe approaching weather system, the Unified Command would normally host a state-wide conference call with municipalities across the state to review and share information and discuss preparations being made. These conference calls also provide an opportunity for the Governor and/or the Unified Command to provide a consistent message to the first responder community.

The timing and organization of these conference calls or meetings are coordinated by DESPP/DEMHS, on behalf of the Governor's Office in the role as coordinator and integrator of the state-wide response to an incident. Examples of events for which these calls or meetings might be necessary include severe weather events such as approaching snowstorms or tropical storms/hurricanes.

Pre-incident preparations are typically initiated as a result of recommendations from the state Unified Command, based on an assessment of the incident. All appropriate state agencies, including those within the Unified Command, should take such steps as each agency deems necessary to prepare for the event.

State agency preparations normally fall within two areas:

- Preparations necessary to protect and preserve agency staff, functions and assets (this might include COOP actions if certain agency locations are no longer viable, depending on the incident)
- Preparations necessary to sustain services to the agency constituency (for example, alternative means of service delivery might be necessary in the event of certain incidents).



#### **4.2.1 DESPP/DEMHS Command Structure and Reporting for Pre-Activation Activities**

Pre-activation activities will be managed by the State Director of Emergency Management in consultation with the DESPP Deputy Commissioner of DEMHS. As the situation warrants, the Director shall assign Multi Agency Coordination System (MACS) or SEOC positions. As the number of necessary tasks increases, the Director of Emergency Management will strive to distribute work as evenly as possible so staff members can accomplish these Pre-Activation goals while still maintaining their current workload. If a certain staff member must take on numerous extra responsibilities, thereby inhibiting his/her routine DESPP/DEMHS work, the individual's supervisor and/or manager should work with staff to balance the workload. Pre-Activation tasks may take priority over routine work.

Supervisors will keep a record of the task assignments to staff and the progress of each job. This information will be reported to the Director on a revolving timeline he determines (i.e., hourly, daily, weekly). The Director, or designee, will compile and report the overall percentage of completion to the Commissioner and/or other internal and external staff.

#### **4.3 Operational Periods and the Planning "P"**

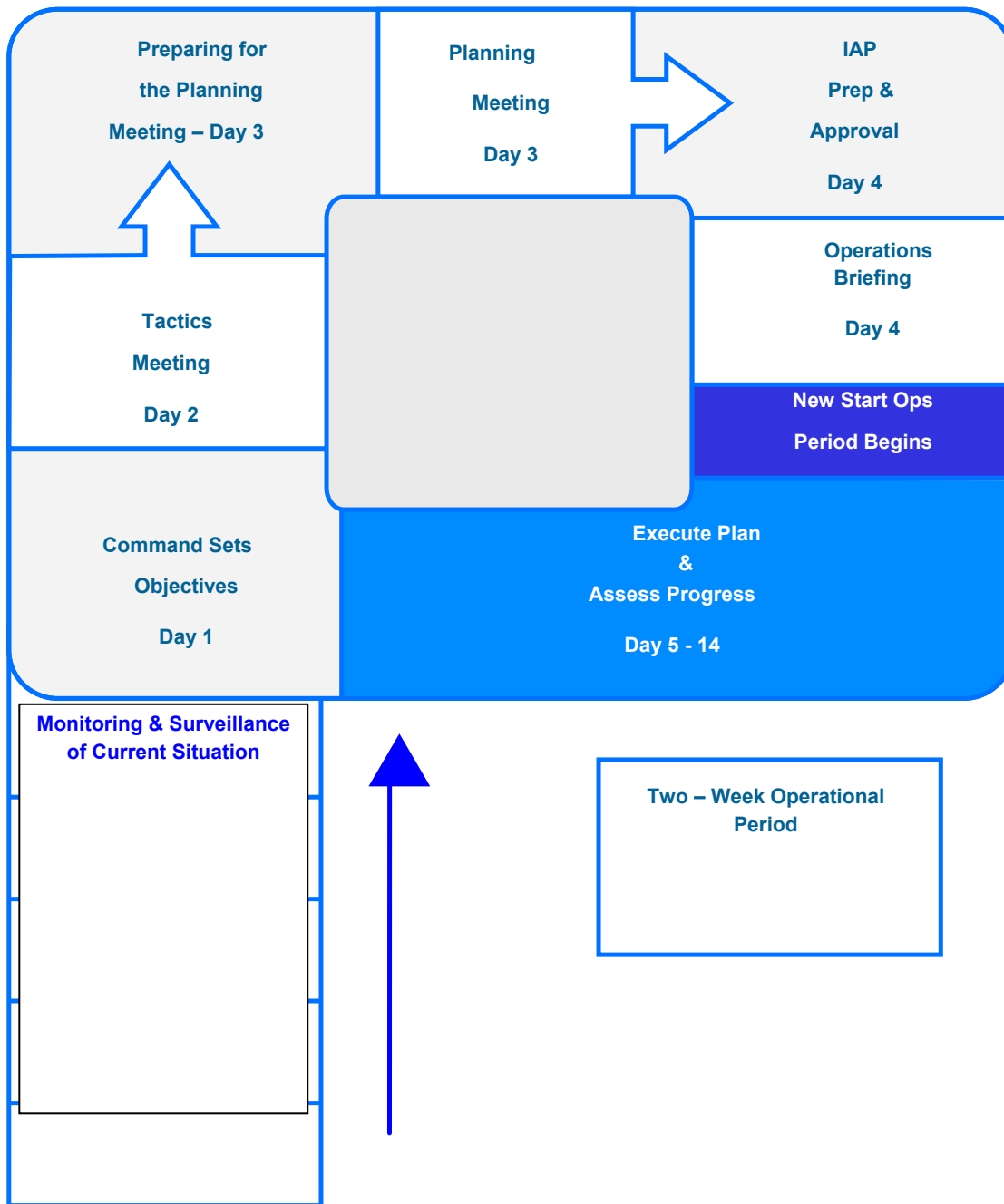
During Pre-Activation, the operational period will be determined by the State Emergency Management Director. DESPP/DEMHS operations will be in the "M" monitoring phase<sup>1</sup>. The State Director of Emergency Management will determine the need for staff to devote time to Pre-Activation activities that may take place in or out of the State Emergency Operations Center (EOC). The Director will be responsible for developing a staffing roster to accomplish those activities. The Director may assign this responsibility to the Planning Section Chief.

The Planning "P" will be followed as a guideline for planning activities, with the Planning Section Chief in charge of this process. Key factors will be monitored to determine when to increase the frequency of operational periods. Three key factors to increasing the frequency of the operational period have been identified. These factors may also drive the decision to partially or fully activate the State EOC. The three factors are:

- Governor's Direction
- Recommendation of Unified Command
- Other



Below is an example of the Planning “P” with a two week operational period:



## 4.4 Coordination with other State Agencies

The lead state agency, if other than DESPP/DEMHS, will be determined by the situation and/or by the Governor. Information sharing and situational awareness between agencies is critical to the successful management of the emergency. The DESPP/DEMHS Public Information Officer will act as a liaison with any other agencies to collect data that may be included in the State of Connecticut Situation Report.

## 4.5 Coordination with New England States

Regular monthly coordination calls take place between the state Emergency Management Directors through the Northeast States Emergency Consortium (NESEC). As the situation warrants, the frequency of these calls may increase, and/or information may be shared among states via daily email reports. The NESEC Public Information Officers (PIO) group currently shares public information releases among the six New England States and each PIO has expressed their willingness to assist other states' PIOs if needed.

## 4.6 Federal Integration

### 4.6.1 DHS/FEMA

#### 4.6.1.1 Federal Emergency Management Agency (FEMA) Region 1

From its offices in Boston, FEMA's Region 1 works in partnership with the emergency management agencies of Maine, New Hampshire, Vermont, Rhode Island, Connecticut, and the Commonwealth of Massachusetts to prepare for, respond to and recover from disasters. The Regional Administrator is Connecticut's primary point of contact. There is also a FEMA Region 1 liaison to Connecticut.

DESPP/DEMHS will continue to share Connecticut's Situation Reports with the FEMA Region I (or Region A if so designated by the emergency) representatives via email. Monthly conference calls with Region 1 and its constituent states already occur, but the frequency may need to be increased depending upon the situation. It should also be noted that upon EOC activation, FEMA and the Incident Management Assistance Team (IMAT) will play an important role in the response and, if needed, may send personnel to assist in the EOC. DESPP/DEMHS monitors FEMA Region 1's Situation Report website which can be found at <http://www.fema.gov/about/regions/regioni/sitrep.shtm>.

## 4.7 Information Rhythm and Connecticut's Situation Report

DESPP/DEMHS will coordinate an information rhythm that will facilitate the development of a Connecticut Situation Report. The Connecticut Situation Report produces a consistent, unified messaging that will flow at regular intervals based upon the established information rhythm.

Information for the Connecticut Situation Report will be collected from many different sources, including state agencies. Information can be collected and shared in a variety of ways. An incident may be established in WebEOC, an Incident Action Plan (IAP) (ICS-202) may be posted in WebEOC and distributed through email or other means. The Connecticut Situation Report may increase in frequency and be distributed electronically or by other means.

The Governor's Public Information team works closely with the DEMHS Public Information Office and the public information officers of other state agencies as needed to collect information from all of the agencies which will be used to keep the Governor informed and updated of the situation and also works to produce a coordinated message for dissemination. The goal is to keep all messages related to an emergent situation consistent across all agencies, while still being able to tailor them to each agency's constituency. The DESPP/DEMHS Public

Information Officer will share all communications or public information with the Governor’s Public Information team prior to release.

Regular conference calls may be used as a way of briefing towns, state agencies, contiguous states or federal partners.

The following list highlights state agencies that have different sector/emergency support function responsibilities. For a chart of primary and support ESF agencies, including non-state entities, see Appendix A of this document. These agencies may be contacted to facilitate DESPP/DEMHS’ information gathering. This list is not exhaustive: other agencies should be contacted depending on the circumstances of the event.

AGENCY	SECTOR	ESF#
DESPP/Commission on Fire Prevention & Control	Fire, Rescue, and HAZMAT	4,9,10
DESPP—various divisions	Communications	2
DESPP/DEMHS		5,6,7,9,14,.15
DESPP/State Police/POST	Law Enforcement	9, 10,13
Department of Administrative Services/IT/Public Works/Construction Services	Human Resources, COOP, public works, information technology	2, 3, 7
Departments of Agriculture, Consumer Protection	Agriculture & Food	11,13
Department of Banking	Banking & Finance	5
Department of Correction	Correctional Facilities, logistics	5, 7,9
Department of Developmental Services	Special Populations	6/8
Department of Education	Schools	5
Department of Energy and Environmental Protection/Public Utility Regulatory Authority	Chemicals, Oil, & Gas, Radiological, law enforcement, public utilities	9,10, 11, 12, 13
Office of Higher Education/Board of Regents	Colleges & Universities, Private Occupational Schools	5
Department of Insurance	Insurance , Recovery	5, 14
Department of Mental Health & Addiction Services	Mental Health	6, 8
Department of Motor Vehicles Department of Transportation	Transportation	1,7
Department of Public Health Department of Consumer Protection (pharmaceuticals)	Public Health & Medical (EMS)	6,8
Military Department	CST, Logistics, Search and Rescue	5, 7, 9
Department of Social Services, Department of Aging, Dept of Children and Families, Department of Housing, Department of Economic and Community Development	Mass Care, Housing, Human Services	6,14

#### 4.7.1 Internal DESPP/DEMHS Communications

For the purposes of internal situational awareness, a current situational update is included in the DESPP/DEMHS “morning report” which is distributed to all staff via electronic mail daily. This report may include:

- Activation status

- Current Situation/Weather Report
- DESPP/DEMHS activities
- Recommended personal preparedness

In addition to this daily report, conference calls and meetings will take place at the discretion of the Director, the Deputy Commissioner of DEMHS, and/or the Commissioner of DESPP. The purpose of these meetings will be to further brief the staff on the current situation status and the agency's activities. Specific units may hold additional meetings to discuss the cessation or reprioritizing of everyday tasks so that the agency can focus on the emergent situation at hand.

The Director of Emergency Management (or designee) may also coordinate a regular conference call with the 5 DESPP/DEMHS Regional Coordinators. The purpose of the conference call with the Regional Coordinators will be to provide updates about the current situation and also to allow them to report back on what the municipalities' concerns, reactions, and requests have been to the Regional Offices. The Director (or designee) will then produce a report for the DESPP Commissioner/Deputy Commissioner of DEMHS that can be brought to Command Staff for discussion.

#### **4.7.2 Communication with Municipalities (EMDs and CEOs)**

DESPP/DEMHS will collect situation reports from the municipalities through the Regional Offices. The Connecticut Situation Report will be disseminated through the Regional Offices back to the municipalities, and may be posted on the DESPP website.

The Regional Coordinators will be an integral part of the communications flow, in regular contact with their constituent municipalities and local Emergency Management Directors (EMDs). As the first point of contact for DESPP/DEMHS, the Regional Coordinators will receive any concerns or comments from the local EMDs. The Regional Coordinators will also receive requests for resources and assistance from the towns and will maintain a good working knowledge of the towns' capabilities. In this Pre-Activation status, any requests will be reported by the Regional Coordinators to the DESPP/DEMHS Operations Section Chief (or designee) who will ensure that all requests are logged and monitor the types and amounts of assistance requested. In addition, the Regional Coordinators may survey local governments to determine what their potential needs will be and any anticipated shortfalls they may have.

#### **4.7.3 Communications with Private Sector and Volunteer Organizations**

DESPP/DEMHS may work with its current Public / Private Sector partners to set up a distribution list for the private sector. The Regional Coordinators may reach out to their established Regional Emergency Planning Team (REPT) and Regional Emergency Support Function (RESF) Working Groups and ask them to provide additional contact information to further develop the distribution lists for the Private Sector and Non-Governmental Organizations (NGOs). Certain REPTs have a separate private sector working group while others include these organizations under other headings (i.e. private transportation groups under ESF 1, utilities under ESF 12, etc.).

Volunteer Organizations will also be a primary link to the community and they may be called upon to assist during the emergency. Regular contact with these groups already occurs on multiple levels. DESPP/DEMHS works with the CT Voluntary Organization Active in Disaster (VOAD) on a state level along with the Citizens Corp, Community Emergency Response Teams (CERT), and Medical Reserve Corp (MRC). Other volunteer groups and nongovernmental organizations, such as the American Red Cross and the Salvation Army, play a large role in

disaster response, and are valuable partners in emergency preparedness, planning and response. In addition, the REPT groups often have subcommittees for the Citizen Corps and other volunteer programs. These groups should be included in communications that will appropriately increase their situational awareness. Reports and releases should be sent out to these organizations when disseminating them to the EMDs and CEOs.

DESPP/DEMHS may use its Critical Infrastructure (CI) Unit's established contacts with CI organizations in the state. The Critical Infrastructure Unit will be the primary contact with these organizations and work with them on their preparedness level and COOP activities.

## 4.8 Pre-Activation Activities

The following is a list of Pre-Activation activities by position. Supervisory staff assigned to these positions will delegate duties to other staff members and will have responsibility for oversight of the task and reporting on its status to the Director at regular intervals.

### 4.8.1 Emergency Management Director

- Assign DESPP/DEMHS staff to MACS positions
- Coordinate / Meet with appropriate state agency(ies).
- Continually Gather Reports and Monitor Situation
  - Report Results to Governor's Office, DESPP Commissioner, Deputy Commissioner of DEMHS, and other Command Staff.
- Monitor *key factors* to increase activities in the agency (i.e. quicker operational periods, ramp up to partial or full activation, etc.).
- Determine needs of DESPP/DEMHS during an activation to sustain normal operations and deal with emergency

### 4.8.2 Public Information Officer

- Develop possible agendas and forums for public meetings and briefings
- Meet with lead agency(ies) and Governor's Press Office to discuss public information release schedule and format
- Determine readiness of Media Center and all contacts
- Determine the Joint Information Center activation and staffing schedule
- Meet with 2-1-1 in regard to information sharing (reporting from 2-1-1, getting information to 2-1-1, trend identification)
- Meet with Connecticut Television Network (CT-N) to discuss activation readiness and Joint Media Center activation readiness
- Meet with CT Commission on the Deaf and Hearing Impaired to discuss possible activation needs and to provide briefing material
- Assist with provision of translation services

### 4.8.3 Legal Counsel

- Review and provide legal and policy guidance
- Establish legal working group or other task forces
- Research Possible Declarations (state, local, and federal)
- Research FEMA interpretations of the Stafford Act or other guidance
- Assist Public Information team as needed

- Provide additional support as requested to DESPP Commissioner, DEMHS Deputy Commissioner, and State Emergency Management Director
- Other duties as assigned

#### **4.8.4 MAC Coordinator**

- Supervise the activities of the MAC.
- Oversee responding to and fulfilling requests for State Assistance, processing and documentation of all incoming information, resource tracking and documentation, and developing the Incident Action Plan
- Direct and coordinate the five DEMHS Regions. The MAC Coordinator is the point of contact for personnel from assisting or cooperating agencies.
- Develop a MAC Group Staffing Plan for the current operational period and add to the IAP. Prepare one for the next operational period as needed.

#### **4.8.5 Operations Chief**

- Check WebEOC Checklists for validity (i.e., not tailored just to hurricanes, etc., but an all hazards approach)
- Develop staffing patterns (in consultation with the Director of Emergency Management) and checklists for changing from Pre-Activation to Partial or Full Activation of the EOC
- Coordinate with Training Unit on providing EOC training or refresher for all DESPP/DEMHS staff , state agency primary and alternate representatives, and other outside EOC participants, on their roles and responsibilities during an emergency
- Coordinate social distancing procedures and facility cleanliness needs when contagious disease is a concern.
- Coordinate with volunteer groups and assess their status and availability to assist.
- Coordinate with available behavioral health crisis teams (i.e. DMHAS)
- Ensure EOC has all needed supplies (office supplies, cleaning, etc.)
- Ensure all Regional Office have needed supplies
- Create and maintain a Major Events Log to record all activities for future reference
  - To include title of event, item #, date & time, to/from, description. Action required, and action completed
- Determine security needs of the EOC
- Determine back-up EOC / alternate facility needs
- Determine sources for supplemental staffing if needed

#### **4.8.6 Planning Section Chief**

- Gather and review all available pertinent state, local, and private plans.
- Work with MAC Coordinator and/or logistics officer to determine availability of identified resource needs.
- Determine the possible/probable needs of local governments during the current situation.
- Ensure all referenced documents are in good condition and present at the EOC
- Establish a Situation Assessment Unit as needed to produce Incident Action Plans and Situation Reports on a regular basis.
- Establish an Information Management/Resources Unit as needed to track and log and resources requested and fulfilled, and/or to produce additional reports as appropriate.

#### **4.8.7 Internal Logistics Section Chief**

- Test all information technologies capabilities (two-way radios, phones, large displays, fax machine, etc.)
- Ensure all needed supplies are present
- Test remote information technologies capabilities (i.e. backup EOC location)

#### **4.8.8 External Logistics Section Chief**

- Work with the planning, financial section chief and/or MAC to determine resource needs and gather contacts for getting these resources (external)
- Anticipate local and state agency needs and determine availability of the resources (external)

#### **4.8.9 Finance/Admin Section Chief**

- Setup or determine needs to have emergency funds available for EOC activation and ramp up
- Determine needs of finance department to sustain normal functions during an activation
- Identify any grant funding or Federal Disaster Programs that DESPP/DEMHS may utilize to prepare for and respond to the emergency or disaster situation.

#### **4.8.10 Resource Request Management Section Chief**

- Oversee Resource Request Management Unit members if implemented for one or more DEMHS regions
- Track filling of resource requests, including “closing the loop” with requester
- Address resource requests not handled by Resource Management Unit members

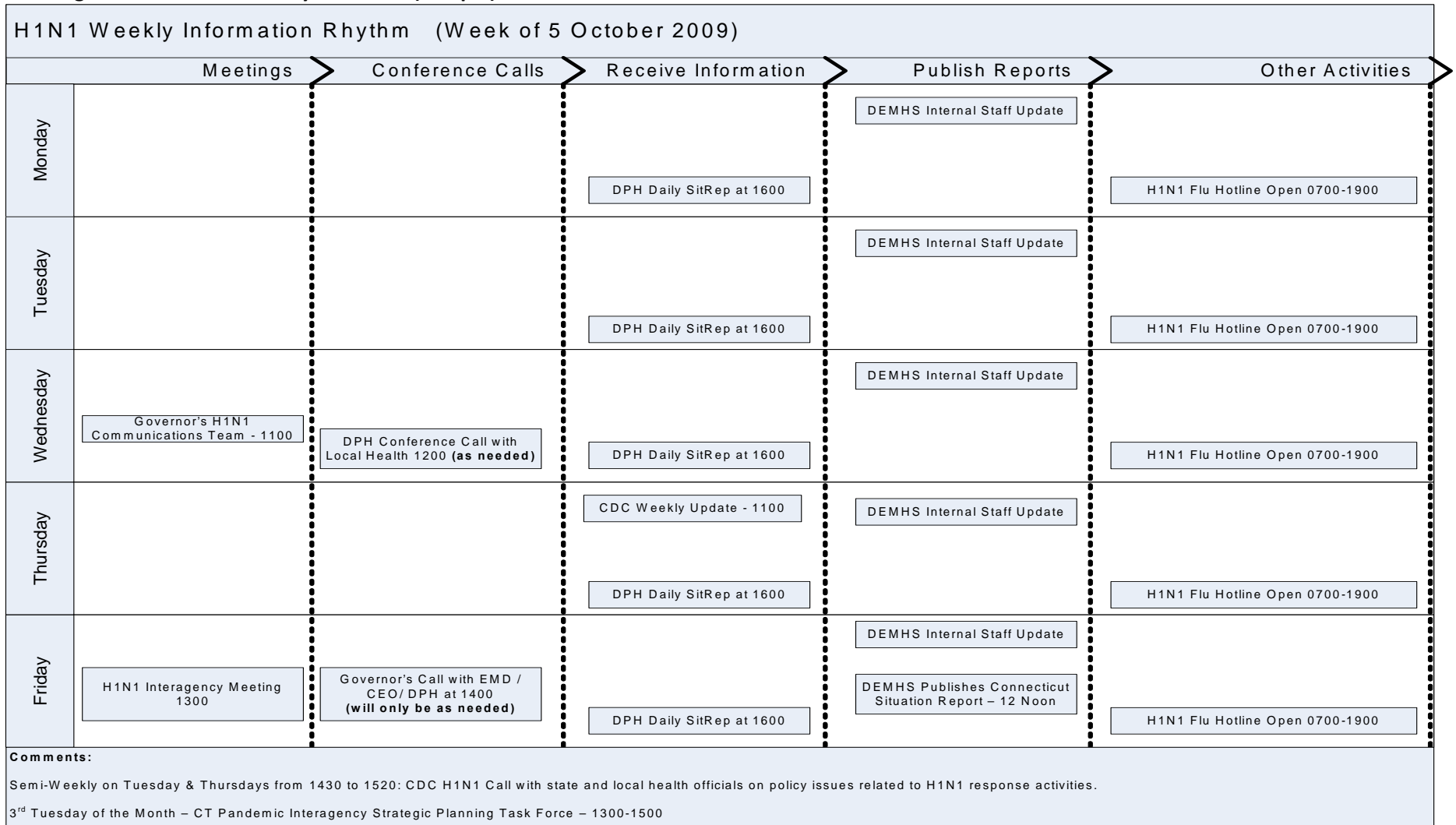
**Figure 4.1 Sample Connecticut Situation Report Template**

<b>DESPP/DEMHS Situation Report (SitRep) Format Section</b>	<b>Source</b>
<b>(Time), (Date) CT DESPP/DEMHS SEOC Situation Report</b>	Title
<b>Critical Incident Summary:</b>	Taken from Planning Section summary of the incident and actions taken within the current and previous Operational Period as required to provide a short summary of events. This should also be on the ICS Form 202.
<b>State Emergency Operations Center Activation level:</b> <ul style="list-style-type: none"> <li>• Monitoring</li> <li>• Partial Activation/Limited Partners</li> <li>• Full Activation</li> </ul>	
<b>Agencies present at SEOC</b>	List all agencies present
<b>DESPP/DEMHS Briefing</b>	Summarize current situation in the state. Include relevant weather conditions, power outages, SEOC status/shifts, Regional Office issues, etc. except as noted below.
<b>Power Outages</b> <ul style="list-style-type: none"> <li>• NU</li> <li>• UI</li> </ul>	If relevant to the activation, the information should come directly from the company representatives. If not available, the websites can be found at: NU: <a href="http://www.cl-p.com/outage/default.aspx">http://www.cl-p.com/outage/default.aspx</a> UI: <a href="http://www.uinet.com/wps/portal/uinet/home">http://www.uinet.com/wps/portal/uinet/home</a> Click "Outage Map".
<b>National Weather Service (NWS) Summary</b>	Warnings/Watches/Alerts as published by National Weather Service.
<b>DESPP/DEMHS Regional Updates</b> <b>DESPP/DEMHS Region #</b> SITREP # – REGION #, (time) <ul style="list-style-type: none"> <li>• <b>Staff present at Region # Office</b></li> <li>• <b>Deployment of Personnel</b></li> <li>• <b>Situational Awareness</b> Relevant regional items. Follow-up on items requested since previous report.</li> <li>• <b>Summary of New Requests for Assistance / Resources*</b></li> <li>• <b>Local Status (As reported by local EMD)</b> SEOC activations, significant events, etc. <b>Shelter Operations</b></li> </ul>	All Regions reporting (if applicable to the activation). Relevant Regional issues (within towns) in the indicated format.  <b>* Note – this is a summary. Request must be submitted separately.</b>
<b>State Agencies</b>	Sit Rep should include overall agency operations summary, status of any ongoing missions, areas of concern for Agency, and any items which may impact the overall operation or the operation of other Agencies. (Urgent issues should be reported immediately to the MAC Coordinator and summarized in next report)



<b>Federal Partners</b>	See above
<b>School Closings</b>	If applicable to the activation.
<b>Other Issues</b>	If necessary (if applicable to the activation).

**Figure 4.2 Information Rhythm Chart (Sample)**



## Section 5.0: Governor's State Emergency Operations Center (SEOC) Standard Operating Procedures (SOPs)

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### 5.1 Summary

This Standard Operating Procedure (SOP) outlines the mission assignments of the state agency liaisons assigned to the State Emergency Operations Center (SEOC) whenever the Governor/Commissioner of the Department of Emergency Services and Public Protection (DESPP)/Deputy Commissioner of the Division of Emergency Management and Homeland Security (DEMHS)/State Emergency Management Director or his/her designee directs the activation of the SEOC. This SOP outlines the interaction of state agencies with other state agencies within the SEOC as well as private response agencies (e.g., utilities, the American Red Cross) and the federal government in disaster situations.

The SEOC will monitor disaster response activities statewide and will coordinate the allocation of assistance to state and local authorities as necessary and appropriate. The SEOC will maintain communications with the Federal Emergency Management Agency Regional Operations Center (ROC) in Maynard, Massachusetts. Communications with local authorities will be maintained through five DEMHS Regional Offices located in Bridgeport (Region I), Middletown (Region II), Hartford (Region III), Colchester (Region IV) and Waterbury (Region V).

### 5.2 Authority, Mission and Organization

#### 5.2.1 Authority

Title 28, Chapter 517 of the Connecticut General Statutes is the major source of authority for the State of Connecticut and its political subdivisions to prepare for and respond to natural disasters and other emergencies. The Robert T. Stafford Emergency Relief and Disaster Assistance Act (PL 93-288, as amended) ("The Stafford Act") is the federal legislation that created a national program for disaster preparedness, response, recovery, and mitigation. Connecticut's emergency management program, developed under the authority of Title 28, complies with the federal program established by the federal Stafford Act.

Although there are many federal and state statutes and regulations that have a bearing on emergency management, Title 28 of the Connecticut General Statutes and the federal Stafford Act are the two laws most central to emergency management in Connecticut.

#### 5.2.2 Mission

The mission of Connecticut's DESPP Division of Emergency Management and Homeland Security is to direct and coordinate all available resources to protect the life and property of the citizens of Connecticut in the event of a disaster or crisis, through a collaborative program of prevention, planning, preparedness, response, recovery and public education. The goal of the Connecticut emergency management community (state and local governments and private response and recovery organizations) in times of natural disaster is:

- To maximize the preservation of life and property;
- To correct or alleviate, serious disaster or emergency-related conditions which present continued threats to the health or welfare of the residents of the state;
- To facilitate a return to normalcy by all practical means.

#### 5.2.3 Organization

The Division of Emergency Management and Homeland Security (DEMHS) is part of the State of Connecticut's Multiagency Coordination Group (MAC) System under the Command and Management component of the National

Incident Management System (NIMS). DEMHS' role is to coordinate and support incident management and lead Connecticut's MAC system and act as the MAC Group Coordinator. DESPP/DEMHS has primary responsibility for development and implementation of the state's coordinated and integrated emergency management and homeland security program.

The Governor's State Emergency Operations Center (SEOC) in Hartford provides the main coordination center which serves as a location from which the MAC can operate. The five DEMHS Regional Offices are also part of the facilities component of the MAC, as are each State agency's individual EOCs and command centers. DEMHS staffs the SEOC, which is located in the William O'Neill National Guard Armory, 360 Broad Street in Hartford. During emergencies, the SEOC is also staffed with representatives (liaisons) of key state and private agencies. The SEOC maintains communications with other single state agency EOCs, federal agencies and facilities, and private agency EOCs. Communications are maintained with the towns, cities and Tribal Nations of the state through the DEMHS Regional Offices. The Media Center in the SEOC is used as a Joint Information Center (JIC) by federal, state, and private agencies involved in responding to an emergency.

Connecticut's municipalities and two tribal nations are divided into five emergency preparedness planning regions. The five DEMHS Regional Offices, located in Bridgeport, Middletown, Hartford, Colchester and Waterbury, provide administrative support and planning assistance to local governments within their jurisdictions. During emergencies, the Regional Offices serve as resource coordinators and liaisons between towns and the SEOC. The staff of the Regional Offices may be augmented during emergencies.

Each of the State's 169 political subdivisions and two tribal nations has an emergency management director appointed by the local chief executive official of the town. Only a few local emergency management directors are full-time, paid directors with limited staff support. The majority of local emergency management directors are part-time directors with limited staff support or are service chiefs with additional emergency management duties. Many of these part-time directors are volunteers. Most towns and cities have a municipal facility designated as a local Emergency Operations Center (EOC), which serves as the local chief executive official's direction and control center. During emergencies, local officials maintain communications with the DEMHS Regional Office serving their region.

## 5.3 DEMHS Advisory Bulletins

### 5.3.1 DEMHS Advisory Bulletin, 2009-3

DEMHS Advisory Bulletin, 2009-3, outlines the standard terminology for emergency activation levels, as well as the activation process for regional emergency support plans and DEMHS regional offices. **See pages 7-8 for DEMHS Advisory Bulletin, 2009-3.**

### 5.3.2 DEMHS Advisory Bulletin 2007-1

Advisory Bulletin 2007-1 outlines, among other things, the role of emergency support functions (ESFs) in Connecticut. As described in Advisory Bulletin 2007-1, the definition of an ESF in Connecticut as used by DEMHS at the state and regional level has been modified somewhat from the definition used in the National Response Framework, in order to coordinate with the current organizational composition, command structure and requirements of the Connecticut emergency management community. **See pages 9-10 for DEMHS Advisory Bulletin 2007-1.**

The rationale behind the use of the ESF structure and terminology is to encourage all levels of government in the State of Connecticut to work in a coordinated and standardized manner with each other and with our sister

states, as well as with federal entities. The use of standardized functional categories helps to create a seamless transition from local to state to federal emergency management.

The following definitions and assumptions apply to ESFs in Connecticut:

- An ESF is defined as a discipline-oriented working group. ESFs at both the state and local level are intended to foster collaborative planning within a particular discipline, and not to alter existing incident management coordination. The ESF structure is intended to provide a resource tool for the incident commander, not to replace or interfere with any established unity of command.
- The DEMHS regional emergency planning teams, including any ESF subcommittees, are intended to develop regional resource coordination. During an incident, these regional emergency planning teams are not intended to provide a command and control vehicle—they are intended to provide resource information, through the DEMHS regional coordinator, both down to the appropriate local communities and up to the State Emergency Operations Center (SEOC).



STATE OF CONNECTICUT  
DEPARTMENT OF  
EMERGENCY MANAGEMENT AND HOMELAND SECURITY



OFFICE OF THE COMMISSIONER  
ADVISORY BULLETIN 2009-3  
Issued April 9, 2009

- RE: 1. [STANDARD TERMINOLOGY FOR EMERGENCY ACTIVATION LEVELS](#)
2. [ACTIVATION PROCESS FOR THE REGIONAL EMERGENCY SUPPORT PLAN AND THE DEMHS REGIONAL OFFICES](#)

The Department of Emergency Management and Homeland Security (DEMHS) continues to work in collaboration with its local, state, federal and tribal partners to enhance the State's preparedness efforts. This Advisory Bulletin serves two purposes: first, to establish standard terminology to describe DEMHS activation levels; and secondly, to outline the activation process for the [DEMHS Regional Offices](#) and also for the Regional Emergency Support Plans which are currently being finalized in each DEMHS Region.

**1. Activation Levels – Standard Terminology: Use at the Regional Level**

The following terminology for activation levels will be used at the State Emergency Operations Center (SEOC) and at the DEMHS Regional Offices in the following manner:

- M Monitoring Level:** Each DEMHS Regional Office, through its daily operations, is constantly in a monitoring mode. Any reported situation, threat or unusual event warrants observation, verification of appropriate actions and possible follow-up by the DEMHS Regional Coordinator.
- P Partial Activation:** The Partial Activation Level is typically a limited DEMHS activation in response to a moderate event. The DEMHS Regional Coordinator, in concert with Commissioner-approved<sup>2</sup> DEMHS staff, may be asked to report to the DEMHS Regional Office, when feasible. As the situation warrants, representatives of select Regional Emergency Support Function (RESF) groups may be asked to report to the DEMHS Regional Office. The participation of these individuals will be approved as described in Paragraph 2.3 below. The DEMHS Regional Coordinator may implement the Incident Command System (ICS) to coordinate response.
- F Full Activation:** At the Full Activation Level, the DEMHS Regional Office may be activated on a 24-hour schedule due to a major event. Commissioner-approved DEMHS staff may be asked to report to the DEMHS Regional Office, when feasible. As the situation warrants, representatives of select Regional Emergency Support Function (RESF) groups may be asked to report to the DEMHS Regional Office. The participation of these individuals will be approved as described in Paragraph 2.3 below. The DEMHS Regional Coordinator may implement ICS to coordinate response. In a full-scale activation, response, relief and recovery operations are expected to last for an extended period of time.
- H Highest Activation:** At the Highest Activation Level, there are widespread and sustained threats to public safety that require a large-scale state and/or federal response.

<sup>2</sup> Wherever there is a reference to DEMHS Deputy Commissioner approval, it is anticipated that such approval may be made in advance where possible, and also that the DEMHS Deputy Commissioner may designate another DEMHS employee to review these approval requests as needed.

## **2. Activating the Regional Emergency Support Plan and the [DEMHS Regional Offices](#)**

Escalation of an Emergency: In Connecticut, communities may enter into mutual aid agreements with neighboring towns, including utilizing the Intrastate Mutual Aid Compact to obtain sufficient resources to deal with an emergency.

If an emergency situation intensifies or continues for an extended period of time, resources of any one town, or group of towns, could be depleted. Requests for assistance would then need to be addressed to more distant communities. Given these circumstances, a DEMHS Region's Regional Emergency Support Plan (RESP) can be activated for an effective regional response. Also, under the Intrastate Mutual Aid System ([Connecticut General Statutes §28-22a](#)), each municipality in the state can provide mutual aid to any other municipality which has declared an emergency.

[Title 28, Chapter 517](#) of the Connecticut General Statutes establishes the authority of the State of Connecticut and its political subdivisions to prepare for and respond to natural disasters and other emergencies. In the event the Governor declares a state of civil preparedness emergency, pursuant to [Connecticut General Statutes §28-9](#), s/he may take direct operational control of any or all parts of the civil preparedness forces and functions in the State.

### **1. Activating the Regional Emergency Support Plan**

When a local emergency threatens to escalate beyond the immediate mutual aid resources of a municipality, the on-site Incident Commander (IC), in consultation with the local Emergency Management Director (EMD), can activate the Regional Emergency Support Plan (RESP). The EMD will immediately notify the DEMHS Regional Coordinator that the RESP has been activated.

### **2. Notifying the DEMHS Regional Coordinator**

The local Emergency Management Director notifies the DEMHS Regional Coordinator to inform DEMHS of the emergency situation and of the activation of the Regional Emergency Support Plan. This procedure is in effect 24/7, whether or not the DEMHS Regional Office is open. When notified by the EMD, the DEMHS Regional Coordinator establishes the necessary contact information and prepares and forwards a situation report to the DEMHS Operations Unit. The DEMHS Operations Unit then alerts other DEMHS staff as appropriate. The DEMHS Regional Coordinator will continue to monitor the situation; operating from whatever location s/he happens to be at the time (home, office, etc). At this point, the RESP is activated, but the Regional Office may or may not be physically open.

### **3. Opening the [DEMHS Regional Office](#)**

During an emergency within the region, a local EMD may request additional resources through the DEMHS Regional Coordinator. This may result in a decision to physically open the DEMHS Regional Office.

If the DEMHS Regional Office is authorized by the DEMHS Commissioner or designee to open, its staff may include: the DEMHS Regional Coordinator, the Regional Planner, the Regional Trainer and the Regional Secretary. Additional DEMHS staff may also be approved by the DEMHS Commissioner or his designee. Non-DEMHS individuals (when approved by the DEMHS Commissioner or his designee) may be asked to serve as advisors and/or to support the coordinated regional response.



STATE OF CONNECTICUT  
DEPARTMENT OF  
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DEPARTMENT OF EMERGENCY MANAGEMENT AND  
HOMELAND SECURITY  
OFFICE OF THE COMMISSIONER

ADVISORY BULLETIN 2007-1  
Amended March 13, 2007

- RE:**
- 1. Use of Emergency Support Function (ESF) Structure and Terminology at the Regional and State Level.**
  - 2. Use of Term “Region” and “Regional Coordinator.”**
  - 3. Establishment, Purpose and Governance of DEMHS Regional Planning Teams.**

1. The Department of Emergency Management and Homeland Security (DEMHS) is implementing an Emergency Support Function (ESF) planning structure at the regional and state level, including use of the ESF terminology. At this time, the definition of an ESF as used by DEMHS has been modified somewhat from the definition used in the National Response Plan, in order to coordinate with the current organizational composition, command structure and requirements of the Connecticut emergency management community. The rationale behind the use of the ESF structure and terminology is to encourage all levels of government in the State of Connecticut to work in a coordinated and standardized manner with each other and with our sister states, as well as with federal entities. The use of standardized functional categories will help to create a seamless transition from local to state to federal emergency management.

For the purposes of implementing this initiative at the regional level, the following definitions and assumptions will apply:

- An ESF is defined as a discipline-oriented working group. These ESFs are intended to foster collaborative planning within a particular discipline, and not to alter existing incident management coordination. The ESF structure is intended to provide a resource tool for the incident commander, not to replace or interfere with any established unity of command.
- The DEMHS regional emergency planning teams, including any ESF subcommittees, are intended to develop regional

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resource coordination. During an incident, these regional emergency planning teams are not intended to provide a command and control vehicle—they are strictly to provide resource information, through the DEMHS regional coordinator, both down to the appropriate local communities and up to the state Emergency Operations Center (EOC).

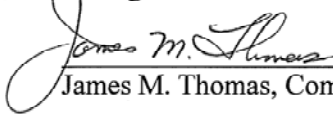
2. In order to foster regional collaboration, DEMHS has initiated the creation of regional emergency planning teams (REPT). In turn, the REPTs may establish regional ESF (RESF) groups as needed. Each team or group should adopt bylaws, or amend existing bylaws, to reflect a bylaws template issued by DEMHS. These bylaws address, among other things, the application of state Freedom of Information laws, membership and procedures. DEMHS employees will coordinate and staff the meetings. Their duties may include, but not be limited to the following: (1) providing notices, agendas and minutes; (2) arranging or assisting in arranging meeting locations; and, (3) research and writing. DEMHS may also assign staff from interested regional planning organizations (RPO) to assist in some or all of these duties. RPO staff assisting in this manner will report to DEMHS on a regular basis regarding their assigned activities.

3. DEMHS employees who are serving as coordinators for the five DEMHS regions will be identified by DEMHS as “regional coordinators.” The use of the word “regional” as opposed to “area” will help to support the concept of the five DEMHS regions and to eliminate any confusion. Every effort will be made to update the official job title to reflect the more accurate name. This adjustment does not in any way alter the substance of the Department of Administrative Services job description.

Related documents and statutory authority:

- State of Connecticut Department of Emergency Management and Homeland Security Regional Planning Model (approved by federal Department of Homeland Security, November 15, 2005.)
- Department of Emergency Management and Homeland Security Regional Emergency Support Implementation Plan (March, 2007)
- Connecticut General Statutes Title 28, §§28-1 to 28-22.

Issued by Order of the Commissioner of the Department of Emergency Management and Homeland Security:

  
James M. Thomas, Commissioner

  
Date

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## 5.4 Governor's Briefings

During the activation, there may be several meetings with the Governor / the DESPP Commissioner/DESPP Deputy Commissioner of DEMHS and/or the State Emergency Management Director. Not all agencies may be required to attend all the meetings. If there are specific agencies required to attend a meeting, those agencies will be announced, and notified. Because space is limited, **ONE** representative from each agency should attend the Governor's briefings. When an agency is asked about the status of a particular matter within the agency's expertise, answers should be kept brief and concise. Time is a factor in these meetings.

## 5.5 Press Conferences

During SEOC activations the Joint Information Center (JIC) may be activated to provide emergency information, instructions and protective actions to the media and public. State Agencies may be required to support the Governor during press conferences and may be asked to provide one-on-one interviews with the media.

## 5.6 State Emergency Operations Center General Information

### 5.6.1 Logistics Support and Resource Requirements

#### 5.6.1.1 Arrival and Parking

- The internal Logistics Chief will ensure that Capitol Police, Armory Security, and the Military Department's Joint Operations Center are notified that there is an activation of the SEOC. Parking may be available in the Legislative Office Building (LOB) parking garage as directed.
- **Do not** park in assigned spots around the Armory or in the LOB Garage unless directed to do so. Cars will be ticketed or towed at the discretion of the Capitol Police.

#### 5.6.1.2 Checking In & Security

##### SEOC Representatives/Staff

- Upon entering the main door of the State Armory SEOC representatives **MUST** show identification.
- **No one shall enter the SEOC during activation without proper identification.** If any individual does not have I.D., that individual shall not be admitted unless approved by the State Emergency Management Director or designee.
- All personnel will sign in at time of arrival, and sign out when leaving. Internal Logistics section staff maintains an accurate attendance list at all times.
- All SEOC representatives should report to the MAC Coordinator and sign in on the white board, as appropriate.

##### Media Center Security

- All media personnel will be directed to the Joint Media Center to sign in and receive Media Security Badges, as appropriate.
- **No media personnel are allowed into the SEOC without permission from the DESPP/DEMHS Public Information Officer (PIO).** All media must be escorted if given permission to enter the SEOC.

### 5.6.2 Meals

Meals at the SEOC cannot be guaranteed due to the nature of any activation. Any meals provided will be "en masse" for the group. If you have any specific dietary requirements, we recommend you be prepared to provide your own food. A refrigerator is available for use. The Internal Logistics Section may designate meal times, etc. Depending on the severity of the emergency or disaster, the Officers Club may be available for meals. You may want to bring bottled water for your use. Please note that there is no food or drink permitted in the SEOC at any time. Please use the designated break area.

### 5.6.3 Sleeping Accommodations

There are currently no permanent sleeping accommodations. You may wish to bring a sleeping bag and pillow if you anticipate that your shift may be extended.

### 5.6.4 Facilities

- Restrooms are available outside the main DEMHS/SEOC offices.
- There is a break room located within the DEMHS administrative offices.

### 5.6.5 24-hour Staffing

The State Emergency Operations Center may require 24-hour staffing. Any questions on the length of the activation may be addressed to the DEMHS MAC Coordinator. All shift requirements or scheduling for the SEOC is the responsibility of the responding agency. Each agency should plan to have a pre-established schedule of shifts, as necessary. Shift changes should build in a transition period to allow for briefing of incoming staff.

### 5.6.6 SEOC Phone and E-Mail Assignments

The Incident Action Plan contains a listing with the SEOC location and contact information for each agency staffing the SEOC. This list may be available in electronic or paper format. The list will be available as soon as all agencies are assigned locations and have checked in for duty.

### 5.6.7 SEOC Fax Machines

There are at least three FAX machines available for use during SEOC activation. Please locate and use the fax machine nearest your SEOC location unless otherwise directed.

The “Main Fax” is located inside the SEOC and to the left of the main entrance.

- This is for **RECEIVING ONLY**. To receive a FAX the number is 860-247-0664.

The “Ops Fax” is located inside the SEOC and across from the main entrance.

- To dial out you must **DIAL 9**, and to receive a FAX the number is 860-566-2928.

The “East Fax” is located on the far side of the SEOC near the white boards.

- To dial out you must **DIAL 9**, and to receive a FAX the number is 860-566-5177.

### 5.6.8 Standardized distribution lists

Standardized distribution lists include:

- CEOs
- EMDs
- Fire Chiefs
- Police Chiefs
- Contiguous States

### 5.6.9 Copy Machines

There are at least two copy machines that are available for use. One is located in the administrative area, the other is located in the front left of the SEOC. For assistance with the machine, contact the Internal Logistics Section.

## 5.7 Implementation of SEOC Staff Organization

### 5.7.1 Staffing Template

A current roster of staff at the SEOC will be contained in the Incident Action Plan and on the white board wall of the SEOC. Refer to previous ESF chart (See Section 4.7) and ESF Support Annexes for partner staffing in the SEOC. Command implementation staff maybe organized in the fashion shown in Section 2.0 Concept of Operations.

**5.7.2 SEOC Responsibilities of DEMHS Staff**

Who is responsible for...?	Person/Unit
Overall Emergency Operations Center	DEMHS Deputy Commissioner, State Emergency Management Director
Staffing questions	MAC Coordinator
Alternate SEOC	State Emergency Management Director, Internal Logistics Section Chief, DEMHS Deputy Commissioner
Information Flow	MAC Coordinator, Information Management Unit under Planning
Resource Request Management	Resource Request Management Section Chief
Large Screen Displays, Security, Phones, FAX Machines, Radios, Computers, SEOC Software, SEOC Logistics (supplies, etc.), SEOC Readiness, SEOC contact lists	Internal Logistics Section Chief
GIS updates/ Displays	Planning Chief, GIS Coordinator
Major Events Display	Planning Chief, Situation Assessment Unit
Distribution of Information (i.e.: Press releases)	PIO, Situation Assessment Unit
Media Center	PIO, Logistics, Facilities Unit
Fiscal Administration/Cost & Time Documentation/Arrangements for Payments	Finance Section Chief
Tracking Emergency Management Assistance Compact (EMAC) requests	Finance Section Chief
All Others (eg. Task Force implementation)	MAC Coordinator

**5.8 SEOC Organization within the National Incident Management System**

As described in more detail below, the overall coordination of the State’s response to a situation for which the SEOC is fully activated resides with the Unified Command/ Policy-Level Group. These key individuals lead the effort which applies all necessary resources to the individual issues that arise as part of the response. The Policy-Level Group is part of a system known within NIMS as the Multi-Agency Coordination (MAC) System. The MAC System is comprised of the Policy – Level Group, Implementation Staff, and Coordination Center, which for Connecticut is the SEOC. The SEOC is the location from which the MAC System operates.

**5.8.1 Policy-Level Group/Unified Command**

Under NIMS, the policy-level group is populated by the Governor’s Office, DEMHS, and may include various other state or federal agencies, non-governmental organizations, private sector and/or other entities’

representatives with decision-making authority whose responsibility it is to provide policy direction and prioritize critical resource allocations. Within DEMHS, the Policy-Level group consists of the Commissioner, Deputy Commissioner, Emergency Management Director and/or management or senior staff members as needed and designated.

At the SEOC, under the MAC system, the following may comprise the organizational structure:

- Command/Unified Command
- Multi-Agency Coordination Coordinator
- Planning Section
- Joint Information System/Public Information Officer
- Logistics Section
- Finance/Admin Section
- Operations Section
- Resource Request Management Section
- Legal

Task Forces and other groups and units may be placed under the sections as the State Emergency Management Director or the MAC Coordinator determines. At the direction of DEMHS, state agencies will provide Task Force Leaders to assist in running these groups. Some structures that may be established are:

- Communications Task Force (ESF 2)
- Commodities Task Force (ESF 7)
- Information Manager /Resources Status Unit (Planning)
- Mass Care/Sheltering Task Force (ESF 6)
- Utilities Restoration Task Force (ESF 12)
- Fuel and Generators Task Force

The Command/Unified Command function responsibilities are:

- Determine incident priorities
- Approve and authorize the implementation of an Incident Action Plan;
- Coordinate with key people and officials;
- Approve requests for additional resources or for the release of resources;
- Inform agencies/jurisdiction administrators/officials of incident status;
- Approve the use of volunteers and auxiliary personnel;
- Authorize release of information to the news media;
- Order the demobilization of the incident when appropriate.

When operating in a Unified Command mode, the DEMHS Deputy Commissioner shall, if necessary, resolve differences among Agency Commissioners (or designees) regarding incident priorities, objectives, strategies or other issues related to any incident command function.

The Emergency Management Director's responsibilities are to:

- Perform specific tasks as requested by the DEMHS Deputy Commissioner.
- Designate a MAC Coordinator to relieve him/her in performing the incident command or agency incident command function, (i.e., to take over the next operational period in which case they will assume the primary role.)
- Represent an assisting agency that may share jurisdiction or have jurisdiction in the future.

## 5.8.2 Command Staff/MAC System Implementation Staff

In addition to the incident command functions described above, Command Staff are responsible for the functions of Safety, Public Information, and Legal. The Incident Commander or Unified Command may delegate the authority for managing certain functions to the Officers described below.

### 5.8.2.1 Command Staff

#### Public Information Officer/State Joint Information System

The Governor's Director of Communications will serve as the head of the Communications Team and may designate operational coordination to a member of his/her staff. Additionally, the Public Information Officer (PIO) of DEMHS serves as the administrative manager and coordinator of the communications team, maintaining all contact information, drafting schedules, and assisting the Governor's Office as required.

The DEMHS PIO may develop and distribute comprehensive, centralized public information and precautionary instructions to the public on a 24 hour basis during times of crisis.

The DEMHS Public Information Officer may act as Liaison to other state agencies, or other entities as needed.

#### Safety Officer

During on-scene incident command, the Safety Officer assesses hazardous and unsafe situations, and develops measures for assuring personnel safety. The Safety Officer may exercise emergency authority to directly stop unsafe acts if personnel are in imminent, life-threatening danger. The Safety Officer may have assistants as necessary, and the assistants may represent other agencies or jurisdictions. Recognizing that the SEOC is not on-scene during an event and is not a particularly dangerous environment, any member of the Command Staff may be designated as Safety Officer during an activation or designate an alternate.

#### Legal

The Legal Advisor provides legal counsel to the State Incident Commander, Unified Command, Director of Emergency Management or Policy-Level Group, and may be assigned other duties as necessary, including serving on the Policy-Level Group. Examples of support may include advice relative to statutory authorities, contractual or other obligations, review of any public statements that are to be issued by the PIO, drafting of declarations and other legal documents, interfacing with municipal, state, or federal officials. The Legal Advisor may also serve as the State Coordinating Officer, the Deputy SCO, or the alternate Governor's Authorized Representative.

### 5.8.2.2 Implementation Staff

Under the MAC system, the MAC Group is staffed by agency representatives with decision making authority, as well as DEMHS staff. The MAC Group supports the incident by implementing the decisions of command staff. Implementation staff members are responsible for:

- Acquiring and Allocating Critical Resources
- Supporting Relevant Incident Management Policies and Interagency Activities
- Coordinating with other MAC systems (Other State EOCs, etc.)
- Coordinating with local municipalities through the DEMHS Regional Offices (EMDs, Local Chief Executive Officers, etc.)
- Supporting and Maintaining the Common Operating Picture (collecting and analyzing and reporting information (Situation Reports))

The following section provides a description of the Implementation Staff responsibilities, as well as Job Aids, if available, to assist in the understanding and performance of that staff member's duties.



**MAC Coordinator****Summary of Duties:**

The DEMHS MAC Coordinator works closely with the Emergency Management Director and Command/Unified Command. They supervise the activities of the MAC. The MAC is responsible for responding to and fulfilling requests for State Assistance, processing and documentation of all incoming information, resource tracking and documentation, and developing the Incident Action Plan. Staff members of the MAC Group may include not only DEMHS staff, but other agency representatives as needed.

The MAC Coordinator also directs and coordinates the five DEMHS Regions. The MAC Coordinator is the point of contact for personnel from assisting or cooperating agencies.

**MAC Coordinator Job Aid:**

- Manage the overall operation of the State EOC under direction of State Emergency Management Director/Command Staff
- Ensure the transmission of requests for assistance received to the appropriate responding agency/agencies.
- Participate in the development of an Incident Action Plan (IAP)
- Develop a MAC Group Staffing Plan for the current operational period and add to the IAP. Prepare one for the next operational period as needed.
- Maintain close contact with Command Staff
- Provide input to Command Staff on development of operational period objectives
- Participate in Command Staff briefings and provide input as required
- Provide regular briefings to the SEOC staff
- Supervise the implementation of the Incident Action Plan
- Ensure logistical needs of SEOC are identified and addressed
- If incident expands, assign and coordinate activities with the Operations, Planning, Logistics, Fiscal/Admin Section Chiefs. Otherwise, the MAC Group Coordinator also performs all of the jobs to follow.

**Operations Section****Summary of Duties:**

The Operations Section Chief is responsible for managing State tactical operations to accomplish the incident objectives as detailed in the Incident Action Plan (IAP). The need to expand the Operations Section is generally dictated by the number of tactical resources involved and is influenced by span of control considerations.

Major responsibilities of the Operations Section Chief are to:

- Assure safety of tactical operations.
- Manage tactical operations.
- Develop the operations portion of the IAP.
- Supervise execution of operations portions of the IAP.
- Request additional resources to support tactical operations.
- Approve release of resources from active operational assignments.
- Make or approve expedient changes to the IAP.
- Maintain close contact with the MAC, subordinate Operations personnel, and other agencies involved in the incident.

**Operations Section Chief Job Aid:**

1. Obtain briefing from Emergency Management Director and/or MAC.
  - Determine incident objectives and recommended strategies.
  - Determine status of current tactical assignments.
  - Identify current organization, location of resources, and assignments.
  - Confirm resource ordering process.
  - Determine location of current Staging Areas and resources assigned there.
2. Organize Operations Section to ensure operational efficiency, personnel safety and adequate span of control.
3. Establish operational period.
4. Establish and demobilize Staging Areas.
5. Attend Operations Briefing and assign Operations personnel in accordance with Incident Action Plan (IAP):
  - Brief Staging Area Manager on types and numbers of resources to be maintained in Staging.
  - Brief tactical elements (Branches, Divisions/Groups, Task Force/Strike-Team Leaders) on assignments, ordering process, protective equipment, and tactical assignments.
6. Develop and manage tactical operations to meet incident objectives.
7. Assess life safety (as applicable):
  - Evaluate and enforce use of appropriate protective clothing and equipment.
  - Implement and enforce appropriate safety precautions.
8. Evaluate situation and provide update to Planning Section:
  - Location, status, and assignment of resources.
  - Effectiveness of tactics.
  - Desired contingency plans.
9. Determine need and request additional resources.
10. Notify Planning Section/Resources Unit of Section Branches, Divisions/Groups, Strike Teams/Task Forces, and single resources which are staffed, including location of resources and names of leaders. Keep Resources Unit up to date on changes in resource status.
11. Write formal Operations portion of IAP with the Planning Section Chief, if so directed by the Emergency Management Director or MAC:
  - Identify assignments by Division or Group.
  - Identify specific tactical assignments.
  - Identify resources needed to accomplish assignments.
12. Ensure coordination of the Operations Section with other Command and General Staff:
  - Ensure Operations Section time-keeping, activity logs, and equipment use documents are maintained and passed to Planning, Logistics, and Finance/Administration Sections, as appropriate.
  - Ensure resource ordering and logistical support needs are passed to Logistics in a timely fashion-enforce ordering process.
  - Notify Logistics of communications problems.
  - Keep Planning up-to-date on resource and situation status.
  - Notify MAC of issues concerning cooperating and assisting agency resources.
  - Keep Safety Officer involved in tactical decision-making.
  - Keep Emergency Management Director and/or MAC apprised of status of operational efforts.
  - Coordinate media field visits with the Public Information Officer as applicable.
13. Attend the Tactics Meeting with Planning Section Chief, Safety Officer, and Incident Commander prior to the Planning Meeting to review strategy, discuss tactics, and outline organization assignments.



- 14. Attend Planning Meetings
- 15. Hold Section meetings, as necessary, to ensure communication and coordination among Operations Branches, Divisions, and Groups.

**Resource Request Management Section**

**Summary of Duties:**

Because the intake of requests for State assistance are integral to State response and any tactical operations that may be undertaken by state agencies, and because Connecticut does not have county government and therefore the SEOC takes on an even larger resource management role, Resource Request Management is a separate Section reporting to the MAC Coordinator. Depending on the scope of the emergency, MAC Coordinator may designate a Resource Request Management Section Chief, who will designate as needed a Resource Request Manager for one or more DEMHS Regions. The Resource Management Unit at the State SEOC is responsible for receiving and processing incoming information and requests for assistance. Most requests will be assigned to a state agency or to one of the established ESF Task Forces (e.g, Commodities, Generators and Fuel, Mass Care, Utilities Restoration.) The Resource Request Management Section Chief will maintain an awareness of the overall process and handle any requests that do not come from a municipality or fall into an easily identified category.

**Resource Request Management Section Job Aid:**

- Collect, track, and document all incoming information and disseminate as appropriate
- Acknowledge requests for assistance back to requestor, through Regional Coordinator if appropriate.
- Inform requestor of fulfillment/resolution of request, through Regional Coordinator if appropriate.
- Review and maintain WebEOC postings

**Incoming Information Intake**

Information and requests can come to the SEOC through different modalities: Radio, telephone, email, and fax. Information from municipalities must come through the DEMHS Regional Offices to the State SEOC.

REQUESTS FOR ASSISTANCE: Direct methods such as telephone and radio are the preferred methods for requests or other information that require immediate action from the State EOC. Email and Fax should be used as back-up communications channels during emergencies. Regional Coordinator’s pager should be contacted when an immediate alert is necessary.

ROUTINE COMMUNICATIONS: Indirect methods such as email or WebEOC or Fax are acceptable for situation reports or other routine information.

**Table 1 Incoming Information flow from Local to Regional Offices**

Type of Information	From	To	Order of Priority of Method
ROUTINE: Local Situation Reports or other routine information	Local Official	Regional Office	1. WebEOC 2. E-mail (Reg Coord) 3. Fax 4. Telephone (RegCoor) 5. Radio
REQUESTS FOR ASSISTANCE: Local Requests for assistance	Local Official	Regional Office	1. Telephone (RegCoord) 2. Radio (Reg Coord) ----- BACK UP METHODS

			<ol style="list-style-type: none"> <li>3. Fax (Reg Coord)</li> <li>4. Email (Reg Coord)</li> <li>5. WebEOC</li> </ol>
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**Table 2 Incoming Information flow from Regional Offices to State EOC**

Type of Information	From	To	Order of Priority of Modality
Local Situation Reports	Regional Coordinators	Resource Management Unit/Situation Assessment	<ol style="list-style-type: none"> <li>1. E-mail</li> <li>2. WebEOC</li> <li>3. Fax</li> <li>4. Radio</li> </ol>
Local Requests for Resources and assistance *	Regional Coordinators	Resource Management Unit/Situation Assessment	<ol style="list-style-type: none"> <li>1. Telephone</li> <li>2. E-mail</li> <li>3. Radio</li> <li>4. Fax</li> </ol>

**DIRECT CONTACT WITH THE SEOC:** In the event that a local official has an urgent request for assistance and is unable to contact the Regional Coordinator via these routes within 15 minutes, s/he can directly contact the SEOC by telephone, radio, email, etc.

**Process**

The Information Management Unit Leader may assign staff members to monitor different channels of communication and perform related tasks. As the situation merits, different staff member(s) can be assigned to each position or job, or a single staff member can be assigned to perform more than one job. **See Table 3 as follows.**

**Table 3 Positions & Responsibilities**

Resource Management Unit (Operations)	Responsibilities
	<ul style="list-style-type: none"> <li>• To collect, track and document incoming information, and provide to Planning Section and elsewhere as necessary, including the MAC for requests for State assistance.</li> <li>• To gather data from unit positions and assign tasks to SEOC liaisons, flag items for the MAC that are urgent and/or sensitive.</li> </ul>
Documentation Unit (Planning)	<ul style="list-style-type: none"> <li>• Maintain the SEOC log and request log. The SEOC log contains all messages in and out of SEOC, Sit Reps, etc. A separate log of requested items or services will be kept concurrent to the main log.</li> </ul>
Additional Positions which may be added as incident expands:	
Radio operator/monitor(s)	Monitor high and low bands and NWS radios and weather fax machine. Communicate with Regions or others via radio.
E-mail monitor(s)	Monitor incoming SEOC email from Regional Coordinators and others.
WebEOC monitor(s)	Monitor information being posted to WebEOC, and communicate the information to the Information Management Unit Leader.

Telephone operator(s)	Receive phone calls to the SEOC on the main line 860-566-3180
Messenger(s)	Monitor Fax machines, make copies, deliver messages within the SEOC, other duties as required.

### Tracking of Information

Tracking refers to the tracking of tasks or requests that are being accomplished through the State EOC. See **Table 4** for information flow channels.

**Table 4 Tracking Information**

Type of Information	From	To	Mode of Transmission
Agency situation reports or other routine information	SEOC liaisons	Planning and Situation Assessment	Email WebEOC Paper
Requests for Resources	Local Officials	To Regional Coordinators, Resource Request Management Section, then to SEOC liaisons	Email WebEOC Paper
Requests for Resources (Fulfillment)	SEOC liaisons	Resource Request Management Section	Email WebEOC Paper
Statewide Situation Reports	Situation Assessment Unit collects the information	Disseminates to the MAC Group and all others as directed	Email WebEOC Paper
Orders/questions from Command Staff	Command Staff	MAC Group Coordinator	Verbal discussion Email
Requests for Special Reports or additional Information	Anyone	MAC Group Coordinator	Verbal Email Telephone Paper

### Major Events Log

During activation, the Governor, State agency representatives, utilities, private organizations working within the state SEOC, and news sources from outside, all generate significant information which drives the direction and pace of the response. This information must be collected and dispersed to all to assist in the decision-making process and recorded to preserve the historical facts of the incident. Currently, major events are recorded in the Significant Events Board on WebEOC. Reports can be generated which give the end user a major events log. If WebEOC is not functional, a "Major Events Log" should be maintained in a MS Excel spreadsheet in the format shown below. In the event computers are unavailable, written log sheets should be kept.

#### Major Events Log Instructions:

1. **Title** – Date and description of the event
2. **Item #** - The numerical sequence of the item entered
3. **Date/Time** – Of event or report
4. **To/From** – To whom the message or event is addressed and who sent or reported it
5. **Description** – Full detail of the message or event
6. **Action Required** – Description of required response to situation or event
7. **Action Completed** – Date/Time of response and any further comment

### Sample Major Events Log

16 December 2005 MAJOR EVENTS LOG							
Item	Date	Time	TO	FROM	Description	Action Required	Action completed
1	12/16/05	4:00			SEOC Activated for winter storm		
2	12/16/05	5:00	OPS	DOT	Road conditions: Central and Northwest CT slush and ice on major and secondary highways. Southern and Eastern CT mostly bare and wet. Bradley International Airport closed. Will reopen at 0630		
3	12/16/05	5:30	OPS	State NG	Equipment list and available personnel list		

**Documentation**

All information that passes through the SEOC must be documented. Telephone conversations must be recorded manually. Email, WebEOC and Fax can all be used to document information. Email and WebEOC must be printed out and saved. **Paper must be used to document activity at all times. In an emergency situation, it is very likely that electronic forms of communication will be unavailable through loss of power or network.** All of the above must be included in the log. (See Table 3)

**Written Message Form**

See "Sample Written Message Form" and "SEOC Message Form Instructions".

### Sample Written Message Form

	State of Connecticut Department of Emergency Management & Homeland Security	Date/Time: _____ Message # _____ - _____			
	<h2 style="margin: 0;">Message Form</h2>	<i>For DEMHS/HQ Operations Use Only</i>  <b>Log Entry #</b> _____			
<input type="checkbox"/> Internal <input type="checkbox"/> Incoming <input type="checkbox"/> Outgoing					
Precedence: <input type="checkbox"/> Urgent <input type="checkbox"/> Priority <input type="checkbox"/> Routine					
To: _____ From: _____					
<i>For DEMHS/HQ Operations Use Only</i> Subject: _____ <input type="checkbox"/> This is a Major Event					
Message: _____ _____ _____ _____ _____					
<input type="checkbox"/> Follow Up Required by (Agency): _____					
IN / OUT	TIME	Operator			
<input type="checkbox"/> <input type="checkbox"/>					
Communications Method					
Task Assigned:		Needed By	Completed By		
Agency	<input type="checkbox"/> Urgent <input type="checkbox"/> Routine	Date	Time	Date	Time
Comments: _____ _____ _____ _____ _____		Agency Action: _____ _____ _____ _____ _____			
		<input type="checkbox"/> CT DEMHS Area Coordinator Briefed		<input type="checkbox"/> N/A	
White - Operations      Canary - Tasked Agency		Pink - Return Copy      Goldenrod - Tasking Agency Copy			
DEMHS Test Form 100 - Revised Jan 2006					

### SEOC Message Form Instructions

1. **Date/Time** – Of message generation
2. **Message #** - Assigned by SENDING Agency. (E.g. OPS-005, Region1-014, CSP-22, etc.)
3. **Log Entry #** - Assigned by Data Entry Technicians at time of Data Entry.
4. Check **Type of Message**.
5. Check **Precedence Type**. Assigned by SENDING Agency.
6. **To Agency** or person the message is sent. **From Agency** or person who wrote the message.
7. Assign appropriate **Subject** for message.
8. Check if entry to **Major Events Log**.
9. Main body of the **Message**.
10. Check if message requires action or **Follow-Up** to SENDING Agency.
11. **Time of Transmission** - To be filled out by person communicating message.
12. Follow up information. Fill out if #10 is checked. Left side is Assignment Information from SENDING Agency. Right Side is Follow up Information from Agency completing action.
13. **Regional Coordinator was briefed** of Follow up Action or is **Not Applicable**.

**Logs of Agencies Present at the SEOC**

During activations, state agency representatives, utilities, and private organizations working within the SEOC generate significant information and forward that information to other agencies for action or distribution. This information must be collected and documented by the agency to record all actions during activation and to keep this data as a permanent historical record. The current method to do this is the WebEOC Significant Events Log. Alternately, each agency can produce a spreadsheet called the “Agency Log” in MS Excel, see “Sample Agency Log.” This form is kept by the agency in the SEOC and stored on the SEOC server for reference and record. **Do not save any documents to the local computer (“C”) drive.** In the event the computers are not available, a hand written log should be kept by each agency.

### Sample Agency Log

State Agency: Department of Transportation

<b>Winter Storm December 2005</b>							
<b>Item</b>	<b>Date</b>	<b>Time</b>	<b>TO</b>	<b>FROM</b>	<b>Description</b>	<b>Action Required</b>	<b>Action completed</b>
1	12/16/05	4:00			SEOC Activated for winter storm	Staff SEOC	Arrived 4:45
2	12/16/05	5:00	OPS	DOT	Bradley International Airport closed. Will reopen at 0630  ACTION: Notified appropriate officials.		

**Agency Log Instructions:**

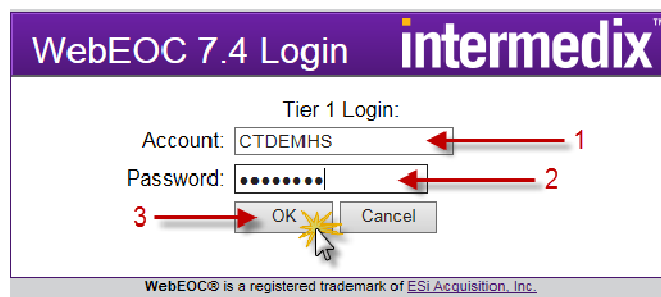
<b>Title</b>	Date and description of the event
<b>Item #</b>	The numerical sequence of the item entered
<b>Date/Time</b>	Of event or report
<b>To/From</b>	To whom the message/event is addressed and who sent/reported it
<b>Description</b>	Full text detail of the message or event
<b>Action Required</b>	Description of required response to situation or event
<b>Action Completed</b>	Date/Time of response and any further comment

**Use of WebEOC within the SEOC:**

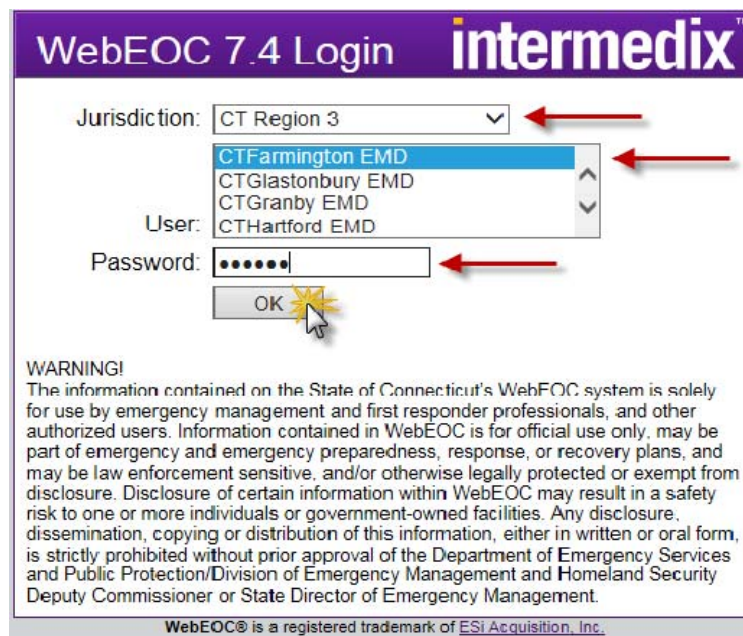
WebEOC is currently used by emergency managers across the state, the State Agencies, FEMA Region 1, and many other agencies and organizations. Within the SEOC WebEOC is primarily used as a documentation tool. DEMHS serves as the “gatekeeper” for access to run Connecticut WebEOC and assigns user accounts.

**WebEOC Login Instructions**

1. Type in your Tier 1 login information then click on OK



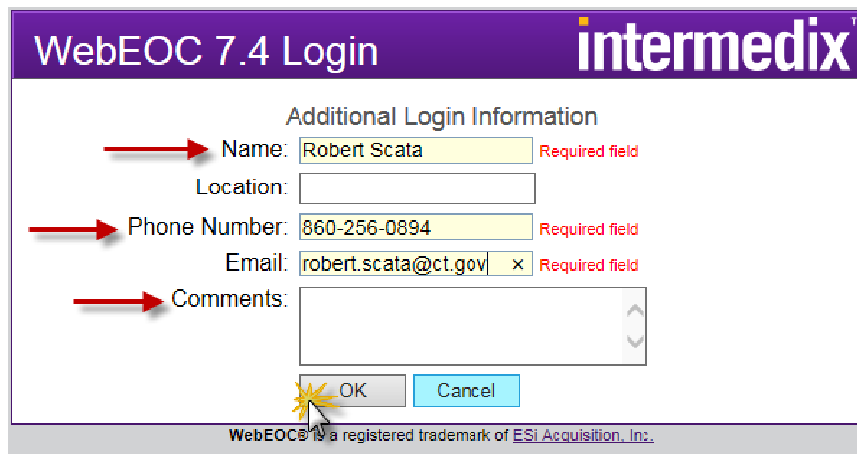
2. Find your assigned user account



- Pick the Incident you wish to log into and click OK



- Type in your Name, Phone Number where you are located and Email address.
- Then click OK



- Any issues or problems should be addressed immediately by a representative of the CT DEMHS IT Unit or a WebEOC Administrator.

### Planning Section

#### Summary of Duties:

The Planning Section’s primary responsibility is to review and evaluate incident situation information and develop an Incident Action Plan, issue situation reports, review relevant incident and contingency plans and offer advice to Command Staff. The Planning Section can expand as necessary to include units for Situation Assessment Unit, Demobilization Unit, Resources Unit, etc.

#### Incident Action Plan (IAP)

Every incident must have an oral or written Action Plan. The purpose of the plan is to provide all incident supervisory personnel with direction for future actions. Action Plans which include measurable goals to be achieved are prepared for each Operational Period.



The length of an Operational Period will be based on the needs of the incident, and can change over the course of the incident. Planning for an Operational Period must be done far enough in advance to ensure that requested resources are available.

Large incidents and incidents extending through an Operational Period should have a written Incident Action Plan to ensure continuity due to personnel changes. The decision to have a written IAP (ICS Form #202) will be made by the Emergency Management Director.

Essential elements in the Incident Action Plan are:

- Statement of Objectives – Appropriate to the overall incident.
- Organization – Describes what parts of the ICS organization will be in place for each Operational Period.
- Assignments to Accomplish the Objectives – These include the strategy, tactics, and resources to be used.
- Supporting Material – Examples can include a map of the incident, communications plan, medical plan, traffic plan, etc.

### **Situation Report (SitRep) Template**

SitReps need to be regularly published (as required) and distributed within the SEOC and to all officials designated by Command and/or the MAC Group Coordinator. The report should be flexible and allow additions and deletions from the format as required by the emergency. The report is a snapshot of the current situation and the operations within the SEOC and elsewhere. A sample SitRep format is attached at the end of this document (Attachment #5).

### **Planning Section Chief Job Aid:**

1. Obtain briefing from Incident Commander:
  - Determine current resource status (ICS Form 201).
  - Determine current situation status/intelligence (ICS Form 201).
  - Determine current incident objectives and strategy.
  - Determine whether Incident Commander requires a written Incident Action Plan (IAP).
  - Determine time and location of first Planning Meeting.
  - Determine desired contingency plans.
2. Activate Planning Section positions, as necessary, and notify Human Resources Unit of positions activated.
3. Establish and maintain resource tracking system.
4. Complete ICS Form 201, if not previously completed, and provide copies to Command and General Staff.
5. Advise Command staff of any significant changes in incident status.
6. Compile and display incident status summary information. Use SitRep Format (Attachment 5)
  - Forward incident status summaries (Sitreps) to Command and General staff once per operational period, or as required.
  - Provide copy to Public Information Officer.
7. Obtain/develop incident maps.
8. Establish information requirements and reporting schedules for Regional Coordinators and partner agencies.

### **Planning Section Chief Position Checklist**

1. Prepare contingency plans:

- Review current and projected incident and resource status.
  - Develop alternative strategies.
  - Identify resources required to implement contingency plan.
  - Document alternatives for presentation to Incident Commander and Operations, and for inclusion in the written IAP.
2. Meet with MAC Group Coordinator and/or Command, prior to Planning Meetings, to discuss proposed strategy and tactics and diagram incident organization and resource location.
  3. Conduct **Planning Meetings** according to following agenda:

<b>Agenda Item</b>	<b>Responsible Party</b>
Briefing on situation/resource status.	Planning/Resource Request Management/Operations Section Chiefs
Discuss safety issues.	Safety Officer
Set/confirm incident objectives	Emergency Management Director/MAC
Plot control lines & Division boundaries	Operations Section Chief
Specify tactics for each Division/Group.	Operations Section Chief
Specify resources needed for each Division/Group.	Operations/Planning Section Chiefs
Specify facilities and reporting locations	Operations/Planning/Internal Logistics Section Chiefs
Develop resource order	Logistics Section Chiefs (Internal for SEOC, External for other resources)
Consider communications/medical/transportation plans.	Logistics/Planning Section Chiefs
Provide financial update	Finance/Administration Section Chief
Discuss interagency liaison issues	MAC
Discuss information issues.	Public Information Officer
Finalize/approve/implement plan.	Emergency Management Director/All

4. Supervise preparation and distribution of the written IAP, if indicated. Minimum distribution is to all Command, Command Staff, General Staff, and Operations personnel to the Division/Group Supervisor level:
  - Establish information requirements and reporting schedules for use in preparing the IAP.
  - Ensure that detailed contingency plan information is available for consideration by Operations and Command.
  - Verify that all support and resource needs are coordinated with Logistics Section prior to release of the IAP.
  - Include fiscal documentation forms in written IAP as requested by the Finance/Administration Section.

- Coordinate IAP changes with General Staff personnel and distribute written changes, as appropriate.
- 5. Coordinate development of Incident Traffic Plan (if applicable) with Operations and the Ground Support Unit Leader.
- 6. Coordinate preparation of the Safety Message with Safety Officer.
- 7. Coordinate preparation of the Incident Communications Plan and Medical Plan with Logistics.
- 8. Instruct Planning Section Units in distribution of incident information.
- 9. Provide periodic predictions on incident potential.
- 10. Establish a weather data collection system, when necessary.
- 11. Identify need for specialized resources; discuss need with Operations and Command; facilitate resource requests with Logistics.
- 12. Ensure Section has adequate coverage and relief.
- 13. Hold Section meetings as necessary to ensure communication and coordination among Planning Section Units.
- 14. Ensure preparation of demobilization plan, if appropriate.
- 15. Ensure preparation of final incident package for archiving or follow-up after demobilization.
- 16. Provide briefing to relief on current and unusual situations.
- 17. Ensure that all staff observe established level of operational security.
- 18. Ensure all Planning functions are documenting actions using WebEOC, on Unit Log (ICS Form 214), or other means available
- 19. Submit all Section documentation to Documentation Unit.

### **Situation Assessment Unit**

#### **Summary of Duties:**

Collect and manage all relevant operational data to be used to inform the SitRep and the IAP. Create regular situation reports. Transmit Situation Reports to all participants in the SEOC and Regional Offices and others as directed.

### **Internal Logistics Section Chief**

#### **Summary of Duties:**

The Logistics Section Chief is responsible for providing services and support to meet the SEOC's operation's needs. A Deputy Logistics Section Chief may be assigned, or other staff may be assigned subject to need and availability.

The Internal Logistics Section is generally geared to supporting personnel and resources directly assigned to, and critical to the operation of, the SEOC. At the direction of the State Emergency Management Director, when the External Logistics Section is not activated, Internal Logistics may also arrange for assets and resources to enhance emergency management/response operations outside of the SEOC. The Internal Logistics Section responsibilities include:

- **Service**
  - **Communications:** Develop the Communications Plan, distribute and maintain all communications equipment, and manage technical communications requirements of the SEOC. When it is determined that there is a need to hold a conference call, the Logistics Section will set up the call, including notifying the expected participants of the call. The Logistics Section will also call the conference call center to monitor participation and to provide a list of the participants to the DEMHS Commissioner or his designee who is running the call.

- **Medical:** Generally, the State EOC does not have a medical unit. If available, Medical personnel develop the Medical Plan and provide first aid and light medical treatment for personnel assigned to the SEOC.
- **Food:** Determining and supplying the feeding and potable water requirements at all EOC and DEMHS facilities.
- **Support**
  - **Supply:** Order staff, equipment, and supplies needed to run the SEOC and DEMHS facilities. Responsibilities include storing and maintaining supplies, and may also include servicing non-expendable equipment.
  - **Facilities:** Set up and maintain facilities required in support of the State EOC and DEMHS facilities. Ensure security is provided for the facilities.
  - **Ground Support:** Provide transportation and maintain and fuel the vehicles assigned to DEMHS during activation.

#### **Internal Logistics Section Chief Job Aid**

- Manage all aspects of Logistical support to the SEOC and associated facilities, including security, communications and information technology.
- Provide input to and assist in the development of the Logistics Section of the Incident Action Plan
- Assist in the development of the SEOC Staffing Plan
- Coordinate procurement of emergency supplies, facilities and equipment with the Fiscal/Admin Section Chief
- Coordinate implementation of Emergency Contracts for supplies for the SEOC with Fiscal/ Admin Section and Command Staff
- Participate in Implementation Staff briefings and provide input as required
- Provide regular briefings to Logistical Staff
- Manage demobilization of Internal Logistics Section and resources
- Collect and manage all relevant operational data
- Collect, track, and document all incoming information
- Provide information to Planning Section for preparation of reports
- Transmit requests for assistance to the MAC Group Coordinator (Operations Chief), who will transmit to appropriate responding agency, or perform this function as assigned by the MAC Group Coordinator (Operations Chief).
- Coordinate review and maintenance of Unit's WebEOC postings

#### **External Logistics Section Chief**

##### **Summary of Duties:**

The External Logistics Section Chief is responsible for providing services and support to meet the needs of municipal and state agencies outside of the SEOC. A Deputy External Logistics Section Chief may be assigned, or other staff may be assigned subject to need and availability.

At the direction of the MAC Coordinator, External Logistics may also arrange for assets and resources to enhance emergency management/response operations outside of the SEOC. The Logistics Section responsibilities include:

- Staff and run Commodities Task Force;
- Oversee operations of Generator and Fuel Task Force

### External Logistics Section Chief Job Aid

- Provide input to and assist in the development of the External Logistics Section of the Incident Action Plan
- Assist in the development of the SEOC Staffing Plan
- Coordinate implementation of Emergency Contracts for external commodities with Fiscal/ Admin Section and Command Staff
- Implement and manage any Transportation Staging Area as required
- Participate in Implementation Staff briefings and provide input as required
- Provide regular briefings to External Logistical Staff
- Manage demobilization of External Logistics Section and resources
- Collect and manage all relevant operational data
- Collect, track, and document all incoming information
- Provide information to Planning Section for preparation of reports

### Finance/Administration Section Chief

#### Summary of Duties:

The Finance/Administration Section is responsible for monitoring incident-related costs and administering procurement contracts. This section may not be activated on all incidents. The Incident Commander retains responsibility for all finance-related activities until the Finance/Administration Section has been activated.

- **Time:** Ensures that all personnel time on an incident or event is recorded.
- **Procurement:** Processes administrative paperwork associated with equipment rental and supply contracts and is responsible for equipment time reporting.
- **Compensation/Claims:** Handles compensation (responsible for workers compensation documentation and maintains files of injuries and/or illnesses associated with the incident) and Claims (responsible for the investigation of all claims involving damaged property associated with the activation).
- **Cost:** Collecting cost information and for providing cost estimates and cost savings recommendations.

### Finance/Administration Section Chief Job Aid

- Review status of and initiate emergency contracts as required (Supplies, Debris, etc.)
- Prepare/update contracts as required.
- Work closely with DEMHS Emergency Management Assistance Compact (EMAC) Coordinator to track EMAC contracts and arrange for payment of EMAC resources in accordance with those contracts.
- Procure EOC and Emergency supplies and EOC logistical support in collaboration with the Logistics Section Chief as required.
- Participate in Command Staff Briefings.
- Prepare new contracts for support services and supplies as required.
- Maintain Staffing and OT records.
- Coordinate review and maintenance of Unit's WebEOC postings.

## 5.9 SEOC Activation Checklists

The below Activation Checklists are general lists of activities that must be performed by the MAC Coordinator), Planning Section, Internal Logistics (specifically, Communications and Security), and the Public Information Officer, when the SEOC is opened.

See the Hurricane Preparedness Checklists, which outline steps to be taken at the state SEOC, hour by hour, in preparation for a hurricane, at Appendix C.

## 5.9.1 Activation Checklists

### A. ACTIVATION: INITIAL ACTIVITIES

#### 1. INITIAL ACTIVATION DUTIES OF OPERATIONS

##### Opening and Operating the SEOC

- Communicate with Emergency Management Director or designee to determine type and level of activation. Review or coordinate with Planning Section Chief to review appropriate plan(s). Operate under these plans

Per Director of Emergency Management's instruction, establish Monitoring, Partial, Full or Highest activation. The following activities are all the responsibility of the MAC Coordinator or Operations Section unless other Section Chiefs are available to be assigned to the various duties.

- Assign staff members to call in the necessary SEOC liaisons. If necessary, ensure a Deaf & Hearing Impaired Interpreter is called, and a Spanish translator.
- Staff positions as needed, at direction of the Director of Emergency Management.
- Ensure Internal Logistics/Communications has the Communications Checklist.
- Ensure Public Information Officer has been notified and has PIO Checklist.
- Assign (or Internal Logistics Chief assigns) staff to set up security at the front desk (main entrance), if needed.
- Ensure equipment such as copiers, FAX machines and printers have paper and are in working order. Assign Internal Logistics/Communications if available to check FAX machines and related systems.
- Work with Planning Section Chief, if present, to start a WebEOC incident and have staff stand by for incoming messages
- Major events log. --Planning
- Take phones off night mode. – Internal Logistics/Communications
- MAC Coordinator arranges a conference call with the Regions. This is for an initial briefing by the Director, MAC Coordinator, or Deputy Commissioner, or designee.
- Ensure Internal Logistics has an Information Technology representative called to staff the SEOC.
- Stand-by to activate rumor control.
- If required by State Emergency Management Director, depending on the event, notify contiguous states.
- Notify regions of activation

##### Ongoing Operations Section Duties

- Brief SEOC staff periodically.
- Work with Planning Section to ensure that all information is distributed to the SEOC staff - including the Public Information Officer(s).
- Work with Internal Logistics to ensure equipment such as copiers, FAX machines and printers have paper and are in working order.
- Work with Planning Section to have staff ready to monitor and respond to incoming messages.
- Discuss potential need for second shift with Command Staff, other Section Chiefs, and other agencies as appropriate.
- Supervise sections under operations section.

#### 2. INITIAL ACTIVATION DUTIES OF INTERNAL LOGISTICS

##### Communications - Opening and Operating SEOC

- Take phones off Answering Service.
- Test communications
- Upon direction of the Director/MAC Coordinator, set up a conference call with all the Regions and the Director/Commissioner/DC/command staff for an initial briefing.
  - Determine communications staffing needs.
  - Report communication status to the MAC Group Coordinator (Operations Chief).
  - Work with Planning Section to stand-by for messages
  - Work with Fiscal Unit, to arrange for food for staff in the SEOC.

**Security - Opening and Operating EOC**

- If possible, assign security staff to set up credentialing tables.

**3. INITIAL ACTIVATION DUTIES OF PUBLIC INFORMATION OFFICER**

**Opening and During Operation of SEOC**

- Contacts the Governor's Press Office
- Ensure Media Center is ready
- Unlock the doors to the outside hall.
- Ensure a Deaf & Hearing Impaired Interpreter is in all television frames with the speaker. Remind all media as they set up for broadcast.
- Ensure that appropriate translation is available.
- Media is not allowed in the SEOC, unless Command Staff has approved.
- Report Joint Media Center status to the State Emergency Management Director.
- Ensure Section Chiefs, MAC Coordinator, Command Staff and other state liaisons get a copy of all press releases, including those issued by Governor's staff.
- Notify MAC Coordinator whenever a press conference/media briefing is going to be held.

**SAMPLE  
Situation Report**

The General Format of the Report is as follows:

**Event Name**  
**Report Period: Month dd, yyyy, hhhh-hhhh HRS**  
**Situation Report #nn**

Provide a narrative of the situation and a critical incident summary of the incident/event i.e. widespread power outages, flooding, road closures and blockages, etc. Include weather information for the time period obtained from the National Weather Service (weather.gov) paying specific attention to any warnings, watches and alerts. This information should be word for word.

**State Emergency Operations Center Activation Level: Level**

Ex.

On Thursday August 25, 2011 at 4:55pm Governor .....

The next section of the report will include summary information relevant to the incident/event provided by DEMHS Regional updates (if applicable), supporting agencies, and Federal agencies when present. List all agencies supporting the incident and note those that are present in the EOC grouping them under the relevant Emergency Support Function.

- ESF # 1      Emergency Support Function # 1 –Transportation
- ESF # 2      Emergency Support Function # 2 - Communications
- ESF # 3      Emergency Support Function # 3 - Public Works and Engineering
- ESF # 4      Emergency Support Function # 4 – Firefighting
- ESF # 5      Emergency Support Function # 5 - Emergency Management
- ESF # 6      Emergency Support Function # 6 - Mass Care, Emergency Assistance, Housing, and Human Services
- ESF # 7      Emergency Support Function # 7 – Logistics Management and Resource Support
- ESF # 8      Emergency Support Function # 8 - Public Health and Medical Services
- ESF # 9      Emergency Support Function # 9 - Search and Rescue
- ESF # 10     Emergency Support Function # 10 - Oil and Hazardous Materials Response
- ESF # 11     Emergency Support Function # 11 - Agriculture and Natural Resources
- ESF # 12     Emergency Support Function # 12 – Energy
- ESF # 13     Emergency Support Function # 13 - Public Safety and Security
- ESF # 14     Emergency Support Function # 14 - Long-Term Community Recovery
- ESF # 15     Emergency Support Function # 15 - External Affairs

Each agency should provide a SitRep summarizing the overall agency operation, status of ongoing missions, areas of concern for the Agency and any items which may impact the overall operation or the operation of other Agencies.

Miscellaneous support function summaries should be included at the end of the report following the same format as the ESF summaries, for example 211 information, agencies supporting the EOC, etc.

**Notes:**

- Do not use the words today or tomorrow. Replace with the specific date, ie. 31aug11
- Be sure to correct spelling errors. This document is posted on the web and shared with numerous people, agencies, organizations, etc.
- Use the underline button in borders to separate each section.
- Following is a sample report. Dates, numbers and other data provide are for examples only. They do not necessarily correlate with other section of the report.
- SitReps should be short and factual. Do not hesitate to request the agency submitting the report to summarize and condense if necessary.
- DEMHS regional offices should follow this template in reporting:

Region #

Local EOCs Activated: 5: Norwalk, Greenwich, etc.

Schools Status (if applicable): Region 1 schools closed.

Major Areas of Concern: Flooding of Farmington River, House Fire on Main Street, 50% of town without electricity.

Requests for State Assistance: None at this time

Other important items:



**Severe Weather Event  
Report Period: September 3, 2011, 0800-1200 HRS  
Situation Report #01**

**State Emergency Operations Center Activation Level: Full Activation**

On Thursday August 25, 2011 at 4:55pm Governor Dannel Malloy proclaimed a state of civil preparedness emergency pursuant to CGS 28-9 relating to ..... *continue on with summarization.....*

Federal Declarations, FEMA-1234-DR:

Public Assistance – Assistance for emergency work .....

Hazard Mitigation Grant Program – Assistance for actions taken to prevent or reduce .....

**Summary**

Electrical and telecommunications utilities are continuing restoration activities throughout the state.

Total outages at peak: 120,000

Current outages as of 1100: 8,266 (breakdown reported under ESF12)

**Municipalities which have declared a State of Emergency**

Total for the event: 36

**Weather/Flood**

Today: Partly sunny, with a high near 83. South wind between 5 and 9 mph.

Tonight: A slight chance of showers and thunderstorms after 11pm. Patchy fog after 2am. Otherwise, mostly cloudy, with a low around 66. South wind between 3 and 8 mph. Chance of precipitation is 20%.

The flood warning continues for the Connecticut River at Middletown. Until Sunday morning or until the warning is cancelled.

**Emergency Support Functions**

**ESF 1 - Transportation**

**Department of Transportation**

Representatives from DoT and NU have been working together in the field prioritizing and clearing state roadways.

**ESF 2 – Communications**

**2400 – ESF 2** - With DAS/BEST assistance, ESF-2 email address established.

**AT&T**

The state’s major communications companies participated in the Unified Command calls and preparation activities. At this time the State is still suffering the effects of the storm with degraded cell phone capability due to tower batteries degrading and line issue due to downed polls. Recovery continues. At peak 303 cell towers were unavailable.

**ESF 3 – Public Works and Engineering**

**Metropolitan District Commission**

The MDC will be officially demobilizing from the EOC at the end of my shift at midnight 03sep11.

**ESF 4 - Firefighting****Commission of Fire Prevention and Control**

Commission of Fire Prevention and Control assisted in identifying areas of the state with significant damage that the FEMA Preliminary Damage Assessment (PDA) teams could tour to evaluate the extent of the States damages.

---

**ESF5 – Emergency Management****DEMHS**

DEMHS continues to act as the Multi Agency Coordinator.

DEMHS is in the recovery stage.

Requests fulfilled August 24-29 total: sandbags 60,890; cots 8,586.

Currently coordinating Commodities/Donations Management, Communications, Fuel, Debris Removal Task Forces with appropriate federal state and private agencies.

**FEMA**

FEMA continues to support the State in meeting its priorities.....

**DEMHS Regional Offices:**

Region 1

Local EOCs Activated: 5: Norwalk, Greenwich, etc.

Schools Status (if applicable): Region 1 schools closed.

Major Areas of Concern: Flooding of Farmington River, House Fire on Main Street, 50% of town without electricity.

Requests for State Assistance: None at this time

Other important items:

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**ESF6 – Mass Care, Housing and Human Services****American Red Cross**

As of 0800 the Red Cross has delivered more than 100,000 meals and snacks since the onset of this operation.

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**ESF8 – Public Health and Medical Services****Department of Public Health**

0730 hours --- 03/September/2011, Situation Status Report for DPH

- DPH continues monitor the situation and respond to requests for assistance.
- A residential facility in Chester was placed back on street power according to CL&P.

**Department of Developmental Services**

Present at the EOC. Nothing significant to report for this time period.

**Department of Mental Health and Addiction Services**

Nothing significant to report for this time period.

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**ESF11 – Agriculture and Natural Resources****Department of Agriculture**

Demobilized 01sep11, 2000. On call support continues. Nothing significant to report for this time period.

**Department of Energy and Environmental Protection**

DEEP EOC has been informed that the Army Corps. of Engineers will come to the Quinnebaug Hatchery to assess the 600 KW generator being used by the hatchery in the morning of September 1, 2011.

---

**ESF12 - Energy****United Illuminating**

Situation Report - UI – 03Sep11 - 1400 hours

The UI Storm Center is fully staffed

Customer Outages at 11,807

Percentage of Total Customers Still Affected: 3.7%

Percentage of Outages Restored: 93%

Crews in use at 0730 hours

Total Crews: 252

OH line Crews: 136

Tree Crews: 84

Service Crews: 32

Since having its peak number of outages (158,130) UI has since restored power to 146,323 customers.

**CL&P**

CL&P State EOC Situation Report, 9/03/11 – 1430 hrs

System Status Update

**Outages:** 84,531

**Restored:** 886,785

**Millstone Power Station**

Not present in the EOC. Reactors are at 100% since 30aug11.

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**ESF13 – Public Safety and Security****CT State Police****Connecticut State Police Statewide Activity:****Thursday 09/01/11 from 0330 – 0730 hours**

Calls for Service: **134**

Accidents: **0**

Accidents with Injuries: **0**

Fatalities: **0**

DUI- **0**

Motorist Assists: **4**

Non-Reportable: **102**

**Running Event Totals:****Friday 08/26/11, at 0800 hours through Thursday 0/01/11, at 0730 hours**Calls for Service: **10,273**Accidents: **546**Accidents with Injuries: **85**Fatalities: **1**DUI: **20**Motorist Assists: **611**Non-Reportable: **7931****Connecticut Military**

Nothing significant to report for this time period.

**U S Coast Guard**

Not present at the EOC. Nothing significant to report for this time period.

**Civil Air Patrol**

Nothing significant to report for this time period.

**Department of Correction**The DOC continues to provide Logistical support with commodities distribution.

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**ESF14– Recovery & Mitigation****Department of Economic Development**Not present at the EOC. Nothing significant to report for this time period.

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**Misc. Support Functions****Info Line (2-1-1)**

Calls received during this reporting period follow:

1,151 storm damage reports

760 via the web

391 by phone

451 storm damage report respondents agreed to have their information forwarded to the state VOAD to seek resources that might be available through voluntary organizations.

E-library hits since 8/27/11 to current:

Power outage 3,466

Food stamps 1,088

Hurricane prep 362

Emergency prep 155

**Department of Consumer Protection**

Demobilized 01sep11, 2000. On call support continues. Nothing significant to report for this time period.

**DAS/BEST:**

MICA was deployed on 03sep11 at 0740.

**Department of Children and Families**No Report this Period. Not Active in EOC.

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## Appendix A: Primary and Support Agencies by Emergency Support Function (ESF)

### ESF Primary and Secondary Chart

State Response Framework – Government and Non-Governmental Organizations	ESF 1 Transportation	ESF 2 Communications	ESF 3 Public Works & Engineering	ESF 4 Fire Prevention and Control	ESF 5 Emergency Management	ESF 6 Mass Care	ESF 7 Logistics and Resource Support	ESF 8 Public Health & Medical Services	ESF 9 Search and Rescue	ESF 10 Hazardous Materials Response	ESF 11 Agriculture and Natural Resources	ESF 12 Energy and Utilities	ESF 13 Public Safety/ Security	ESF 14 Disaster Recovery	ESF 15 External Affairs
Correction	S				S		P		S				S		
DAS			P				P					S			
DAS BEST		P													
DAS Construction Services/Fire Marshal				S										S	
DEEP			S	S						P	P	S		S	
DEEP ENCON	S								S				S		
DEEP PURA		S								S		P			
DESPP/CFPC	S			P					P	P					
DESPP/CSP	S								P	P			P		
DESPP/Various		P													
DESPP/DEMHS	S	S	S		P	P	S		P	S		S	S	P	P
DOT	P		S						S			S		S	
DPH	S					P		P		S	S	S		S	
Governor’s Office (Liaisons)						S								S	S
Military Dept.	S		S				S		S	S			S		
Agriculture								S		S	P			S	
Consumer Protection							S			S	S	S		S	
DCF						S								S	
DDS						S								S	
DECD											S			S	
Department of Aging						S		S						S	
Dept of Housing						S								S	
Dept of Insurance														S	
Dept of Labor			S											S	
DMHAS						S		S						S	
DMV	S						S					S	S		
DSS						S		S						S	
Judicial Branch							S	S					S		
Office of Consumer Counsel												S			
Office of Early Childhood						S								S	
Office of Policy and Management					S		S							S	
Siting Counsel												S			
211 Infoline					S	S								S	S
ARC					S	S								S	
Infraguard							S								
FEMA					S									S	
US ACE			S				S							S	
USCG	S								S						
DHS													S		

<b>State of Connecticut Emergency Support Functions (ESF) and Scope</b>	
<b>ESF</b>	<b>SCOPE</b>
ESF 1: Transportation	Transportation safety Restoration/recovery of transportation infrastructure Movement restrictions Damage and impact assessment Evacuation support
ESF 2: Communications	Coordination with telecommunications and information technology industries Restoration and coordinate repair of telecommunications infrastructure Protection, restoration, sustainment of state cyber and information technology resources Oversight of communications within the state incident management and response structures
ESF 3: Public Works & Engineering	Infrastructure protection, emergency repair and restoration Engineering services and construction management Emergency contracting support for life-saving and life-sustaining services Disaster Debris Management
ESF 4: Firefighting	Activation of State Fire Rescue Plan Coordination of fire and rescue services and resources
ESF 5: Emergency Management	Coordination and implementation of the State Response Framework Coordination of incident management response efforts Coordination and implementation of mission assignments Unified command including, but not limited to, Incident Action Planning, multi-agency coordination, and situational awareness Coordination of Mutual Aid Resource and human capital Financial management
ESF 6: Mass Care	Emergency assistance/sheltering/feeding Coordination with municipalities and ARC Disaster housing, Human services, Functional needs
ESF 7: Logistics & Resource Support	Comprehensive, state incident logistics planning, management, and sustainment capability Resource support (facility space, office equipment and supplies, contracting services)
ESF 8: Public Health & Medical Services	Public health/Medical Mental health services Mass fatality management Mass dispensing
ESF 9: Search and Rescue	Lifesaving assistance Search and Rescue operations
ESF 10: Hazardous Materials	Oil and hazardous materials (chemical, biological, radiological, explosives, etc.) response Environmental short-term and long-term clean-up
ESF 11: Agricultural and Natural Resources	Animal and plant disease and pest response Food safety and security and Nutrition assistance

	<p>Natural and cultural resources and historic properties protection and restoration</p> <p>Safety and well-being of household pets</p>
ESF 12: Energy	<p>Energy infrastructure assessment, repair, and restoration</p> <p>Energy industry utilities coordination</p> <p>Energy forecast</p> <p>ESF-12 All Hazards Energy and Utilities Annex to the SRF, including Make Safe Protocol</p>
ESF 13: Public Safety & Security	<p>Facility and resource security</p> <p>Security planning and technical resource assistance</p> <p>Public safety and security support</p> <p>Support to access, traffic and crowd control</p> <p>Homeland Security</p>
ESF 14: Disaster Recovery	<p>Social and economic community impact assessment</p> <p>Long term community recovery assistance to states, local governments, and the private sector</p> <p>Analysis and review of mitigation program implementation</p> <p>Mitigation</p> <p>Coordinate and implement the State Disaster Recovery Framework</p>
ESF 15: External Affairs	<p>Emergency public information and protective action guidance</p> <p>Media, community and governmental relations</p>

## A.1: ESF #1 Transportation

**Primary Agency:** Connecticut Department of Transportation (DOT)

**Support Agencies:** Department of Correction  
DEEP ENCON (Environmental Conservation Police)  
DESPP (Department of Emergency Services and Public Protection) /CSP/DEMHS/CFPC  
Department of Public Health  
Connecticut Military Department/National Guard (CTNG)  
Department of Motor Vehicles  
US Coast Guard

### A.1.1 Introduction

ESF 1 ensures the provision of transportation to support emergency- and disaster- related state, county, and federal transportation efforts. ESF-1 coordinates activities and transportation infrastructure restoration and recovery, evacuation support, transportation safety, movement restrictions, and damage/ impact assessment.

#### A.1.1.1 Department of Transportation (DOT)

Responsibilities include but may not be limited to:

- Signing and barricading unsafe or impassable state highways;
- Closing appropriate rail and airport facilities as a result of damage or other unsafe conditions.
- Inspecting, repairing, condemning and/or demolishing state-maintained transportation facilities.
- Coordinating any and all transportation resources in the state to assist with the evacuation of persons needing transportation.
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State ESF 1 Evacuation Task Force.
- Providing assistance in the field for local Make Safe operations under the State ESF 12 Annex, Make Safe Protocol.
- Providing public information, in coordination with the Governor's Office, relative to road conditions and closures, flight service, train schedules, and ferry operations.
- Clearing debris from state-maintained roads.
- Advising the Governor on such matters as:
  1. The need to declare driving bans.
  2. The need for National Guard/Military Department personnel and equipment relative to the repair or protection of transportation facilities.
- Providing assistance in the regulation of the use of inland waterways and coastal waters by non-military marine craft.
- Coordinating with U.S. Coast Guard Captain of the Port authority in relation to the closing and subsequent reopening of ports and waterways
- Providing qualified personnel to serve on Joint Federal State Preliminary Damage Assessment (PDA) Teams.
- In accordance with the State of Connecticut Disaster Debris Management Plan, providing assistance to municipalities for the purposes of debris clearance, inspection, repair and/or condemnation of transportation facilities, once departmental priorities have been met and providing limited assistance in search and rescue operations.
- Notifying the State EOC of disruptions or impending disruptions to the transportation system (e.g., road closures, bridge outages, damage to railways, etc.) and rectification of such disruptions
- Preparing formal requests for financial assistance from the Federal Highway Administration.



- Providing traffic management assistance through the DOT Highway Incident Management System.

### **A.1.2 Situation**

- Hazards that affect Connecticut may damage transportation infrastructure, impact the movement of emergency personnel and delay resources.
- Disasters may reduce or eliminate the availability of local resources.
- If local resources cannot meet demand, mutual aid intrastate and/or interstate may be needed.

### **A.1.3 Assumptions**

- Life saving situations will be prioritized.
- Repairs to transportation systems will be prioritized.
- Capacity to respond in an emergency situation immediately following an event may exceed capabilities.
- Requests for federal transportation assistance will be in accordance with protocols.

### **A.1.4 Concept of Operations**

#### **A.1.4.1 State Highway Diversion Plan (CT DOT)**

Diversion plans for incidents on limited access highways (along I-95, I-395, I-91, I-84, and Route 8) have been developed in cooperation with local and state police, local chief executive officers, the permanent Statewide Incident Management Task Force and ConnDOT field personnel.

#### **A.1.4.2 Department of Public Safety Division of State Police Mass Evacuation Limited Access Highway Plan Concept of Operation (CT DPS Draft 2006) (Not For Public Dissemination)**

In the event of a significant event that requires the mass evacuation of a geographic region or an entire segment of the State, CT State Police, at the direction of the Governor, may implement a diversion plan that will involve closing limited access highway segments to through traffic. The State Police will then divert traffic, permitting it to flow in one direction. The State Police will work with the DEMHS, the Department of Transportation and other state, federal, and local agencies to implement a traffic diversion plan along Connecticut's limited access highways.

**Sample Agency Log**  
**State Agency: Department of Transportation**

Winter Storm December 2005							
Item	Date	Time	TO	FROM	Description	Action Required	Action completed
1	12/16/05	4:00			SEOC Activated for winter storm	Staff SEOC	Arrived 4:45
2	12/16/05	5:00	OPS	DOT	Bradley International Airport closed. Will reopen at 0630 ACTION: Notified appropriate officials.		

**Agency Log Instructions:**

- Title** Date and description of the event
- Item #** The numerical sequence of the item entered
- Date/Time** Of event or report
- To/From** To whom the message/event is addressed and who sent/reported it
- Description** Full text detail of the message or event
- Action Required** Description of required response to situation or event
- Action Completed** Date/Time of response and any further comment

**Use of WebEOC within the SEOC:**

WebEOC is currently used by emergency managers across the state, the State Agencies, FEMA Region 1, and many other agencies and organizations. Within the SEOC WebEOC is primarily used as a documentation tool. DEMHS serves as the “gatekeeper” for access to run Connecticut WebEOC and assigns user accounts.

**ESF 1 Transportation Recovery Time Objective: Uninterruptible Functions <1 day**

- Quick clearance of roadways (storm response)
- Establishment of detours
- Coordinate with rail operators to ensure uninterrupted train services (passenger and freight)
- Assessment of the status of Communications Infrastructure
- Restore connectivity to Mission Critical Applications
- Materials Management – Central Warehouse
- Materials Management – 13 Satellite Operations
- Materials Management – Fuel Control
- Building Maintenance – Repairs/Fuel System Repairs
- Service Plaza Operations / Code Inspection – Maintain operations at service plazas unless extreme conditions
- Occupational Health and Safety
- Emergency planning and response for transit services
- Provide bus and para transit services for emergency evacuation or other emergency services

**Recovery Time Objective: Critical Functions ≥ 2 to 3 days**

- Damage assessment of critical infrastructure and facilities
- Clear roadway of debris
- Provide labor & equipment for support of other EM functions. Assess need for supplemental contractors

- Oversize/Overweight Permitting
  - Contractor mobilization as needed
  - Purchasing – Approve Purchases, Change Orders, Dispatch PO's, Contracts
  - Service Plaza Operations / Code Inspection – Maintain or restore operations at service plazas
  - Stores Fuel Control Inventory
  - Test integrity of all Communication Components and Equipment
  - Repair or replace affected network equipment and retest connectivity and performance
  - Inspect rail systems and at grade crossings (signal and communications)
  - Assess tenant resident requirements/safety
  - Restore minimum public transportation services
  - HR Support Functions
  - Oversight of shared ride services – carpool, vanpool, telecommuting website functionality – for use for normal commuter services and those services needed for emergency response
  - Oversight of transit contract services, including payments, to assure continuity of ongoing operations and availability of resources for emergency response
  - Marketing and outreach for public awareness of continuing operations and emergency services
- Department of Transportation Mission Essential Functions

**Recovery Time Objective: Ongoing Functions ≥ 4 to 7 days**

- Repair damaged infrastructure
- Repair/secure resident structures
- Ensure rail properties (e.g. train stations and parking areas) are open and available
- Restore availability of all major DOT Applications
- Continue work on restoring all services to 100% full functionality
- Payroll and Employee Benefits
- Establish Emergency Projects Payroll Codes
- CORE Records & Support
- Business Apps Support (OIS)
- Accounts Payable – Approve Vendor Payments and Travel Authorizations
- Restoration of cross-river ferry services as crews are released from highway maintenance responsibilities
- Restore Port of New London services as needed

**Recovery Time Objective: Periodic Functions ≥ 1 to 2 weeks**

- Secure needed materials and supplies
- Mutual assistance to Cities & Towns
- CORE Reports
- Incident Review (FHWA, FTA, & FEMA)
- Inspection and maintenance of rail equipment (locomotives and rail cars) with railroad operators
- Inspection/repair rail infrastructure
- Accounting/Deposit
- Workers Compensation/claims
- Obligation of Federal Funds
- Pay vendors
- Return to operations for motor transport services – licensing, registration and any temporary operating authorities for long-term emergency or replacement services

### **A.1.5 Organization and Assignment of Responsibility**

ESF 1 Primary and Secondary response organizations will be activated through the State Emergency Operations Center based on needs and operational procedures. Organizations and agencies will coordinate with each other to ensure the most effective use of personnel and equipment.

#### **A.1.5.1 Department of Correction (DOC)**

Responsibilities include but may not be limited to:

- Assisting other state agencies as requested with the evacuation of institutionalized and/or other special needs persons through the limited provision of vehicles and personnel.
- Providing assistance and support to DEMHS and the SEOC as outlined in the Memorandum of Understanding Number 2013CAU-21, dated March of 2013, including leading and/staffing the State ESF 7 Resource Support Task Force and DEMHS Regional Offices.
- Providing staff to augment any field offices in direct relation to any DOC facilities.
- Providing technical assistance, personnel, and equipment in direct relation to any agency facility or building.
- Deploying the DOC Tactical Operations Unit to:
  - Provide any other specialized services and/or equipment as needed.
- Providing DOC transport buses to assist with evacuation of any DOC facility or building or for other needs as deemed necessary by the Incident Commander.

#### **A.1.5.2 DEEP EnCon**

The State Environmental Conservation Police (EnCon) protect the public and Connecticut's natural resources through public education and outreach, prevention of crime and accidents and the enforcement of laws and regulations.

Responsibilities include but may not be limited to:

- Implementing the DEEP Oil and Chemical Spills Plan as appropriate.
- Assessing radiation risks from radiological sources and releases of radioactive material.
- Providing technical assistance to law enforcement and local officials regarding radiological sources and radioactive material.
- Coordinating with the US Nuclear Regulatory Commission and other federal agencies regarding inspection of radiological sources and radioactive material.
- Coordinating with the US Nuclear Regulatory Commission and other federal agencies regarding response to radiological sources and radioactive material.
- Advising on timber salvage, emergency debris disposal, and open burning.
- Documenting agency emergency response activities
- Coordinating with the U.S. Army Corps of Engineers regarding operation of Corps flood control projects in an emergency, ice jams, and other situations with flooding implications that may require involvement by the Corps.
- Coordinating with the U.S. Coast Guard, as appropriate, regarding the USCG's National Strike Team which may be called upon to react to major incidents of oil pollution or hazardous release.
- Monitoring and reporting to DEMHS on the restoration, maintenance and operation of utility services.
- For situational awareness purposes, will report to DEMHS

#### **A.1.5.3 DESPP/Commission on Fire Prevention and Control (CFPC)**

Responsibilities include but may not be limited to:

- Activating and implementing the State of Connecticut Statewide Fire Service Disaster Response Plan.
- Movement and/or staging of pre-identified Task Forces, Strike Teams or resources for timely response into an affected area.
- Serving on any DEMHS or SEOC Task Force.

#### A.1.5.4 DESPP- Division of State Police

Responsibilities include but may not be limited to

- Conducting both criminal and motor vehicle investigations in 82 of the 169 towns in Connecticut.
- Patrolling 600 miles of limited access highways, 7,000 miles of state and local roads.
- Controlling access to dangerous or impassable sections of state-maintained and/or state-patrolled roads; Controlling traffic and access on State roads and highways traversing or passing near the incident scene.
- Providing assistance, as requested, to local civil preparedness forces primarily for the purposes of search and rescue, route alerting, anti-looting, traffic control, curfew enforcement, and limiting access to a disaster area.
- Providing emergency transportation for state and federal officials.
- Serving on any DEMHS or State EOC Task Force, including but not limited to the State ESF 1 Evacuation Task Force.
- Assisting local law enforcement with perimeter security, access control, and anti-looting patrols of evacuated areas
- Deploying the State Police Emergency Services Unit (ESU) which will provide specialized services and equipment as requested by the Incident Commander such as:
  - Bomb Squad
    - Incidents involving explosives
    - Search for explosives (K9)
    - Fireworks seizures
    - Storage of explosive evidence (**not** including IED's) as evidence
    - Technical assistance for Post Blast Investigations
    - Destruction of old ammunition, flares and chemical munitions
    - In the case of a crime scene or investigation of a suspected Chemical, Biological, Radiological, Nuclear, or Explosive (CBRNE) incident, the DPS Emergency Services Unit (ESU) shall assume responsibility for collection, packaging, and transportation of evidence in accordance with an MOU with the FBI who has primary jurisdiction in such incidents.
  - Hazardous Materials Technician assistance
    - Any incident involving the use or threatened use of a Weapon of Mass Destruction including Chemical, Biological, Radiological, Nuclear, High Yield Explosives (CBRNE) types of Incidents.
  - Dive and Marine Unit
    - Any emergency in a marine environment including:
      - Lost boaters
      - Search & rescue
      - Underwater evidence recovery
      - Hull and pier sweeps
  - Tactical Team
    - Any high risk incident including:
      - Barricaded subjects; hostage situations; searches for armed and dangerous subjects
      - High risk warrant service

- Special transportation protection (e.g. high risk prisoners, narcotics, firearms)
- Dignitary protection
  - Crisis Negotiators for any tactical situation as well as suicidal individuals threatening the use of physical force against themselves or another.
- Civil Disturbance teams for any civil disturbance or riot situation
  - Minimum Control Forces will be provided by each State Police district command and still be able to provide adequate patrol coverage and response.
- Canine assistance is available for the following types of situations:
  - Tracking, building search, criminal apprehension
  - Search and rescue
  - Body recovery
  - Searches for explosives, narcotics and evidence of accelerants in suspected arson situations
  - Training in the above areas for those agencies meeting the needs requirements
- Aviation assistance is available for the following types of situations:
  - Surveillance
  - Traffic enforcement
  - Search and rescue
  - Marijuana field location and eradication
  - Aerial photo missions
  - Tactical operations and medical transport
- Emergency Medical support is available for tactical situations, Weapons of Mass Destruction incidents, mass casualty incidents, and search and rescue.
- Central Criminal Intelligence Unit provides electronic surveillance and special equipment for intelligence monitoring / communication.
- Public Information Office gathers and disseminates timely and accurate information regarding law enforcement efforts to the public through various print and broadcast media in the State of Connecticut.

#### **A.1.5.5 Department of Public Health**

Responsibilities include but may not be limited to:

- Serving on any DEMHS or SEOC Task Force
- Supporting Local Health, Hospitals, Extended Care, Day Care, Community and School Based Health Center facilities during emergencies.
- Coordinating the implementation of the Statewide EMS Mobilization Plan.
- Providing toxicological and health risk assessment regarding any chemical release thru State Public Health Laboratory.
- Considering requests for activation of the state's mobile field hospital and Disaster Medical Assistance Teams.

#### **A.1.5.6 Military Department**

Responsibilities include but may not be limited to:

- Activating appropriate National Guard units upon direction of the Governor.
- Serving on any DEMHS or SEOC Task Force, including the State ESF 1 Evacuation Task Force.
- Providing the following support services as directed by the Governor or requested by DEMHS. (*The Military Department has the capability to provide all of these functions/resources; however, capacity will be significantly diminished as each successive mission is assigned*):
  - evacuation assistance;

- search and rescue operations;
- anti-looting, access and traffic control, and curfew enforcement (declared emergencies only);
- transportation of state and federal officials;
- road and bridge repairs; (Road repair can only be conducted as an emergency measure to restore basic traffic ability; we do not have the capability to return roadways to full, standard capability. Bridge repair is very limited and only as an extreme measure.)
- clearance of debris;
- sandbagging operations (providing personnel and equipment);
- aerial damage assessment during or immediately following the emergency;
- deployment of Civil Support Team
- Request CBRNE Enhanced Response Force Package (CERFP) through the National Guard Bureau to provide technical assistance, personnel, and equipment to assist with mass decontamination.
- If possible, pre-positioning personnel, equipment and supplies in anticipation of a disaster's impact.
- Documenting agency emergency response activities.
- Providing written reports on disaster- or emergency-related expenditures and National Guard activities as requested by DEMHS.

#### **A.1.5.7 Department of Motor Vehicles (DMV)**

Responsibilities include but may not be limited to:

- Assisting other state agencies as requested with the evacuation of institutionalized and/or other special needs persons through the limited provision of vehicles and personnel.
- With the Governor's approval, obtaining grant extensions of core business functions such as registrations, licenses, emissions, permits, etc. (CGS §3-6a and §28-9).
- Providing emergency transportation for State and Federal officials.
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State Fuel and Generator Task Force.
- Assisting with the identification of motor vehicles in support of the Debris Management Plan.

#### **A.1.5.8 US Coast Guard - Evacuation Support**

**United States Army Corps of Engineers Connecticut Hurricane Evacuation Study Technical Data Report, Appendices A, B and C (1994), Hurricane Behavior Assumptions (1988) and Hurricane Surge Inundation Maps for Connecticut (updated 2008).**

The primary purpose of the Connecticut Hurricane Study is to provide the State of Connecticut, local emergency management agencies, and evacuation decision-makers with data necessary to plan for and evacuate areas vulnerable to hurricane flooding. To accomplish this, the Study provides information on the extent and severity of potential flooding from hurricanes, the associated vulnerable population, capabilities of existing public shelters and estimated sheltering requirements, and evacuation roadway clearance times. The report also provides guidance on how this information can be used with National Hurricane Center advisories for hurricane evacuation decision-making. Products developed from the study include the Connecticut Hurricane Evacuation Study, Technical Data Report, and Hurricane Surge Inundation Maps for Connecticut coastal communities. *Please note: as of June 2011, the funding necessary to update the Hurricane Evacuation Study has been requested by FEMA and USACE. CT is considered a priority region; however, the budget has not been released to date.*



### A.1.6 Resource Requirements

- ESF 1 maintains agency level Standard Operating Procedures that address their assignments and responsibilities.
- ESF 1 maintains their resources for equipment, supplies, staff and services available to them during emergencies.
- Transportation Resources & Transportation Staging Area (TSA)  
For a nuclear power plant emergency at Millstone Station, the Transportation Staging Area (TSA) is located at the Veterans' Home and Hospital in Rocky Hill, CT. This is the assembly location where buses, ambulances, and wheelchair vans may gather, and be readied and dispatched to Millstone communities, upon their request for supplemental transportation resources to aid evacuation efforts. Drivers are given dosimetry, briefings and assignments. The TSA Command Center may communicate and coordinate with the State EOC ESF 1 Transportation representative and the DEMHS Regional Coordinators.

### A.1.7 Plans

- Mass Evacuation Limited Access Highway Plan, Department of Public Safety, Division of State Police, Concept of Operation (not for public dissemination), Detail Commander: Colonel Edward J. Lynch, Connecticut State Police, January 2006 (Draft #1), Updated July 2014
- Traffic Diversion Plans for I-84, US Route 7 and CT Route 8, State of Connecticut, Council of Governments, Funded by DEMHS Region 5, January 2011
- Radiological Emergency Preparedness Traffic Management Plan, Rev. 7/2010
- Evacuation Time Estimate, KLR, 2013, Millstone Power Station (available electronically)
- Disaster Debris Management Plan, State of Connecticut, revised June 2013
- State of Connecticut Concept of Operations Plan – Disaster Debris Management Activation and Use of the State Debris Removal and Monitoring Contracts June 2013
- Model Procedures for Response of Emergency Vehicles During Hurricanes and Tropical Storms, State of Connecticut, August 2010, Revised June 2011.
- State of Connecticut Radiological Transportation Emergency Preparedness Program (TEPP) Plan, rev 3 (CT DEP June 2005)

### A.1.8 Evacuation Support

#### A.1.8.1 Evacuation

**United States Army Corps of Engineers Connecticut Hurricane Evacuation Study Technical Data Report, Appendices A, B and C (1994), Hurricane Behavior Assumptions (1988) and Hurricane Surge Inundation Maps for Connecticut (updated 2008, 2014)**

The primary purpose of the Connecticut Hurricane Study is to provide the State of Connecticut, local emergency management agencies, and evacuation decision-makers with data necessary to plan for and evacuate areas vulnerable to hurricane flooding. To accomplish this, the Study provides information on the extent and severity of potential flooding from hurricanes, the associated vulnerable population, capabilities of existing public shelters and estimated sheltering requirements, and evacuation roadway clearance times. The report also provides guidance on how this information can be used with National Hurricane Center advisories for hurricane evacuation decision-making. Products developed from the study include the Connecticut Hurricane Evacuation Study, Technical Data Report, and Hurricane Surge Inundation Maps for Connecticut coastal communities. *Please note: as of June 2011, the funding necessary to update the Hurricane Evacuation Study has been requested by FEMA and USACE. CT is considered a priority region; however, the budget has not been released to date.*



**DEMHS Regional Evacuation and Shelter Guides (CT DEMHS 2007)**

This Regional Evacuation and Shelter Guide may be used by State and local government organizations to manage and coordinate multi-jurisdictional or regional evacuations in response to any hazard which would necessitate such actions. This document defines the scope of the emergency response, details the concept of operations and assigns responsibility for implementation of the guide.

**A.1.8.2 Traffic Management****State Highway Diversion Plan (CT DOT)**

Diversion plans for incidents on limited access highways (along I-95, I-395, I-91, I-84, and Route 8) have been developed in cooperation with local and state police, local chief executive officers, the permanent Statewide Incident Management Task Force and ConnDOT field personnel.

**Department of Public Safety Division of State Police Mass Evacuation Limited Access Highway Plan Concept of Operation (CT DPS Draft 2006) (Not For Public Dissemination)**

In the event of a significant event that requires the mass evacuation of a geographic region or an entire segment of the State, CT State Police, at the direction of the Governor, may implement a diversion plan that will involve closing limited access highways segments to through traffic. The State Police will then divert traffic, permitting it to flow in one direction. The State Police will work with the DEMHS, the Department of Transportation and other state, federal, and local agencies to implement a traffic diversion plan along Connecticut's limited access highways.

## A.2: ESF #2 Communications

<b>Primary Agencies:</b>	Connecticut Department of Administrative Services (DAS)/BEST (Bureau of Enterprise Systems and Technology) Department of Emergency Services and Public Protection (DESPP)
<b>Secondary Agencies:</b>	DEEP PURA (Public Utility Regulatory Authority) Department of Emergency Services and Public Protection (DESPP)/ DEMHS

### A.2.1 Introduction

ESF 2 ensures the provision of communications to support emergency- and disaster- related state, county, and federal communications efforts. ESF-2 coordinates activities and communications assets available from state agencies, voluntary groups, the communications industry, county agencies and the federal government.

#### A.2.1.1 DAS – Bureau of Enterprise Systems and Technologies (BEST)

Responsibilities include, but may not be limited to:

- Supporting and restoring the communications infrastructure; facilitating the recovery of systems and applications from cyber attacks; and coordinating Federal communications support to response efforts during incidents requiring a coordinated Federal response
- Addressing cyber security issues that result from or occur in conjunction with incidents
- Staffing facilities as requested by DEMHS
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State Telecommunications Restoration Task Force
- Facilitating the acquisition of communications and information technology equipment and services.
- Requesting and coordinating activities through the National Communication Service for emergency telecommunications service priority (TSP) and wireless priority services (WPS).
- Activating the DAS-BEST ECC and Communications Center.
- Coordinating agency business continuity and information technology disaster recovery plans in conjunction with agencies' staff, to include the activation of our out of state hot site when necessary.
- Providing coordination and support for statewide geospatial information resources through the State Geospatial Council, as needed.

#### A.2.1.2 Department of Emergency Services and Public Protection (DESPP)

- Situation Assessment
- Incident Priority Determination
- Support communications aspects of incident management policies and interagency activities
- Coordinating communication continuity with the local entities
- Train and assign personnel to support emergency communications at the SEOC or other areas of operation
- Monitoring and reporting on the condition of the state agency telecommunications infrastructure.
- Arranging for information technology equipment, installation, repair, programming, and troubleshooting at the State EOC and at other locations as needed and requested.
- Stand up Communications Task Forces as necessary to support the management and operations of the emergency
- Coordinating interoperable communications
- Coordinating and disseminating public information
- Coordinating activities with the DEMHS Office of Counter Terrorism, as appropriate

- Disseminating emergency data and information to local governments, state, and federal agencies
- Providing telecommunication support in Emergency Management facilities as needed
- In times of non-emergency, DEMHS responsibilities include, but are not limited to:
  - Those found in Conn. Gen. Stat. Title 28, including providing the venue and process for collaborative, coordinated and integrated planning, training, exercise activities.
- Receiving and relaying warnings to local governments as per the State Warning Plan.
- Operate the State's 700/800 MHz Radio System
- Relaying warnings received from CONVEX (Connecticut Valley Electric Exchange) regarding hydroelectric dam releases and/or possible dam failures to appropriate state and local officials in accordance with specific warning plans for individual dams.

## A.2.2 Situation and Assumptions

- Under Connecticut General Statutes 28-1a, the Connecticut Division of Emergency Management and Homeland Security (DEMHS) is responsible for the development and operation of the State Emergency Operations Center (EOC) and its associated communications systems.
- The Director, on behalf of the Governor and Commissioner, will manage the internal operations of the State EOC.
- The State EOC maintains the capability to interface with other state and federal emergency or disaster response organizations.
- Current communications systems are capable of supporting emergency operations within the state.
- State agencies will utilize their normal communications systems during an emergency situation. Support facilities and equipment will be provided through coordination with the State EOC.
- To reduce the span of operational control and facilitate the conduct of disaster and emergency operations, the 169 towns and two tribal nations are organized into 5 DEMHS Regions.
- In areas experiencing major emergency conditions or disaster effects, serious disruption of normal communications and overloading of communications systems is anticipated.
- In a nuclear attack situation, it is estimated that only a portion of all telephone circuits will be operational. During this same period, radio communication will be severely damaged by electromagnetic pulse (EMP).
- Terrorist attacks may be directed at the hardware and software of Connecticut's communication infrastructure.

## A.2.3 Concept of Operations

The Director is responsible for:

- The physical security of forms, transmittals and required information.
- The assignment of personnel to duty stations in the EOC and the maintenance of the EOC equipment.
- Obtaining additional communication links in an emergency.

## A.2.4 Communications Facilities

### A.2.4.1 Emergency Communications Centers

The main communications facility for CT DEMHS is located at the state EOC. Backup communications is provided by DESPP Message Center which has duplicates of many of the Communications systems located in the EOC Communications Center (EAS, ITAC/ICall, NAWAS, Microwave, COLLECT, etc.).

DEMHS OEM vehicles may be equipped with multi-band mobile radios, satellite radios, satellite phones, and I-TAC/I-CALL radios to support coordination with field units while on assignment. For incidents of limited

geographic scale a field Operations person with vehicle is frequently dispatched to the scene to coordinate state operational support directly with the on-scene Incident Commander.

- DEMHS EOC Hartford Armory, 360 Broad Street, Hartford, CT
- DPS Message Center, 1111 Country Club Road, Middletown, CT
- Connecticut DEMHS Regional Offices
- Connecticut DEMHS Vehicles

#### **A.2.4.2 Emergency Communications Systems**

DEMHS HQ and DEMHS Regions: DEMHS uses E-mail, Cellular phone, landline phone, FAX, microwave FAX, VHF radio, UHF Radio, Amateur Radio, Satellite Phone and Radio systems, to communicate between DEMHS HQ and the 5 DEMHS Regional Offices.

DEMHS HQ and DHS/FEMA: DEMHS HQ uses NAWAS, FNARS, Armature Radio (MERS), E-mail, landline and cellular phone, and HSIN systems to communicate non-secure messaging to FEMA Regional and HQ Offices.

Secure communications between DHS/FEMA and CT DEMHS are accomplished using secure video conferencing and STE phone and FAX systems.

#### **A.2.4.3 Mobile Internet Communications Asset (MICA)**

DEMHS and Department of Administrative Services (DAS) Information Technology Services – on-scene communications for various situations and incidents. This asset gives the State a capability to set up a forward command post/operating center at any location where facilities are compromised. Serving as:

- Incident Command Post (ICP)
- Regional Coordination Center (RCC)
- Joint Operations Center (JOC)
- Emergency Operations Center (EOC)

This asset is a transportable satellite uplink which connects to the State of Connecticut network. This unit is deployable to provide communications within 30 minutes of arrival on scene and includes:

- six (6) wireless access points
- mobile router
- satellite modem
- twenty (20) IP based telephones/tactical lines
- nineteen (19) ruggedized laptop computers
- video conferencing equipment
- other related communications equipment

#### **A.2.4.4 Call90/8Tac Radios (Formerly known as I-CALL/I-CALL Radios)**

The Connecticut 8Call90/8Tac System provides command and control communications to support the incident management system at local and statewide events as required or requested by the local incident commander. Each local police, fire and EMS agency has been provided with a portable radio which will operate on these channels. The network operating on the FCC-allocated 800 MHz Interoperability channels consist of 38 transmitter sites spread throughout the State. In addition to the portable radios, control stations have been installed in each Public Safety Answering Point (PSAP) and CMED, giving local dispatch centers access to these communications channels. The fixed network is supplemented by 34 mobile repeaters housed in the 34 Mass Decontamination Trailers distributed to fire service agencies statewide, and in each of the Connecticut State Police (CSP)/CTS Telecommunications Engineers' vehicles. Non-government entities may request authorization

to operate on the 8Call90/8Tac system by request to the State Public Safety Interoperable Communications Executive Committee which is administered by DEMHS. Coordination of the network is provided through the State Police Message Center based at DESPP Headquarters in Middletown. DESPP maintains a cache of 8Call/8Tac Portable Radios which may be deployed to support specific incidents or for specific situations.

This system has been renamed in accordance with National DHS SAFECOM guidance and protocol.

#### **A.2.4.5 Connecticut Statewide Police Emergency Radio Network. (CS-PERN)**

One of the critical day to day interoperability issues faced by the law enforcement community is the ability for individual police units to communicate with each other across municipal and department jurisdictions. To alleviate this, in 2007, the Connecticut Police Chiefs Association, Department of Public Safety, and the Department of Emergency Management and Homeland Security partnered to develop the Connecticut Statewide Police Emergency Radio Network (CS-PERN). As conceptualized and designed, CS-PERN is a single statewide 800 MHz simulcast channel provided on the CSP radio network infrastructure, installed in all police units which allows direct two way radio contact between law enforcement vehicles. It is on 24 hours per day and does not require dispatcher intervention to set up or use.

#### **A.2.4.6 UHF Radio Cache**

DEMHS maintains a stockpile of UHF Portable Radios that are available for local government and responder agency use during emergencies. These radios are located at the State EOC. They are intended as a strategic reserve and as such are not deployed unless there is a real or anticipated need. To obtain this resource, municipalities should contact their DEMHS Regional Coordinator or the DEMHS Duty Officer. DEMHS will arrange for deployment with the municipality or requesting agency.

#### **A.2.4.7 State Tactical On-Scene Channel System (STOCS) Boxes**

Fire, Law Enforcement, EMS, Local, State and Federal Agencies in Connecticut operate two-way radio systems using a variety of frequency bands which can make on-scene tactical communications difficult if not impossible. To address this communications gap, DEMHS developed and deployed the State Tactical on-Scene Channel System (STOCS). The STOCS System is designed to utilize existing portable radio equipment, which these departments/agencies use daily, to communicate at an incident regardless of frequency band. The STOCS System allows individuals and groups of responders to communicate when working at the scene of an incident, using their existing portable radio equipment. The System consists of three (3) VHF frequencies, three (3) UHF frequencies and five (5) 800MHz frequencies combined into five (5) interoperability channel groups. DEMHS holds the statewide FCC License for all frequencies used in the STOCS System. The system also includes specific regional and national Interoperability channels. Its intended users include: Local, State, and Federal Fire, Law Enforcement, Emergency Medical Service, Health Departments, Public Works Departments and Emergency Management. Nongovernment entities may request authorization to operate on STOCS by request to the State Public Safety Interoperable Communications Executive Committee administered by DEMHS. The heart of the system is the STOCS Cross Band Repeater unit (CBR). Using dedicated frequencies in the VHF-Hi, UHF, and 800 MHz band, this device connects all three bands together in a seamless network. The system is designed for tactical use so the STOCS Box range is limited to approximately two miles.

#### **A.2.4.8 HAM Radio (ARES, RACES)**

The Amateur Radio Emergency Service (ARES) works with FEMA, and with state and local governments and provides emergency communications services for agencies such as the American Red Cross and the Salvation Army as well as the State Emergency Management offices. Volunteers work in their local communities to help with emergency planning and communications in time of need. In a crisis, the priority is to provide needed

communications to CT DEMHS. Each of DEMHS' five Regions has a District Emergency Coordinator (DEC) of ARES appointed to oversee operations there. Other special DEC's have been appointed for working specifically with the Red Cross, National Traffic System, Special Operations, and National Weather Service/Skywarn.

#### **A.2.4.9 Strategic Technical Reserve**

The Connecticut Strategic Technical Reserve consists of 6 800MHz, 5 UHF, 5 VHF and 12 Low Band Base Transmitters 2 UHF and 2 800MHz Tactical Repeaters, and 2 100 ft mobile tower trailers. This equipment is maintained as a reserve to restore Local, Regional, and State Public Safety Communications systems which may have been damaged due to a catastrophic event. In addition, it provides the capability to expand the capacity of local or regional radio systems to expand their capacity for unusual events. The reserve is managed by the State Public Safety Interoperable Communications Executive Committee which is administered by DEMHS. Coordination of deployment requests is provided through State ESF 2 Work Group.

#### **A.2.5 Organization and Assignment of Responsibility**

ESF 2 Primary and Secondary response organizations will be activated through the State Emergency Operations Center based on a needs and operational procedures. Organizations and agencies will coordinate with each other to assure the most effective use of personnel and equipment.

DAS/BEST and DESPP are the Primary Agencies responsible for ESF 2.

- Responsible for the coordination of emergency communications.
- Manage communications capabilities within the Connecticut EOC.
- Provide state mobile communications as needed during emergencies.
- Assess communications infrastructure following a disaster.
- Prioritize assistance based on assessments.

##### **A.2.5.1 DEEP PURA - DEEP/ Public Utility Regulatory Authority**

Responsibilities include but may not be limited to:

- Serve on or lead appropriate Task Forces at the EOC as requested by DEMHS.
- Furnishing available personnel as requested by Governor's Office/EOC.
- Provides technical assistance/guidance to federal and other state agencies.
- Receive and respond to information requests from municipalities.
- Monitor, evaluate and provide input to other support agencies and organizations that are responding to and recovering from emergencies.
- Be kept apprised of and monitor any unmet needs and priorities.
- Maintain notes, draft recommendations and reports as directed or appropriate.

##### **A.2.5.2 DESPP - Division of Emergency Management and Homeland Security (DEMHS)**

DEMHS primary functions in the EOC during activation are:

- Situation Assessment
- Incident Priority Determination
- Critical Resource Acquisition and Allocation
- Support Relevant Incident Management Policies and Interagency Activities
- Coordinating with other MAC systems (Other State EOCs, etc.)
- Coordinating with the Locals (EMDs, Local Chief Executive Officers, etc.)
- Support and Maintain the Common Operating Picture (collecting and analyzing and reporting information (Situation Reports), maintaining the JIC by establishing, with the Governor's Office, a regular communications rhythm.

- Train and assign personnel to support emergency operations at the SEOC or other areas of operation/management.
- Stand up such Task Forces as are necessary to support the management and operations of the emergency.
- Coordinating Interoperable communications.
- Coordinating activities with the DEMHS Office of Counter Terrorism, as appropriate.
- Documenting DEMHS emergency management activities.
- In times of non-emergency, DEMHS responsibilities include, but are not limited to:
  - Those found in Conn. Gen. Stat. Title 28, including providing the venue and process for collaborative, coordinated and integrated planning, training, exercise activities.

### **A.2.6 Plans and Documents**

- CT Communications and Warning Appendix to ESF 2 Annex
- Connecticut Statewide Police Emergency Radio Network (CSPERN)
- DEMHS/CT-N State Emergency, Broadcast Operations Plan, 2006, ver. 1.
- Emergency Alert System (EAS) Plan 2006
- Regions 1-5 Tactical Interoperable Communications Plans
- DEMHS Region 1 Tactical Interoperable Communications Plan (TIC Plan, Change #3, July 1, 2013)
- Connecticut DEMHS Region 2, Tactical Interoperable Communications Plan (TICP), November 2009
- Connecticut DEMHS Region 3, Tactical Interoperable Communications Plan (TIC Plan), 2011
- Connecticut DEMHS Region 4, Tactical Interoperable Communications Plan (TIC Plan), 2010
- Connecticut DEMHS Region 5, Tactical Interoperable Communications Plan (TIC Plan), 2010
- State of Connecticut Enhanced Public Safety Statewide Communications Interoperability Plan (SCIP), November 2007
- State of Connecticut Emergency Alert System Plan (EAS) (CT DEMHS 2006)
- Emergency Alert and Notification System – CT ALERT (CT DEMHS & DPS 2012)
- CT Interoperability Field Operating Guide (DESPP/DEMHS 2013)

### **A.2.7: Restoration**

Restoration services are coordinated by ESF 2 joint restoration Task Force, consisting of representatives from DESPP, DAS/BEST, DEEP/PURA, cellular, wire line communications carriers and cable TV. This task force will establish restoration priorities and request resources that are required to accomplish the priorities.



## A.3: ESF #3 Public Works & Engineering

<b>Primary Agency:</b>	Department of Administrative Services (DAS)
<b>Secondary Agencies:</b>	DEEP DESPP/DEMHS DOT Connecticut Military Department/National Guard (CTNG) Department of Labor US Army Corps of Engineers

### A.3.1 Introduction

ESF 3 is composed of a grouping of state agencies that support response and recovery activities for local and state public works/engineering following an emergency. The Department of Administrative Services (DAS) is the state lead over all varieties of public works/engineering assistance that may be required following a disaster.

ESF 3 agencies might be involved in the following emergency activities that assist local governments in response and recovery efforts.

- Damage assessment/substantial damage determination and field inspections Provision of technical advice
- Demolition and stabilization
- Infrastructure inspections
- Infrastructure evaluations
- Repair and other response and recovery contracting
- Temporary/permanent construction
- Emergency repairs
- Debris management

#### A.3.1.1 Department of Administrative Services (DAS)

Responsibilities include, but may not be limited to:

- Facilitating the acquisition of medical and food supplies.
- Providing vehicles and fuel to state employees with disaster or emergency assignments, including support of any joint FEMA-State Preliminary Damage Assessments.
- Requesting, receiving, analyzing and summarizing reports from state agencies regarding the influence of the incident upon absenteeism within the state workforce and the essential functions that may be or are threatened as a result.
- Serving as requested on any SEOC Task Force, including the State ESF 7 Resource Support Task Force.
- Issuing state contracts for relief supplies, equipment, and services, as needed.
- Reviewing and updating the Debris Management Contract, as needed.
- Activating the contract at the direction of the Interagency Debris Management Group.
- Requesting that state agencies activate their Incident Management Teams/Unified Commands, monitor directions from the SEOC command staff, report their status and problems through the WebEOC, and carry out their Continuity of Operations plans.

#### DAS - Facilities Management

Responsibilities include but may not be limited to:

- Monitoring state facilities in impacted areas for security and damage related effects.



- Assisting in identifying and opening shelters at state owned facilities.
- Approving the leasing of all state property and maintaining an inventory of same.

### **DAS—Division of Construction Services (DCS)**

Responsibilities include but may not be limited to:

- Office of the State Fire Marshal
- Office of the State Building Inspector
- Serving on any DEMHS or SEOC Task Force.

### **A.3.2 Situation**

- Disasters cause property damage to homes, public buildings and other facilities. Those structures may require reinforcement, demolition or isolation to insure safety. Public utilities may be partially or fully inoperable following disasters. Refer to ESF- 12 for energy utility information, ESF-2 for communications information, and ESF-1 for engineering responsibilities related to transportation.
- Equipment in the immediate disaster area may be damaged or inaccessible. State government may have to deploy resources from outside the affected area in order to ensure a quick, effective response.

### **A.3.3 Assumptions**

- ESF 3 will prioritize state emergency missions by addressing life-saving and human health issues first.
- Rapid damage assessment of the disaster area will be necessary to determine potential workload.
- Disposal of materials from debris clearance and demolition activities will be strictly in accordance with applicable rules and regulations unless waivers are granted from the proper authority.

### **A.3.4 Concept of Operations**

Close coordination is maintained between ESF 3 organizations during emergencies in order to:

- Prioritize response and recovery missions
- Share and update information
- Ensure expedient response and recovery actions
- Avoid redundant activities
- Ensure a unified effort when working with federal, local and private organizations
- Provide accurate information to other organizations in the Connecticut EOC and at the site of the emergency
- Each ESF 3 organization is responsible for providing logistical support to their personnel and for tracking and maintaining equipment and supplies.
- ESF 3 resources may be pre-positioned depending upon the nature of the hazard.
- Equipment will receive maintenance and repairs and be stored in protected locations during response and recovery in order to ensure maximum, safe usage.
- ESF 3 will coordinate with ESF 7, Resource Support, and ESF 5, Information and Planning, when establishing staging areas for public works and engineering personnel, equipment and supplies.

### **A.3.5 Organization and Assignment of Responsibility**

The following agencies serve as secondary agencies in emergency situations:

#### **A.3.5.1 Department of Energy and Environmental Protection (DEEP)**

Responsibilities include but may not be limited to:

- Investigating, monitoring and advising on the condition of private, municipal and State dams:

- Implementing the DEEP Oil and Chemical Spills Plan as appropriate.
- Assessing radiation risks from radiological sources and releases of radioactive material.
- Activating the New England Compact on Radiological Health as appropriate.
- Providing technical assistance to law enforcement and local officials regarding radiological sources and radioactive material.
- Coordinating with the US Nuclear Regulatory Commission and other federal agencies regarding inspection and response of radiological sources and radioactive material.
- Inspecting municipal water pollution control facilities and advising on protective actions and repairs.
- Providing technical assistance to local officials regarding the operations and management of dikes, dams, and other water control structures.
- Serving on the Debris Management Task Force and implementing the State Debris Management Plan.
- Advising on timber salvage, emergency debris disposal, and open burning.
- Notifying bulk oil terminal storage facilities of anticipated flood conditions and water levels, providing technical assistance to terminal operators.
- Coordinating with the U.S. Army Corps of Engineers regarding operation of Corps flood control projects in an emergency, ice jams, and other situations with flooding implications that may require involvement by the Corps.
- Coordinating with the U.S. Coast Guard, as appropriate, regarding the USCG's National Strike Team which may be called upon to react to major incidents of oil pollution or hazardous release.
- Assisting state agencies and local authorities with emergency debris removal.
- Providing qualified personnel to serve on Joint Federal/State Preliminary Damage Assessment (PDA) Teams.
- Operating the State Automated Flood Warning System.
- Requesting federal fire suppression assistance.
- Serving on any DEMHS or SEOC Task Force, including but not limited to leading or supporting the State ESF 12 Energy Restoration Task Force, Water Task Force, Interagency Debris Management Task Force.
- Monitoring and reporting to DEMHS on the restoration, maintenance and operation of utility services.
- Providing DEMHS with periodic updates on utility company operations and service interruptions throughout the emergency phase.
- Developing and submitting to DEMHS such written reports as it may require regarding the impact of a natural disaster upon utility operations.
- DEEP partner organizations:
  - New England Conference of Public Utility Commissioner (NECPUC) - provides regional regulatory assistance on matters of common concern to the six New England states. It addresses issues challenging the electricity, gas, telecommunications and water industries.
  - Independent Systems Operator of New England (ISO-NE) - ensures the day-to-day reliable operation of New England's bulk power generation and transmission system.
  - Federal Energy Regulatory Commission (FERC) - an independent agency that regulates the interstate transmission of electricity, natural gas, and oil.

#### **A.3.5.2 Department of Department of Emergency Services and Public Protection (DESPP) and DESPP - Division of Emergency Management and Homeland Security (DEMHS)**

DEMHS primary functions in the EOC during activation are:

- Situation Assessment

- Incident Priority Determination
- Critical Resource Acquisition and Allocation
- Support Relevant Incident Management Policies and Interagency Activities
- Coordinating with other MAC systems (Other State EOCs, etc.)
- Coordinating with the Locals (EMDs, Local Chief Executive Officers, etc.)
- Support and Maintain the Common Operating Picture (collecting and analyzing and reporting information (Situation Reports), maintaining the JIC by establishing, with the Governor's Office, a regular communications rhythm.
- Train and assign personnel to support emergency operations at the SEOC or other areas of operation/management.
- Stand up such Task Forces as are necessary to support the management and operations of the emergency.
- Coordinating Interoperable communications.
- Activating volunteer civil preparedness forces.
- Activating Urban Search and Rescue (USAR) as requested.
- Coordinating and disseminating public information.
- Maintaining and implementing the State Radiological Emergency Response Plan (RERP) for events at Millstone Station in Waterford, CT or Indian Point in Buchanan, NY as appropriate.
- Conducting hazard mitigation activities as appropriate.
- Serving on the Debris Management Task Force and implementing the State Debris Management Plan.
- Coordinating activities with the DEMHS Office of Counter Terrorism, as appropriate
- Determining the need for, requesting, and coordinating a Preliminary Damage Assessment (PDA) of the disaster-affected areas in conjunction with FEMA.
- Drafting, for the Governor's signature, formal requests for Presidential disaster and emergency declarations under the Stafford Act and for U.S. Small Business Administration disaster declarations.
- Determining number and location of Disaster Recovery Centers (DRCs) in conjunction with FEMA.
- Coordinating the federal/state meeting subsequent to a Presidential declaration.
- Coordinating state agency staffing of DRCs, Disaster Field Offices (DFOs) and Joint Field Offices (JFOs) as appropriate.
- Disseminating emergency data and information to local governments, state, and federal agencies.
- Documenting DEMHS emergency management activities.
- In times of non-emergency, DEMHS responsibilities include, but are not limited to:
  - Those found in Conn. Gen. Stat. Title 28, including providing the venue and process for collaborative, coordinated and integrated planning, training, exercise activities.

#### **A.3.5.3 Department of Transportation (DOT)**

Responsibilities include but may not be limited to:

- Signing and barricading unsafe or impassable state highways;
- Closing appropriate rail and airport facilities as a result of damage or other unsafe conditions.
- Inspecting, repairing, condemning and/or demolishing state-maintained transportation facilities.
- Coordinating any and all transportation resources in the state to assist with the evacuation of persons needing transportation.
- Serving on any DEMHS or SEOC Task Force, including leading and/or supporting the State ESF 1 Evacuation Task Force.

- Providing assistance in the field for local Make Safe operations under the State ESF 12 Annex, Make Safe Protocol (see Addendum 1 to this State Response Framework).
- Providing public information, in coordination with the Governor's Office, relative to road conditions and closures, flight service, train schedules, and ferry operations.
- Clearing debris from state-maintained roads.
- Advising the Governor on such matters as:
  3. The need to declare driving bans.
  4. The need for National Guard/Military Department personnel and equipment relative to the repair or protection of transportation facilities.
- Providing assistance in the regulation of the use of inland waterways and coastal waters by non-military marine craft.
- Coordinating with U.S. Coast Guard Captain of the Port authority in relation to the closing and subsequent reopening of ports and waterways
- Providing qualified personnel to serve on Joint Federal State Preliminary Damage Assessment (PDA) Teams.
- In accordance with the State of Connecticut Disaster Debris Management Plan, providing assistance to municipalities for the purposes of debris clearance, inspection, repair and/or condemnation of transportation facilities, once departmental priorities have been met and providing limited assistance in search and rescue operations.
- Notifying the State EOC of disruptions or impending disruptions to the transportation system (e.g., road closures, bridge outages, damage to railways, etc.) and rectification of such disruptions
- Preparing formal requests for financial assistance from the Federal Highway Administration.
- Providing traffic management assistance through the DOT Highway Incident Management System.

#### A.3.5.4 Military Department

Responsibilities include but may not be limited to:

- Activating appropriate National Guard units upon direction of the Governor.
- Staffing the State EOC on a 24-hour basis as requested by DEMHS. (as an agency in the EOC)
- Serving on any DEMHS or SEOC Task Force, including the State ESF 1 Evacuation Task Force.
- Providing the following support services as directed by the Governor or requested by DEMHS. [*The Military Department has the capability to provide all of these functions/resources; however, capacity will be significantly diminished as each successive mission is assigned.*]:
  - evacuation assistance;
  - search and rescue operations;
  - anti-looting, access and traffic control, and curfew enforcement (declared emergencies only);
  - transportation of state and federal officials;
  - road and bridge repairs; (Road repair can only be conducted as an emergency measure to restore basic traffic ability; we do not have the capability to return roadways to full, standard capability. Bridge repair is very limited and only as an extreme measure.)
  - clearance of debris;
  - emergency communications support;
  - sandbagging operations (providing personnel and equipment);
  - aerial damage assessment during or immediately following the emergency;
  - fire suppression;
  - stream channel clearance;

- provision of emergency resource equipment (water trailers, generators, etc.) to appropriate state agencies for use and/or distribution as prioritized by the cognizant (i.e., receiving) state agency;
- provision of shelter support at National Guard Armories;
- Supporting the transportation of Red Cross equipment (cots);
- logistical management operations;
- deployment of Civil Support Team; and
- Request CBRNE Enhanced Response Force Package (CERFP) through the National Guard Bureau to provide technical assistance, personnel, and equipment to assist with mass decontamination.
- If possible, pre-positioning personnel, equipment and supplies in anticipation of a disaster's impact.
- Documenting agency emergency response activities.
- Providing written reports on disaster- or emergency-related expenditures and National Guard activities as requested by DEMHS.

#### **A.3.5.5 Department of Labor (DOL)**

Responsibilities include but may not be limited to:

- Assessing damages to commercial and industrial structures, limited to safety assessment;
- Evaluating impact of a disaster or emergency on employment and developing and submitting to DEMHS such written reports concerning disaster-caused unemployment as DEMHS may require.
- Serving on any DEMHS or SEOC Task Force.
- Providing administration and operation of unemployment assistance.
- Soliciting additional manpower to assist in recovery operations as needed.
- Developing formal requests for federally provided worker health/safety assistance, in accordance with CT Labor Department's authority under CGS 31-368.

#### **A.3.6 Resource Requirement**

Resource requirements are identified at the local level and passed through the regional offices for fulfillment of requests at the State level.

#### **A.3.7 Plans**

- Connecticut Drought Preparedness and Response Plan, August 4, 2003, Prepared by Interagency Drought Work Group as accepted by the Connecticut Water Planning Council.
- Disaster Debris Management Plan, State of Connecticut, revised June 2013 (Annex to the State Natural Disaster Plan, 2009), Prepared by: State of Connecticut Department of Energy and Environmental Protection, Daniel C. Esty, Commissioner
- Regions 1-5 Regional Emergency Support Plans

#### **A.3.8: Debris Management**

##### **A.3.8.1 State of Connecticut Disaster Debris Management Plan (CT DEEP 2014)**

The State's Disaster Debris Management Plan establishes the framework for State agencies and municipalities to facilitate the proper management of debris generated by a disaster. Implementation of the State's Disaster Debris Management Plan will be coordinated through the SEOC. This plan was prepared by the former CT Department of Environmental Protection and has been approved by FEMA.

##### **A.3.8.2 State of Connecticut Concept of Operations – Disaster Debris Management—Activation and Use of the State Debris Removal and Monitoring Contracts (CT DEEP, DEMHS, DOT, et al July 2010)**

The State's Natural Disaster Plan, the State's Disaster Debris Management Plan, and the State's Contracts for Debris Management and Removal Services and Debris Monitoring of Debris Removal Operations Services provide an organizational structure and general principles for managing catastrophic disaster debris management operations at the State and local levels. This Concept of Operations Plan details the steps that will be taken by the State, its contractors, and other parties so as to facilitate the removal, management, collection and disposal of all debris generated from a catastrophic disaster such as a Category 3 hurricane.

## A.4: ESF #4 Firefighting

**Primary Agency:** DESPP/CFPC  
**Secondary Agencies:** DAS Construction Services/Fire Marshall  
DEEP

### A.4.1 Introduction

#### A.4.1.1 Purpose

The purpose of this document is to summarize how firefighting resources within DEMHS Regions will be mobilized and coordinated during a regional emergency or disaster requiring firefighting resources. A more detailed description of firefighting resource mobilization and coordination with the state of Connecticut can be found in the Connecticut Fire Service Disaster Response Plan. The concepts described in this document are based on the concept of operations detailed in that plan.

#### A.4.1.2 Scope

Firefighting, Regional Emergency Support Function (RESF) 4 identifies, requests mobilization of, and coordinates the response of specific firefighting resources within DEMHS Regions. Firefighting, RESF 4 provides for the strategic collaboration of firefighting efforts, and does not exert any direct operational control over firefighting resources. Whereas catastrophic events may require the use of firefighting resources from the local, state, and federal level, coordination of efforts at the regional level during catastrophes is essential. Therefore, the role of the DEMHS Regional Coordination Center (RCC) and firefighting, RESF 4 cannot be overemphasized.

#### A.4.1.3 Policies

Firefighting, RESF 4 will not usurp or override the policies of any federal agency, state government, or local government or jurisdiction.

The National Incident Management System (NIMS) and the Incident Command System (ICS) as taught by the National Fire Academy will be used by the RCC and firefighter, RESF 4 during response activities.

DEMHS Region 5 staff will facilitate coordination among member organizations to ensure that firefighting, RESF 4 procedures are appropriately followed and are in concert with stated missions and objectives of the REOP.

Essential information will be conveyed through the DEMHS Regional Coordination Center (RCC) as required by the incident and in accordance with existing ICS protocols.

At the request of the DEMHS Regional office or Emergency Management, RESF 5, firefighting, RESF 4 will staff the RCC and participate in regional emergency decisions concerning firefighting. This action will provide technical expertise and the information necessary to develop an accurate assessment of an ongoing situation.

Firefighting, RESF 4 will share information with the appropriate private, local, state, and federal agencies involved in firefighting, RESF 4 related activities.

### A.4.2 Situation

#### A.4.2.1 Regional Emergency Condition

A variety of situations may occur that require the coordination of firefighting activities on a regional level. Large structure fires, wild land fires, urban interface fires, air disasters, large scale flooding events, major storms, or coordinated terrorist events are some examples of situations that may rapidly exceed local firefighting abilities.



Additionally, events of this type may significantly disrupt transportation, energy, and communication networks within DEMHS Regions, further complicating the process of searching for and rescuing victims.

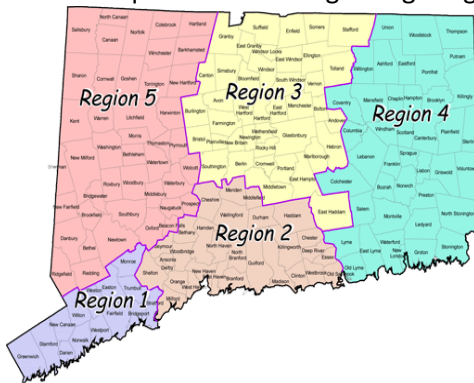
#### A.4.2.2 Planning Assumptions

A request has been made, based on events that have occurred or are anticipated to occur in the near future, for regional coordination of emergency management efforts, including but not necessarily limited to firefighting. This request may come from:

- Local jurisdictions within DEMHS Regions, or
- The SEOC, at the direction of the Governor during a declared State of Emergency

Firefighting, RESF 4 will not assume direct command and control over any firefighting activities or organizations.

- Sharing information during a regional emergency will benefit all communities. There are immediate and continuous information needs unique to the jurisdictional decision makers.
- Firefighting activities are life-saving and time critical activities and coordination and prioritization of firefighting tasks during regional emergencies is essential.
- Due to the nature of firefighting activities, firefighting, RESF 4 may play a key role during the initial hours or days following a major event and may require the support of other regional emergency support functions within the RCC.
- The RCC will be the point-of-contact for local municipalities within DEMHS Regions for information and requests concerning firefighting.



### A.4.3 Concept of Operations

#### A.4.3.1 General

According to the Connecticut Fire Service, Fire-Rescue Disaster Plan, the state is divided into five large regions for the purposes of fire service coordination (see figure). Each of the five regions has a designated a Regional Fire Coordinator, tasked with facilitating responses within the region. Further, the plan designates a County Fire Coordinator for each Connecticut county, who works on the sub-regional level in support of the Regional Fire Coordinator. Disaster response, on the state-wide level, is overseen by the State Fire Coordinator, who is responsible for leading Emergency Support Functions for Firefighting at the State EOC.

DEMHS Regions include parts of the state fire plan's regions 1 and 2 (Western and Central Connecticut, respectively). Additionally, DEMHS Region 5 includes municipalities from Litchfield, Hartford, Fairfield, and New Haven Counties. Therefore, coordination of resources within Region 5 may require the coordination of multiple regional and county fire coordinators.



If the Region 5 RCC staff determines that Firefighting, RESF 4 representation is required at the RCC, the Region 5 RCC will request that the State Fire Coordinator designate a Firefighting, RESF 4 lead for Region 5 who will represent Firefighting, RESF 4 in the RCC.

A current list of State, Regional, and County Fire Coordinators (and alternates), including contact information, is maintained by the State Fire Service

#### **A.4.3.2 Notification**

The DEMHS Regional staff has established an emergency notification matrix for firefighting, RESF 4 based on the Connecticut Fire Service, Fire-Rescue Disaster Plan. This matrix identifies the State Fire Coordinator as the lead for Firefighting, RESF 4 in DEMHS Regions. Once contacted, the State Fire Coordinator will designate a DEMHS Regional lead appropriate for the situation, based on the geographic area involved. Options for the DEMHS Regional lead could include the Regional Fire Coordinator for Region 1 or 2, or a County Coordinator from New Haven, Litchfield, or Fairfield County.

Emergency notification for firefighting, RESF 4 will follow this format:

- Request(s) for regional coordination of firefighting efforts is (are) made by a local authority(ies) to the DEMHS Regional office; or
- During a declared State of Emergency, the SEOC directs the DEMHS Regional offices to establish firefighting, RESF 4 within the regional RCC.
- The DEMHS Regional staff (or Emergency Management, RESF 5) will contact the Regional firefighting, RESF 4 lead, as identified on the firefighting, RESF 4 emergency notification matrix.
- The Lead for firefighting, RESF 4 will be responsible for selection of and notification of other firefighting, RESF 4 personnel required to staff the RCC, based on the circumstances and nature of the mission(s).

#### **A.4.3.3 Coordination**

##### **Initial Actions**

Upon establishment of firefighting, RESF 4 at the RCC, firefighting, RESF 4 will conduct an assessment of firefighting related needs and capabilities within Region 5, including but necessarily limited to:

- Current requests from local municipalities with Region 5
- Ability to coordinate intra-regional firefighting assets based on:
  - Scope of the incident
  - Municipalities directly affected or already involved in the response effort
  - Available resources within the region, based on the firefighting, RESF 4 inventory list (based on the County Fire Coordinators' inventory, as outlined in the Connecticut Fire Service, Fire-Rescue Disaster Plan)
- Based on the assessment of intra-regional resources, firefighting, RESF 4 will determine the need for resources from outside of the affected Region. Such resources may include municipal or private agencies from towns outside of the DEMHS Region, State resources including CT-TF-1, the National Guard, CSP, or Federal resources including firefighting strike teams or task forces.
  - Requests for any resources (local, state, or federal) from outside of a DEMHS Region will be made by firefighting, RESF 4 to the SEOC through DEMHS communication protocols.

##### **Continuing Actions**

Throughout the event, or as long as firefighting, RESF 4 is a functional element of the RCC, firefighting, RESF 4 will coordinate the flow of firefighting related information through the RCC to appropriate local, state, federal, and private agencies. Firefighting, RESF 4 will collaborate with other regional support functions and the regional

planning and operations staff in developing Incident Action Plans for each operational period during the incident.

### **Stand Down**

Firefighting, RESF 4 will perform its function in collaboration with the command staff of the RCC and at the request or direction of the local and state authorities. When the decision to de-activate firefighting, RESF 4 is agreed upon, firefighting, RESF 4 will stand down in a manner consistent with ICS and NIMS protocols.

### **A.4.3.4 Execution for Firefighting, Emergency Support Function 4**

#### **Responsibilities for Firefighting, RESF 4**

Firefighting, RESF 4 is responsible for assessment of and coordination of search and rescue related activities within Region 5 during catastrophic events. As part of the RCC, firefighting, RESF 4 participates in planning, operational, and logistics activities as needed. Firefighting, RESF 4 is responsible for providing discipline-specific information during the development of Incident Action Plans throughout the course of the event.

#### **Essential Elements of Information**

The primary role of the RCC is to convey information about the event and response to the state and local governments, as well as all agencies involved in the response. Information specific to firefighting, RESF 4 may include, but is not necessarily limited to:

- Jurisdictions involved
- Agencies participating in the response
- Injuries and medical emergencies
- Detailed damage reports
- Intra-regional response capabilities
- Extra-regional response capabilities and availability
- Response needs and priorities
- Weather or other conditions that may affect the response

### **A.4.3.5 Functions Before and During a Regional Emergency**

#### **Mitigation/Prevention Phase**

During the mitigation phase, firefighting, RESF 4 will:

- Monitor the development of firefighting capabilities within DEMHS Regions
- Keep the firefighting, RESF 4 resource inventory for DEMHS Regions up to date
- Keep the firefighting, RESF 4 emergency notification matrix for DEMHS Regions up to date
- Assist DEMHS Regional (RCC) agencies in the development of firefighting capabilities as opportunities present

#### **Preparation Phase**

During the preparation phase, all regional emergency support function personnel will accomplish the following:

- Train on the DEMHS Regional Emergency Operations Plan activation and implementation.
- Train on NIMS / ICS protocols
- Participate, as determined, in regional exercises
- Train on the regional coordination center (RCC) setup and coordination of firefighting, RESF 4

#### **Emergency Response Phase**

When activated during the emergency phase, firefighting, RESF 4 will assemble at the RCC and perform the information, planning, and coordination role described in this plan.

**Recovery Phase**

During this phase, firefighting, RESF 4 will continue to provide any associated coordination and information relevant to firefighting, RESF 4.

**A.4.3.6 Administrative Information for Firefighting, RESF 4**

Administrative information and supplemental data for firefighting, RESF 4 operations is contained in the following policies and/or documents:

- The National Response Plan
- State of Connecticut, Statewide Fire and Rescue Disaster Plan
- State of Connecticut, Regional Emergency Operations Plan

**Fire Service Staff**

The SFA, or his designee, is a member of the Governor's Unified Command in the SEOC, responsible for emergency management of statewide fire rescue operations. The Governor's Command Staff (State Agency Commissioners) interprets incoming information, makes management decisions, issues policy statements and directives and coordinates the efforts of all state agencies.

**A.4.4 Organization and Assignment of Responsibility**

ESF 4 Primary and Secondary response organizations will coordinate with each other to assure the most effective use of personnel and equipment.

**A.4.4.1 DESPP – Commission on Fire Prevention and Control (CFPC)**

Responsibilities include but may not be limited to:

- Activating and implementing the State of Connecticut Statewide Fire Service Disaster Response Plan.
- Movement and/or staging of pre-identified Task Forces, Strike Teams or resources for timely response into an affected area.
- Staffing the State EOC and/or DEMHS Regional Office to assist with mutual aid from the Statewide Fire Service.
- Serving on any DEMHS or SEOC Task Force.
- Assisting with collection and/or dissemination of information from the Fire Services.

**A.4.4.2 Department of Administrative Services (DAS) - Construction Services/Fire Marshall (CSFM)**

Responsibilities include but may not be limited to:

- Office of the State Fire Marshal
- Office of the State Building Inspector
- Serving on any DEMHS or SEOC Task Force.

**A.4.4.3 Department of Energy and Environmental Protection (DEEP)**

Responsibilities include but may not be limited to:

- Evacuating and securing all DEEP-owned land as necessary.
- Conducting search and rescue operations on DEEP-owned land, and assisting with other search and rescue operations through the provision of rescue boats and crews.
- Advising on the feasibility of land use for temporary housing sites and mass burial sites.
- Serving on the Debris Management Task Force and implementing the State Debris Management Plan.
- Advising on timber salvage, emergency debris disposal, and open burning.

- Assisting FEMA with the development of 15- and 90-day Hazard Mitigation Reports following a Presidential disaster or emergency declaration.
- Development of 180-day State Hazard Mitigation Plans following Presidential disaster declaration.
- Requesting emergency funding from appropriate federal agencies for stream channel restoration, clearing, or other emergency work.
- Documenting agency emergency response activities, flood warning operations, and recovery actions.
- Assisting state agencies and local authorities with emergency debris removal.
- Providing qualified personnel to serve on Joint Federal/State Preliminary Damage Assessment (PDA) Teams.
- Requesting federal fire suppression assistance.

#### **A.4.5 Plans**

- Statewide Fire Service Disaster Response Plan
- The Connecticut Fire Chiefs Association in cooperation with the Commission on Fire Prevention and Control and the Department of Emergency Management and Homeland Security, December 2010, Version 2.1
- State Fire Plan, Model Procedures for Response to Collapse or Potential Collapse of Buildings Due to Excessive Roof Loads (CFPC Feb 2011)
- Model Procedures for Response of Emergency Vehicles During Hurricanes and Tropical Storms (CFPC June 2011)

## A.5: ESF #5 Emergency Management

<b>Primary Agency:</b>	Department of Emergency Services and Public Protection (DESPP)/ Division of Emergency Management and Homeland Security (DEMHS)
<b>Support Agencies:</b>	Office of Policy and Management (OPM) Department of Correction (DOC) United Way 211 American Red Cross FEMA

### A.5.1 Introduction

The mission of Connecticut's DESPP Division of Emergency Management and Homeland Security is to direct and coordinate all available resources to protect the life and property of the citizens of Connecticut in the event of a disaster or crisis, through a collaborative program of prevention, planning, preparedness, response, recovery and public education. The goal of the Connecticut emergency management community (state and local governments and private response and recovery organizations) in times of natural disaster is:

- To maximize the preservation of life and property;
- To correct or alleviate, serious disaster or emergency-related conditions which present continued threats to the health or welfare of the residents of the state;
- To facilitate a return to normalcy by all practical means.

### A.5.2 Situation

#### A.5.2.1 Coordination with other State Agencies

The lead state agency, if other than DESPP/DEMHS, will be determined by the Governor based on the situation. Information sharing and situational awareness between agencies is critical to the successful management of the emergency. The Director of Emergency Management will confer multiple times a week with the lead State agency or agencies to ensure coordination between the agencies. The DESPP/DEMHS Public Information Officer will act as a liaison with any other agencies to collect data that may be included in the State of Connecticut Situation Report.

#### A.5.2.2 Coordination with New England States

Regular monthly coordination calls take place between the state Emergency Management Directors through the Northeast States Emergency Consortium (NESEC). As the situation warrants, the frequency of these calls may increase, and/or information may be shared among states via daily email reports. The NESEC Public Information Officers (PIO) group currently shares public information releases among the six New England States and each PIO has expressed their willingness to assist other states' PIOs if needed.

#### A.5.2.3 Federal Integration - DHS/FEMA

##### Federal Emergency Management Agency (FEMA) Region 1

From its offices in Boston, FEMA's Region 1 works in partnership with the emergency management agency's of Maine, New Hampshire, Vermont, Rhode Island, Connecticut, and the Commonwealth of Massachusetts to prepare for, respond to and recover from disasters. The Regional Administrator is Connecticut's primary point of contact.

### A.5.3 Assumptions

The following definitions and assumptions apply to ESFs in Connecticut:

- An ESF is defined as a discipline-oriented working group. ESFs at both the state and local level are intended to foster collaborative planning within a particular discipline, and not to alter existing incident management coordination. The ESF structure is intended to provide a resource tool for the Incident Commander, not to replace or interfere with any established unity of command.
- The DEMHS Regional Emergency Planning Teams, including any ESF subcommittees, are intended to develop regional resource coordination. During an incident, these Regional Emergency Planning Teams are not intended to provide a command and control vehicle—they are strictly to provide resource information, through the DEMHS Regional Coordinator, both down to the appropriate local communities and up to the SEOC.
- See DEMHS SEOC SOP, Section IV of this Framework, for more detail re: the relationship between DEMHS and Regional Partners.

## A.5.4 Concept of Operations

### A.5.4.1 Command Structure and Reporting for Pre-Activation Activities

Pre-activation activities will be managed by the State Director of Emergency Management in consultation with the DESPP Deputy Commissioner of DEMHS. As the situation warrants, the Director shall assign Multi Agency Coordination System (MACS) or SEOC positions. As the number of necessary tasks increases, the Director of Emergency Management will strive to distribute work as evenly as possible so staff members can accomplish these Pre-Activation goals while still maintaining their current workload. If a certain staff member must take on numerous extra responsibilities, thereby inhibiting his/her routine DESPP/DEMHS work, the individual's supervisor and/or manager should work with staff to balance the workload. Pre-Activation tasks may take priority over routine work.

DEMHS' primary functions in the SEOC during activation are:

- Determine Incident Priorities, Acquire and Allocate Critical Resources;
- Support Relevant Incident Management Policies and Interagency Activities;
- Coordinate with other MAC systems (Other State EOCs, etc.);
- Coordinate with the Locals (EMDs, Local Chief Executive Officers, etc.);
- Support and Maintain the Common Operating Picture (collecting and analyzing and reporting information [Situation Reports]);
- Convene appropriate Task Forces to address emerging issues;
- Maintain and support the Governor's Public Information Team/Joint Information System (JIS).

## A.5.5 Organization and Assignment of Responsibility

The Division of Emergency Management and Homeland Security (DEMHS) is part of the State of Connecticut's Multiagency Coordination Group (MAC) System under the Command and Management component of the National Incident Management System (NIMS). DEMHS' role is to coordinate and support incident management and lead Connecticut's MAC system and act as the MAC Group Coordinator. DESPP/DEMHS has primary responsibility for development and implementation of the state's coordinated and integrated emergency management and homeland security program.

The Governor's State Emergency Operations Center (SEOC) in Hartford provides the main coordination center which serves as a location from which the MAC can operate. The five DEMHS Regional Offices are also part of the facilities component of the MAC, as are each State agency's individual EOCs and command centers. DEMHS staffs the SEOC, which is located in the William O'Neill National Guard Armory, 360 Broad Street in Hartford. During emergencies, the SEOC is also staffed with representatives (liaisons) of key state and private agencies. The SEOC maintains communications with other single state agency EOCs, federal agencies and facilities, and private agency

EOCs. Communications are maintained with the towns, cities and Tribal Nations of the state through the DEMHS Regional Offices. The Media Center in the SEOC is used as a Joint Information Center (JIC) by federal, state, and private agencies involved in responding to an emergency.

Connecticut's municipalities and two tribal nations are divided into five emergency preparedness planning regions. The five DEMHS Regional Offices, located in Bridgeport, Middletown, Hartford, Colchester and Waterbury, provide administrative support and planning assistance to local governments within their jurisdictions. During emergencies, the Regional Offices serve as resource coordinators and liaisons between towns and the SEOC. The staff of the Regional Offices may be augmented during emergencies.

Each of the State's 169 political subdivisions has an emergency management director appointed by the local chief executive official of the town. Only a few local emergency management directors are full-time, paid directors. The majority of local emergency management directors are part-time directors with no staff support. Many of these part-time directors are volunteers. Most towns and cities have a municipal facility designated as a local Emergency Operations Center (EOC), which serves as the local chief executive official's direction and control center. During emergencies, local officials maintain communications with the DEMHS Regional Office serving their region.

#### **A.5.5.1 Support Agencies Responsibilities**

Responsibilities include but may not be limited to:

##### **Department of Corrections (DOC)**

- Assisting other state agencies as requested with the evacuation of institutionalized and/or other special needs persons through the limited provision of vehicles and personnel.
- Provide assistance and support to DEMHS and the SEOC as outlined in the Memorandum of Understanding Number 2013CAU-21, dated March of 2013, including leading and/staffing the State ESF 7 Resource Support Task Force and DEMHS Regional Offices.
- Serving on any other DEMHS or SEOC Task Force.
- Providing staff to augment any field offices in direct relation to any DOC facilities.
- Assisting with security and law enforcement as requested by Connecticut State Police (CSP) in relation to facility perimeters.
- Providing technical assistance, personnel, and equipment in direct relation to any agency facility or building.
- In consultation with the Incident Commander and the Commanding Officer of CSP Emergency Services, assuming Incident Command of any situation requiring a tactical response to any DOC facility or building.
- Providing DOC transport buses to assist with evacuation of any DOC facility or building or for other needs as deemed necessary by the Incident Commander.
- If DOC facilities or buildings are involved, providing public information through the JIC regarding status.

##### **Office of Policy and Management (OPM)**

Responsibilities include but may not be limited to:

- Providing information (census data, budget information, etc.) as requested by DEMHS for use in the development of requests for a Presidential disaster or emergency declarations.
- Expediting establishment of special accounts for disaster assistance funds and taking other actions necessary to expedite the availability of disaster assistance funds to local governments and individual disaster victims.



- Locating supplies of fuel for emergency vehicles and making recommendations for fuel allocations.
- Through the OPM State GIS Coordinator, support DEMHS in GIS initiatives and creation of products both at the SEOC and in preparation for and recovery from an event.
- Serving at the SEOC in the Fiscal Section, or on any DEMHS or SEOC Task Force.
- Assist DESPP in providing the state cost share for disaster assistance, including FEMA Other Needs Assistance and payment for resources provided under mutual aid systems such as the Emergency Management Assistance Compact (EMAC), Conn. Gen. Stat. Section 28-23a.
- Assisting in the implementation of the State Disaster Debris Management Plan.

### **211 Infoline**

Memorandum of Agreement - CT DEMHS and United Way of Connecticut 211 Infoline (2008)

The purpose of this MOA is to establish a working relationship between United Way of Connecticut 211 and DEMHS that addresses the need for the public to have information during an emergency or disaster. For purposes of this MOA, such an emergency or disaster shall be defined as an occurrence that affects a significant number of people in Connecticut, including but not limited to a hurricane, wide-spread floods or power outages, or other catastrophic situation. During such emergencies or disasters, United Way of Connecticut 211 shall be the statewide telephone point of access for residents to get information about the emergency or disaster and where and how to access the resources to assist residents to meet their basic needs.

### **FEMA**

The Federal Emergency Management Agency (FEMA) Region 1 provides support to the State of Connecticut before, during and after events where assistance is needed and liaisons to other Federal Agencies for support.

### **A.5.6 Resource Requirements**

The Regional Coordinators will be an integral part of the communications flow, in regular contact with their constituent municipalities and local Emergency Management Directors (EMDs). As the first point of contact for DESPP/DEMHS, the Regional Coordinators will receive any concerns or comments from the local EMDs. The Regional Coordinators will also receive requests for resources and assistance from the towns and will maintain a good working knowledge of the towns' capabilities. In this Pre-Activation status, any requests will be reported by the Regional Coordinators to the DESPP/DEMHS Operations Section Chief (or designee) who will ensure that all requests are logged and monitor the types and amounts of assistance requested. In addition, the Regional Coordinators may survey local governments to determine what their potential needs will be and any anticipated shortfalls they may have.

### **A.5.7 Plans**

- State of Connecticut Natural Disaster Plan, 2009]
- Intrastate Mutual Aid Compact
- Charter Regional Catastrophic Planning Team
- State Of Connecticut Catastrophic Disaster Plan, Draft, Revised August 11, 2008
- Regional Emergency Support Plans, Regions 1, 2, 3, 4, 5
- State Emergency Operations Center SOP (Stand alone SOP 2013)



## A.6: ESF #6 Mass Care

<b>Primary Agencies:</b>	Department of Emergency Services and Public Protection/ Division of Emergency Management and Homeland Security (DESPP/DEMHS) Department of Public Health (DPH) CT American Red Cross (CT ARC)
<b>Secondary Agencies:</b>	United Way 211 Governor's Liaison to the Disabled Community Governor's Liaison to Non Profit Agencies Department of Correction (DOC) Department of Children and Families (DCF) Department of Developmental Services (DDS) Department of Aging Department of Housing Department of Mental Health and Addiction Services (DMHAS) Department of Social Services (DSS) Department of Administrative Services (DAS) Office of Early Childhood FEMA Connecticut Emergency Management Association (CEMA) Connecticut Voluntary Agencies Active in Disaster (CT-VOAD) Connecticut State Animal Response Team (CT-SART) Office of Protection and Advocacy for Persons with Disabilities (OPA) Deaf and Hearing Impaired Commission Office of Policy and Management (OPM) Connecticut Department of Transportation (DOT) Connecticut State Colleges and Universities - Board of Regents U.S. Coast Guard Army Corps of Engineers Connecticut National Guard

### A.6.1 Introduction

Programs are implemented to assist individuals and households impacted by potential or actual disaster incidents. ESF #6 is organized into multiple primary functions including: Mass Care, Health Services, Behavioral/Mental Health Services, Emergency Assistance, Sheltering, and transition to Disaster Recovery Services. Mass Care is a local obligation in Connecticut, however the State will support ESF #6 functions as necessary.

#### A.6.1.1 Primary Agencies Responsibilities

The mission of Connecticut's ESF #6 primary agencies is to direct and coordinate all available resources to protect the life and property of the citizens of Connecticut in the event of a disaster or crisis, through a collaborative program of preparedness/ planning, prevention, protection, mitigation, response, and recovery. The goal of the Connecticut emergency management community (state and local governments and private response and recovery organizations) in times of natural disaster is:

- To maximize the preservation of life and property;
- To correct or alleviate, serious disaster or emergency-related conditions which present continued threats to the health or welfare of the residents of the state;
- To facilitate a return to normalcy by all practical means.

ESF #6 primary organizations' functions and roles include:

- Mass Care, emergency assistance, housing and human services
- Coordinate, support, and plan with all relevant private, state ESF partners, local and federal ESF #6 contributors
- Support emergency operations with appropriate subject matter experts
- Provide necessary information for emergency declarations
- Disseminating emergency data and information to private sector and local, state, and federal agencies and governments
- Documenting emergency management activities

## A.6.2 Situation

The extent of any Mass Care operations will be based on the extent of a given emergency. There are two classifications of emergencies with Mass Care requirements:

1. Local Emergency or Disaster - a natural or technological disaster limited to one neighborhood or scattered neighborhoods where the effect on residents and property is not widespread, but necessitates the use of a limited number of facilities as shelter, and or centers.
2. Statewide or Major Disaster - a natural or technological disaster resulting in general widespread destruction of property, with the concurrent loss of private shelter (homes/apartment buildings, etc.) necessitating the opening of a number of designated facilities to serve as shelters and/or centers.

### A.6.2.1 Whole Community Planning and Response

Disaster planning, especially for Mass Care, should be integrated and involve the whole community and should be built on a foundation of existing programs and relationships. Communities that recover successfully tend to drive their own recovery.

### A.6.2.2 Mass Care Life Cycle

Each Mass Care operation including sheltering, feeding and providing support services should have a beginning and end. The timeline for each operation will depend on capacity and infrastructure (damage and restoration) and may involve different municipal departments and community partners.

- Immediate: initial response (first few hours to approx 72 hours)
- Sustained: this may range from days to weeks
- Long-term: programs that move toward self-sufficiency

### A.6.2.3 Types of Mass Care Facilities

*"Shelters"* are safe places intended to provide overnight lodging for individuals and families. A basic shelter should include: a place to sleep or rest; basic nutrition, including snacks, beverages, cold or hot meals; and sanitation facilities, including toilets, and if possible, showers. Basic first aid resources should also be available.

*"Centers"* are an alternative to overnight shelters that may serve any combination of needs such as warming center, cooling center, respite center, personal care center, etc. They may offer electricity, snacks, meals, information, showers, cellular phone and other electronic device charging stations, etc. Shelters and centers can be co-located. Sheltering in place may also be an option (see next section.)

## A.6.3 Assumptions

Sheltering in place –Ongoing preparedness education should emphasize personal self-reliance and preparedness. Assume that some people will choose to provide and prepare for their own welfare by sheltering in place. However, sheltering in place cannot occur in an area with mandatory evacuation orders such as flood

areas. Assuming some people are safe in their homes on their own for a few days, there will still be a need to establish communications links with those people. One best practice (in a situation when phones and power are out) is having volunteer organizations go door to door handing out printed information.

The Town/City/Tribal Nation is the principal organization responsible for providing mass care within its jurisdiction during a disaster. While every citizen is encouraged to take personal responsibility to be prepared for emergencies and disasters, the ultimate responsibility for Mass Care services for citizens rests with the local governmental authority. The municipality should plan for events with no advance warning; when shelters may have to be opened with little notice, and for events with sufficient warning time, when Mass Care facilities and services should be readied and available ahead of the event. The Town/City/Tribal Nation may choose to enter into an agreement with adjacent communities to provide, or be provided, Mass Care services. A community, may, after assessing its resources and its anticipated sheltering needs, realize that it does not have the resources to adequately provide Mass Care for its residents. This does not reduce the responsibility of the community to ensure the provision of Mass Care services for its residents. In this case, the local Mass Care plan will describe what the community is able to support (e.g. “centers”) and through multi-jurisdictional/mutual aid agreements, work to establish a cooperative Mass Care plan to ensure the provision of Mass Care services to its citizens. In an emergency of a local nature, the DEMHS Regional Coordinator and communities with which mutual aid agreements exist will be alerted. The mutual aid agreements, oral and written, will be utilized when necessary.

#### **A.6.3.1 Mutual Aid**

Mutual aid assistance from other communities, volunteer organizations, private agencies, and the State and/or Federal governments to support Mass Care will be requested by the Chief Elected Official and arranged and coordinated by the local the Emergency Management Director and/or their designee. Mutual aid assistance can be requested and received from any other municipality in Connecticut through the state’s intrastate mutual aid compact, Connecticut General Statutes (CGS) Section 28-22a.

#### **A.6.3.2 Regional Assistance**

Each DEMHS Region has a Regional Emergency Planning Team (REPT). The REPTs may include Chief Executive Officers/Chief Elected Officials (CEOs) and representatives from the RESFs (Regional Emergency Support Functions). The responsibilities of these regional partners include:

- Fostering collaborative planning;
- The REPT Steering Committees provide assistance to the Chief Elected Official/Chief, Executive Officer, local Incident Commander and the Emergency Management Director;
- Providing for expanded mutual aid support through the Regional Support Plan, (planning support and/or operational support, depending on the region);
- Providing collaborative resource development and allocation of available funds.

The Town/City/Tribal Nation may activate their own resources or develop agreements with private or non-governmental organizations to assist in Mass Care. (e.g., the American Red Cross (ARC), the Salvation Army, houses of worship, etc.).

#### **Role of the American Red Cross (ARC) in Connecticut**

- The ARC is committed to providing shelter operations training in advance of disasters.
- The ARC may be available to manage shelters in isolated local emergencies (for example, after a fire.) The best practice is to develop a standing Memorandum of Agreement between the ARC and the municipality, setting out terms of service.

- The ARC may implement a shelter operations plan that concentrates resources, taking into consideration the most severely affected areas and geographic distribution. Priority will be given to pre-identified multi-jurisdictional shelters.
- ARC -managed shelters require support from the facility owners and the communities in which they are located. Support may include the need for additional supplies, emergency medical services and law enforcement resources.

## A.6.4 Concept of Operations

### A.6.4.1 DEMHS Mass Care Coordinator/EOC ESF 6 Mass Care Task Force

Recognizing that Mass Care is a vital component of emergency preparedness, response, and recovery, DEMHS established a *Mass Care Working Group* as a subset of the Regional Collaboration Subcommittee, which reported to the DEMHS Coordinating Council. The *Mass Care Working Group* is charged with providing recommendations to the Council, through the Regional Collaboration Subcommittee, on regional and statewide solutions to high priority issues critical to assuring adequate shelter, nourishment and care throughout Connecticut during emergency events that exceed local capacity. The focus areas are:

- Sheltering Capacities and Capabilities
- Mass Feeding
- Shelter Staffing
- Co-location of persons, including those with functional needs, service animals

The Mass Care working group is made up of the primary and secondary agencies. It is anticipated that the work of the Mass Care Working Group will continue under DESPP/DEMHS.

#### **Mass Care Task Force**

In 2014 the State of Connecticut Mass Care Task Force created a Standard Operating Procedure for activation of the EOC.

#### **DEMHS Regional Evacuation and Shelter Guides (CT DEMHS 2007)**

This Regional Evacuation and Shelter Guide may be used by State and local government organizations to manage and coordinate multi-jurisdictional or regional evacuations in response to any hazard which would necessitate such actions. This document defines the scope of the emergency response, details the concept of operations and assigns responsibility for implementation of the guide.

### A.6.4.2 Communications with Private Sector and Volunteer Organizations

DESPP/DEMHS may work with its current Public / Private Sector partners to set up a distribution list for the private sector. The Regional Coordinators may reach out to their established Regional Emergency Planning Team (REPT) and Regional Emergency Support Function (RESF) Working Groups and ask them to provide additional contact information to further develop the distribution lists for the Private Sector and Non-Governmental Organizations (NGOs). Certain REPTs have a separate private sector working group while others include these organizations under other headings (i.e. private transportation groups under ESF 1, utilities under ESF 12, etc.).

Volunteer Organizations will also be a primary link to the community and they may be called upon to assist during the emergency. Regular contact with these groups already occurs on multiple levels. DESPP/DEMHS works with the CT Voluntary Organization Active in Disaster (VOAD) on a state level along with the Citizens Corp, Community Emergency Response Teams (CERT), and Medical Reserve Corp (MRC). Other volunteer groups and nongovernmental organizations, such as the American Red Cross and the Salvation Army, play a large role in disaster response, and are valuable partners in emergency preparedness, planning and response. In addition,

the REPT groups often have subcommittees for the Citizen Corps and other volunteer programs. These groups should be included in communications that will appropriately increase their situational awareness. Reports and releases should be sent out to these organizations when disseminating them to the EMDs and CEOs.

### **A.6.5 Organization and Assignment of Responsibility**

ESF 6 Primary and Secondary response organizations will be activated through the State Emergency Response Center based on a needs and operational procedures. Organizations and agencies will coordinate with each other to assure the most effective use of personnel and equipment.

#### **A.6.5.1 Department of Children and Families (DCF)**

Responsibilities include but may not be limited to:

- Implementing the State of Connecticut Behavioral Health Disaster Plan with partners at the Department of Mental Health and Addiction Services and the University of Connecticut Health Center through the CT Disaster Behavioral Health Response Network (CT-DBHRN).
- Serving as requested on any DEMHS or SEOC Task Force, including the State ESF 6 Mass Care Task Force.
- Coordinating the provision of psychological first aid services for victims and their families at a family assistance center if established or at other appropriate location.
- Coordinating the provision of behavioral health services to children and families affected by incidents involving chemical agents or weapons of mass destruction.

#### **A.6.5.2 Department of Developmental Services (DDS)**

Responsibilities include but may not be limited to:

- Notifying DDS facilities of the emergency and determining if assistance is required.
- Serving as requested on the State ESF 6 Mass Care Task Force or any other SEOC or DEMHS Task Force.

#### **A.6.5.3 Department on Aging**

Responsibilities include but may not be limited to:

- Serving on any DEMHS or SEOC Task Force, including leading or supporting the State ESF 6 Mass Care Task Force; a Housing Task Force; the State ESF 14 Long Term Recovery Committee;
- Assisting disaster victims, and particularly elderly disaster victims, in obtaining ongoing agency services including:
  - Chore and handyman services
  - Transportation
  - Nutrition assistance
  - Legal aid
  - Ombudsman services
  - Connecticut Community Care, Inc. assessment services for those at risk of inappropriate institutionalization
  - Area Agencies on Aging
  - Protective Services for Elders
  - Assisting elderly disaster victims in applying for state and federal assistance.

#### **A.6.5.4 Department of Housing**

Responsibilities include but may not be limited to:

- Serving on, leading or supporting any DEMHS or SEOC Task Force, including, but not limited to the State ESF 6 Mass Care; a Housing Task Force, or; State Long Term Recovery Committee, State ESF 14.

#### **A.6.5.5 Department of Mental Health and Addiction Services (DMHAS)**

Responsibilities include but may not be limited to:

- Implementing the State of Connecticut Behavioral Health Disaster Plan with partners at the Department of Children and Families and the University of Connecticut Health Center through the CT Disaster Behavioral Health Response Network. (CT-DBHRN).
- Coordinating the provision of psychological first aid services for victims and their families at a family assistance center if established or at other appropriate location.
- Coordinating and providing behavioral health services to adults affected by incidents involving chemical agents or weapons of mass destruction.
- Serving on any DEMHS or SEOC Task Force, including the State ESF 6 Mass Care Task Force.

#### **A.6.5.6 Department of Social Services (DSS)**

- Serving on any DEMHS or SEOC Task Force, including the State ESF 6 Mass Care Task Force.

#### **A.6.5.7 Office of Early Childhood**

- Serving on any DEMHS or SEOC Task Force, including the State ESF 6 Mass Care Task Force.

#### **A.6.5.8 Department of Developmental Services**

- Serving on any DEMHS or SEOC Task Force, including the State ESF 6 Mass Care Task Force.
- FNSS Subject Matter Experts

#### **A.6.5.9 FEMA**

The Governor, through the Multi-Agency Coordination System, may request assistance from the federal government, including, through DEMHS, under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988, which amended the Disaster Relief Act of 1974, PL 93-288. Connecticut is located in FEMA Region 1: The Headquarters for FEMA Region 1 is in Boston, Massachusetts. FEMA Region 1 is headed by a Regional Administrator. Other federal resources and coordination with the state may be found in specific plans.

#### **A.6.5.10 Non-Governmental Organizations (NGO)**

Government agencies are responsible for protecting the lives and property of their citizens and promoting their well-being. The government cannot, and does not, do this work alone, however. In many facets of an incident, government agencies work with private-sector groups as partners in emergency management. One critical component of the private sector is the non- governmental organizations (NGOs) that provide aid to people in need. In Connecticut, many of these NGOs belong to the organization known as Connecticut Volunteer Organizations Active in Disaster or CT VOAD. A number of NGOs have agreements with the State of Connecticut to supply various types of assistance before, during and after an incident. For example, the Red Cross provides mass care; the Salvation Army provides canteen services; United Way 2-1-1 provides information dissemination/collection and rumor control; and the Adventist Community Service provides donations management.

NGO responsibilities may include but are not limited to:

- Identifying shelter locations and needed supplies in cooperation with local Emergency Management Directors.
- Identifying and coordinating emergency food supplies.



- Providing critical emergency services to those in need, such as cleaning supplies, clothing, food and shelter, or assistance with post-emergency cleanup.
- Providing counseling services to disaster victims.
- Providing support services to the response and recovery of the incident.
- Provide updates on sheltering activities

## **A.6.6 Partnerships: Memoranda of Agreement (MOA)/Understanding (MOU) & Agreements**

### **A.6.6.1 Memorandum of Agreement - CT DEMHS and United Way of Connecticut 211 Infoline (2014)**

The purpose of this MOA is to establish a working relationship between United Way of Connecticut 211 and DEMHS that addresses the need for the public to have information during an emergency or disaster. For purposes of this MOA, such an emergency or disaster shall be defined as an occurrence that affects a significant number of people in Connecticut, including but not limited to a hurricane, wide-spread floods or power outages, or other catastrophic situation. During such emergencies or disasters, United Way of Connecticut 211 shall be the statewide telephone point of access for residents to get information about the emergency or disaster and where and how to access the resources to assist residents to meet their basic needs.

### **A.6.6.2 Memorandum of Understanding - CT DEMHS and American Red Cross (CT Chapter) (2014)**

The purpose of this MOU is to define a working relationship between the American Red Cross and the State of Connecticut, its agencies, including DEMHS and the five DEMHS Regions, and its municipalities, in preparing for, and responding to, certain disaster situations. This MOU provides the broad framework for cooperation between the Red Cross and the State in rendering assistance and service to victims of disaster, as well as other services for which cooperation may be mutually beneficial. This MOU is intended to supplement, and not to replace other standing MOUs between the Red Cross Chapters and entities in Connecticut, including state and local agencies.

### **A.6.6.3 Memorandum of Agreement - CT DEMHS and Adventist Community Services Disaster Response, Version 1 (2008)**

The purpose of this MOA is to define a working relationship between the Adventist Community Services Disaster Response (ACS-DR) and DEMHS to provide support in the operation of a donated goods warehouse in the event of a catastrophic disaster. ACS-DR has a regional network of trained community-based volunteers that, in time of need, are willing to provide the necessary services to support a donation operation.

### **A.6.6.4 Memorandum of Agreement - CT DEMHS and The Aidmatrix Foundation, Inc. (2008) (to support Donations Management Agreement with Adventist Community Services)**

The Federal Emergency Management Agency (FEMA) and the Aidmatrix Foundation, Inc., have an agreement where Aidmatrix supplies computer and/or software products designed to handle unsolicited in-kind donations, warehouse operations, spontaneous volunteers and undesignated cash donations. These products are free of charge. This system is necessary to support donations management provided by Adventist Community Services Disaster Response (ACS-DR).

### **A.6.6.5 Memorandum of Agreement - CT DEMHS and the Salvation Army to Provide Mass Care Services (May 2008 Version)**

This MOA between DEMHS and the Salvation Army of Connecticut ("SA") is for providing disaster relief, including mobile feeding. The SA is identified in the State of Connecticut's Catastrophic Disaster Plan (CT DEMHS draft August 2008) as a private relief organization that may be called upon to provide or augment mass care operations. The SA's response to those affected by disasters or emergencies is not dependent upon a Presidential or other federal disaster or emergency declaration.

### **A.6.6.6 Memorandum of Agreement - CT DEMHS and the Connecticut State University System Regarding Temporary Emergency Shelter Facilities (2008)**

The objective of this MOA is to provide a mechanism by which DEMHS may arrange for the use of large congregate areas on campuses of the Connecticut State University System (CSUS), such as gymnasiums, student unions and/or auditoriums, as temporary mass-care shelters in the event of an emergency or disaster which, in joint determination of the Governor of the State of Connecticut and the Deputy Commissioner of DESPP/DEMHS, threatens or results in the unavailability of shelters ordinarily used for such purposes. The intent of the parties is that CSUS facilities will be utilized only as temporary staging areas to accommodate displaced persons prior to assignment and transfer to shelters equipped to provide refuge of longer duration. This document shall take precedence over any specific Facility Use Agreement that may be assigned by one or both of the Parties prior to the occupation and use of any CSUS facility contemplated under this MOA.

#### **A.6.6.7 Interstate Mutual Aid Compact**

Under Connecticut General Statutes Section 28-22a, the Intrastate Mutual Aid Compact is made and entered into by and between the participating political subdivisions of this state. All municipalities are members unless they opt out (no town has opted out). The purpose of this compact is to create a system of intrastate mutual aid between participating political subdivisions in the state. The system shall provide for mutual assistance among the municipalities in the prevention of, response to, and recovery from, any disaster that results in a declaration of a local civil preparedness emergency in a participating municipality, subject to that municipality's criteria for declaration.

#### **A.6.6.8 Behavioral Health Regional Crisis Response Teams**

The Connecticut Departments of Mental Health and Addiction Services (DMHAS) and Children and Families (DCF), working with academic partners (Yale and UCONN) at the Center for Trauma Response, Recovery, and Preparedness (CTRP), have developed an organized network of behavioral health providers to respond to the mental health needs of Connecticut residents following major disasters (e.g., bioterrorism, manmade or natural disasters). The network consists of five regional behavioral health crisis response teams that can be deployed immediately anywhere in the state. The geographical areas covered by the teams correspond to the OPM Uniform Health Regions. These teams would respond to disasters or critical incidents when local behavioral health resources have been depleted or are overwhelmed. These teams would coordinate with other state or voluntary agencies that are responding to disasters. The goal of the regional behavioral health teams is to provide an organized response to individual victims, family members, survivors, and the community affected by critical incidents or disasters. In addition to this formal network, collaborative efforts have been initiated with Connecticut faith communities through the St. Francis Pastoral Counseling Program to enhance the capacities of faith organizations to respond to crises.

### **A.6.7 Resource Requirements**

All resource requirements will be filled by primary and secondary agencies, in addition to outside vendors.

### **A.6.8 Plans and Supporting Documents**

- Local Emergency Operations Plans, ESF #6 Mass Care Annex (renewed annually)
- State of Connecticut Mass Care Task Force Standard Operating Procedure (2014)
- National Response Framework
- The National Mass Care Strategy
- Federal Emergency Management Agency (FEMA) NIMS
- DEMHS Regional Evacuation and Shelter Guides (2007)
- Cot Distribution Standard Operating Procedure (2008)
- US Army Corps of Engineers – Connecticut Hurricane Evacuation Study Technical Data Report, Appendices A, B, and C (Updated 2008, 2014)



## A.7: ESF #7 Logistics & Resource Support

<b>Primary Agencies:</b>	Department of Correction (DOC) Department of Administrative Services (DAS)
<b>Secondary Agencies:</b>	Connecticut Military Department/National Guard (CTNG) Department of Emergency Services and Public Protection (DESPP)/Division of Emergency Management and Homeland Security (DEMHS) Department of Motor Vehicles (DMV) Judicial Branch Army Corps of Engineers (USACE) Infragard Department of Transportation (DOT) Department of Consumer Protection (DCP) Department of Energy and Environmental Protection (DEEP) Office of Policy and Management CT DESPP/CT State Police CT DESPP/Commission on Fire Prevention and Control CT DESPP/DEMHS—Volunteer Urban Search and Rescue Team Department of Homeland Security, including Federal Emergency Management Agency (FEMA) DEMHS Regional Emergency Planning Teams RESF #7 Adventist Community Services CT VOAD CT Red Cross United Way 2-1-1 Salvation Army Energy, Water, and Communications Utilities CT Food Association CT Retail Merchants Association CT Business and Industry Association CT Motor Transport Association CT Hospital Association State Approved Vendors list

### A.7.1 Purpose

The Emergency Support Function 7 – Resource Support and Logistics Annex describes in detail the Multi-Agency Coordination that will take place under the Connecticut State Response Framework, specific to resource support and logistics.

### A.7.2 Principles and Assumptions

In the event that local governments' resources and capabilities are overwhelmed, ESF 7 will be activated to respond to requests for state assistance. ESF 7 Resource Support supports all emergency functions and is fundamental in the response to and recovery from, every emergency. In order to identify and move resources as they are needed, ESF 7 operations are scalable and adaptable. Requests for resources will be submitted through the DEMHS Regional Coordinator or Duty Officer when the SEOC is not activated and through the SEOC intake desk during SEOC activations. The initial source of personnel, equipment, materials and supplies will

come from existing state agencies and resources. Support that cannot be provided from existing state resources may be secured through direct procurement, mutual aid (EMAC or IEMAC), donations management, and/or federal assistance (FEMA).

Support agencies furnish resources to help meet ESF 7 requirements; including procurement personnel and task force and SEOC staff necessary to establish operations effectively. Such support is terminated at the earliest practical time. Department of Administrative Services (DAS) participation, in particular, is critical and ensures all procurement is in accordance with current state laws and administrative regulations.

### **A.7.3 Introduction**

ESF-7 supports the resource and logistics needs of all emergency functions of the Connecticut State Emergency Response Framework and the operations of the State Emergency Operations Center (SEOC) by obtaining both internal and external resources during all incident phases.

ESF-7 operations are flexible, scalable and adaptable; and ESF-7 operations are responsive through all levels of Incident Command, including Multi-Agency Coordination systems (MACs) to Unified Command, and to Incident Command Posts (ICP) that are established at the site of an emergency.

ESF-7 manages the supply chain process with a focus on:

- Identifying requirements in the Preparedness Phase.
- Providing resources, materials, services, etc. during the response phase of a disaster.
- Sustaining efforts from initial action through recovery.

### **A.7.4 Situation**

The Connecticut Department of Emergency Services and Public Protection, Division of Emergency Management and Homeland Security (DEMHS) is the Primary Coordinating Agency for ESF-7, with the Department of Correction and the Department of Administrative Services as the lead agencies for state-level emergency logistics activities.

Local resources may be quickly depleted during emergencies, requiring support from other municipalities through the Intrastate Mutual Aid Compact, state agencies, the federal government, private providers, from other states through the Emergency Management Assistance Compact (EMAC), or from other jurisdictions outside of the United States through the International Emergency Assistance Compact.

ESF-7 operations include activating the following Task Forces:

- Commodities Task Force (CTF)
- Fuel/Generator Task force (FTF)
- Donations Management Task Force (DMFT)
- Interagency Debris Management Task Force (IDMTF)

Resources may be “pulled” to the site by local level requests to the state. CT DEMHS and FEMA may also decide to proactively “push” or pre-position resources to or near an emergency or disaster site without specific local requests during catastrophic incidents.

During catastrophic incidents, it is possible that some needed private industry resources may be under exclusive contract to FEMA. In such events, ESF #7 will coordinate through the Federal Coordinating Officer to get a portion of those resources.

For information on the process for acceptance, management and distribution of donated materials, services, personnel, monetary, facilities, etc. (either solicited or unsolicited) refer to the Donations Management Support Annex and the Commodities Task Force Standard Operating Procedures.

ESF-7 covers the scope of activities required for the range of most likely-to-catastrophic events. Although some level of resource support and logistics will be required for the State's response to most emergencies, only a catastrophic event would require most of the capabilities of ESF 7.

### A.7.5 Assumptions

The need for resource support and logistics increases as the scope, complexity, intensity and duration of an emergency increases.

Local jurisdictions will exhaust their resources and capabilities, including mutual aid, before requesting assistance from the state.

Subject to federal and state declarations and authorizations, the federal government will provide funds and assistance when requirements exceed our capability.

Responses to two separate disasters could be required simultaneously.

### A.7.6 Concept of Operations

Planning and preparedness objectives are established through periodic gap analysis which addresses identified hazards. Shortfalls are systemically prioritized and addressed through a variety of means including budgeting, contracts, mutual aid, EMAC, MOUs, Statewide Fire Response Plan, Regional Emergency Response Plans, contracts, public-private partnership, etc.

#### Overview of ESF-7 within the Activation System

- Situation Awareness & Monitoring
  - DEMHS will evaluate information, and coordinate with personnel in order to determine the extent of ESF-7 support projected to be needed.
  - If it is assessed that the situation will escalate, contact will be established with federal resource and logistics personnel at FEMA Region I to determine timetables and configurations for emergency activities.
- Partial Activation Response Operations
  - DEMHS will notify/activate ESF-7 personnel as needed for State EOC operations.
  - ESF-7 will maintain coordination with State EOC personnel in order to identify and address ESF-7 missions and determine the potential need to activate ESF-7 Task forces.
  - ESF-7 will maintain contact with federal resource support and logistics personnel at FEMA Region I in order to coordinate state/federal operations as needed.
  - ESF-7 will coordinate state ESF-7 activities with local emergency managers in affected municipalities through the DEMHS Regional Coordinators.
  - ESF-7 will activate state-level logistics facilities and assign ESF-7 Teams as needed.
- Full Activation Response Operations
  - Continue activities listed in Partial Activation.
  - FEMA may "push" the following Execution Schedule resources to a Federal Operations Staging Area (FOSA), a State Staging Area or a State/Local Receiving and Distribution Center as determined by ESF-7.
    - Food
    - Water
    - Tarps/Plastic Sheeting
    - Cots/Blankets

- Personal Hygiene Kits
- Generators
- Resources Fulfillment Cycle
  - Under the Resource Fulfillment Cycle, ESF-7 monitors the rise, decline and evolution of requested deployed and demobilized resources throughout the operational periods of the emergency.
  - Specific actions for the Resource Fulfillment Cycle may be documented in the Incident Action Plan (ICP) developed at the State EOC for each operational period of state-level response.
  - Resource requirements at the site of an emergency can alter rapidly and unexpectedly. In order to anticipate and fulfill these requirements, ongoing communications and interaction between the local emergency management, personnel at state logistics facilities, ESF 7 personnel at the SEOC and MAC must be constantly maintained.
  - State and Federal logistics personnel coordinate to ensure capabilities are mobilized and deployed over time as needed.
- Demobilization
  - As state-level response and recovery operations diminish, state capabilities can be reduced in the field in coordination with local, state and federal personnel at the site of the emergency and with ESF-7 personnel in the State EOC.
  - State-owned capabilities used for emergency response and recovery that are not expendable and must be returned to the state following an emergency will be recovered by or in coordination with the state agencies that own the property. State agencies may coordinate with the State EOC for support to recover and transport the resources from the site and return them to their original location or a location agreed upon among the coordinating state agencies.
  - State ESF-7 will work with local emergency management officials to document issues related to the delay of returnable equipment and/or repairs needed or lost equipment.
  - ESF-7 after-action activities include identifying shortfalls, developing corrective action plans and capturing best practices to improve state resource management and logistics.
  - State ESF-7 will work with local emergency management officials to document issues related to the delay of returnable equipment and/or repairs needed or lost equipment.
  - ESF-7 after-action activities include identifying shortfalls developing corrective action plans and capturing best practices to improve state resource management and logistics.

## A.7.7 Organization and Assignment of Responsibilities

### A.7.7.1 Organization

ESF-7 Support Agencies will work together during response to state-level emergencies as a coherent, functional team to integrate and facilitate resource identification, procurement, tracking, mobilization, delivery, staging, warehousing, distribution, maintenance, demobilization and recovery to support the expeditious completion of response missions.

The Logistics Section and the Finance/Admin Section of the SEOC will assist ESF-7 to obtain support which cannot be provided from existing state resources through direct procurement, mutual aid (eg, EMAC), donations management, and/or federal assistance (FEMA).

### A.7.7.2 Assignment of Responsibilities

**Connecticut Department of Emergency Services and Public Protection/Division of Emergency Management and Homeland Security (DESPP/DEMHS)** – Primary Coordinating Agency working in conjunction with the Department of Correction, which is the lead of the Commodities Task Force, and the Department of

Administrative Services, which is the lead procurement agency. DEMHS may perform these functions, or assign them to the Commodities Task Force:

- During emergencies, review resource requests from state departments and municipalities and identify state, private or volunteer providers of resources.
- Act as the Point of Contact when federal resources are “pushed” into the state and coordinate these activities with State EOC, state ESF-7 agencies and personnel, local emergency management directors and Incident Commanders as needed.
- Provide personnel as needed to support emergency operations in the State EOC and the Joint Field Office (JFO) as necessary, including possible activation of volunteer Urban Search and Rescue Team to provide logistics support.
- Provide training and drills/exercises for ESF #7 staff.
- Ensure that ESF-7 remains compliant with NIMS and other federal guidance as required.
- Ensure that information on the appropriate credentialing procedures are disseminated to state and local law enforcement as well as to commodities and utilities providers.

#### **Connecticut Department of Administrative Services (DAS)—Lead Procurement**

- Provide procurement staff to the Finance/Admin Section to support ESF #7.
- Provide personnel as needed to support emergency operations in the State EOC
- Approve suspension of purchasing and contracting requirements as defined in Chapter 58, Sec 4a-57 of the Connecticut General Statutes.
- Develop and maintain the Department of Administrative Services (DAS) Emergency Response Supplies, Services and Equipment: A Reference Guide to Statewide Contracts for the CT Department of Emergency Services and Public Protection, Division of Management & Homeland Security (June 3, 2014). This manual is a reference guide for DESPP/DEMHS to obtain specific supplies, services and equipment for emergency situations. The manual contains DAS/Procurements Division 24-hour contact information, contract reference index and detailed listing and emergency purchasing card information.

#### **Connecticut Department of Motor Vehicles—Lead F/G TF**

- Provide personnel and supervision for the Fuel/Generator Task force

#### **Connecticut Department of Correction—Lead CTF**

- Provide personnel and supervision for the Commodities Task force
- Provide personnel and equipment as needed to support ESF 7 functions.

#### **Connecticut Military Department/CT National Guard**

- Provide personnel and equipment as needed to support ESF 7 functions, including the operations of the Commodities Task Force including the State Staging Area and commodities distribution and transportation.

#### **Connecticut Department of Transportation (DOT)**

- Provide recommendations, briefings and maps on routes identified for the delivery of capabilities.
- Identify issues that will or could affect routes and impact delivery of capabilities.
- Provide personnel and supervision for the Interagency Debris Management Task Force.

#### **CT DESPP Division of Connecticut State Police**

- Provide assistance re safe transport of commodities

**CT DESPP Division of Fire Prevention and Control**

- Provide logistics support as needed.

**Connecticut Department of Energy and Environment Protection (DEEP)—Lead for IDMTF**

- Provide personnel and supervision for the Interagency Debris Management Task Force

**Connecticut Department of Consumer Protection**

- Provide personnel for the Interagency Fuel/Generator Task force

**A.7.7.3 ESF 7 Task Forces****Commodities Task Force**

DOC leads this Task Force with support of the CTNG and other private and public sector partners. Among other duties, the Commodities Task Force may be activated to promote timely delivery of material and equipment into the disaster area, including establishing and operating the State Staging Area.

See the Commodities Task Force – Commodities Distribution SOP attached.

**Fuel and Generator Task Force**

Department of Motor Vehicles leads this task force, which is made up of DMV, DEMHS, DOT, DAS, CTNG, DCP, and other fuel partners including the Independent Connecticut Petroleum Association, the Connecticut Chapter of the National Propane Gas Association, the Motor Transport Association of Connecticut and the Connecticut Petroleum Council. Its mission is the restoration and provision of emergency fuel, and generators for power needs.

See the Fuel/Generator Task Force Guidance attached.

**Volunteer and Donations Management Task Force**

Function of the SEOC Finance/Admin section. The purpose of Donations and Volunteer Management is to assign responsibilities and organize activities associated with funds, goods, services, time, and/or talent offered by a variety of sources in response to an emergency or disaster, and to make the best use of these offered items if, and when, they are received. The State of Connecticut has an agreement with Adventist Community Services to assist with large-scale donations management within Connecticut. Working with FEMA, the State also has an agreement with Aidmatrix to provide a computer-based tracking system.

See the Volunteer and Donations Management guidance attached.

**Interagency Debris Management Task Force (IDMTF)**

DEEP leads this Task Force, with DESPP/DEMHS and DOT assisting with leadership responsibilities. CTNG, Northeast Utilities and United Illuminating support the IDMTF and other agencies/organizations may be requested to participate on the Task Force as necessary (DPW, DOL, DESPP/CSP, DMV, DPH, FEMA and others). The IDMTF works to facilitate the removal, management, collection and disposal of all debris generated from a catastrophic natural hazard event such as a Category 3 hurricane.

Information on the IDMTF can be found:

[www.ct.gov/deep/lib/deep/waste\\_management\\_and\\_disposal/debris\\_management/conceptofoperationsplanfordisasterdebrismanagement.pdf](http://www.ct.gov/deep/lib/deep/waste_management_and_disposal/debris_management/conceptofoperationsplanfordisasterdebrismanagement.pdf)

### **A.7.8 Plans and Documents**

- State of Connecticut Resource Management System Framework - August 2014. For the Resource Annex refer to ESF 7 in Addendum 1.
- Commodities Distribution SOP (State ESF 7 Resource Support Group/ DOC/DEMHS/DAS/CT NG, and others) June 2012

## A.8: ESF #8 Public Health and Medical Services

<b>Primary Agencies:</b>	Department of Public Health (DPH)
<b>Secondary Agencies:</b>	Department of Agriculture
	Department of Mental Health and Addiction Services
	Department of Social Services
	Department of Aging
	Judicial Branch
	Department of Rehabilitative Services
	Department of Developmental Services
	Department of Children and Families

### A.8.1 Introduction and Purpose

The purpose of the CT PHERP is to support the following four functions of the Connecticut emergency response effort:

- Maximize the protection of lives and health care properties while minimizing preventable disease and death;
- Document procedures to implement when responding to a natural, biological, chemical, radiological, nuclear, or explosive emergency that threatens the public health of Connecticut residents;
- Manage emergency support function (ESF) #8 - Public Health and Medical Services at the state level including defining policies and procedures for DPH and other public health partners in preparation for and in response to a public health emergency and contribute to other emergency support functions, as appropriate; and
- Enable the State of Connecticut to continue to operate and provide services effectively in the event of a public health emergency.

### A.8.2 Principles and Assumptions

The CT PHERP highlights the pivotal role of the public health system in emergency preparedness and response. A statewide emergency that may cause numerous fatalities, severe illness and/or injuries, disruption of normal life systems and, possibly, property loss will have a powerful impact on Connecticut's economic and social infrastructures. To prepare for and respond to an emergency of great severity requires rapid surveillance, response and communication systems, a trained and available public health and health care workforce, and volunteers to help perform essential tasks. All these efforts must be anticipated and coordinated.

- A major statewide emergency that may cause numerous fatalities, debilitating illnesses or injuries, property loss, and disruption of normal life will have an impact on the state's economic and social infrastructures.
- The all-hazards approach to planning and implementing response efforts has the greatest chance of providing a successful outcome.
- The Incident Command System using Unified Command is integral to the overall success of a response operation.
- Release of a biological, chemical, nuclear, radiological or incendiary agent will result in a public health hazard.
- Resources in the affected area will be inadequate to respond to an emergency. State assistance will be required.
- Disruption of sanitation services, loss of power, massing of people in shelters will increase risk of disease and injury.



- Primary medical treatment facilities may be damaged, inoperable or overwhelmed. State coordination will be required.
- An intentional release of infectious, radiological or chemical agents may not be recognized immediately. The first indications of such an attack may be clinical symptoms occurring hours to days later.
- It is of the utmost importance to ensure that the health care system is alerted to these occurrences in a timely manner so that providers can promptly recognize and treat exposed individuals, and limit the potential for others to be affected. Actions may include decontamination, medical treatment, vaccination and isolation.
- As with any mass casualty incident, survival is dependent on resource availability and efficiency of deployment.
- Resources from local and state governmental agencies and private organizations will be made available upon request. It may be several hours or days after an incident has occurred or been detected that federal resources become available.
- Terrorist incidents may involve damage or disruption to computer networks, telecommunication systems, or Internet services.
- Disruption of vital community networks for utilities, transportation, and/or communication could endanger the health and safety of the population.
- Widespread media interest in an incident and the need to educate the public will require additional resources for media management operations.

### **A.8.3 Concept of Operations**

In the event of a statewide or regional public health emergency, the Governor may order the Commissioner of Public Health to implement all or a portion of the Public Health Emergency Response Plan.

In Connecticut, the Governor may activate the state's Incident Command System when a "State of Emergency" is declared or when a potential event, such as a hurricane, is being monitored. The Governor and state agency Commissioners gather at the State Emergency Operation Center (SEOC) and function as Unified Command. The SEOC will be staffed by state personnel, selected non-governmental organizations, and private industry.

If the incident is considered a public health emergency, the Governor may enact the Public Health Emergency Response Authority (PHERA) and the Commissioner of Public Health will activate the Department's Emergency Command Center (ECC) to coordinate public health operations. The ECC is equipped with computers and Internet access; fax machines; landline, cellular, and satellite telephones; televisions with cable service, and interactive web access to the SEOC.

The DPH will adhere to the Incident Management System and the National Response Framework in managing the incident.

### **A.8.4 Organization and Assignment of Responsibilities**

#### **A.8.4.1 Department of Public Health**

Specific responsibilities of DPH include:

- Determine the magnitude and extent of public health/medical problems associated with a catastrophic disaster and assist local public health officials in developing appropriate strategies to address the problems;
- Define the types and amounts of public health and medical assistance required and submit specific requests for medical personnel, equipment, and supplies;

- Determine assistance needed to move patients to definitive care facilities;
- Coordinate use of state laboratories for micro-bacteriological and chemical analyses;
- Organize, operate, and supervise teams for immunization of the general public or selected populations;
- Staff Disaster Recovery Centers (DRCs) and Disaster Field Offices (DFOs) as requested by the DEMHS) to answer health-related questions from the public;
- Conduct and oversee surveillance, and epidemiologic and environmental investigations with federal, state and local public health emergency partners;
- Coordinate interventions including antibiotics or other medical preventive treatment, vaccination, isolation, quarantine, and advice to the public in collaboration with other public health emergency partners.
- Assist the Governor's Office with information on public health matters;
- Assist the Department of Environmental Protection (DEP) and local health departments in assessing biological, chemical, and radiation risks;
- Provide 24 hour staffing of the state Emergency Communications Center (ECC) as requested by DEMHS;
- Report the impact or potential impact of a disaster on public health;
- Coordinate delivery of medical and pharmaceutical supplies necessary for the mitigation of public health threats; and
- Coordinate ongoing field assessments and monitoring.

#### **A.8.4.2 Department of Emergency Services and Public Protection-DEMHS**

Specific responsibilities of DESPP/DEMHS include:

- Support Relevant Incident Management Policies and Interagency Activities
- Coordinating with other MAC systems (Other State EOCs, etc.)
- Coordinating with the Locals (EMDs, Local Chief Executive Officers, etc.)
- Support and Maintain the Common Operating Picture (collecting and analyzing and reporting information (Situation Reports), maintaining the JIC by establishing, with the Governor's Office, a regular communications rhythm
- Train and assign personnel to support emergency operations at the SEOC or other areas of operation/management
- Stand up such Task Forces as are necessary to support the management and operations of the emergency
- Activating volunteer civil preparedness forces
- Coordinating and disseminating public information
- Maintaining and implementing the State Radiological Emergency Response Plan (RERP) for events at Millstone Station in Waterford, CT or Indian Point in Buchanan, NY as appropriate.
- Coordinating the federal/state meeting subsequent to a Presidential declaration.
- Coordinating state agency staffing of DRCs, Disaster Field Offices (DFOs) and Joint Field Offices (JFOs) as appropriate.
- Disseminating emergency data and information to local governments, state, and federal agencies.
- Documenting DEMHS emergency management activities.
- In times of non-emergency, DEMHS responsibilities include, but are not limited to:
  - Those found in Conn. Gen. Stat. Title 28, including providing the venue and process for collaborative, coordinated and integrated planning, training, exercise activities.

**A.8.4.3 Commissioner on Aging**

Responsibilities include but may not be limited to:

- Serving on any DEMHS or SEOC Task Force
- Assisting disaster victims, and particularly elderly disaster victims, in obtaining ongoing agency services including:
  - Chore and handyman services
  - Transportation
  - Nutrition assistance
  - Ombudsman services
  - Connecticut Community Care, Inc. assessment services for those at risk of inappropriate institutionalization
  - Area Agencies on Aging
  - Protective Services for Elders
  - Assisting elderly disaster victims in applying for state and federal assistance.

**A.8.4.4 Department of Rehabilitation Services**

- Providing interpreters as requested by the Governor's Office or DEMHS to assist with public information for the deaf and to assist deaf disaster victims in applying for disaster assistance.

**A.8.4.5 Department of Children and Families (DCF)**

Responsibilities include but may not be limited to:

- Implementing the State of Connecticut Behavioral Health Disaster Plan with partners at the Department of Mental Health and Addiction Services and the University of Connecticut Health Center through the CT Disaster Behavioral Health Response Network (CT-DBHRN).
- Serving as requested on any DEMHS or SEOC Task Force
- Coordinating the provision of psychological first aid services for victims and their families at a family assistance center if established or at other appropriate location.
- Coordinate the provision of psychological first aid for emergency responders at the scene.
- Providing medical support to the Department of Public Health as outlined in plans for addressing pandemic flu and other community health issues impacting children and families.
- Coordinating the provision of behavioral health services to children and families affected by incidents involving chemical agents or weapons of mass destruction.
- Coordinating with Federal Agencies and or nongovernmental support/response to assist with public health activities

**A.8.4.6 Department of Developmental Services (DDS)**

Responsibilities include but may not be limited to:

- Notifying DDS facilities of the emergency and determining if assistance is required
- Serving as requested on any SEOC Task Force

**A.8.4.7 Department of Social Services (DSS)**

Responsibilities include but may not be limited to:

- Serving on any DEMHS or SEOC Task Force, including leading or supporting the State ESF 6 Mass Care Task Force, a Housing Task Force; the State ESF 14 Long Term Recovery Committee;
- Assisting disaster survivors in obtaining ongoing agency services including:
  1. Transportation
  2. Supplemental Nutrition assistance (SNAP and DSNAP)
  3. Assisting disaster survivors to obtain state and federal assistance.

### **A.8.5 Plans**

- Public Health Emergency Response Plan (DPH, 2011) For the Health Annex refer to ESF 8 in Addendum 1: Connecticut Public Health Emergency Response Plan Emergency Support Function 8 Annex.

## A.9: ESF #9 Search and Rescue

<b>Primary Agency:</b>	Department of Emergency Services and Public Protection/DEMHS/CSP/CFPC
<b>Support Agencies:</b>	Department of Correction DEEP ENCON (Environmental Conservation Police) Department of Transportation (DOT) Connecticut Military Department/National Guard (CTNG) US Coast Guard

### A.9.1 Introduction

ESF 9 provides for the guidance and organization of state agencies that may be employed during Search and Rescue (SAR) operations. SAR operations include, but are not limited to, the location, recovery, and extrication of victims who become lost or entrapped as the result of a major disaster or life-threatening emergency.

#### A.9.1.1 Department of Department of Emergency Services and Public Protection (DESPP) / Division of Emergency Management and Homeland Security (DEMHS)

DESPP/DEMHS functions during activation are:

- Situation Assessment
- Incident Priority Determination
- Critical Resource Acquisition and Allocation
- Support Relevant Incident Management Policies and Interagency Activities
- Coordinating with other MAC systems (Other State EOCs, etc.)
- Coordinating with the Locals (EMDs, Local Chief Executive Officers, etc.)
- Support and Maintain the Common Operating Picture (collecting and analyzing and reporting information (Situation Reports), maintaining the JIC by establishing, with the Governor's Office, a regular communications rhythm.
- Train and assign personnel to support emergency operations at the SEOC or other areas of operation/management.
- Stand up such Task Forces as are necessary to support the management and operations of the emergency.
- Coordinating Interoperable communications.
- Activating volunteer civil preparedness forces.
- Activating Urban Search and Rescue (USAR) as requested.
- Coordinating and disseminating public information.
- Coordinating activities with the DEMHS Office of Counter Terrorism, as appropriate
- Disseminating emergency data and information to local governments, state, and federal agencies.
- Documenting DEMHS emergency management activities.
- In times of non-emergency, DEMHS responsibilities include, but are not limited to:
  - Those found in Conn. Gen. Stat. Title 28, including providing the venue and process for collaborative, coordinated and integrated planning, training, exercise activities.

#### A.9.1.2 DESPP-Division of State Police

- Operate the State's 700/800 MHz Radio System

- Controlling access to dangerous or impassable sections of state-maintained and/or state-patrolled roads; Controlling traffic and access on State roads and highways traversing or passing near the incident scene.
- Relaying warnings received from CONVEX (Connecticut Valley Electric Exchange) regarding hydroelectric dam releases and/or possible dam failures to appropriate state and local officials in accordance with specific warning plans for individual dams.
- Providing assistance, as requested, to local civil preparedness forces primarily for the purposes of search and rescue, route alerting, anti-looting, traffic control, curfew enforcement, and limiting access to a disaster area.
- Serving on any DEMHS or State EOC Task Force
- Exercising Incident Command System (ICS) authority, as available (e.g. agent detection, reconnaissance for living victims, etc.).
- Deploying the State Police Emergency Services Unit (ESU) which will provide specialized services and equipment as requested by the Incident Commander such as:
  - Dive and Marine Unit
    - Any emergency in a marine environment including:
      - Lost boaters
      - Search & rescue
      - Underwater evidence recovery
      - Hull and pier sweeps
  - Tactical Team
    - Any high risk incident including:
      - Barricaded subjects; hostage situations; searches for armed and dangerous subjects
      - High risk warrant service
      - Special transportation protection (e.g. high risk prisoners, narcotics, firearms)
      - Dignitary protection
        - Crisis Negotiators for any tactical situation as well as suicidal individuals threatening the use of physical force against themselves or another.
  - Canine assistance is available for the following types of situations:
    - Tracking, building search, criminal apprehension
    - Search and rescue
    - Body recovery
    - Searches for explosives, narcotics and evidence of accelerants in suspected arson situations
    - Training in the above areas for those agencies meeting the needs requirements
  - Aviation assistance is available for the following types of situations:
    - Surveillance
    - Traffic enforcement
    - Search and rescue
    - Marijuana field location and eradication
    - Aerial photo missions
    - Tactical operations and medical transport
  - Emergency Medical support is available for tactical situations, Weapons of Mass Destruction incidents, mass casualty incidents, and search and rescue.
  - Central Criminal Intelligence Unit provides electronic surveillance and special equipment for intelligence monitoring / communication.

- Public Information Office gathers and disseminates timely and accurate information regarding law enforcement efforts to the public through various print and broadcast media in the State of Connecticut.

#### **A.9.1.3 DESPP/CFPC - Commission on Fire Prevention and Control (CFPC)**

Responsibilities include but may not be limited to:

- Activating and implementing the State of Connecticut Statewide Fire Service Disaster Response Plan.
- Movement and/or staging of pre-identified Task Forces, Strike Teams or resources for timely response into an affected area.
- Staffing the State EOC and/or DEMHS Regional Office to assist with mutual aid from the Statewide Fire Service.
- Serving on any DEMHS or SEOC Task Force.
- Assisting with collection and/or dissemination of information from the Fire Services.

#### **A.9.2 Situation**

- Disasters may reduce the availability of local resources.
- If local resources cannot meet demand, mutual aid intrastate and/or interstate may be needed.

#### **A.9.3 Assumptions**

- Capacity to respond in an emergency situation and immediately following an event may exceed capabilities. Life saving situations will be prioritized.
- Federal transportation assistance requests will be in accordance with National Response protocols.

#### **A.9.4 Concept of Operations**

- A staging area for all incoming agencies to be involved in the SAR mission(s) will be established.
- If the need exists, additional communications resources or redundant systems will be established.
- Emergency operations will acquire the resources necessary to sustain the mission(s) and to meet the needs of the responders
- Emergency Operations will ensure that the completion of all incident/damage assessment reports occurs in a timely manner.
- Emergency Operations will account for all equipment utilized during the mission(s).
- Emergency Operations will order an operations/mission(s) stand-down, and schedule an after-action critique and/or review.
- Each agency involved in the SAR mission(s) will maintain authority with its jurisdiction.
- All mutual-aid/support requests will be submitted through established channels. When mutual-aid is activated, the Incident Commander will insure that resources at the scene are integrated into the established ICS.
- EMAC requests will be processed by Connecticut DEMHS in cooperation with a designated lead agency.

#### **A.9.5 Organization and Assignment of Responsibility**

ESF 9 Primary and Secondary response organizations will be activated through the State Emergency Response Center based on a needs and operational procedures. Organizations and agencies will coordinate with each other to assure the most effective use of personnel and equipment.

##### **A.9.5.1 Department of Correction (DOC)**

Responsibilities include but may not be limited to:

- Assisting other state agencies as requested with the evacuation of institutionalized and/or other special needs persons through the limited provision of vehicles and personnel.
- Provide assistance and support to DEMHS and the SEOC as outlined in the Memorandum of Understanding Number 2013CAU-21, dated March of 2013
- Serving on any other DEMHS or SEOC Task Force.
- Providing staff to augment any field offices in direct relation to any DOC facilities.
- Assisting with security and law enforcement as requested by Connecticut State Police (CSP) in relation to facility perimeters.
- Providing technical assistance, personnel, and equipment in direct relation to any agency facility or building.
- In consultation with the Incident Commander and the Commanding Officer of CSP Emergency Services, assuming Incident Command of any situation requiring a tactical response to any DOC facility or building.
- Deploying the DOC Tactical Operations Unit to:
  - Standby for and conduct a Tactical Operation (if necessary) on any DOC facility or building.
  - Provide any other specialized services and/or equipment as needed.
- Memorandum of Understanding– CT DEMHS and CT Department of Correction (DOC) (March 2013). This MOU outlines assistance that DOC will provide to the State for emergency preparedness, response, and recovery.

#### **A.9.5.2 DEEP EnCon**

The State Environmental Conservation Police (EnCon) protect the public and Connecticut's natural resources through public education and outreach, prevention of crime and accidents and the enforcement of laws and regulations.

Responsibilities include but may not be limited to:

- Providing technical assistance to law enforcement and local officials regarding radiological sources and radioactive material.
- Coordinating with the US Nuclear Regulatory Commission and other federal agencies regarding inspection of radiological sources and radioactive material.
- Coordinating with the US Nuclear Regulatory Commission and other federal agencies regarding response to radiological sources and radioactive material.
- Developing public information, in coordination with the Governor's office, relative to environmental health hazards, including but not limited to, severe storms, tornadoes, floods, hurricanes, and coastal storms.
- Conducting search and rescue operations on DEEP-owned land, and assisting with other search and rescue operations through the provision of rescue boats and crews.
- Inspecting municipal water pollution control facilities and advising on protective actions and repairs.
- Coordinating with the U.S. Coast Guard, as appropriate, regarding the USCG's National Strike Team which may be called upon to react to major incidents of oil pollution or hazardous release.
- Requesting federal fire suppression assistance.
- Serving on any DEMHS or SEOC Task Force
- DEEP partner organizations:
  - New England Conference of Public Utility Commissioner (NECPUC) - provides regional regulatory assistance on matters of common concern to the six New England states. It addresses issues challenging the electricity, gas, telecommunications and water industries.



- Independent Systems Operator of New England (ISO-NE) - ensures the day-to-day reliable operation of New England's bulk power generation and transmission system.
- Federal Energy Regulatory Commission (FERC) - an independent agency that regulates the interstate transmission of electricity, natural gas, and oil.

#### **A.9.5.3 Department of Transportation**

Responsibilities include but may not be limited to:

- Signing and barricading unsafe or impassable state highways;
- Closing appropriate rail and airport facilities as a result of damage or other unsafe conditions.
- Inspecting, repairing, condemning and/or demolishing state-maintained transportation facilities.
- Coordinating any and all transportation resources in the state to assist with the evacuation of persons needing transportation.
- Serving on any DEMHS or SEOC Task Force
- Clearing debris from state-maintained roads.
- Providing assistance in the regulation of the use of inland waterways and coastal waters by non-military marine craft.
- Coordinating with U.S. Coast Guard Captain of the Port authority in relation to the closing and subsequent reopening of ports and waterways
- In accordance with the State of Connecticut Disaster Debris Management Plan, provide assistance to municipalities for the purposes of assisting in search and rescue operations.

#### **A.9.5.4 Military Department**

Responsibilities include but may not be limited to:

- Activating appropriate National Guard units upon direction of the Governor.
- Staffing the State EOC on a 24-hour basis as requested by DEMHS. (as an agency in the EOC)
- Serving on any DEMHS or SEOC Task Force
- Providing the following support services as directed by the Governor or requested by DEMHS. [*The Military Department has the capability to provide all of these functions/resources; however, capacity will be significantly diminished as each successive mission is assigned.*]:
  - evacuation assistance;
  - search and rescue operations;
  - emergency communications support;
  - provision of emergency resource equipment (water trailers, generators, etc.) to appropriate state agencies for use and/or distribution as prioritized by the cognizant (i.e., receiving) state agency;
  - logistical management operations;
  - deployment of Civil Support Team; and
  - Request CBRNE Enhanced Response Force Package (CERFP) through the National Guard Bureau to provide technical assistance, personnel, and equipment to assist with mass decontamination.
- If possible, pre-positioning personnel, equipment and supplies in anticipation of a disaster's impact.
- Documenting agency emergency response activities.
- Providing written reports on disaster- or emergency-related expenditures and National Guard activities as requested by DEMHS.

#### **A.9.5.5 US Coast Guard**

- Evacuation Support

#### **A.9.6 Resource Requirement**

Resource requirements are identified at the local level and passed through the regional offices for fulfillment of requests at the State level.

ESF 9 maintains agency level Standard Operating Procedures that address their assignments and responsibilities.

ESF 9 maintains their resources for equipment, supplies, staff and services available to them during emergencies.

#### **A.9.7 Plans**

- Model Procedures for Response to Collapse or Potential Collapse of Buildings due to excessive roof loads, State of Connecticut, February 2011.
- Model Procedures for Response of Emergency Vehicles during Hurricanes and Tropical Storms, State of Connecticut, August 2010, Revised June 2011.
- Regions 1-5 Concept of Operations Plans
- Urban Search and Rescue Task Force Policies and Procedures (June 2014)

## A.10: ESF #10 Hazardous Materials

<b>Primary Agency:</b>	Department of Energy and Environmental Protection (DEEP) Department of Emergency Services and Public Protection (DESPP)/CFPC DESPP/CSP
<b>Secondary Agencies:</b>	DEEP/PURA DESPP/DEMHS Department of Public Health Connecticut Military Department/National Guard (CTNG) Department of Agriculture Consumer Protection

### A.10.1 Introduction

#### A.10.1.1 Department of Energy and Environmental Protection (DEEP)

Responsibilities include but may not be limited to:

- Implementing the DEEP Oil and Chemical Spills Plan as
- appropriate.
- Assessing radiation risks from radiological sources and releases of radioactive material.
- Activating the New England Compact on Radiological Health as appropriate.
- Providing technical assistance to law enforcement and local officials regarding radiological sources and radioactive material.
- Coordinating with the US Nuclear Regulatory Commission and other federal agencies regarding inspection of radiological sources and radioactive material.
- Coordinating with the US Nuclear Regulatory Commission and other federal agencies regarding response to radiological sources and radioactive material.
- Developing public information, in coordination with the Governor's office, relative to environmental health hazards, including but not limited to, severe storms, tornadoes, floods, hurricanes, and coastal storms.
- Evacuating and securing all DEEP-owned land as necessary.
- Conducting search and rescue operations on DEEP-owned land, and assisting with other search and rescue operations through the provision of rescue boats and crews.
- Inspecting municipal water pollution control facilities and advising on protective actions and repairs.
- Notifying bulk oil terminal storage facilities of anticipated flood conditions and water levels, providing technical assistance to terminal operators.
- Coordinating with the U.S. Coast Guard, as appropriate, regarding the USCG's National Strike Team which may be called upon to react to major incidents of oil pollution or hazardous release.
- Serving on any DEMHS or SEOC Task Force
- DEEP partner organizations:
  - New England Conference of Public Utility Commissioner (NECPUC) - provides regional regulatory assistance on matters of common concern to the six New England states. It addresses issues challenging the electricity, gas, telecommunications and water industries.
  - Independent Systems Operator of New England (ISO-NE) - ensures the day-to-day reliable operation of New England's bulk power generation and transmission system.
  - Federal Energy Regulatory Commission (FERC) - an independent agency that regulates the interstate transmission of electricity, natural gas, and oil.

### A.10.1.2 DESPP/CFPC - Commission on Fire Prevention and Control (CFPC)

Responsibilities include but may not be limited to:

- Activating and implementing the State of Connecticut Statewide Fire Service Disaster Response Plan.
- Movement and/or staging of pre-identified Task Forces, Strike Teams or resources for timely response into an affected area.
- Staffing the State EOC and/or DEMHS Regional Office to assist with mutual aid from the Statewide Fire Service.
- Serving on any DEMHS or SEOC Task Force.
- Assisting with collection and/or dissemination of information from the Fire Services.

### A.10.1.3 DESPP- Division of State Police

- Controlling access to dangerous sections of state-maintained and/or state- patrolled roads; Controlling traffic and access on State roads and highways traversing or passing near the incident scene.
- Providing assistance, as requested, to local civil preparedness forces primarily for the purposes of search and rescue, route alerting, anti-looting, traffic control, curfew enforcement, and limiting access to a disaster area.
- Providing emergency transportation for state and federal officials.
- Serving on any DEMHS or State EOC Task Force
- Assisting local law enforcement with perimeter security, access control, and anti-looting patrols of evacuated areas
- Deploying the State Police Emergency Services Unit (ESU) which will provide specialized services and equipment as requested by the Incident Commander such as:
  - Bomb Squad
    - Incidents involving explosives
    - Search for explosives (K9)
    - Fireworks seizures
    - Storage of explosive evidence (**not** including IED's) as evidence
    - Technical assistance for Post Blast Investigations
      - Destruction of old ammunition, flares and chemical munitions
    - In the case of a crime scene or investigation of a suspected Chemical, Biological, Radiological, Nuclear, or Explosive (CBRNE) incident, the DPS Emergency Services Unit (ESU) shall assume responsibility for collection, packaging, and transportation of evidence in accordance with an MOU with the FBI who has primary jurisdiction in such incidents.
  - Hazardous Materials Technician assistance
    - Any incident involving the use or threatened use of a Weapon of Mass Destruction including Chemical, Biological, Radiological, Nuclear, High Yield Explosives (CBRNE) types of Incidents.
  - Canine assistance is available for the following types of situations:
    - Searches for explosives and evidence of accelerants in suspected arson situations
  - Aviation assistance is available for the following types of situations:
    - Surveillance
    - Traffic enforcement
    - Search and rescue
    - Aerial photo missions
    - Tactical operations and medical transport

- Emergency Medical support is available for tactical situations, Weapons of Mass Destruction incidents, mass casualty incidents, and search and rescue.

### **A.10.2 Situation**

The release of hazardous materials may affect or impact transportation infrastructure, the movement of emergency personnel and delay resources.

### **A.10.3 Assumptions**

Life saving situations will be prioritized.

Hazardous materials incidents may reduce the availability of local resources.

If local resources cannot meet demand, mutual aid intrastate and/or interstate may be needed.

Capacity to respond in an emergency situation and immediately following an event may exceed capabilities.

### **A.10.4 Concept of Operations**

Upon discovery of a suspected hazardous materials release or a deliberately caused incident ESF 10 will be enacted in some capacity; primary agencies and/or secondary agencies will respond as necessary to incidents.

### **A.10.5 Organization and Assignment of Responsibility**

ESF 10 Primary and Secondary response organizations will be activated through the State Emergency Response Center based on a needs and operational procedures. Organizations and agencies will coordinate with each other to assure the most effective use of personnel and equipment.

#### **A.10.5.1 DEEP/ Public Utility Regulatory Authority - DEEP PURA**

Responsibilities include but may not be limited to:

- Serve as the state's liaison to Connecticut's regulated and unregulated utility companies and State agencies to facilitate critical utility infrastructure protection and restoration.
- Serve on appropriate Task Forces at the EOC as requested by DEMHS.
- Furnishing available personnel as requested by Governor's Office/EOC.
- Provides technical assistance/guidance to federal and other state agencies.
- Facilitate public utilities communication with local state, and federal agencies and organizations.
- Monitor, evaluate and provide input to the utility companies and other support agencies and organizations that are responding to and recovering from emergencies.
- Be kept apprised of and monitor any unmet needs and priorities.
- Coordinate status reporting from all utility systems.
- Maintain notes, draft recommendations and reports as directed or appropriate.

#### **A.10.5.2 Department of Department of Emergency Services and Public Protection (DESPP) - Division of Emergency Management and Homeland Security (DEMHS)**

DEMHS primary functions in the EOC during activation are:

- Situation Assessment
- Incident Priority Determination
- Critical Resource Acquisition and Allocation
- Support Relevant Incident Management Policies and Interagency Activities
- Coordinating with other MAC systems (Other State EOCs, etc.)
- Coordinating with the Locals (EMDs, Local Chief Executive Officers, etc.)

- Support and Maintain the Common Operating Picture (collecting and analyzing and reporting information (Situation Reports), maintaining the JIC by establishing, with the Governor's Office, a regular communications rhythm.
- Train and assign personnel to support emergency operations at the SEOC or other areas of operation/management.
- Stand up such Task Forces as are necessary to support the management and operations of the emergency.
- Maintaining and implementing the State Radiological Emergency Response Plan (RERP) for events at Millstone Station in Waterford, CT or Indian Point in Buchanan, NY as appropriate.
- Conducting hazard mitigation activities as appropriate.
- Coordinating activities with the DEMHS Office of Counter Terrorism, as appropriate
- Documenting DEMHS emergency management activities.
- In times of non-emergency, DEMHS responsibilities include, but are not limited to:
  - Those found in Conn. Gen. Stat. Title 28, including providing the venue and process for collaborative, coordinated and integrated planning, training, exercise activities.

#### **A.10.5.3 Department of Public Health**

Responsibilities include but may not be limited to:

- Implementing the State of Connecticut Public Health Emergency Response Plan.
- Serving on any DEMHS or SEOC Task Force
- Assisting public health and sanitation efforts through the use of state laboratories;
- Support statewide efforts for immunization of the general public or selected population groups.
- Assisting the Governor's Office with public information on public health matters including:
  - provision of information on safety of food at homes and at commercial locations such as restaurants and retail markets;
  - provision of information on cleanup and decontamination; and
  - potable water supply issues.
- Coordinating with DEMHS, Military, State Police and DCP on requests for the Strategic National Stockpile (SNS) as needed.
- Assisting DEEP and local health departments in assessing biological, chemical and radiation risks.
- Coordinating the implementation of the Statewide EMS Mobilization Plan.
- Acting as the State counterpart agency for Federal health/medical assistance by directing and coordinating all arriving Federal health/medical personnel, equipment, and supplies until assigned to an appropriate ICS authority by the Incident Commander and notify State EOC/DEMHS of these actions.
- Providing toxicological and health risk assessment regarding any chemical release thru State Public Health Laboratory.
- Coordinating with the DPH Laboratory, the CDC and hospital emergency departments for the collection, packaging, shipping, and analysis of patient clinical specimens.
- Considering requests for activation of the state's mobile field hospital and Disaster Medical Assistance Teams.
- Conducting Information exchanges using MedSAT and WebEOC.
- Communicating with receiving hospitals on survey of casualty information to assess total number of casualties from the event.
- Developing formal requests for Federally provided health/medical assistance to support health care facilities, EMS providers, and public health officials in the following functional areas:
  - Assessment Teams for Health/Medical Needs

- Health Surveillance Systems
- Medical Care Personnel including but not limited to Disaster Medical Assistance Teams (DMATs), Specialized DMATs, and Disaster Mortuary Teams (DMORTs)
- Health/Medical Equipment and Supplies [e.g. Strategic National Stockpile, CHEMPACK (organophosphate antidotes), MARK 1 kits]
- Patient Evacuation to Definitive Medical Care Facilities that are part of the National Disaster Medical System (NDMS) network
- In-Hospital Care at Facilities in the NDMS Network
- Food/Drug/Medical Device Safety
- Chemical Hazards Effects/ Treatment/Decontamination
- Public Health Information
- Potable Water/Wastewater/Solid Waste Disposal
- Assessment of public (DWS) and private (EHS) drinking water systems
- Analysis of patient specimens for chemical agents
- Track patient clinical samples

#### **A.10.5.4 Military Department**

Responsibilities include but may not be limited to:

- Activating appropriate National Guard units upon direction of the Governor.
- Staffing the State EOC on a 24-hour basis as requested by DEMHS. (as an agency in the EOC)
- Serving on any DEMHS or SEOC Task Force
- Providing the following support services as directed by the Governor or requested by DEMHS. *[The Military Department has the capability to provide all of these functions/resources; however, capacity will be significantly diminished as each successive mission is assigned.]*:
  - evacuation assistance;
  - aerial damage assessment during or immediately following the emergency;
  - provision of emergency resource equipment (water trailers, generators, etc.) to appropriate state agencies for use and/or distribution as prioritized by the cognizant (i.e., receiving) state agency;
  - logistical management operations;
  - deployment of Civil Support Team; and
  - Request CBRNE Enhanced Response Force Package (CERFP) through the National Guard Bureau to provide technical assistance, personnel, and equipment to assist with mass decontamination.
- Documenting agency emergency response activities.
- Providing written reports on disaster- or emergency-related expenditures and National Guard activities as requested by DEMHS.

#### **A.10.5.5 Department of Agriculture (DoAg)**

Responsibilities include but may not be limited to:

- Assessing the agricultural impact of any disaster or emergency and providing DEMHS with such written reports as it may require for use in developing requests for Presidential disaster or emergency declarations.
- Serving as requested on any DEMHS or SEOC Task Force.

#### **A.10.5.6 Department of Consumer Protection (DCP)**

Responsibilities include but may not be limited to:

- Inspecting food establishments, warehouses, supply houses, slaughterhouses and processors affected by a disaster, and issuing appropriate regulatory orders to ensure consumer safety. Additional assets from Liquor and Drug Control would be utilized.
- Serving on any DEMHS or SEOC Task Force.
- Implementing and maintaining the statewide database that assists the “Cities Readiness Initiative” from the Center for Disease Control (CDC) that enables the critical infrastructures and closed Points of Dispensing (PODs) to establish the pre-event inventory requirements of antibiotics; and medical supplies
- Assisting in the Chempack program.
- DCP partners: DCP would interact with FDA, USDA, CSP, DEA, CDC as well as local health & public safety entities. In the event of an attack on the food supply DCP inspectors would work with FDA and USDA assets to identify, isolate, and properly dispose of contaminated foodstuffs. Local and State law enforcement agencies would assist in this process.

### **A.10.6 Resource Requirements**

Resource requirements are identified at the local level and passed through the regional offices for fulfillment of requests at the State level.

### **A.10.7 Plans**

- State of Connecticut Mass Decontamination Mobilization Plan (CT DEMHS, 2005)
- Regions 1-5 Concept of Operations Plans
- State Of Connecticut Consequence Management Plan For Deliberately Caused Incidents Involving Chemical Agents, 2009
- The State of Connecticut Mass Decontamination Guide and Mobilization Guide, 2009
- State of Connecticut Mass Decontamination Mobilization Plan (CT DEMHS 2005)



## A.11: ESF #11 Agriculture & Natural Resources

<b>Primary Agency:</b>	Department of Energy and Environmental Protection (DEEP) Department of Agriculture (DoAG)
<b>Support Agencies:</b>	Department of Public Health (DPH) Consumer Protection Department of Economic and Community Development (DECD) United States Department of Agriculture (USDA)

### A.11.1 Introduction

Connecticut is a state rich with natural resources and a great diversity of habitat, landscapes, plant life, and wildlife. From the coastline of Long Island Sound, to the Litchfield Hills, the Connecticut River Valley and the Eastern Highlands, DEEP works to protect and preserve the natural resources and scenic beauty that make Connecticut a special place to live, work, or visit. (Source [www.ct.gov/deep](http://www.ct.gov/deep))

The mission of the Department of Agriculture is to foster a healthy economic, environmental and social climate for agriculture by developing, promoting and regulating agricultural businesses; protecting agricultural and aquacultural resources; enforcing laws pertaining to domestic animals; and promoting an understanding among the state's citizens of the diversity of Connecticut agriculture, its cultural heritage and its contribution to the state's economy. (Source: [www.ct.gov/doag](http://www.ct.gov/doag) - Agency Mission)

### A.11.2 Situation

The Department of Emergency Services and Public Protection/ Division of Emergency Management and Homeland Security (DESPP/DEMHS) considers a Category 3 hurricane as the most probable, worst-case disaster scenario facing the State. A significant or catastrophic disaster event is expected to generate sufficient quantities of mixed debris which may initially hamper first responders, impede rescue operations, cripple the State's road and rail transportation networks and harbors, and disrupt utility systems. Using the U.S. Army Corps of Engineers (USACE) model, Connecticut's Interagency Debris Management Task Force (IDMTF) has estimated that a Category 3 hurricane event could generate approximately 18 million tons to 20 million tons of debris. (40 million to 45 million cubic yards).

- Disasters that occur in the State of Connecticut may impact the natural environment and/or agriculture
- State and federal agricultural assistance may be required following disasters.

### A.11.3 Assumptions

- Disasters may overwhelm local resources.
- Environmental and agricultural emergencies may lead to long-term economic impacts requiring long- term federal, state, and local assistance recovery programs.

### A.11.4 Concept of Operations

In the Connecticut General Statutes Section 22-26f(e), the State Veterinarian has the authority to issue a list of reportable animal and avian diseases and reportable laboratory findings to veterinarians licensed in the state and to diagnostic laboratories that conduct tests on Connecticut animals and birds. The current list is a composite of state, federal and OIE reportable disease lists. Many of the diseases listed are foreign or exotic to the US; others are not. The US is a member of the World Organization for Animal Health (OIE) and required by OIE and trading partners to report outbreaks and the presence of each disease listed.

The attending veterinarian is responsible for notifying the State Veterinarian and providing information about the clinical case in a timely matter. Depending on the circumstances, the State Veterinarian may contact the Federal Area Veterinarian-in Charge (AVIC) to assign a Federal Foreign Animal Disease Diagnostician to investigate and collect samples.

Veterinarians should contact the State Veterinarian immediately at 860-713-2505 to report any instances of high morbidity, mortality or vesicular-type diseases and any recognition or suspicion of a vesicular-type disease or zoonotic diseases i.e. Anthrax, Botulism, Brucellosis, Plague, Q Fever, Tularemia, Venezuelan Equine Encephalitis and Viral Hemorrhagic Fever, which are possible indicators of bioterrorism.

Suspicious disease conditions that veterinarians should also report to the State Veterinarian or AVIC (508-363-2290) quickly are: mucosal diseases, hemorrhagic septicemia, "abortion storms" of unknown etiology, central nervous system or undiagnosed encephalitic conditions, unusual numbers of acute deaths, severe respiratory conditions, pox or lumpy skin conditions, and unusual myiasis or acarasis (exotic flies, mites, ticks, etc.)

### **A.11.5 Organization and Assignment of Responsibility**

ESF 11 Primary and Secondary response organizations will be activated through the State Emergency Response Center based on a needs and operational procedures. Organizations and agencies will coordinate with each other to assure the most effective use of personnel and equipment.

#### **A.11.5.1 Department of Energy and Environmental Protection (DEEP)**

Responsibilities include but may not be limited to:

- Investigating, monitoring and advising on the condition of private, municipal and State dams:
- Implementing the DEEP Oil and Chemical Spills Plan as appropriate.
- Developing public information, in coordination with the Governor's office, relative to environmental health hazards, including but not limited to, severe storms, tornadoes, floods, hurricanes, and coastal storms.
- Evacuating and securing all DEEP-owned land as necessary.
- Inspecting municipal water pollution control facilities and advising on protective actions and repairs.
- Providing technical assistance to local officials regarding the operations and management of dikes, dams, and other water control structures.
- Advising on the feasibility of land use for temporary housing sites and mass burial sites.
- Serving on the Debris Management Task Force and implementing the State Debris Management Plan.
- Advising on timber salvage, emergency debris disposal, and open burning.
- Notifying bulk oil terminal storage facilities of anticipated flood conditions and water levels, providing technical assistance to terminal operators.
- Documenting agency emergency response activities, flood warning operations, and recovery actions.
- Coordinating with the U.S. Army Corps of Engineers regarding operation of Corps flood control projects in an emergency, ice jams, and other situations with flooding implications that may require involvement by the Corps.
- Coordinating with the U.S. Coast Guard, as appropriate, regarding the USCG's National Strike Team which may be called upon to react to major incidents of oil pollution or hazardous release.
- Assisting state agencies and local authorities with emergency debris removal.

- Operating the State Automated Flood Warning System.
- Serving on any DEMHS or SEOC Task Force

#### **A.11.5.2 Department of Agriculture (DoAg)**

Responsibilities include but may not be limited to:

- Assessing the agricultural impact of any disaster or emergency and providing DEMHS with such written reports as it may require for use in developing requests for Presidential disaster or emergency declarations.
- Serving as requested on any DEMHS or SEOC Task Force.
- Developing for the Governor formal requests for agricultural assistance from the United States Department of Agriculture (USDA).
- Monitoring agricultural products for bacteriological contamination and implementing appropriate controls.

#### **A.11.5.3 Department of Public Health**

Responsibilities include but may not be limited to:

- Implementing the State of Connecticut Public Health Emergency Response Plan.
- Serving on any DEMHS or SEOC Task Force
- Assisting public health and sanitation efforts through the use of state laboratories;
- Supporting Local Health, Hospitals, Extended Care, Day Care, Community and School Based Health Centers facilities during emergencies.
- Coordinating with DEMHS, Military, State Police and DCP on requests for the Strategic National Stockpile (SNS) as needed.
- Assisting DEEP and local health departments in assessing biological, chemical and radiation risks.
- Coordinating the implementation of the Statewide EMS Mobilization Plan.
- Providing support to staff request made from ESAR-VHP (Electronic System for Advanced Registration of Volunteer Health Professionals).
- Acting as the State counterpart agency for Federal health/medical assistance by directing and coordinating all arriving Federal health/medical personnel, equipment, and supplies until assigned to an appropriate ICS authority by the Incident Commander and notify State EOC/DEMHS of these actions.
- Providing toxicological and health risk assessment regarding any chemical release thru State Public Health Laboratory.
- Coordinating with the DPH Laboratory, the CDC and hospital emergency departments for the collection, packaging, shipping, and analysis of patient clinical specimens.
- Considering requests for activation of the state's mobile field hospital and Disaster Medical Assistance Teams.
- Conducting Information exchanges using MedSAT and WebEOC.
- Communicating with receiving hospitals on survey of casualty information to assess total number of casualties from the event.
- Developing formal requests for Federally provided health/medical assistance to support health care facilities, EMS providers, and public health officials in the following functional areas:
  - Assessment Teams for Health/Medical Needs
  - Health Surveillance Systems
  - Medical Care Personnel including but not limited to Disaster Medical Assistance Teams (DMATs), Specialized DMATs, and Disaster Mortuary Teams (DMORTs)

- Health/Medical Equipment and Supplies [e.g. Strategic National Stockpile, CHEMPACK (organophosphate antidotes), MARK 1 kits]
- Patient Evacuation to Definitive Medical Care Facilities that are part of the National Disaster Medical System (NDMS) network
- In-Hospital Care at Facilities in the NDMS Network
- Food/Drug/Medical Device Safety
- Chemical Hazards Effects/ Treatment/Decontamination
- Public Health Information
- Potable Water/Wastewater/Solid Waste Disposal
- Assessment of public (DWS) and private (EHS) drinking water systems
- Analysis of patient specimens for chemical agents
- Track patient clinical samples

#### **A.11.5.4 Department of Consumer Protection (DCP)**

Responsibilities include but may not be limited to:

- Inspecting food establishments, warehouses, supply houses, slaughterhouses and processors affected by a disaster, and issuing appropriate regulatory orders to ensure consumer safety. Additional assets from Liquor and Drug Control would be utilized.
- Serving on any DEMHS or SEOC Task Force.
- DCP partners: DCP would interact with FDA, USDA, CSP, DEA, CDC as well as local health & public safety entities. In the event of an attack on the food supply DCP inspectors would work with FDA and USDA assets to identify, isolate, and properly dispose of contaminated foodstuffs. Local and State law enforcement agencies would assist in this process.

#### **A.11.5.5 Department of Economic and Community Development (DECD)**

Responsibilities include but may not be limited to:

- Assessing the impact of a disaster/ emergency upon businesses, industries and the general economy of CT or affected area and providing DEMHS with such written reports as may be required.
- Serving on any DEMHS or SEOC Task Force

#### **A.11.6 Resource Requirements**

Resource requirements are identified at the local level and passed through the regional offices for fulfillment of requests at the State level.

#### **A.11.7 Plans**

- 2013 Connecticut Natural Hazards Mitigation Plan Update, DEEP, DESPP (DEMHS) August 2013
- State Of Connecticut Department Of Environmental Protection, Natural Hazards Mitigation Plan, 2007 – 2010
- State Of Connecticut Concept Of Operations Plan – Disaster Debris Management, Activation And Use Of The State Debris Removal And Monitoring Contracts, June 2013
- State Of Connecticut Disaster Debris Management Plan, Revised June 2013. (Annex To The State Natural Disaster Plan, 2009)
- Connecticut Reportable Diseases, 2008
- State of Connecticut West Nile Virus Surveillance and Response Plan, 2012
- Regions 1-5 Concept of Operations Plans
- USDA Strategic Plan 2010-2015

## A.12: ESF #12 Energy

- Primary Agency:** Department of Energy and Environmental Protection (DEEP)/ Public Utility Regulatory Authority (PURA)
- Secondary Agencies:** Connecticut Military Department/National Guard (CTNG)  
 Department of Administrative Services (DAS)/Bureau of Enterprise Systems and Technology (BEST)  
 Department of Environment and Energy Protection (DEEP)  
 Department of Motor Vehicles (DMV)  
 Department of Transportation (DOT)  
 Consumer Protection (DCP)  
 Department of Homeland Security, including Federal Emergency Management Agency (FEMA) United States Army Corps of Engineers (ACEO)  
 Department of Public Health (DPH)  
 Office of Consumer Counsel (OCC)  
 Department of Emergency Services and Public Protection (DESPP)/Division of Emergency Management and Homeland Security (DEMHS)  
 United States Department of Energy (DOE)

### **Private and Public Sector Energy Partners:**

#### Electric Distribution Company

The Connecticut Light and Power Company  
 The United Illuminating Company

#### Gas Company

Connecticut Natural Gas Corporation Southern  
 Connecticut Gas Company Yankee Gas Services  
 Company

#### Interstate Gas Company

Algonquin Gas Transmission Company Iroquois Pipeline Operating Company  
 Tennessee Gas Pipeline Company

#### Municipal

Bozrah Light & Power (Groton)  
 East Norwalk  
 Jewett City  
 Norwich  
 South Norwalk  
 Wallingford

#### Generators (Includes the following)

Bridgeport Energy  
 Dominion/Millstone  
 NRG Energy  
 Public Service Electric and Gas Company (PSE&G)

### **Private and Public Sector Non-Energy Partners:**

Telephone Company

- AT&T
- Verizon

Community Antenna Television Company/Certified Communications Provider/Certified Competitive Video Service Provider

- ATT (U-Verse)
- Cablevision
- CharterCommunications
- Comcast Cox Cable  
Fibertech  
Metrocast Thames  
Valley

Water Companies/Public Water Systems

Water Companies and Public Water Systems are regulated by DEEP PURA and the DPH Drinking Water Section (DWS). DEEP PURA regulates the privately owned water companies of the State, which fall into three categories, A, B, and C. Generally, these companies serve 50 or more consumers, covering service to 1000 or more individuals. DPH/DWS regulates publicly and privately owned Water Companies and Public Water Systems—Community, Non-Transient Non-Community, and Transient Non-Community. There are more than 2600 Public Water Systems in the State. The focus of this Annex is the approximately 560 Community Public Water Systems, which range from small apartment buildings to the Aquarian Water Company that services more than 600,000 people statewide.

DPH/DWS maintains an inventory and emergency communications capabilities and Water Companies/Public Water Systems on a 24/7 basis.

Wireless

- AT&T Connecticut/AT&T Mobility Sprint/Nextel
- T-Mobile
- Verizon New York Inc./Verizon Wireless

Other

- CT Water Works Association
- Milford LNG Plant (Total Peaking Services LL)

**For the Recovery Annex refer to ESF 12 in Addendum 1: Connecticut Emergency Support Function 12 All Hazards Energy and Utilities Annex**

## A.13: ESF #13 Public Safety & Security

<b>Primary Agency:</b>	DESPP (Department of Emergency Services and Public Protection)/CSP
<b>Support Agencies:</b>	Department of Corrections DEEP ENCON (Environmental Conservation Police) DESPP/DEMHS Connecticut Military Department/National Guard (CTNG) Department of Motor Vehicles Judicial Branch DHS

### A.13.1 Introduction

The Division of Emergency Management and Homeland Security (DEMHS) is part of the State of Connecticut's Multiagency Coordination Group (MAC) System under the Command and Management component of the National Incident Management System (NIMS). DEMHS' role is to coordinate and support incident management and lead Connecticut's MAC system and act as the MAC Group Coordinator. DESPP/DEMHS has primary responsibility for development and implementation of the state's coordinated and integrated emergency management and homeland security program.

#### DESPP- Division of State Police

- Responsible for conducting full law enforcement services including both criminal and motor vehicle investigations in 81 of the 169 towns in Connecticut.
- Responsible for patrolling approximately 600 miles of limited access highways, 7,000 miles of state and local roads.
- Receiving and relaying warnings to local governments as per the State Warning Plan.
- Operation of the two State Police consolidated dispatching facilities. EDCD at Troop C in Tolland and WDCD at Troop L, Litchfield.
- Controlling access to dangerous or impassable sections of state-maintained and/or state patrolled roads; controlling traffic and access on State roads and highways traversing or passing near the incident scenes.
- Monitoring dams, particularly state dams, as requested by the Department of Energy and Environmental Protection (DEEP) for high water levels and visible signs of loss of structural integrity and notifying appropriate state and local officials.
- Relaying warnings received from CONVEX (Connecticut Valley Electric Exchange) regarding hydroelectric dam releases and/or possible dam failures to appropriate state and local officials in accordance with specific warning plans for each individual dam.
- Providing assistance, as requested, to local civil preparedness forces primarily for the purpose of search and rescue, route alerts, anti-looting, traffic control, curfew enforcement and limited access to disaster areas.
- Providing emergency transportation for state and federal officials
- Serving on any DEMHS or state EOC Task Force, including but not limited to the State ESF-1 Evacuation Task Force.
- Assisting with victim identification through fingerprints, dental and DNA analysis.
- Exercising the National Incident Management Systems (NIMS) authority, as available (e.g. agent detection, reconnaissance for living victims, etc.)

- Assisting local law enforcement with perimeter security, access control, and anti-looting patrols of evacuated areas.
- Deploying the State Police Emergency Services Units (ESU) which will provide specialized services and equipment as requested by the Incident Commander such as:
  - **Bomb Squad:**
    - Incidents involving explosives
    - Incidents involving and suspected Chemical, Biological, Radiological, Nuclear or Explosive incident
    - Hazardous Materials, Weapons of Mass Destruction (WMD)
  - **Dive and Marine Unit:**
    - Lost boaters
    - Search and Rescue
    - Underwater evidence recovery
    - Hull and pier sweeps
    - Equipment and body recovery
  - **Tactical Team (SWAT)**
    - Any high risk incidents including:
    - Barricaded subjects; hostage rescue, searches for armed and dangerous subjects
    - High risk warrant services
    - Special Transportation Protection (e.g. high risk prisoners, narcotics, firearms, explosives)
    - Dignitary Protection
    - Crisis Negotiators for any tactical situation.
  - **Civil Disturbance Teams:**
    - Any civil disturbance or riot situation – Minimum Control Force will be provided by each State Police District command and still be able to adequately supply Troopers for patrol.
  - **Canine Unit:**
    - Tracking, building searches, criminal apprehension
    - Search and Rescue (SAR)
    - Body recovery
    - Searches for explosives, narcotics and evidence of accelerants in suspected arson cases.
    - Training in the above areas for those agencies meeting the need requirements.  
Training for the majority of Local, other State and Federal agencies.
  - **Aviation Assistance:**
    - Availability of two rotary wing aircraft
    - Availability of two fix wing aircraft
    - Surveillance
    - Traffic Enforcement
    - Search and Rescue
    - Marijuana field locations and eradication
    - Aerial photo missions
    - Tactical operations and medical transport
    - Dignitary Protection
    - Emergency medical support is available during tactical situations, WMD, mass causality incidents and search and rescue.



- **Public Information Office:**
  - The Public Information Office gathers and disseminates timely and accurate information regarding law enforcement incidents / operations to the public through various print, broadcast and social media in the State of Connecticut and across the country.

### A.13.2 Situation

The Division of Emergency Management and Homeland Security (DEMHS) continues to work in collaboration with its local, state, federal and tribal partners to enhance the State's preparedness efforts. This Advisory Bulletin serves two purposes: first, to establish standard terminology to describe DEMHS activation levels; and secondly, to outline the activation process for the DEMHS Regional Offices and also for the Regional Emergency Support Plans which are currently being finalized in each DEMHS Region.

During the monitoring phase of an incident or potential incident, DESPP/DEMHS will track the development of a potential incident (in the case of an approaching weather system, for example). This phase may include communication and coordination with other state agencies; with federal partners such as the National Weather Service (NWS), the National Hurricane Center or FEMA; private sector partners such as utility companies, and; state and regional level Emergency Support Function Groups or Task Forces. In the case of non-weather related incidents, the monitoring phase might include coordination with homeland security or intelligence entities or partners such as the DEMHS Office of Counter Terrorism, including the state Intelligence Fusion Center (Connecticut Intelligence Center, or CTIC), the Division of State Police, or federal partners such as the FBI, Coast Guard or the Transportation Security Administration (TSA.)

### A.13.3 Assumptions

Large scale or statewide disasters will necessitate the coordination of all law- enforcement agencies in order to expedite assistance to agencies and departments of government in affected areas.

- a. Even in cases of large-scale disasters, local law enforcement agencies will be the primary law enforcement agency in their particular jurisdiction.
- b. In extended response operations, law enforcement logistical support (vehicles and equipment) as well as personnel, may be required to serve or be used in cases of excessive use, extended stress, and hazardous conditions.
- c. Additional law enforcement support may be needed for the maintenance, control and support of evacuation traffic control patterns, community reception and care facilities and for institutions such as hospitals, prisons, and mental institutions.
- d. Each federal, state and local law enforcement organization has an established chain of command prepared to integrate and coordinate law enforcement activities within and among organizations during an emergency.

### A.13.4 Concept of Operations

#### A.13.4.1 Activating the Regional Emergency Support Plan

When a local emergency threatens to escalate beyond the immediate mutual aid resources of a municipality, the on-site Incident Commander (IC), in consultation with the local Emergency Management Director (EMD), can activate the Regional Emergency Support Plan (RESP). The EMD will immediately notify the DEMHS Regional Coordinator that the RESP has been activated.

#### A.13.4.2 Notifying the DEMHS Regional Coordinator

The local Emergency Management Director notifies the DEMHS Regional Coordinator to inform DEMHS of the

emergency situation and of the activation of the Regional Emergency Support Plan. This procedure is in effect 24/7, whether or not the DEMHS Regional Office is open. When notified by the EMD, the DEMHS Regional Coordinator establishes the necessary contact information and prepares and forwards a situation report to the DEMHS Operations Unit. The DEMHS Operations Unit then alerts other DEMHS staff as appropriate. The DEMHS Regional Coordinator will continue to monitor the situation; operating from whatever location s/he happens to be at the time (home, office, etc). At this point, the RESP is activated, but the Regional Office may or may not be physically open.

#### **A.13.4.3 Opening the DEMHS Regional Office**

During an emergency within the region, a local EMD may request additional resources through the DEMHS Regional Coordinator. This may result in a decision to physically open the DEMHS Regional Office.

If the DEMHS Regional Office is authorized by the DEMHS Commissioner or designee to open, its staff may include: the DEMHS Regional Coordinator, the Regional Planner, the Regional Trainer and the Regional Secretary. Additional DEMHS staff may also be approved by the DEMHS Commissioner or his designee. Non-DEMHS individuals (when approved by the DEMHS Commissioner or his designee) may be asked to serve as advisors and/or to support the coordinated regional response.

### **A.13.5 Organization and Assignment of Responsibility**

ESF 13 Primary and Secondary response organizations will be activated through the State Emergency Operations Center based on needs and operational procedures. Organizations and agencies will coordinate with each other to assure the most effective use of personnel and equipment.

#### **A.13.5.1 Department of Correction (DOC)**

Responsibilities include but may not be limited to:

- Serving on any additional DEMHS or SEOC Task Forces
- Providing staff to augment any field offices in direct relation to any DOC facilities
- Assisting with security and law enforcement as requested by Connecticut State Police (CSP) in relation to facility perimeters.
- Providing technical assistance, personnel, and equipment in direct relation to any agency facility or building.
- In consultation with the Incident Commander and the Commanding Officer of CSP Emergency Services, assuming Incident Command of any situation requiring a tactical response to any DOC facility or building.
- Deploying the DOC Tactical Operations Unit to:
  - Standby for and conduct a Tactical Operation (if necessary) on any DOC facility or building.
  - Provide any other specialized services and/or equipment as needed.
- Providing DOC transport buses to assist with evacuation of any DOC facility or building or for other needs as deemed necessary by the Incident Commander.
- If DOC facilities or buildings are involved, providing public information through the JIC regarding status.
- Memorandum of Understanding– CT DEMHS and CT Department of Correction (DOC) (March 2013). This MOU outlines assistance that DOC will provide to the State for emergency preparedness, response, and recovery.
- Providing qualified personnel to serve on Joint Federal/State Preliminary Damage Assessment (PDA) Teams

**A.13.5.2 DEEP EnCon** (The State Environmental Conservation Police (EnCon) protect the public and Connecticut's natural resources through public education and outreach, prevention of crime and accidents and the enforcement of laws and regulations)

Responsibilities include but may not be limited to:

- Investigating, monitoring and advising on the condition of private, municipal and State dams
- Developing public information, in coordination with the Governor's office, relative to environmental health hazards, including but not limited to, severe storms, tornadoes, floods, hurricanes, and coastal storms
- Evacuating and securing all DEEP-owned land as necessary
- Advising on the feasibility of land use for temporary housing sites and mass burial sites
- Coordinating with the U.S. Coast Guard, as appropriate, regarding the USCG's National Strike Team which may be called upon to react to major incidents of oil pollution or hazardous release
- Providing qualified personnel to serve on Joint Federal/State Preliminary Damage Assessment (PDA) Teams
- Serving on additional DEMHS or SEOC Task Forces

**A.13.5.3 Department of Emergency Services and Public Protection/ Division of Emergency Management and Homeland Security (DESPP/DEMHS)**

The mission of Connecticut's DESPP Division of Emergency Management and Homeland Security is to direct and coordinate all available resources to protect the life and property of the citizens of Connecticut in the event of a disaster or crisis, through a collaborative program of prevention, planning, preparedness, response, recovery and public education. The goal of the Connecticut emergency management community (state and local governments and private response and recovery organizations) in times of natural disaster is:

- To maximize the preservation of life and property;
- To correct or alleviate, serious disaster or emergency-related conditions which present continued threats to the health or welfare of the residents of the state;
- To facilitate a return to normalcy by all practical means.

DEMHS primary functions in the EOC during activation are:

- Situation Assessment
- Incident Priority Determination
- Critical Resource Acquisition and Allocation
- Support Relevant Incident Management Policies and Interagency Activities
- Coordinating with other MAC systems (Other State EOCs, etc.)
- Coordinating with the Locals (EMDs, Local Chief Executive Officers, etc.)
- Support and Maintain the Common Operating Picture (collecting and analyzing and reporting information (Situation Reports), maintaining the JIC by establishing, with the Governor's Office, a regular communications rhythm
- Train and assign personnel to support emergency operations at the SEOC or other areas of operation/management
- Stand up such Task Forces as are necessary to support the management and operations of the emergency
- Coordinating Interoperable communications
- Activating volunteer civil preparedness forces
- Activating Urban Search and Rescue (USAR) as requested
- Coordinating and disseminating public information
- Coordinating activities with the DEMHS Office of Counter Terrorism, as appropriate

- Coordinating the federal/state meeting subsequent to a Presidential declaration
- Disseminating emergency data and information to local governments, state, and federal agencies.
- Documenting DEMHS emergency management activities
- In times of non-emergency, DEMHS responsibilities include, but are not limited to:
  - Those found in Conn. Gen. Stat. Title 28, including providing the venue and process for collaborative, coordinated and integrated planning, training, exercise activities.

#### **A.13.5.4 Military Department**

Responsibilities include but may not be limited to:

- Activating appropriate National Guard units upon direction of the Governor.
- Staffing the State EOC on a 24-hour basis as requested by DEMHS. (as an agency in the EOC)
- Serving on additional DEMHS or SEOC Task Forces
- Providing the following support services as directed by the Governor or requested by DEMHS. [*The Military Department has the capability to provide all of these functions/resources; however, capacity will be significantly diminished as each successive mission is assigned.*]:
  - evacuation assistance;
  - search and rescue operations;
  - anti-looting, access and traffic control, and curfew enforcement (declared emergencies only);
  - transportation of state and federal officials;
  - road and bridge repairs; (Road repair can only be conducted as an emergency measure to restore basic traffic ability; we do not have the capability to return roadways to full, standard capability. Bridge repair is very limited and only as an extreme measure.)
  - aerial damage assessment during or immediately following the emergency;
  - provision of emergency resource equipment (water trailers, generators, etc.) to appropriate state agencies for use and/or distribution as prioritized by the cognizant (i.e., receiving) state agency;
  - logistical management operations;
  - deployment of Civil Support Team; and
  - Request CBRNE Enhanced Response Force Package (CERFP) through the National Guard Bureau to provide technical assistance, personnel, and equipment to assist with mass decontamination.
- If possible, pre-positioning personnel, equipment and supplies in anticipation of a disaster's impact.
- Documenting agency emergency response activities.
- Providing written reports on disaster- or emergency-related expenditures and National Guard activities as requested by DEMHS.

#### **A.13.5.5 Department of Motor Vehicles (DMV)**

Responsibilities include but may not be limited to:

- Assisting other state agencies as requested with the evacuation of institutionalized and/or other special needs persons through the limited provision of vehicles and personnel.
- Assisting the State Police through the provision of uniformed inspectors as requested. Providing communications support as necessary.
- With the Governor's approval, obtaining grant extensions of core business functions such as registrations, licenses, emissions, permits, etc. (CGS §3-6a and §28-9).
- Providing emergency transportation for State and Federal officials.
- Serving on additional DEMHS or SEOC Task Forces

### **A.13.5.6 Judicial Branch**

Responsibilities include but may not be limited to:

- Providing foreign language interpreters as requested by DEMHS to assist with public information and to assist disaster victims in applying for disaster assistance.
- Disposing of civil and criminal actions arising out of emergency or disaster situations, including possible hearings regarding quarantine and/or isolation of individuals.
- Providing assistance from Judicial Marshal Services to support first responders in emergency or disaster situations that may require additional support, such as use of lock-up facilities, transportation services and alternative modes of communications as needed.

### **A.13.6 Resource Requirements**

Resource requirements are identified at the local level and passed through the regional offices for fulfillment of requests at the State level. ESF 13 maintains agency level Standard Operating Procedures that address their assignments and responsibilities. ESF 13 maintains their resources for equipment, supplies, staff and services available to them during emergencies.

### **A.13.7 Plans**

**A.13.7.1 Department of Public Safety, Division of State Police, Mass Evacuation Limited Access Highway Plan, Concept Of Operation, (Not For Public Dissemination), January-2006 (Draft #1)**

**A.13.7.2 State of Connecticut, Guide for Deliberately Caused Incidents, 2010**

Regions 1-5 Concept of Operations Plans contain protocols for local and regional response and resources.

## A.14: ESF #14 Disaster Recovery

<b>Primary Agencies:</b>	Department of Emergency Services and Public Protection/ Division of Emergency Management and Homeland Security (DESPP/DEMHS)
<b>Secondary Agencies:</b>	DAS -Construction Services/ Fire Department of Housing Department of Public Health Department of Transportation Department of Agriculture Department of Children and Families Department of Developmental Services Consumer Protection Department of Economic and Community Development Department of Aging Department of Mental Health and Addition Services Office of Early Childhood Development Office of Policy and Management USACE CERT Teams United Way 211 Department of Insurance Department of Labor Department of Environment and Energy Protection Department of Social Services Governor's Office CT VOAD American Red Cross FEMA

### **For the Recovery Annex refer to ESF 14 in Addendum 1: State of Connecticut Disaster Recovery Framework and ESF 14 Version 1.0 (2014)**

This plan addresses the concept of operations and lines of coordination for both short-term and long-term recovery activities. Short-term recovery activities begin during the response phase and focuses on the immediate needs of individuals and communities. Long-term recovery activities focus on meeting the un-met needs of individuals and on returning communities to pre-disaster conditions.

### **Disaster Assistance Handbook (CT DEMHS 2011)**

DEMHS staff developed and maintains a Disaster Assistance Handbook as a tool for staff involved in disaster recovery. The handbook includes information, templates and steps involved in:

- Monitoring the sequence of events
- Collecting pre-assessment damage data
- Requesting and coordinating Preliminary Damage Assessments (PDAs) with federal partners
- Requesting a declaration and the declaration process

The Handbook also contains information on the different sources of federal disaster assistance:

- FEMA Public Assistance Program
- FEMA Individual Assistance Program
- Small Business Administration (SBA) Disaster Loan Programs

## A.15: ESF #15 Emergency Public Information and External Affairs

<b>Primary Agencies:</b>	DESPP/DEMHS
<b>Secondary Agencies:</b>	Office of the Governor United Way 211

### A.15.1 Introduction

The purpose of this annex is to define the organization, operational concepts, responsibilities and procedures to accomplish Public Information requirements in the State of Connecticut before, during, and after emergencies. This framework is applicable to the Division of Emergency Management and Emergency Services, and personnel assigned Public Information Emergency Support Function 15 External Affairs (ESF 15) responsibilities. See Administrative Plan, Legal Authorities Section, including Connecticut General Statutes Sections 28-1a and 28-5.

### A.15.2 Situation and Assumptions

The primary assumption upon which this Annex is based is that when the Governor of the State of Connecticut has activated the State Emergency Operations Center, the following activities will take place if appropriate:

- The SEOC will provide local officials with recommended protective actions for the public as well as with other recommended actions appropriate to the emergency situation. Communications between the SEOC and local officials may include, but not be limited to, the following:
  - Conference calls;
  - Faxes or emails through DEMHS Regional Offices;
  - Radio contact through DEMHS Regional Offices, the SEOC, or DEMHS Headquarters.
- The SEOC will provide the public with recommended protective actions and other information through the media, which may include:
  - Mass alerts through emergency notification systems (e.g., CT ALERT and Emergency Alert System);
  - Public inquiry support may be provided by United Way 2-1-1 Infoline;
  - Broadcast Media including CT-N. (CT-N has a live web stream that can broadcast 24/7 );
  - Social Media—Twitter and Facebook will be used when possible;
  - Communications designed to reach non-English speaking residents as well as those with functional needs.
- DESPP/DEMHS operates as the primary emergency public information agency, but, if necessary, primary responsibility may be ceded to the Office of the Governor.

### A.15.3 Concept of Operations

Emergency Public Information is disseminated before, during and after an emergency or disaster. In addition to providing situational information to the public, it also frequently provides protective action recommendations or directives to be taken by the general public.

The Division of Emergency Management and Homeland Security (DEMHS), through its Public Information program, combines both education and information to reduce signification disaster-related casualties, property damage, and provide long-term public education related to hazard awareness. These efforts are intensified during incidents or events and may require augmentation from Public Information ESF 15 members.

The DEMHS Statewide Advisory Council includes ESF 15 members, whose mission is to review and enhance emergency communications with all of Connecticut’s residents and visitors. In times of crisis, DEMHS may activate ESF 15 members, in order to address incident-specific public information issues.



### **A.15.3.1 Governor's Emergency Communications Taskforce Members and Contributors (ESF 15)**

#### Chair:

Dr. Dora B. Schriro, *Commissioner, Emergency Services and Public Protection (DESPP)*

#### Co-Chairs:

Brenda Bergeron, *DESPP/DEMHS*

Scott DeVico, *DESPP*

William Hackett, *State Emergency Management Director, DESPP/DEMHS*

Samaia Hernandez, *Governor's Office*

#### Members:

Sulma Avenancio, *Univision TV*

Catherine Blinder, *Department of Consumer Protection*

Richard Branigan, *Red Cross*

April Capone, *Office of Policy and Management*

Kelly Donnelly, *Department of Education*

Garrett Eucalitto, *OPM*

Angel Fernandez-Chavero, *Aspire Praxis*

William Gerrish, *Department of Public Health*

Paul Giguere, *CT Public Affairs Network*

Subira Gordon, *African American Affairs Commission*

Craig Henrici, *Office of Protection and Advocacy*

Kathleen Kabara, *Department of Rehabilitation Services*

Gretchen Knauff, *Protection & Advocacy for Persons with Disabilities*

Maria Lino, *The Latino Way*

Stephanie Marino, *Department on Aging*

Daniel Micari, *Department of Developmental Services*

Emanuela Palmares-Leaf, *Latino & Puerto Rican Affairs Commission*

Richard Porth, *United Way of CT*

Steve Rabb, *FOX CT*

Dr. Diana Rios, *UCONN*

Jon Slifka, *Governor's Liaison to the Disability Community*

Chris Stan, *Department of Public Health*

An-Ming Truxes, *Asian Pacific American Affairs Commission*

#### Contributors:

Tanya Barrett, *United Way 2-1-1*

Katie Blint, *Connecticut Light & Power*

Theresa Brown, *AT&T*

Michael Chowaniec, *Cablevision*

Sharon Codeanne *Comcast*

Robert Earley, *Comcast*

Terry Edelstein, *Governor's Liaison to the Nonprofit Community*

Betsy Gara, *CT Council of Small Towns*

Michael Guerrero, *DESPP/DSET*



Michael Haeflich, *Northeast Utilities*

Bob Labanara, *CT Conference of Municipalities*

Patrick Lynch, *United Illuminating*

Cynthia Tangney, *DESPP/DEMHS*

Carey Thompson, *DESPP, Division of Statewide Telecommunications*

Mike Varney, *DESPP*

#### **A.15.3.2 Joint Information System (JIS)**

Purpose: to prepare and deliver coordinated and sustained messages to the public in response to emergencies within the State of Connecticut.

Policies and Procedures: The JIS supports the Governor's Office on activities to be initiated in conjunction with potential or actual emergencies in the State requiring the activation of the State Emergency Operations Center (EOC)/Joint information Center (JIC). Integration and teamwork among State, Local, and Tribal authorities is essential. Local and tribal authorities retain their responsibility for communicating health and safety instructions for their citizens. When the State Emergency Operations Center (SEOC) is activated, State, local and tribal authorities work together through their DEMHS Regional Coordinator and the SEOC to provide accurate and timely information to the general public. The DEMHS PIO may also work with FEMA or other federal External Affairs representatives to ensure that consistent, accurate messaging is being disseminated.

#### **A.15.3.3 Components of the JIS**

- Governor's Director of Communications
- DEMHS Public Information Officer and other staff as necessary
- Other state agencies as necessary

#### **A.15.3.4 Governor's Communications**

Governor's Communications Director and/or the DEMHS PIO activate the Joint Information Center within the State EOC. During an activation, there may be several meetings/ Unified Command briefings with the Governor, Lieutenant Governor, DESPP Commissioner, DESPP Deputy Commissioner of DEMHS and/or the State Emergency Management Director on the current status of the incident. If specific agencies are required to attend a meeting/Unified Command briefing, those agencies will be notified in a timely manner. Each agency representative will be required to provide current agency posture including current agency status, agency preparations and response activities, any emerging issues and recommendations.

Governor's Press Releases: <http://www.governor.ct.gov/malloy/cwp/view.asp?a=11&q=471018>

See procedures in the below.

#### **A.15.3.5 Joint Information Center (JIC)**

During SEOC activations, the Joint Information Center (JIC) is activated upon activation of the SEOC to provide emergency information, instructions and protective actions to the media and general public. The JIC is the central coordination point for all state public information before, during, and after an emergency or disaster.

As needed, state agencies may be required to support the Governor's Communications Director and/or the DEMHS PIO at any time during SEOC activations.

If a national JIC is activated, a state liaison may be assigned to coordinate state information.

Activation of JIC

1. Incident

2. EOC Activated by governor
3. JIC Activated upon activation of the EOC
4. DESPP/DEMHS PIO makes contact with Governor's communication office to discuss potential messaging
5. Any information issued by the JIC is cleared internally through the Governor's Director of communications and/or the DEMHS PIO to ensure consistent messaging.

#### Deactivation of JIC

1. JIC is deactivated upon deactivation of the EOC
2. If necessary, information flow will continue from the Governor's office and DESPP/DEMHS PIO

#### JIC Information Management

The JIC develops, coordinates, and disseminates unified information. Any information issued by the JIC is cleared internally through the Governor's Director of communications and/or the DEMHS PIO to ensure consistent messaging.

#### VIP Protocol

Through the Governor's Unified Command, all VIP and public officials' requests and VIP EOC visitations are coordinated through DESPP/DEMHS PIO/ Legislative Liaison and/or the Governor's Office.

- VIP inquiry is made to the DESPP/DEMHS PIO
  - If inquiry does not come directly to DESPP/DEMHS PIO, all EOC staff are to notify DESPP/DEMHS PIO immediately of an VIP request
- DESPP/DEMHS PIO facilitates VIP inquiry/visit to the EOC

#### Joint Media Center (JMC)

Within the State EOC, located in the State Armory on 360 Broad St. Hartford, CT 06106, the JIC includes a Joint Media Center (JMC). The purpose of the JMC is to provide a central location for media contact with the state, local and federal spokespersons. This is the primary facility from which detailed information about the emergency and the emergency response is distributed, and where official spokespersons interact with the media through press conferences. This media center facility is co-located with the SEOC however; security is available to prevent interference with emergency operations.

All media must sign and be escorted to the Joint Media Center.

#### Activation and deactivation of the JMC

1. Incident
2. JMC activated upon activation of the JIC
3. Media is escorted to JMC upon arrival
4. Media reports on press conferences, interview DESPP/DEMHS PIO or appropriate public officials
5. Media signs out at front desk

#### Information Coordination / Message Flow

1. Starts with the Unified Command briefing and DEMHS Regional Coordinators, situational awareness and updates throughout the state;
2. Depending on the situation, Governor may have a press conference, issue a formal message via social media outlets state websites, or press release;
3. The DEMHS PIO works with the Governor's Communication Office to provide the most current information to the public via press conferences, formal press releases, social media and websites.



Procedure for Social Media: DEMHS PIO or designee is responsible for approving and posting information to DEMHS' social media sites.

Procedure for press conferences/press releases: The Governor's communications office and/or the DEMHS PIO is responsible for the coordination and scheduling of all SEOC press conferences and press releases.

Procedures for Emergency Alert System: refer to the EAS Plan.

Procedures for CT Alert: are found in the CT Alert Policy and CT Alert Best Practices documents.

#### A.15.3.6 Protective Measure Guidelines

During EOC Activation:

The decision of what protective action measures to suggest and disseminate is made at unified command meetings, following a situation assessment, agency reports, and communications with 211 to determine trends and following plans for protective action measures.

During Non-Activations:

DESPP PIO and/or the Division of Emergency Management and Homeland Security Deputy Commissioner and/or Director will meet or conduct a conference call with the affected regional coordinator. DESPP PIO will then meet or conduct a conference call with the governor and/or incident-specific agency (ies) and collectively decide what information to disseminate as protective measures.

#### A.15.3.7 Alternative Formats for Functional Needs Populations Information Dissemination

A sign language interpreter is provided at all Governors' press conferences in the EOC. Deaf and hearing impaired emergency preparedness video references are found at: <http://www.ct.gov/demhs/cwp/view.asp?a=1939&q=532132>

Governor's Liaison to the Disabled Community is an active participant in the emergency management process, the press release for this is found at: <http://www.governor.ct.gov/mallo/cwp/view.asp?A=4010&Q=537754>

CT Guide to emergency preparedness is printed in ten languages found at: [http://www.ct.gov/dph/cwp/view.asp?a=3115&q=482816&dphNav\\_GID=2046](http://www.ct.gov/dph/cwp/view.asp?a=3115&q=482816&dphNav_GID=2046)

#### A.15.3.8 Rumor Control / United Way 211

United Way 211 provides rumor control and other support as needed when the SEOC is activated.

The purpose of this procedure is to provide guidance to the Rumor Control/ 211 Coordinator to be implemented when the SEOC is activated, as appropriate. The SEOC notifies 211 of SEOC activation, and the 211 Coordinator reports to the SEOC. The 211 Coordinator identifies any trends and report any issues, concerns, or comments

gathered by 211 Infoline as a result of the public calling into their services and report these to the DEMHS PIO. The DEMHS PIO or other state position is designated as the SEOC Point of Contact with United Way 211 during activations. Please see the Memorandum of Agreement between DEMHS and United Way 211, dated July of 2014, for more details.

#### Rumor Control Procedure

1. Incident
2. EOC Activated
3. United Way 211 EOC team reports to the EOC United Way 211 desk
4. United Way 211 Call Center team in Rocky Hill, CT answers phone calls
5. United Way 211 Call Center team reports back to the United Way 211 EOC team on regular basis reporting on current call volume specific to the incident and identified trends
6. United Way 211 EOC team reports out at Unified Command briefings
7. United Way 211 EOC team reports trends to DESPP/DEMHS PIO to address
8. When trends are identified, they are addressed through public information outlets

### **A.15.4 Public Information Officer**

In consultation with agency officials, develops and implements promotional, informational and educational programs for staff and the public; develops and prepares promotional and informational material such as news releases, pamphlets, brochures, exhibits, bulletins and agency publications; acts as an official contact and source of information regarding agency functions and procedures; responds to inquiries from media, state agencies, Governor's office, the public and other state agencies; speaks before groups on agency related topics; prepares speeches and written material for department officials; conducts research and informational interviews; provides technical assistance to agency managers regarding communications; performs related duties as required.

#### **A.15.4.1 PIO Initial Activation Duties**

See Section 5.9.1.

#### **A.15.4.2 Partners/ Mutual Aid**

*Partners in Public Information include the Northeast States Emergency Consortium (NESEC) Public Information Officers (PIO) group.* The NESEC Public Information Officers (PIO) group currently shares public information releases among the six New England States and each PIO has expressed his/her willingness to assist other states' PIOs if needed. In addition, Connecticut has executed the Emergency Management Assistance Compact, Connecticut General Statutes Section 28-23a, which provides for assistance, including PIO resources, from other states.

#### **A.15.4.3 PIO Disaster Checklists**

##### 72-48 Hours

- Prepare Joint Media Center for Activation
- Prepare media briefing schedule as necessary
- Prepare and distribute media briefing/press release as necessary
- Participate in Daily Staff briefings (DEMHS internal)

##### 48-36 Hours

- Activate and staff Joint Media Center as directed
- Prepare media briefing schedule necessary
- Prepare and distribute regular media briefing/press release as necessary
- Prepare public announcements, press releases and press briefings on protection actions as required

- Respond to all press inquiries
- Participate in staff briefings as required (DMHS internal)

#### 36-24 hours

- Activate and staff Joint Media Center as Directed
- Prepare media briefing schedule as necessary
- Prepare and distribute regular media briefings/press releases as necessary
- Prepare press releases and press briefings on protective actions as required
- Respond to all Press inquiries
- Participate in Staff briefings as required (DEMHS Internal)

#### 24-Impact

- Coordinate with Joint Media Center as directed
- Prepare media briefing schedule as necessary
- Prepare and distribute regular media briefings/press releases as necessary
- Prepare press releases and press briefings on Protective Actions as required
- Respond to all Press inquiries
- Participate in Staff briefings as required (DEMHS Internal)

#### **A.15.4.4 Development and Maintenance**

The DEMHS Public Information Officer has overall responsibility for the development, maintenance, and implementation of this document.

The DEMHS Public Information Officer is responsible for conducting a periodic review of this annex and coordinating all review and revision efforts to incorporate material learned from exercises and actual events into this document.

#### **A.15.5 Resource Requirements**

Resource requirements are identified at the local level and passed through the regional offices for fulfillment of requests at the State level.

#### **A.15.6 Documents**

The public is educated through TV, radio, social media, websites, and print materials on the protection of public health and safety. See documents below.

- Connecticut Department of Public Health Crisis and Emergency Risk Communications Plan (2011)
- An Interim Report by the Governor's Emergency Communications Taskforce (2014)
- DEMHS/CT-N State Emergency Broadcast Operations Plan (2006)
- State of CT Radiological Emergency Response Plan (RERP) (2010)
- MOA – CT DEMHS and United Way of Connecticut 211 Infoline (2008)
- Natural Disaster Plan (2006) (pages F-1 – F-2)
- State Response Framework (2014)
- CT Alert Policy (2012)
- CT Alert Best Practices Document (2012)
- UCONN sports brochure (2014)
- United Way 211 MOU

### A.15.7 Supporting Websites

CT PIO: <http://www.ct.gov/demhs/cwp/view.asp?a=11&q=444194&demhsNav=|42372|>

Federal Ready.gov : <http://www.ready.gov/>

CT Alert: <http://www.ct.gov/ctalert/site/default.asp>

DEMHS Advisory Bulletins: <http://www.ct.gov/demhs/cwp/view.asp?a=11&q=531088>

DEMHS Hurricane Information:

[http://www.ct.gov/demhs/cwp/view.asp?a=1933&q=463072&demhsNav\\_GID=1996](http://www.ct.gov/demhs/cwp/view.asp?a=1933&q=463072&demhsNav_GID=1996)

DEMHS Radiological Preparedness: <http://www.ct.gov/demhs/cwp/view.asp?a=1929&q=441512>

Governor Press Releases: <http://www.governor.ct.gov/malloy/cwp/view.asp?a=11&q=471018>

Deaf and Hearing impaired: <http://www.ct.gov/demhs/cwp/view.asp?a=1939&q=532132>

DEMHS Twitter: <https://twitter.com/CTDEMHS>

DEMHS Facebook: <https://www.facebook.com/CTEMHS>

Advocate of disability community: <http://www.governor.ct.gov/malloy/cwp/view.asp?A=4010&Q=537754>

Connecticut Guide to Emergency Preparedness:

[http://www.ct.gov/dph/cwp/view.asp?a=3115&q=482816&dphNav\\_GID=2046](http://www.ct.gov/dph/cwp/view.asp?a=3115&q=482816&dphNav_GID=2046)

See Something, Say Something: <http://www.keepctsafe.com/>

DEMHS Flooding Information: <http://www.ct.gov/dph/cwp/view.asp?a=3115&q=457820>

PIO Job Specification <http://das.ct.gov/HR/JobspecNew/JobDetail.asp?FCC=629>

CT-N <http://www.ctn.state.ct.us/>



**STATE OF CONNECTICUT**  
**DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION**  
*Division of Emergency Management and Homeland Security*

**PUBLIC INFORMATION OFFICE**

=====  
**Dr. Dora B. Schiro**  
*Commissioner*

**William P. Shea**  
*Deputy Commissioner*

For Immediate Release: \_\_\_\_\_

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## Appendix B: Plans and Supporting Resources

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This section contains a list of plans, MOA/MOUs, and resources available in Connecticut. Several key framework initiatives are currently underway to enhance Connecticut's emergency management program in the areas of sheltering and mass care, children in disasters and mobile communications. "Support plans" are those plans which support emergency management operations. "Incident plans" are plans designed to address a specific type of incident. The Partnerships/Memoranda of Agreement section describes some of the agreements regarding emergency management between DEMHS and other agencies or nongovernmental organizations.

The plans listed below indicate the name of the primary agency/plan author as of the date published.

### B.1 Plans

#### B.1.1 Overarching

- An Interim Report by the Governor's Emergency Communications Taskforce (2014)
- Department of Administrative Services (DAS) Emergency Response Supplies, Services and Equipment: A Reference Guide to Statewide Contracts for the CT Department of Emergency Management & Homeland Security (Rev. July 2, 2012, as amended)
- Disaster Assistance Handbook (CT DEMHS 2011)
- Intrastate Mutual Aid Compact
- Local Emergency Operations Plans (LEOPs)
- National Incident Management System (NIMS) (US DHS 2008)
- Regional Catastrophic Planning Grant (RCPG) Guides (NY, NJ, CT Regional Catastrophic Planning Team 2010 Draft)
- State of Connecticut Natural Disaster Plan (CT DEMHS 2009)
- State of Connecticut Resource Management System Framework - August 2014. For the Resource Annex refer to ESF 7 in Addendum 1.
- State Response Framework (2014)
- The National Mass Care Strategy
- USDA Strategic Plan 2010-2015

#### B.1.2 Prevention

- National Prevention Framework (US DHS 2013)
- Space Weather: FEMA's Alert & Notification Plans (FEMA & NOAA 2010)
- State of Connecticut DEMHS H1N1 Pre-Activation Framework (CT DEMHS October 2009)

#### B.1.3 Protection

- Connecticut Statewide Police Emergency Radio Network (CSPERN)
- Mass Evacuation Limited Access Highway Plan, Department of Public Safety, Division of State Police, Concept of Operation (not for public dissemination), Detail Commander: Colonel Edward J. Lynch, Connecticut State Police, January 2006 (Draft #1), Updated July 2014
- Med-Surge/ Avian Influenza Plan (CT OEM 2004)
- National Protection Framework (US DHS 2014)
- State of Connecticut Consequence Management Guide for Deliberately Caused Incidents Involving Chemical Agents (CT DEMHS 2009)



- State of Connecticut Guide for Deliberately Caused Incidents (CT DEMHS 2010)
- State of Connecticut Pandemic Influenza Response Plan (CT DPH February 2006)

### B.1.4 Mitigation

- 2013 Connecticut Natural Hazards Mitigation Plan Update, DEEP, DESPP (DEMHS) August 2013
- Connecticut Drought Preparedness and Response Plan, August 4, 2003, Prepared by Interagency Drought Work Group as accepted by the Connecticut Water Planning Council.
- National Mitigation Framework (US DHS 2013)
- State Of Connecticut Department Of Environmental Protection, Natural Hazards Mitigation Plan, 2007 – 2010
- State of Connecticut Natural Hazards Mitigation Plan (CT DEEP 2010, in process of update 2013)

### B.1.5 Response

- All Hazards Energy and Utilities Annex
- Commodities Distribution SOP (State ESF 7 Resource Support Group/ DOC/DEMHS/DAS/CT NG, and others) June 2012
- Concept Paper: Facilitating Interagency Emergency Supportive Care Shelter Plan (CT DPH 2008)
- Connecticut DEMHS Region 2, Tactical Interoperable Communications Plan (TICP), November 2009
- Connecticut DEMHS Region 3, Tactical Interoperable Communications Plan (TIC Plan), 2011
- Connecticut DEMHS Region 4, Tactical Interoperable Communications Plan (TIC Plan) 2010
- Connecticut DEMHS Region 5, Tactical Interoperable Communications Plan (TIC Plan) 2010
- Connecticut Department of Public Health Crisis and Emergency Risk Communications Plan (2011)
- Connecticut Department of Public Health Statewide EMS Mobilization Plan Draft V.1.0 (CT DPH 2008) (also known as the Forward Movement of Patients Plan)
- Connecticut Emergency Support Function 12
- Connecticut FOUO State Agency COOP Operations Guide (All State Agencies 2009)
- Connecticut Reportable Diseases, 2008
- Cot Distribution Standard Operating Procedure (2008)
- CT Alert Best Practices Document (2012)
- CT Alert Policy (2012)
- CT Communications and Warning Appendix to ESF 2 Annex
- CT Interoperability Field Operating Guide (DESPP/DEMHS 2013)
- DEMHS Region 1 Tactical Interoperable Communications Plan (TIC Plan, Change #3, July 1, 2013)
- DEMHS Regional Evacuation and Shelter Guides (2007)
- DEMHS/CT-N State Emergency Broadcast Operations Plan (2006)
- Department of Public Safety, Division of State Police, Mass Evacuation Limited Access Highway Plan, Concept Of Operation, (Not For Public Dissemination), January-2006 (Draft #1)
- Regional Emergency Support Plan
- Emergency Alert and Notification System – CT ALERT (CT DEMHS & DPS 2012)
- Emergency Alert System (EAS) Plan 2006
- Enhanced Public Safety Statewide Communications Interoperability Plan (SCIP) (CT DEMHS 2007)
- Evacuation Time Estimate, KLR, 2013, Millstone Power Station (available electronically)
- Local Emergency Operations Plans, ESF #6 Mass Care Annex (renewed annually)

- Model Procedures for Response of Emergency Vehicles During Hurricanes and Tropical Storms (CFPC June 2011)
- Model Procedures for Response to Collapse or Potential Collapse of Buildings due to excessive roof loads, State of Connecticut, February 2011.
- National Response Framework (US DHS 2013)
- Public Health Emergency Response Plan (DPH, 2011) For the Health Annex refer to ESF 8 in Addendum 1: Connecticut Public Health Emergency Response Plan Emergency Support Function 8 Annex.
- Radiological Emergency Preparedness Traffic Management Plan, Rev. 7/2010
- Regions 1-5 Concept of Operations Plans
- State Emergency Operations Center SOP (Stand alone SOP 2013)
- State Fire Plan, Model Procedures for Response to Collapse or Potential Collapse of Buildings Due to Excessive Roof Loads (CFPC Feb 2011)
- State Of Connecticut Catastrophic Disaster Plan, Draft, Revised August 11, 2008
- State Of Connecticut Concept Of Operations Plan – Disaster Debris Management, Activation And Use Of The State Debris Removal And Monitoring Contracts, June 2013
- State of Connecticut Department of Banking Emergency Response Plan (CT DOB 2005)
- State of Connecticut Healthcare System Preparedness and Surge Capacity Plan Annex (CT DPH Draft 2008)
- State of Connecticut Mass Care Task Force Standard Operating Procedure (2014)
- State of Connecticut Mass Decontamination Guide and Mobilization Guide, 2009
- State of Connecticut Mass Decontamination Mobilization Plan (CT DEMHS, 2005)
- State of Connecticut Pandemic State Agency Continuity Concept of Operations (November 2009, CT DEMHS, CT DPH, CT Department of Administrative Services, and CT Department of Information Technology)
- State of Connecticut Public Health Emergency Response Plan (PHERP) (CT DPH 2005)
- State of Connecticut Radiological Emergency Response Plan for Millstone Station, Waterford, CT (RERP) (CT DEMHS 2010 as amended)
- State of Connecticut Radiological Transportation Emergency Preparedness Program (TEPP) Plan, rev 3 (CT DEP June 2005)
- State of Connecticut Statewide Fire Service Disaster Response Plan Version 2.1 (CFPC December 2010)
- State of Connecticut West Nile Virus Surveillance and Response Plan, 2012
- Statewide Fire Service Disaster Response Plan
- Traffic Diversion Plans for I-84, US Route 7 and CT Route 8, State of Connecticut, Council of Governments, Funded by DEMHS Region 5, January 2011
- Urban Search and Rescue Task Force Policies and Procedures (June 2014)
- US Army Corps of Engineers – Connecticut Hurricane Evacuation Study Technical Data Report, Appendices A, B, and C (Updated 2008, 2014)

### **B.1.6 Recovery**

- Connecticut Emergency Repatriation Plan (CT Dept. of Social Services 2009)
- Disaster Debris Management Plan, State of Connecticut, revised June 2013 (Annex to the State Natural Disaster Plan, 2009), Prepared by: State of Connecticut Department of Energy and Environmental Protection, Daniel C. Esty, Commissioner
- Health Care State Support Plan (CT DPH, CT OEM 2001)

- National Disaster Recovery Framework (NDRF) (US DHS 2011)
- State of Connecticut Disaster Debris Management Plan (CT DEEP 2014)
- State of Connecticut Disaster Recovery Framework and ESF 14 Version 1.0 (2014)
- State Of Connecticut Donations Management Standard Operating Procedures (CT DEMHS Draft 2008)
- State of Connecticut Public Assistance Program Administrative Plan (CT DEMHS 2011) (see also ESF #14 for Long Term Recovery and Mitigation)

### **B.1.7 Historic Plans**

- Hurricane Katrina Support Plan (CT DEMHS 2005)
- OpSail 2000CT - Public Safety Committee Operations Plan (CT DPS, OEM, DEEP, DOC, DOT & Local & Federal Agencies 2000)
- State of Connecticut Y2K Plan (CT OEM et al. 1999)

## **B.2 Support Organizations and Resources**

### **Emergency Response Support Resources/Civil Preparedness Forces**

Connecticut offers a variety of emergency response support resources, including civil preparedness forces, many of them volunteer. Municipalities are engaged in resource typing, training, exercise and collaborative planning through their Regional Emergency Planning Teams. Resource typing is also supported by DEMHS. The statutory basis for civil preparedness forces is found in Connecticut General Statutes Title 28, including 28-1(5). Many of these support resources may be activated through or by DEMHS, and include:

#### **Geospatial Lab (GeoLab)**

The State of Connecticut has a Geospatial Information Systems (GIS) Coordinator within the Office of Policy and Management, who coordinates a GIS capacity for the state, regional planning agencies, municipalities, and others as needed.

DEMHS has a Geospatial Lab adjacent to the EOC in the state armory. During emergencies such as snow storms and spring flooding, the GeoLab is staffed with GIS analysts from state agencies, regional planning organizations and neighboring town governments. These analysts bring with them extensive professional experience in GIS. When staffed, the GeoLab can create map products that display Connecticut's natural and man-made features and critical infrastructure and key resources to aid in decision-making by state officials.

#### **Mass Decontamination Trailers**

There are over 30 mass decontamination trailers located throughout the State of Connecticut owned and operated under Memoranda of Agreement with DEMHS by State (4), local (28) and tribal (2) response entities. All decontamination trailers are available upon request to respond anywhere within the State.

#### **Hazardous Materials Response Teams (HazMat Teams)**

Hazardous Materials Response Teams protect life and the environment by responding to chemical emergencies and minimizing the dangers associated with them. There are 5 regional teams located statewide to provide response to hazardous materials incidents. The teams are:

- Region 1- Fairfield County Hazardous Materials Unit

- Region 2 - New Haven Area Special Hazards Team
- Region 3 - Capitol Region Hazardous Materials Response Team
- Region 4 - Connecticut Eastern Regional Response Integrated Team
- Region 5 - Northwest Regional Hazardous Materials Response Team

The State of Connecticut also has HAZMAT teams and capabilities in the Department of Energy and Environmental Protection, the Department of Emergency Services and Public Protection and the Connecticut National Guard Civil Support Team.

#### **Radioactive Materials Response Team (Rad Team)**

Radioactive Materials Response Team protects life and the environment by responding to radiological incidents and emergencies, minimizing the dangers associated with them. There is one team statewide to provide response to radioactive materials incidents and emergencies. This team is located in the Department of Energy and Environmental Protection (DEEP).

#### **Mobile Communications Vehicles (MCVs)**

DEMHS has procured six Mobile Communications Vehicles deployed throughout the state in order to provide enhanced on-scene and statewide communications during emergencies. These units provide for the establishment of interoperable tactical networks, support the use of wireless data, assist with system surge, and provide the basis for restoration of damaged systems. This project was funded from the Public Safety Interoperable Communications (PSIC) Grant as part of the Strategic Technical Reserve.

#### **Mobile Internet Communications Asset (MICA)**

DEMHS and Department of Administrative Services (DAS) Information Technology Services – on-scene communications for various situations and incidents. This asset gives the State a capability to set up a forward command post/operating center at any location where facilities are compromised. Serving as:

- Incident Command Post (ICP)
- Regional Coordination Center (RCC)
- Joint Operations Center (JOC)
- Emergency Operations Center (EOC)

This asset is a transportable satellite uplink which connects to the State of Connecticut network. This unit is deployable to provide communications within 30 minutes of arrival on scene and includes:

- six (6) wireless access points
- mobile router
- satellite modem
- twenty (20) IP based telephones/tactical lines
- nineteen (19) ruggedized laptop computers
- video conferencing equipment
- other related communications equipment

#### **8Call90/8Tac Radios (Formerly known as Icall/Itac Radios)**

The Connecticut 8Call90/8Tac System provides command and control communications to support the incident management system at local and statewide events as required or requested by the local incident commander. Each local police, fire and EMS agency has been provided with a portable radio which will operate on these channels. The network operating on the FCC-allocated 800 MHz

Interoperability channels consist of 38 transmitter sites spread throughout the State. In addition to the portable radios, control stations have been installed in each Public Safety Answering Point (PSAP) and CMED, giving local dispatch centers access to these communications channels. The fixed network is supplemented by 34 mobile repeaters housed in the 34 Mass Decontamination Trailers distributed to fire service agencies statewide, and in each of the Connecticut State Police (CSP)/CTS Telecommunications Engineers' vehicles. Non-government entities may request authorization to operate on the 8Call90/8Tac system by request to the State Public Safety Interoperable Communications Executive Committee which is administered by DEMHS. Coordination of the network is provided through the State Police Message Center based at DESPP Headquarters in Middletown. DESPP maintains a cache of 8Call/8Tac Portable Radios which may be deployed to support specific incidents or for specific situations.

This system has been renamed in accordance with National DHS SAFECOM guidance and protocol.

### **Connecticut Statewide Police Emergency Radio Network. (CS-PERN)**

One of the critical day to day interoperability issues faced by the law enforcement community is the ability for individual police units to communicate with each other across municipal and department jurisdictions. To alleviate this, in 2007, the Connecticut Police Chiefs Association, Department of Public Safety, and the Department of Emergency Management and Homeland Security partnered to develop the Connecticut Statewide Police Emergency Radio Network (CS-PERN). As conceptualized and designed, CS-PERN is a single statewide 800 MHz simulcast channel provided on the CSP radio network infrastructure, installed in all police units which allows direct two way radio contact between law enforcement vehicles. It is on 24 hours per day and does not require dispatcher intervention to set up or use.

### **UHF Radio Cache**

DEMHS maintains a stockpile of UHF Portable Radios that are available for local government and responder agency use during emergencies. These radios are located at the State EOC. They are intended as a strategic reserve and as such are not deployed unless there is a real or anticipated need. To obtain this resource, municipalities should contact their DEMHS Regional Coordinator or the DEMHS Duty Officer. DEMHS will arrange for deployment with the municipality or requesting agency.

### **State Tactical On-Scene Channel System (STOCS) Boxes**

Fire, Law Enforcement, EMS, Local, State and Federal Agencies in Connecticut operate two-way radio systems using a variety of frequency bands which can make on-scene tactical communications difficult if not impossible. To address this communications gap, DEMHS developed and deployed the State Tactical on-Scene Channel System (STOCS). The STOCS System is designed to utilize existing portable radio equipment, which these departments/agencies use daily, to communicate at an incident regardless of frequency band. The STOCS System allows individuals and groups of responders to communicate when working at the scene of an incident, using their existing portable radio equipment. The System consists of three (3) VHF frequencies, three (3) UHF frequencies and five (5) 800MHz frequencies combined into five (5) interoperability channel groups. DEMHS holds the statewide FCC License for all frequencies used in the STOCS System. The system also includes specific regional and national Interoperability channels. Its intended users include: Local, State, and Federal Fire, Law Enforcement, Emergency Medical Service, Health Departments, Public Works Departments and Emergency Management. Nongovernment entities may request authorization to operate on STOCS by request to the State Public Safety Interoperable Communications Executive Committee administered by DEMHS. The heart of the system is the STOCS Cross Band Repeater unit (CBR). Using dedicated frequencies in the VHF-Hi, UHF, and 800 MHz band,

this device connects all three bands together in a seamless network. The system is designed for tactical use so the STOCS Box range is limited to approximately two miles.

### **HAM Radio (ARES, RACES)**

The Amateur Radio Emergency Service (ARES) works with FEMA, and with state and local governments and provides emergency communications services for agencies such as the American Red Cross and the Salvation Army as well as the State Emergency Management offices. Volunteers work in their local communities to help with emergency planning and communications in time of need. In a crisis, the priority is to provide needed communications to CT DEMHS. Each of DEMHS' five Regions has a District Emergency Coordinator (DEC) of ARES appointed to oversee operations there. Other special DEC's have been appointed for working specifically with the Red Cross, National Traffic System, Special Operations, and National Weather Service/Skywarn.

### **Strategic Technical Reserve**

The Connecticut Strategic Technical Reserve consists of 6 800MHz, 5 UHF, 5 VHF and 12 Low Band Base Transmitters 2 UHF and 2 800MHz Tactical Repeaters, and 2 100 ft mobile tower trailers. This equipment is maintained as a reserve to restore Local, Regional, and State Public Safety Communications systems which may have been damaged due to a catastrophic event. In addition, it provides the capability to expand the capacity of local or regional radio systems to expand their capacity for unusual events. The reserve is managed by the State Public Safety Interoperable Communications Executive Committee which is administered by DEMHS. Coordination of deployment requests is provided through State ESF 2 Work Group.

### **Incident Management Teams (IMT)**

Regional IMTs are designed to provide personnel that are trained and organized to support emergency response and recovery efforts or planned event operations by providing the framework necessary to establish an incident command or unified command system as required by the National Incident Management System (NIMS). Each IMT can provide support and consultation to the Incident Commander/Unified Commander. DEMHS administers a standard operating procedure for activation of an IMT under CT General Statutes Title 28.

### **Community Emergency Response Teams (CERT)**

There are currently close to 6000 CT residents trained as CERT members. CERT members are trained volunteers who are available to provide certain basic disaster response assistance, including possible traffic management assistance, credentialing and light search and rescue. Each CERT team is organized under the auspices of a local emergency management or public safety official. CERT teams may be activated by DEMHS pursuant to the DEMHS standard operating procedure in order to receive CGS Title 28 protection.

### **Urban Search and Rescue Team, Task Force One (USAR TF-1)**

The Connecticut Urban Search and Rescue Team's (USAR) mission is to provide a coordinated effort of personnel and resources to locate, extricate and provide immediate medical treatment to victims trapped within collapsed structures or areas. The team consists of volunteers from a variety of disciplines. USAR is organized under the auspices of DESPP and can be activated through a request to DESPP/DEMHS. Specific statutory language regarding USAR TF-1 is found in Connecticut General Statutes Section 28-1(5).



**Mobile Field Hospital (MFH)**

The Ottilie W. Lundgren Memorial Field Hospital (MFH) is a mobile facility designed for deployment in either 25-bed increments or in its full complement of 100 beds to any location in the state in response to a mass casualty event, a local emergency that disrupts the integrity of a healthcare facility's infrastructure, or a Statewide public health emergency that overwhelms the existing health care infrastructure. The MFH is not intended to supplant local first responders or healthcare institutions, but serves to support their operations. Acceptable use for the MFH includes, but is not limited to:

- Isolation care or quarantine facility;
- Emergency care following a public health emergency;
- Surge capacity in the event of a public health emergency (e.g. plane crash that overwhelms the capacity within the existing healthcare infrastructure);
- Logistics support to a health care facility in response to mechanical failure (e.g. hospital fire or power loss);
- Preparation and triage of casualties (as appropriate) for ground and air evacuation in the event of a mass casualty and or public health emergency;
- Provision of a patient reception center for State and Federal public health emergencies;
- Mortuary service in conjunction with the Office of the Chief Medical Examiner and the Disaster Mortuary Team;
- Educational and training events with local, state, regional and federal entities (e.g. local emergency medical services, military drills and exercises in conjunction with the National Disaster Medical System);
- Other uses as deemed appropriate by the Governor, the Commissioner, and or their designees.

Entities requesting deployment must submit, in writing, a Request for Deployment (RFD) that describes the intended use for the MFH; documents coordination with and notification of the request to the local emergency manager; and contains contact information for the entity making the request. The RFD must be submitted to DPH Operations Branch for evaluation and approval; and in accordance with Title 28 of the Connecticut General Statutes, the Governor's Office or the Commissioner of Public Health (DPH) and/or Deputy Commissioner of DESPP/DEMHS must approve deployment.

**Medical Reserve Corps (MRC)**

The Medical Reserve Corps (MRC) is a network of community-based units initiated and established by local organizations to meet the public health needs of their communities. MRCs consist of medical and non-medical volunteers who contribute to local health initiatives and supplement existing response capabilities in time of emergency. The MRC provides the structure necessary to pre-identify, credential, train, and activate medical and public health volunteers. MRCs are organized under the auspices of the CT Department of Public Health (DPH) and may be activated under standard operating procedures by DPH and DEMHS.

**Connecticut Disaster Medical Assistance Team (CT-1 DMAT)**

The CT-1 DMAT was established through sponsorship by the Connecticut Department of Public Health in August of 2002. Its mission is to provide emergency medical care during a disaster, public health emergency or other emergency event. As part of the National Disaster Medical System (NDMS), the CT-1 DMAT is a rapid-response element trained to deploy to disaster sites with sufficient supplies and equipment to sustain themselves for extended periods of time. Their responsibilities include triaging patients, providing medical care, and preparing patients for evacuation. The CT-1 DMAT currently has

approximately 150 active volunteer members. The CT-1 DMAT may be activated as a federal or state resource through DPH and DEMHS.

### **Transportation Resources & Transportation Staging Area (TSA)**

For a nuclear power plant emergency at Millstone Station, the Transportation Staging Area (TSA) is located at the Veterans' Home and Hospital in Rocky Hill, CT. This is the assembly location where buses, ambulances, and wheelchair vans may gather, and be readied and dispatched to Millstone communities, upon their request for supplemental transportation resources to aid evacuation efforts. Drivers are given dosimetry, briefings and assignments. The TSA Command Center may communicate and coordinate with the State EOC ESF 1 Transportation representative and the DEMHS Regional Coordinators.

### **Disaster Behavioral Health Response Network /Behavioral Health Regional Crisis Response Teams**

The Connecticut Departments of Mental Health and Addiction Services (DMHAS) and Children and Families (DCF), working with academic partners (Yale and UCONN) at the Center for Trauma Response, Recovery, and Preparedness (CTRP), have developed an organized network of behavioral health providers to respond to the mental health needs of Connecticut residents following major disasters (e.g., bioterrorism, manmade or natural disasters). The network consists of five regional behavioral health crisis response teams that can be deployed immediately anywhere in the state. The geographical areas covered by the teams correspond to the OPM Uniform Health Regions. These teams would respond to disasters or critical incidents when local behavioral health resources have been depleted or are overwhelmed. These teams would coordinate with other state or voluntary agencies that are responding to disasters. The goal of the regional behavioral health teams is to provide an organized response to individual victims, family members, survivors, and the community affected by critical incidents or disasters. In addition to this formal network, collaborative efforts have been initiated with Connecticut faith communities through the St. Francis Pastoral Counseling Program to enhance the capacities of faith organizations to respond to crises. Specific statutory language regarding these teams is found in Connecticut General Statutes Section 28-1(5).

### **Connecticut State Animal Response Team (CTSART)**

The Connecticut State Animal Response Team (CTSART) program is a collaboration among government agencies, not-for-profit organizations, industry, and volunteers for preparing and responding to animal needs in disasters. It is a public-private partnership, organized to prepare for any disaster that involves domestic animals in Connecticut. CERT-trained SARTs under the auspices of local emergency officials may be activated as a CERT team by DEMHS and receive CGS Title 28 protection. CTSART is the signature program of the [Connecticut Veterinary Medical Foundation](#). CTSART missions include deployment of co-located companion animal evacuation shelters, building volunteer networks trained and state certified to assist with animal needs in disasters, and public education. CTSART goals are:

- To facilitate a prompt, effective response to emergencies involving animals
- To decrease the health and safety threat to people and animals
- To minimize the economic impact of animal issues in emergencies
- To prevent or decrease the spread of animal disease in emergencies

### **Civil Air Patrol (CAP)**

The Civil Air Patrol (CAP) is a Congressionally-chartered community service organization which, when performing missions for any agency of the Federal government, is deemed to be an auxiliary of the United States Air Force.



- CAP can assist state and local governments in performing various missions. In an Air Force auxiliary status, CAP can support federal agencies to include assistance to state and local governments requested by a Lead Federal Agency (LFA).
- The same legal authorities that govern use of USAF assets generally apply to CAP. USAF assigned missions are flown under military command and control, usually at the operational level, under authority of the Air Component Commander (ACC).
- Types of missions CAP can perform:
  - Airborne reconnaissance of border and coastal areas, ports and harbors, and critical infrastructure as “presence” missions; damage assessment and recovery support for disaster areas.
  - Aerial transportation of personnel, equipment, blood, tissue, organs and various customer-supplied sensor packages (subject to FAA reimbursement rules).
  - Communications support: VHF-FM and HF capability and aerial communications relay platforms.
  - Augmentation of Incident Command staff: CAP has qualified emergency services personnel available to serve at all levels in the Incident Command System mission organization from trained incident commanders down to primary responders.
  - Damage assessment and disaster recovery with trained ground teams able to augment civil and military authorities.
  - Capable (with sufficient advanced coordination) of carrying various customer-supplied sensor packages aloft.

The Connecticut Wing Headquarters is located in Middletown with 12 squadrons located around the state. Some key operations of CAP include inland search and rescue, aerial reconnaissance for homeland security, disaster-relief and damage assessment, and transport for time-sensitive medical materials.

### B.3 DEMHS Disaster Supplies

DEMHS maintains a limited stock of cots, generators, and portable pumps for deployment when local or state disaster operations are overwhelmed.

- **Sandbags:** DEMHS and DOT maintain a stockpile of sandbags that are available for local government use during flooding. These sandbags are located across the state at DOT garages in an unfilled state. It is expected that municipalities will pick up the sandbags at the nearest location able to meet the need. They are intended as a strategic reserve and as such are not deployed unless there is a real or anticipated need. To obtain this resource, municipalities should contact their DEMHS Regional Coordinator or the DEMHS Duty Officer. DEMHS will arrange for coordination between the municipality and DOT to have the sandbags made available from the nearest stockpile.
- **Intrastate Mutual Aid Compact:** Under Connecticut General Statutes Section 28-22a, the Intrastate Mutual Aid Compact is made and entered into by and between the participating political subdivisions of this state. All municipalities are members unless they opt out (no town has opted out). The purpose of this compact is to create a system of intrastate mutual aid between participating political subdivisions in the state. The system shall provide for mutual assistance among the municipalities in the prevention of, response to, and recovery from, any disaster that results in a declaration of a local civil preparedness emergency in a participating municipality, subject to that municipality’s criteria for declaration.

- **New England Compact on Radiological Health Protection (NERHC):** Under Connecticut General Statutes Section 22a-159, Connecticut is a member of NERHC, which is a [mutual aid](#) agreement and partnership between the New England states that enables states to share radiological resources during times of disaster. NERHC does not replace federal assistance but, rather, can be used alongside federal assistance or when federal assistance is not warranted, thus providing a "seamless" flow of radiological resources to an affected New England state. Under NERHC, requests and deployment of resources are made at the discretion of the affected state. At all times, affected states retain the choice of seeking resource support from states, the federal government, or both, as may be determined by the size of the disaster event. NERHC requests for assistance can be made by the state's compact administrator. In Connecticut the compact administrator is the Commissioner of Energy and Environmental Protection. Requests are made through the Department of Energy and Environmental Protection. NERHC provides a system for the New England states to provide assistance to each other by sharing vital and highly technical resources.
- **Emergency Management Assistance Compact (EMAC):** Under Connecticut General Statutes Section 28-23a, Connecticut is a member of EMAC, which is a [mutual aid](#) agreement and partnership between states and territories of the United States that enables states to share resources during times of disaster. EMAC does not replace federal assistance but, rather, can be used alongside federal assistance or when federal assistance is not warranted, thus providing a "seamless" flow of needed goods and services to an affected state. Under EMAC, requests and deployment of resources are made at the discretion of the affected state. At all times, affected states retain the choice of seeking resource support from states, the federal government, or both, as may be determined by the size of the disaster event. EMAC requests for assistance can be made by the state if the Governor has declared a state of emergency. Requests are made through DEMHS. EMAC provides a system for one state to contract to provide assistance to another.
- **International Emergency Management Compact (IEMAC):** Under Connecticut General Statutes Section 28-22a, Connecticut is a member of IEMAC, which is a mutual aid agreement between Northeastern states and the eastern Canadian provinces. A state of emergency does not have to be declared by the Governor in order for a state/province to request assistance from another state/province.
- **Department of Administrative Services Procurement Division Annual Emergency Contracts Procurement Guide (2014)** *See also Section II(A) DAS Emergency Response Supplies, Services and Equipment Guide*
- **General Services Administration (GSA):** The State of Connecticut may utilize contracts awarded under the Disaster Recovery Purchasing Program to facilitate recovery from a major disaster, terrorism, or nuclear, biological, chemical, or radiological attack. This includes authority for the use of the General Services Administrative contracts for the acquisition of supplies, equipment, and services needed in support of disaster relief and emergency preparedness.

In accordance with [Federal Acquisition Regulation \(FAR\) 8.405-3](#), ordering activities may establish Blanket Purchase Agreements (BPAs) under any GSA Schedule contract. This pre-disaster purchasing option eliminates: the fluctuation of open market costs, the search for sources, the need to prepare solicitations, and the requirement to synthesize the acquisition.

## **B.4 Memoranda of Agreement (MOA)/Understanding (MOU)**

### **Memorandum of Agreement - CT DEMHS and United Way of Connecticut 211 (2014)**

The purpose of this MOA is to establish a working relationship between United Way of Connecticut 211 and DEMHS that addresses the need for the public to have information during an emergency or disaster. For purposes of this MOA, such an emergency or disaster shall be defined as an occurrence that affects a significant number of people in Connecticut, including but not limited to a hurricane, wide-spread floods or power outages, or other catastrophic situation. During such emergencies or disasters, United Way of Connecticut 211 shall be the statewide telephone point of access for residents to get information about the emergency or disaster and where and how to access the resources to assist residents to meet their basic needs.

### **Memorandum of Understanding – CT DEMHS and American Red Cross (CT Chapter) (2014)**

The purpose of this MOU is to define a working relationship between the American Red Cross and the State of Connecticut, its agencies, including DEMHS and the five DEMHS Regions, and its municipalities, in preparing for, and responding to, certain disaster situations. This MOU provides the broad framework for cooperation between the Red Cross and the State in rendering assistance and service to victims of disaster, as well as other services for which cooperation may be mutually beneficial. This MOU is intended to supplement, and not to replace other standing MOUs between the Red Cross Chapters and entities in Connecticut, including state and local agencies.

### **Memorandum of Agreement – CT DEMHS and Adventist Community Services Disaster Response, Version 1 (2008)**

The purpose of this MOA is to define a working relationship between the Adventist Community Services Disaster Response (ACS-DR) and DEMHS to provide support in the operation of a donated goods warehouse in the event of a catastrophic disaster. ACS-DR has a regional network of trained community-based volunteers that, in time of need, are willing to provide the necessary services to support a donation operation.

### **Memorandum of Agreement - CT DEMHS and The Aidmatrix Foundation, Inc. (2008) (to support Donations Management Agreement with Adventist Community Services)**

The Federal Emergency Management Agency (FEMA) and the Aidmatrix Foundation, Inc., have an agreement where Aidmatrix supplies computer and/or software products designed to handle unsolicited in-kind donations, warehouse operations, spontaneous volunteers and undesignated cash donations. These products are free of charge. This system is necessary to support donations management provided by Adventist Community Services Disaster Response (ACS-DR).

### **Memorandum of Agreement - CT DEMHS and the Salvation Army to Provide Mass Care Services (May 2008)**

This MOA between DEMHS and the Salvation Army of Connecticut (“SA”) is for providing disaster relief, including mobile feeding. The SA is identified in the State of Connecticut’s Catastrophic Disaster Plan (CT DEMHS draft August 2008) as a private relief organization that may be called upon to provide or augment mass care operations. The SA’s response to those affected by disasters or emergencies is not dependent upon a Presidential or other federal disaster or emergency declaration.

### **Memorandum of Agreement - CT DEMHS and the Connecticut State University System Regarding Temporary Emergency Shelter Facilities (2008)**

The objective of this MOA is to provide a mechanism by which DEMHS may arrange for the use of large congregate areas on campuses of the Connecticut State University System (CSUS), such as gymnasiums,

student unions and/or auditoriums, as temporary mass-care shelters in the event of an emergency or disaster which, in joint determination of the Governor of the State of Connecticut and the Deputy Commissioner of DESPP/DEMHS, threatens or results in the unavailability of shelters ordinarily used for such purposes. The intent of the parties is that CSUS facilities will be utilized only as temporary staging areas to accommodate displaced persons prior to assignment and transfer to shelters equipped to provide refuge of longer duration. This document shall take precedence over any specific Facility Use Agreement that may be assigned by one or both of the Parties prior to the occupation and use of any CSUS facility contemplated under this MOA.

**Memorandum of Agreement - CT DEMHS and the Community College System regarding Disaster Recovery Centers (2009)**

The objective of this agreement is to provide a mechanism by which DEMHS may arrange for the use of one or more of the Connecticut Community Colleges-owned facilities in the event that the State of Connecticut experiences an emergency or disaster that requires the establishment of one or more disaster recovery centers as temporary facilities where disaster victims can apply for assistance.

**Memoranda of Agreement - CT DEMHS and various CT Towns regarding Disaster Recovery Centers (2009, and as amended)**

The objective of these agreements is to provide a mechanism by which DEMHS may arrange for the use of one or more of the town-owned facilities in the event that the State of Connecticut experiences an emergency or disaster that requires the establishment of one or more disaster recovery centers as temporary facilities where disaster victims can apply for assistance.

**Memorandum of Understanding –CT DEMHS and CT Department of Correction (DOC) (March 2013)**

This MOU outlines assistance that DOC will provide to the State for emergency preparedness, response, and recovery.

## Appendix C: Hurricane Checklist

### Attachment 1

# HURRICANE PREPAREDNESS CHECKLIST 72-48 HOURS

### **COMMAND STAFF**

- Direct and oversee all aspects of preparedness activities
- Consider extending DEMHS hours of operation
- Consider activation of SEOC
- Consider activation of JIS/JIC
- Schedule and conduct regular briefings for Governor and Staff
- Make recommendations to Governor on protective actions as required, including potential evacuation timeline and decision point
- Consider recommending to Governor to request a Pre-landfall Presidential Declaration
- Consider recommending activation of debris management plan and debris removal and monitoring contracts.
- Consider directing State Agencies to review preparedness status and submit report to SEOC, including review of agency Continuity of Operations Plan (COOP)
- Consider directing State Agencies to review Vulnerable Facilities and initiate preparedness activities as required
- Coordinate preparedness activities with adjacent States
- Coordinate preparedness activities with FEMA Region 1 and HQ
- Review, approve, and participate in all media briefings and press releases
- Schedule and participate in Conference calls with Coastal Communities
- Consider conducting Conference call with all Jurisdictions
- Direct changes to SEOC staffing and status as required

### **PUBLIC INFORMATION OFFICER (PIO)**

- Plan for activation of Governor's Emergency Communications Team
- Prepare Joint Media Center for Activation
- Prepare media briefing schedule
- Prepare and distribute initial media briefing/press release
- Participate in Daily Staff briefings (DEMHS internal)

### **LEGAL**

- Review Governor's Powers under Title 28
- Prepare Draft documents, including Governor's Emergency Declaration and possible pre-landfall declaration request.
- Participate in Daily Briefings
- Other duties as required

**OPERATIONS SECTION**

- Open WebEOC incident and advise locals and agencies
- Track Storm using Hurrevac
- Participate in NWS and FEMA Conference Calls
- Prepare and distribute Daily Storm Updates (external)
- Establish initial contact with State Agency Liaison Officers
- Coordinate State Agencies review of preparedness status and submit report to SEOC, including review of Agency Continuity of Operations Plan (COOP).
- Coordinate, as directed by Command Staff, State Agencies to review Vulnerable Facilities and initiate preparedness activities as required
- Participate in Daily Staff briefings (DEMHS internal)

**PLANNING SECTION**

- Assign staff members to monitor various channels of communication and perform related tasks. As the situation merits, different staff member(s) can be assigned to each position or job, or a single staff member can be assigned to perform more than one job.
- Develop and distribute Incident Action Plan (ICS Form 202)
- Develop DEMHS SEOC Staffing Plan (2 13 hour shifts)
- Review State Natural Disaster Plan
- Participate in Daily Staff briefings (DEMHS internal)
- Conduct, as directed by Command Staff, conference calls between DAS, DEMHS, DEEP, DOT, and debris management contractors to discuss debris management planning.

**SITUATION ASSESSMENT AND DOCUMENTATION UNITS**

- Receive and review State Agency Sit Reports develop of State of Connecticut Situation Reports.
- Collect, track and document incoming information, and provide to Mac Coordinator or Operations as necessary.
- Monitor all incoming information, tracking and documentation.
- Prerepare the Incident Action Plan, Situation Reports, and Major Events Log as assigned.

**LOGISTICS SECTION**

## Internal Logistics Chief

- Resupply SEOC
- Prepare for SEOC logistical support (Staff feeding, parking, etc.)
- Contact Transportation Resource providers for status and availability
- Coordinate with Veterans Hosp. for possible activation of TSA
- Coordinate with USAR for possible Response operations
- Review Status of State/Regional assets (Sandbags, Cots, Field Commo, Decon)
- Arrange for SEOC Security
- Participate in Daily Staff Briefings
- Input all actions into WebEOC Log

**LOGISTICS/COMMUNICATIONS UNIT**

- Prepare and promulgate Incident Communications Plan (ICS Form 205)

- Test all Communications systems and equipment and report status

**LOGISTICS/INFORMATIONAL TECHNOLOGY UNIT**

- Test and update all SEOC IT equipment
- Participate in Daily Staff briefings (DEMHS internal)
- Input all actions into WebEOC Log

**External LOGISTICS Chief/RESOURCES UNIT**

- Fulfill Resource requests in coordination with MAC Group Coordinator (Operations Chief) and Finance/Admin Section Chief.

**FINANCE/ADMIN SECTION**

- Review status of emergency contracts (Supplies, Debris, etc.)
- Prepare/update contracts as required
- Track all contracts, including Emergency Management Assistance Compact (EMAC) contracts, including potentially working with OPM with arrangements for payment
- In Coordination with MAC Group Coordinator (Operations Chief) and or Logistics Section Chief, procure SEOC and emergency supplies, and SEOC logistical support as required
- Participate in Daily Staff Briefings
- Input all actions into WebEOC Log

## Attachment 2

## HURRICANE PREPAREDNESS CHECKLIST

### 48-36 HOURS

#### **COMMAND STAFF**

- Direct and oversee all aspects of preparedness activities
- Consider extending DEMHS hours of operation
- Consider activation of SEOC and Regional Offices
- Consider activation of JIC
- Consider recommending to Governor activation of Interagency Debris Management Task Force, Disaster Debris Management Plan, and Debris Removal Contracts
- Schedule and conduct regular briefings for Governor and Staff
- Make recommendations to Governor on protective actions as required, including potential evacuation timeline and decision point
- Consider recommending to Governor to request a Pre-landfall Presidential Declaration, if not yet requested
- Coordinate preparedness activities with adjacent States
- Coordinate preparedness activities with FEMA Region 1 and HQ
- Review, approve, and participate in all Media briefings and Press releases
- Schedule and participate in Conference calls with Coastal Communities
- Consider conducting Conference call with all Jurisdictions
- Direct changes to SEOC staffing and status as required

#### **PIO**

- Activate Governor's Emergency Communications Team as directed
- Activate and staff Joint Media Center as directed
- Prepare media briefing schedule
- Prepare and distribute regular media briefing/press release as directed
- Prepare public announcements, press releases and Press Briefings on Protective Actions as required
- Respond to all Press inquiries
- Participate in Staff briefings as required (DEMHS internal)
- Input all actions into WebEOC Log

#### **LEGAL**

- Review Governor's Powers under Title 28
- Prepare Draft documents, including Governor's Emergency Declaration and possible pre-landfall declaration
- Participate in Daily Briefings
- Other duties as required

#### **OPERATIONS SECTION**

- Monitor WebEOC incident



- Track storm using Hurrevac
- Monitor timing of storm and develop evacuation timeline
- Participate in NWS and FEMA Conference Calls
- Prepare and distribute Storm Updates (external)
- Maintain contact with State Agency Liaison Officers, advise of SEOC status
- Prepare staffing plan for Regional Offices
- Activate DEMHS SEOC Staffing Plan as directed
- Establish and maintain SEOC Situation Report Schedule
- Receive and respond to local requests for assistance as required
- Coordinate with DPS and DOT to prepare to support local evacuation and routing as required
- Coordinate with State Agencies to provide staffing to SEOC as required
- Coordinate with State Agencies to provide regular status reports to SEOC if activated
- Make recommendations on Public Protective Actions implementation
- Participate in staff briefings as required (DEMHS internal)
- Participate in conference calls with Local jurisdictions as required
- Provide SEOC Briefings as required

## **PLANNING SECTION**

- Maintain and distribute Incident Action Plan
- Activate DEMHS SEOC Staffing Plan as directed
- Provide advice on State Natural Disaster Plan as required
- Monitor WebEOC
- Prepare and maintain Situation Reports as required
- Maintain record of SEOC Staffing and forward to Command and Implementation Staff
- Plan for evacuation support to local jurisdictions as required
- Make recommendations on Protective Action Measures
- Participate in Staff briefings as required (DEMHS internal)
- Assign staff members to monitor various channels of communication and perform related tasks. As the situation merits, different staff member(s) can be assigned to each position or job, or a single staff member can be assigned to perform more than one job.

### **SITUATION ASSESMENT UNIT**

- Receive and review State Agency Sit Reports to forward to MAC and as required.
- Collect, track and document incoming information, and provide to Planning Section Chief and MAC Group Coordinator as necessary.
- Monitor all incoming information, tracking and documentation.
- Provide information to the Planning Section Chief to prepare the Incident Action Plan, Situation Reports, and Major Events Log.

## **LOGISTICS SECTION**

### **Internal**

- Maintain SEOC logistical support (Staff Feeding, Parking, Security, Supply)
- Activate and Operate Veterans Home and Hospital TSA in Rocky Hill as directed
- Coordinate with and activate shelters as required
- Call in and deploy Transportation assets to support local evacuations

- Activate USAR as required
- Define need to procure additional emergency supplies and services for Finance Section to act upon
- Participate in Staff Briefings as required

#### **LOGISTICS/COMMUNICATIONS/IT SECTION**

- Maintain and update Incident Communications Plan as required
- Monitor, staff and operate communications systems as appropriate
- Provide IT support to SEOC as required
- Verify/update SEOC FAX lists as required
- Deploy field communications equipment as required
- Participate in Staff briefings as required (DEMHS internal)
- Maintain and update DEMHS Website with current preparedness information

#### **External**

- Receive and review State Agency Resource Status Reports
- Activate and deploy State assets as directed

#### **FINANCE/ADMIN SECTION**

- Initiate emergency contracts as required (Supplies, Debris, etc.)
- Prepare new contracts for support services and supplies as required
- Procure SEOC and Emergency supplies as required
- Procure SEOC logistical support as required
- Maintain Staffing and OT record
- Participate in Staff Briefings as required
- Input all actions into WebEOC Log

## Attachment 3

## HURRICANE PREPAREDNESS CHECKLIST

### 36-24 HOURS

**COMMAND STAFF**

- Direct and oversee all aspects of preparedness activities
- Set Objectives for Operational Period
- Consider activation of SEOC and Regional Offices if not already accomplished
- Consider activation of JIC if not already accomplished
- Schedule and conduct regular briefings for Governor and Staff to include recommended Protective Actions
- Consider recommending to Governor activation of debris management contracts
- Consider Evacuation timeline considering time of day, 9 Hr clearance in daylight, and forecast arrival of gale-force winds
- Coordinate preparedness activities with adjacent States
- Coordinate preparedness activities with FEMA Region 1 and HQ
- Review, approve, and participate in all Media briefings and Press releases
- Schedule and participate in Conference calls with Coastal Communities
- Consider conducting Conference call with all Jurisdictions
- Direct changes to SEOC staffing and status as required
- Review need for Task Forces and assign Task Force Leaders to convene Task Forces as needed
- Direct Legal Officer to review Governor's powers under Title 28 CGS
- Direct Legal Officer to prepare Draft Governor's Emergency Declaration
- Prepare request for Preliminary Damage Request. (NOTE: State will have to do its own Preliminary Damage Assessment with municipalities and state agencies first.)

**PIO**

- Activate Governor's PIO Team as directed
- Activate and staff Joint Media Center as directed
- Prepare media briefing schedule
- Prepare and distribute regular Media briefings/press releases as directed
- Prepare EAS announcements, Press releases and Press Briefings on Protective Actions as required
- Respond to all Press inquiries
- Participate in Staff briefings as required (DEMHS internal)
- Input all actions into WebEOC Log

**LEGAL**

- Review Governor's Powers under Title 28
- Prepare Draft documents, including Governor's Emergency Declaration
- Participate in Daily Briefings
- Other duties as required

**OPERATIONS SECTION**

- Staff Regional Offices as required
- Monitor WebEOC incident
- Track storm using Hurrevac
- Monitor timing of storm
- Develop evacuation timeline (9 daylight hrs clearance time) and make recommendation to Emergency Management Director.
- Participate in NWS and FEMA Conference Calls
- Prepare and distribute Storm Updates (external)
- Direct State Agency Liaison Officers to prepare to support local evacuation
- Establish and maintain EOC Situation Report Schedule
- Receive and respond to local requests for assistance as required
- Ensure DPS and DOT are prepared to support local evacuation and routing as required
- Make recommendations on Public Protective Actions implementation
- Prepare and Process requests for Federal assistance as directed
- Prepare and process EMAC requests as directed
- Participate in staff briefings as required (DEMHS internal)
- Participate in conference calls with Local jurisdictions as required
- Provide SEOC Briefings as required
- Input all actions into WebEOC Log

**PLANNING SECTION**

- Maintain and distribute Incident Action Plan
- Activate DEMHS SEOC Staffing Plan as directed
- Provide advice on State Natural Disaster Plan as required
- Monitor WebEOC
- Prepare and maintain Situation Reports as required
- Maintain record of SEOC Staffing and forward to Command Staff and Implementation Staff
- Plan for evacuation support to local jurisdictions as required
- Make recommendations on Protective Action Measures
- Participate in Staff briefings as required (DEMHS internal)
- Input all actions into WebEOC Log

**LOGISTICS SECTION (Internal and External)**

- Maintain SEOC logistical support (Staff Feeding, Parking, Security, Supply)
- Activate and Operate Veterans Home and Hospital TSA in Rocky Hill, as directed
- Coordinate with and activate shelters as required
- Call in and deploy Transportation assets to support local evacuations
- Activate USAR as required
- Receive and review State Agency Resource Status Reports
- Activate and deploy State assets as directed
- Define need to procure additional emergency supplies and services for Finance Section to act upon
- Monitor WebEOC
- Participate in Staff Briefings as required

**COMMUNICATIONS/IT UNITS**

- Maintain and update Incident Communications Plan as required
- Monitor, staff and operate communications systems as appropriate
- Prepare to activate EAS as required
- Provide IT support to SEOC as required
- Verify/update SEOC FAX lists as required
- Deploy field communications equipment as required
- Participate in Staff briefings as required (DEMHS internal)
- Maintain and update DEMHS Website with current preparedness information
- Input all actions into WebEOC Log

**FINANCE/ADMIN SECTION**

- Initiate emergency contracts as required (Supplies, Debris, etc.)
- Prepare new contracts for support services and supplies as required
- Procure SEOC and Emergency supplies as required
- Procure SEOC logistical support as required
- Maintain Staffing and OT record
- Participate in Staff Briefings as required
- Input all actions into WebEOC Log

## Attachment 4

**HURRICANE PREPAREDNESS CHECKLIST**  
**24 HOURS - Impact****COMMAND STAFF**

- Direct and oversee all aspects of preparedness activities
- Set Objectives for Operational Period
- Schedule and conduct regular briefings for Governor and Staff to include recommended Protective Actions
- Consider recommending to Governor activation of debris management contracts
- Consider Evacuation timeline considering time of day, 9 Hr daylight clearance, and forecast arrival of Gale force winds
- Continue to coordinate preparedness activities with adjacent States
- Continue to coordinate preparedness activities with FEMA Region 1 and HQ
- Review, approve, and participate in all Media briefings and Press releases
- Schedule and participate in Conference calls with Coastal Communities
- Consider conducting Conference call with all Jurisdictions
- Direct changes to SEOC staffing and status as required
- Direct Legal Officer to prepare Draft Governor's Emergency Declaration if not accomplished
- Review request for PDA

**PIO**

- Coordinate with Governor's Emergency Communications Team as directed
- Coordinate with Joint Media Center as directed
- Prepare media briefing schedule
- Prepare and distribute regular Media briefings/press releases as directed
- Prepare EAS announcements, Press Releases and Press Briefings on Protective Actions as required
- Respond to all Press inquiries
- Participate in Staff briefings as required (DEMHS internal)
- Input all actions into WebEOC Log

**LEGAL**

- Prepare Draft documents, including Governor's Emergency Declaration
- Prepare Governor's "Hunker Down" statement
  - consider statement reinforcing need for personal preparedness and responsibility particularly during the next 48-72 hours
  - consider statement regarding limitation on response activity during storm impact
- Participate in Daily Briefings
- Input all actions into WebEOC Log

**OPERATIONS SECTION**

- Develop evacuation timeline (9 daylight hrs clearance time) and make recommendations to IC/UC as required
- Track Storm using Hurrevac
- Monitor Hurricane Center forecast prediction for timing of wind/surge impact

- Monitor implementation of Governor's protective action orders
- Direct State Agency Liaison Officers to prepare to support local evacuation
- Verify state agencies have secured Vulnerable Facilities
- Participate in NWS and FEMA Conference Calls
- Initiate conference calls with local government officials as directed
- Receive and respond to local requests for assistance as required
- Prepare and process EMAC requests as directed
- Prepare and Process requests for Federal assistance as directed
- Review staffing at Regional Offices as required
- Review staffing at EOC as required
- Establish and maintain EOC Situation Report Schedule
- Prepare and distribute Storm Updates
- Participate in staff briefings as required (DEMHS internal)
- Provide SEOC Briefings as required
- Input all actions into WebEOC Log

#### **RESOURCE MANAGEMENT UNIT**

- Continue to receive and review State Agency Sit Reports, requests for assistance, logistics requests, and communications traffic. Forward to MAC Group Coordinator (Operations Chief) as required.
- Provide information to the Planning Section to prepare the Incident Action Plan, Situation Reports, and Major Events Log.
- Collect, track and document incoming information, and provide to Planning Section Chief and MAC Group Coordinator (Operations Chief) as necessary.
- Adjust staffing in various channels of communication as required.
- Monitor all request documentation and tracking.
- Input all actions into WebEOC Log

#### **PLANNING SECTION**

- Maintain and distribute Incident Action Plan
- Prepare and maintain Situation Reports as required
- Plan for evacuation support to local jurisdictions as required
- Make recommendations on Protective Action Measures
- Advise on State Natural Disaster Plan as required
- Maintain record of SEOC Staffing and forward to Command Staff and Implementation Staff
- Update DEMHS SEOC Staffing Plan as directed
- Participate in Staff briefings as required (DEMHS internal)
- Input all actions into WebEOC Log
- Activate EMAC Coordinator position to be ready to request resources if necessary.

#### **LOGISTICS SECTION (Internal and External)**

- Maintain SEOC logistic support (Staff Feeding, Parking, Security, Supply)
- Manage operations of TSA and deploy assets as directed
- Monitor and deploy Transportation assets to support local evacuations
- Coordinate with and monitor shelters as required
- Activate USAR as directed

- Receive and review State Agency Resource Status Reports
- Monitor and deploy State assets as directed
- Define need to procure additional emergency supplies and services to Finance Section.
- Participate in Staff Briefings as required
- Input all actions into WebEOC Log

### **COMMUNICATIONS/IT UNIT**

- Maintain and update Incident Communications Plan as required
- Monitor, staff and operate communications systems as appropriate
- Activate EAS as directed
- Provide IT support to SEOC as required
- Update SEOC FAX lists as required
- Monitor field communications equipment as required
- Participate in Staff briefings as required (DEMHS internal)
- Maintain and update DEMHS Website with current preparedness information
- Input all actions into WebEOC Log

### **FINANCE/ADMIN SECTION**

- Initiate and monitor emergency contracts as required (Supplies, Debris, etc.)
- Prepare new contracts for support services and supplies as required
- Work with EMAC Coordinator on any possible EMAC resource requests, including tracking contracts from execution to payment
- Procure SEOC and Emergency supplies as required
- Procure SEOC logistical support as required
- Maintain Staffing and OT record
- Participate in Staff Briefings as required



## Appendix D: Terms and Acronyms

### ACRONYMS, ABBREVIATIONS, AND GLOSSARY

<b>ADD</b>	<b>Automated Deployment Database</b> A FEMA system.
<b>AGAR</b>	<b>Alternate Governor's Authorized Representative.</b> Individual designated by the Governor in the FEMA-State Agreement to exercise the same powers as the Governor's Authorized Representative (GAR) in the administration of federal disaster assistance on behalf of the State and local governments and other grant and loan recipients.
<b>ANSI</b>	<b>American National Standards Institute</b>
<b>APO</b>	<b>Accountable Property Officer.</b> FEMA position title for a Logistical staff member.
<b>ARC</b>	<b>American Red Cross</b>
<b>ARES</b>	<b>Amateur Radio Emergency Service</b>
<b>ARF</b>	<b>Action Request Form.</b> A FEMA-required form.
<b>ASCE</b>	<b>American Society of Civil Engineers</b>
<b>ASWP</b>	<b>Alternate State Warning Point.</b> The State Department of Emergency Management and Homeland Security office located at 360 Broad Street, Hartford, CT 06105 is Connecticut's ASWP. The ASWP is responsible for disseminating weather watches and warnings issued by the National Weather Service when the State Warning Point is not covering this responsibility.
<b>AT&amp;T</b>	<b>American Telephone and Telegraph</b>
<b>BOR</b>	<b>Board of Regents for Higher Education</b> (Formerly the CT Department of Higher Education) The Board of Regents for Higher Education is the governing body for the Connecticut State Universities, Connecticut Community Colleges and Charter Oak State College.
<b>CAP</b>	<b>Civil Air Patrol</b>
<b>CCIA</b>	<b>Connecticut Construction Industries Association, Inc</b>
<b>CDC</b>	<b>Center for Disease Control and Prevention (US DHHS).</b> The CDC works to protect public health and safety by providing information to enhance health decisions; and it promotes health through partnerships with state health departments and other organizations.
<b>CEF</b>	<b>Cost Estimating Formula.</b> Estimating methodology using standard construction industry practices.
<b>CEO</b>	<b>Chief Executive Officer.</b> The official of the community who is charged with the authority to implement and administer laws, ordinances and regulations; a mayor, first selectman, town/city manager.
<b>CERT</b>	<b>Community Emergency Response Team</b>
<b>CFR</b>	<b>Code of Federal Regulations</b>
<b>CFPC</b>	<b>Commission on Fire Prevention and Control (State of Connecticut)</b>

<b>CGS</b>	<b>Connecticut General Statutes</b>
<b>C-MED/RCC</b>	<b>Centralized Medical Emergency Dispatch/Regional Coordination Center.</b> Coordinates and communicates between hospitals and pre-hospital emergency medical service providers. Also coordinates movement of medical resources to a mass casualty incident scene and the distribution of patients. There are 13 communications centers that perform the C-MED function. They are located in Bridgeport, Colchester, Groton, Litchfield, New Haven, Norwich, Prospect, Thompson, Tolland, Waterford, Westbrook and West Hartford.
<b>COG</b>	<b>Continuity of Government</b>
<b>COLLECT</b>	<b>Connecticut On-Line Law Enforcement Communications Teleprocessing.</b> On-line system for disseminating text data among federal, state and local law enforcement agencies.
<b>CONVEX</b>	<b>Connecticut Valley Electric Exchange.</b> CONVEX is located in Newington, CT and is responsible for monitoring, planning and coordinating the electrical transmission system for Connecticut and Western Massachusetts under both normal and emergency conditions.
<b>COOP</b>	<b>Continuity of Operations Plan</b>
<b>COTR</b>	<b>Contracting Officer Technical Representative. FEMA position title for a Logistical staff member.</b>
<b>CP</b>	<b>Command Post</b>
<b>CRT</b>	<b>Critical Response Team (American Red Cross)</b>
<b>CSP</b>	<b>Connecticut State Police</b>
<b>CST</b>	<b>Civil Support Team</b>
<b>CTAlert</b>	The <b>CT Alert</b> emergency notification system( ENS) uses the state's Enhanced 9-1-1 (E9-1-1) database for location-based notifications to the public for life-threatening emergencies. Individuals may also register other means of communications (cell phones, email, etc)
<b>CT</b>	<b>Connecticut</b>
<b>CT-N</b>	<b>Connecticut Network</b>
<b>CTNG</b>	<b>Connecticut National Guard</b>
<b>CTS</b>	<b>Connecticut Telecommunications System</b>
<b>CTVOAD</b>	<b>The Connecticut Voluntary Organizations Active in Disaster (CTVOAD) is an organization whose purpose is to coordinate the interaction between voluntary disaster relief agencies and government disaster response activities in accordance with the local, state, and federal disaster response plans. The CTVOAD is an affiliate of the National Voluntary Organizations Active in Disaster (NVOAD).</b>
<b>DAS</b>	<b>Department of Administrative Services (State of Connecticut)</b>
<b>DECD</b>	<b>Department of Economic and Community Development (State of Connecticut)</b>
<b>DCF</b>	<b>Department of Children and Families (State of Connecticut)</b>

<b>DCO</b>	<b>Defense Coordinating Officer.</b> Designated on-scene military official who coordinates Requests for Assistance and Mission Assignments with the FCO and forwards Mission Assignments to the appropriate military organizations.
<b>DCP</b>	<b>Department of Consumer Protection (State of Connecticut)</b>
<b>DCT</b>	<b>Donations Coordination Team.</b> A Donations Coordination Team is made up of representatives of voluntary organizations and State and local governments who have a vested interest in the effective management of unsolicited donated goods and voluntary services. The DCT is managed by the Department of Emergency Management and Homeland Security. Its mission is to implement the State Donations Management plan, with the aim of keeping unneeded goods and services out of the disaster area.
<b>DDS</b>	<b>Department of Developmental Services (State of Connecticut)</b> formerly called the Department of Mental Retardation.
<b>DEMHS</b>	<b>Division of Emergency Management and Homeland Security (State of Connecticut)</b>
<b>DEEP</b>	<b>Department of Energy and Environmental Protection (State of Connecticut)</b>
<b>DESPP</b>	<b>Department of Emergency Services and Public Protection (State of Connecticut)</b>
<b>DFA</b>	<b>Direct Federal Assistance</b>
<b>DHS</b>	<b>Department of Homeland Security (U.S.)</b>
<b>DMHAS</b>	<b>Department of Mental Health and Addiction Services (State of Connecticut)</b>
<b>DMV</b>	<b>Department of Motor Vehicles (State of Connecticut)</b>
<b>DOAG</b>	<b>Department of Agriculture (State of Connecticut)</b>
<b>DOC</b>	<b>Department of Correction (State of Connecticut)</b>
<b>DOL</b>	<b>Department of Labor (State of Connecticut)</b>
<b>DOT</b>	<b>Department of Transportation (State of Connecticut)</b>
<b>DPH</b>	<b>Department of Public Health (State of Connecticut)</b>
<b>DPS</b>	<b>Department of Public Safety (State of Connecticut)</b>
<b>DPUC</b>	<b>Department of Public Utility Control (State of Connecticut)</b>
<b>DPW</b>	<b>Department of Public Works (State of Connecticut)</b>
<b>DRC</b>	<b>Disaster Recovery Center.</b> Facility located in or near a Presidentially-declared disaster area which individual disaster victims and business owners may visit for guidance and information on a variety of federal and non-federal disaster assistance programs, telephonic registration for disaster assistance, status reports concerning previously submitted applications for disaster assistance, interactive recovery workshops, emotional support, clarification of written correspondence from disaster relief agencies and other forms of assistance.
<b>DSS</b>	<b>Department of Social Services (State of Connecticut)</b>
<b>EAS</b>	<b>Emergency Alert System.</b> A statewide association of broadcast and cable media stations which assist federal, state and local officials by disseminating emergency public information related to weather and other emergencies.

<b>EM</b>	<b>Emergency Management</b>
<b>EMAC</b>	<b>Emergency Management Assistance Compact.</b> A Congressionally-sanctioned, interstate mutual aid compact to which most states, including Connecticut, belong.
<b>EMPG</b>	<b>Emergency Management Performance Grant.</b> This federal funding directly supports the emergency management community. This critical assistance sustains and enhances state and local emergency management capabilities.
<b>EMS</b>	<b>Emergency Medical Services</b>
<b>ENS</b>	<b>Emergency Notification System</b>
<b>EOC</b>	<b>Emergency Operations Center</b>
<b>ERT</b>	<b>Emergency Response Team.</b> The ERT consists of federal disaster relief officials from the Federal Emergency Management Agency and other federal agencies. The ERT deploys to the Joint Field Office following a Presidential declaration of disaster or emergency and works under the direction of the Federal Coordinating Officer. The ERT provides operational, administrative and logistical support to federal response activities in the field. The ERT also provides support for the dissemination of information to the general public, the media and Congress.
<b>ESF</b>	<b>Emergency Support Function.</b> A category of disaster response or recovery operations identified in the National Response Framework (NRF) and assigned to ESF Coordinator, Primary and Support Federal Agencies. The Federal ESF agencies support State and local response and recovery operations and other Federal ESF agencies.
<b>ESF # 1</b>	<b>Emergency Support Function # 1 -Transportation</b>
<b>ESF # 2</b>	<b>Emergency Support Function # 2 - Communications</b>
<b>ESF # 3</b>	<b>Emergency Support Function # 3 - Public Works and Engineering</b>
<b>ESF # 4</b>	<b>Emergency Support Function # 4 - Firefighting</b>
<b>ESF # 5</b>	<b>Emergency Support Function # 5 - Emergency Management</b>
<b>ESF # 6</b>	<b>Emergency Support Function # 6 - Mass Care</b>
<b>ESF # 7</b>	<b>Emergency Support Function # 7 – Logistics and Resource Support</b>
<b>ESF # 8</b>	<b>Emergency Support Function # 8 - Public Health and Medical Services</b>
<b>ESF # 9</b>	<b>Emergency Support Function # 9 - Search and Rescue</b>
<b>ESF # 10</b>	<b>Emergency Support Function # 10 - Hazardous Materials</b>
<b>ESF # 11</b>	<b>Emergency Support Function # 11 - Agriculture and Natural Resources</b>
<b>ESF # 12</b>	<b>Emergency Support Function # 12 – Energy</b>
<b>ESF # 13</b>	<b>Emergency Support Function # 13 - Public Safety and Security</b>
<b>ESF # 14</b>	<b>Emergency Support Function # 14 - Disaster Recovery</b>
<b>ESF # 15</b>	<b>Emergency Support Function # 15 - External Affairs</b>
<b>FCO</b>	<b>Federal Coordinating Officer.</b> A FEMA official appointed by the President. The FCO is responsible for the overall integration of Federal emergency management resource

	allocations and activities in support of, and in coordination with State, tribal, and local requirements. The FCO ensures that federal disaster assistance is provided in a timely and coordinated fashion and in accordance with all applicable laws, regulations and agreements between FEMA and the State.
<b>FEMA</b>	<b>Federal Emergency Management Agency</b> part of the U.S. Department of Homeland Security (DHS/FEMA).
<b>FIRM</b>	<b>Flood Insurance Rate Map</b>
<b>FNARS</b>	<b>Federal National Radio System</b>
<b>GAR</b>	<b>Governor's Authorized Representative.</b> Individual designated by the Governor in the FEMA/State Agreement to administer federal disaster assistance programs on behalf of the State and local governments and other grant and loan recipients.
<b>GEOC</b>	<b>General Emergency Operations Concepts.</b> Principles of emergency operations that generally hold true in natural and technological disasters and emergencies of all types and magnitudes,
<b>GIS</b>	<b>Geographic Information System</b>
<b>GPS</b>	<b>Global Positioning System</b>
<b>GSA</b>	<b>General Services Administration(U.S.)</b>
<b>HHS</b>	<b>Department of Health and Human Services (US)</b>
<b>HIRA</b>	<b>Hazard Identification and Risk Assessment</b>
<b>HMGP</b>	<b>Hazard Mitigation Grant Program .</b> This program provides funding to reduce or prevent damage from natural disasters such as flooding and high winds. HMGP funding is available following a presidentially declared disaster.
<b>HSGP</b>	<b>Homeland Security Grant Program.</b> This federal funding enables states to prepare for, prevent, and respond to terrorist attacks and other major disasters.
<b>IA</b>	<b>Individual Assistance.</b> Disaster assistance provided to an individual victim or business owner.
<b>IAP</b>	<b>Incident Action Plan</b>
<b>IC</b>	<b>Incident Commander.</b> Individual responsible for the management of all incident operations at the incident site.
<b>ICP</b>	<b>Incident Command Post</b>
<b>ICS</b>	<b>Incident Command System.</b> A standardized organizational structure used to command, control, and coordinate the use of resources and personnel responding to the scene of an emergency. ICS concepts and principles include common terminology, modular organization, integrated communication, unified command structure, consolidated action plan, manageable span of control, designated incident facilities, and comprehensive resource management.
<b>IDMTF</b>	<b>Interagency Debris Management Task Force.</b> The core membership of the IDMTF includes: DESPP/DEMHS, DEEP, DAS, and ConnDOT, and the State debris contractors.
<b>IEMAC</b>	<b>International Emergency Management Assistance Compact.</b> Working with the New

	England states and the eastern Provinces of Canada, the State of Connecticut, through DEMHS, is a member of the <a href="#">International Emergency Management Group (IEMG)</a> , which operates under the International Emergency Management Assistance Compact (IEMAC) to provide mutual aid to one another in times of emergency. The IEMAC is found in Connecticut General Statutes §28-22d.
<b>IHP</b>	<b>Individuals and Households Program.</b> Federal grant program for individuals and households for housing and other disaster-related needs.
<b>IMT</b>	<b>Incident Management Team</b>
<b>IRRs</b>	<b>Initial Response Resources.</b> Resources commonly needed in a disaster area which are stockpiled by FEMA or available through emergency contracts with private vendors that can be quickly deployed to a disaster site.
<b>JFO</b>	<b>Joint Field Office.</b> The primary field location for the coordination of response and recovery operations in a Presidentially-declared disaster or emergency. The JFO houses the Federal Coordinating Officer (FCO) and staff comprising the federal Emergency Response Team (ERT). The JFO operates with a schedule (up to 24 hours per day) sufficient to sustain federal response operations. The State Coordinating Officer (SCO) usually maintains a staff at the JFO as well.
<b>JIC</b>	<b>Joint Information Center.</b> An intergovernmental public information center established to ensure the coordinated release of information by federal, State and local officials to the media and the public regarding disaster-related activities and recovery programs.
<b>JOC</b>	<b>Joint Operations Center. Established by the FBI.</b>
<b>LDP</b>	<b>Local Distribution Point. A center established and operated by local authorities to distribute federally- and state-provided food and other commodities to disaster victims.</b>
<b>LEOC</b>	<b>Local Emergency Operations Center</b>
<b>LEOP</b>	<b>Local Emergency Operations Plan</b>
<b>MA</b>	<b>Mission Assignment</b>
<b>MAC</b>	<b>Multi-Agency Coordination</b>
<b>MCI</b>	<b>Mass Casualty Incident.</b> Any incident that causes emergency medical service providers to alter their normal pre-hospital patient care protocols in order to provide the most effective possible pre-hospital patient care. An MCI can also be defined as any single incident with a threshold number of casualties established in the local mass casualty plan.
<b>MCV</b>	<b>Mobile Communications Vehicles.</b> DEMHS has procured six Mobile Communications Vehicles to be deployed throughout the state in order to provide enhanced on-scene and statewide communications during emergencies. These units will provide for the establishment of interoperable tactical networks, support the use of wireless data, assist with system surge, and provide the basis for restoration of damaged systems.
<b>MERS</b>	<b>Mobile Emergency Response Support.</b> A FEMA detachment that deploys to a disaster area to support the initial federal responders with communications, data processing, food, water, shelter, etc. Designed to be self-supporting for at least 72 hours.

<b>MHE</b>	<b>Material Handling Equipment</b>
<b>MICA</b>	<b>Mobile Internet Communications Asset.</b> DEMHS and Department of Administrative Services (DAS) Information Technology Services – on-scene communications for various situations and incidents. This asset gives the State a capability to set up a forward command post/operating center at any location where facilities are compromised.
<b>MMRS</b>	<b>Metropolitan Medical Response System.</b> A federally funded initiative to enhance a local jurisdiction’s capability to responds to a mass casualty incident resulting from any cause including weapons of mass destruction.
<b>MOA/MOU</b>	<b>Memorandum of Agreement/Memorandum of Understanding</b>
<b>MRC</b>	<b>Medical Reserve Corps</b> The Medical Reserve Corps (MRC) provides teams of local volunteer medical and public health professionals who can contribute their skills and expertise throughout the year and during times of community need. There currently 17 MRC teams operating in each of the five DEMHS regions in Connecticut.
<b>NAWAS</b>	<b>National Warning System.</b> A dedicated national telephone circuit connecting federal, state and local warning points. NAWAS is frequently used for the dissemination of weather warning information.
<b>NDMS</b>	<b>National Disaster Medical System.</b>
<b>NGO</b>	<b>Non-Governmental Organization.</b> A nonprofit entity serving a public purpose, not a private benefit.
<b>NHC</b>	<b>National Hurricane Center.</b>
<b>NIMCAST</b>	<b>NIMS Capability Assessment Support Tool.</b> A web-based self-assessment tool for states and local governments to use to evaluate their incident response and management capabilities.
<b>NIMS</b>	<b>National Incident Management System.</b> As directed by the President and administered by the US DHS, this is a system that includes a standardized approach to incident management and response, training, credentialing, communications, equipment, and technologies. The NIMS system provides a consistent, nationwide approach for Federal, State, local, and tribal governments; the private sector; and non-governmental organizations (NGOs) to work together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. The NIMS includes a core set of concepts, principles, and terminology – the Incident Command System (ICS). The NIMS includes, and is in the process of developing, multi-agency coordination systems; training; identification and management of resources; qualification and certification of personnel; and the collection, tracking, and reporting of incident information and resources.
<b>NOAA</b>	<b>National Oceanographic and Atmospheric Administration</b>
<b>NRF</b>	<b>National Response Framework.</b> Promulgated by U.S. DHS in January 2008, The NRF is a guide to how the nation conducts an all-hazards response. The NRF describes how federal agencies will coordinate with each other to provide support and assistance to state, local, and tribal governments; non-governmental organizations; and the private sector.



<b>NRP</b>	<b>National Response Plan.</b> (Developed by the U.S. DHS) replaced the Federal Response Plan prepared by FEMA. The NRP was superseded in January 2008 by the National Response Framework (NRF).
<b>NU</b>	<b>Northeast Utilities</b>
<b>NVOAD</b>	<b>National Voluntary Organizations Active in Disaster</b>
<b>NWS</b>	<b>National Weather Service</b>
<b>OEC</b>	<b>Office of Early Childhood (State of Connecticut)</b>
<b>OEMS</b>	<b>Office of Emergency Medical Services (State of Connecticut)</b> part of DPH
<b>OIC</b>	<b>Officer-in-Charge</b>
<b>OPM</b>	<b>Office of Policy and Management (State of Connecticut)</b>
<b>OSHA</b>	<b>Occupational Safety and Health Administration (U.S.)</b>
<b>PA</b>	<b>Public Assistance.</b> FEMA disaster assistance program which provides relief to a public entity such as a state agency or local unit of government. In some circumstances, private non-profit entities may be eligible.
<b>PAC</b>	<b>Public Assistance Coordinator.</b> FEMA official who conducts the Kick-Off meetings and provides assistance in developing project worksheets under the FEMA Public Assistance program. Connecticut also designates a Public Assistance Coordinator or Official.
<b>PAO</b>	<b>Public Assistance Official.</b> State official designated by the Governor and FEMA official designated by the FEMA Regional Director to administer the FEMA Public Assistance program authorized under Section 406 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended.
<b>PAApp</b>	<b>Project Application.</b> The Project Application represents the total amount of financial assistance requested by an applicant for each category of assistance.
<b>PAR</b>	<b>Personnel Accountability Report</b>
<b>PDA</b>	<b>Preliminary Damage Assessment.</b> A survey of damages in a disaster-affected area by a joint federal-State-local team. Federal regulations require PDAs prior to a governor's request for a major disaster declaration under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended.
<b>PFA</b>	<b>Primary Federal Agency.</b>
<b>PFO</b>	<b>Principal Federal Official.</b> Federal official who may be designated by the Secretary of Homeland Security to coordinate the activities of other Federal officials, acting under their own authorities, to ensure consistency of Federal support as well as the overall effectiveness of Federal incident management.
<b>PIO</b>	<b>Public Information Officer.</b> Designated spokesperson who deals with the media. Also a position appointed by Unified COMman/Incident Command to coordinate all public information released.
<b>PL</b>	<b>Public Law (of the United States).</b>



<b>POD</b>	<b>Point of Dispensing.</b> Location for distribution of supplies and vaccines from the Strategic National Stockpile.
<b>PSAP</b>	<b>Public Safety Answering Points.</b>
<b>PTR</b>	<b>Property Transfer Report. A FEMA-required form.</b>
<b>PW</b>	<b>Project Worksheet.</b> Form used for estimates for public assistance application.
<b>RACES</b>	<b>Radio Amateur Civil Emergency Services</b>
<b>REP</b>	<b>Radiological Emergency Preparedness</b> The REP unit within DEMHS is responsible for training, exercises, public information, plan development and review, and other special projects concerning off-site emergency preparedness for the Millstone Station nuclear power plant in Waterford, CT. REP partners with Dominion Nuclear, local municipalities, and federal agencies in these preparedness efforts with the goal of protecting the health and safety of the public.
<b>REPT</b>	<b>Regional Emergency Planning Team</b> Each DEMHS Region has a Regional Emergency Planning Team. The REPTs include Chief Executive Officers from each of the municipalities and tribal nations in the DEMHS Region, as well as local emergency management discipline representatives that serve on RESFs (Regional Emergency Support Functions). The REPT makes recommendations on how the region should best allocate its emergency management and homeland security federal grant dollars, including purchasing equipment and resources necessary to address hazards identified within the region.
<b>RESF</b>	<b>Regional Emergency Support Functions</b> (See REPT)
<b>RERP</b>	<b>Radiological Emergency Response Plan.</b> The State of Connecticut Radiological Emergency Response Plan (RERP) is a detailed plan that describes the responsibilities and capabilities of the power plant, local and state government and private organizations and coordinates the emergency response to ensure public health and safety during an emergency at a nuclear power plant.
<b>RESP</b>	<b>Regional Emergency Support Plan</b> The REPT maintains and use an RESP to support mutual aid among regional communities in emergencies. The RESP does not usurp local Incident Command or operational aspects of existing plans. Like traditional mutual aid, the RESP is another support tool for the local CEO and IC and does not interfere with local management of an emergency.
<b>RETCO</b>	<b>Regional Emergency Transportation Coordinator. Designated U.S. Department of Transportation Regional representative for providing and coordinating emergency transportation resources.</b>
<b>ROC</b>	<b>Regional Operations Center</b> is now called the Regional Response Coordination Center –RRCC.
<b>RPA</b>	<b>Request For Public Assistance.</b> A form used by a state, local or tribal government or a public or private non-profit organization to apply for disaster assistance from the Federal Emergency Management Agency.
<b>RRCC</b>	<b>Regional Response Coordination Center.</b> Located in Maynard, Massachusetts the RRCC is a federal interagency operations center for coordination of federal support to states in disasters and emergencies. The RRCC houses the federal Emergency

	Response Team (ERT) prior to the establishment of the Joint Field Office (JFO) in the disaster-affected state.
<b>SAO</b>	<b>State Approving Official</b>
<b>SART</b>	<b>State Animal Response Team.</b> The Connecticut SART program is a collaboration among government agencies, not-for-profit organizations, industry, and volunteers for preparing and responding to animal needs in disasters. The CTSART program is organized at the local level as Regional Animal Response Teams, which, within the overall regional planning and response structure in Connecticut, are the operational arms of each Regional Emergency Planning Team.
<b>SCO</b>	<b>State Coordinating Officer.</b> State official designated by the Governor in the FEMA-State Agreement following a Presidentially-declared disaster or emergency to coordinate state and local response and recovery activities with those of the federal government. The SCO is usually the State Emergency Management and Homeland Security Commissioner.
<b>SDE</b>	<b>Department of Education (State of Connecticut)</b>
<b>SEOC</b>	<b>State Emergency Operations Center</b>
<b>SHMO</b>	<b>State Hazard Mitigation Officer.</b> State official designated by the Governor in the FEMA-State Agreement to ensure compliance with federal hazard mitigation requirements under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended.
<b>SLO</b>	<b>State Liaison Officer.</b> A FEMA official assigned to a particular State, who handles initial coordination with the State in the early stages of an emergency.
<b>SOP</b>	<b>Standard Operating Procedure</b>
<b>SSA</b>	<b>State Staging Area</b>
<b>SSAMST</b>	<b>State Staging Area Management Support Team</b>
<b>STOCS</b>	<b>State Tactical On Scene Channel System</b>
<b>SWP</b>	<b>State Warning Point.</b> The State Department of Public Safety located at 1111 Country Club Road in Middletown, CT 06457 is the SWP for Connecticut.
<b>USAR</b>	<b>Urban Search and Rescue.</b> The Urban Search and Rescue (USAR) Program is coordinated by the Connecticut Division of Emergency Management and Homeland Security (DEMHS). It is the primary mission of USAR Connecticut Task Force One (CT-TF-1) to provide a coordinated effort of personnel and resources to locate, extricate and provide immediate medical treatment to victims trapped within collapsed structures.
<b>TAG</b>	<b>The Adjutant General.</b> The Commissioner of the State Military Department.
<b>TAV</b>	<b>Total Asset Visibility. System for accountable property tracking.</b>
<b>TDD/TT</b>	<b>Telecommunications Devices for the Deaf/Text Telephones</b>
<b>TDSRS</b>	<b>Temporary Debris Storage and Reduction Site</b>
<b>THIRA</b>	<b>Threat Hazard Identification and Risk Assessment</b>
<b>TRAF</b>	<b>Truck Receiving and Assignment Form</b>

<b>UC</b>	<b>Unified Command</b>
<b>UCS</b>	<b>Unified Command System.</b> Multi-agency, multi-jurisdictional command system in which responding organizations jointly determine the operational goals and response strategies.
<b>UERN</b>	<b>Utility Emergency Radio Network.</b> Radio network operated by Northeast Utilities
<b>UI</b>	<b>United Illuminating</b>
<b>USACE</b>	<b>U.S. Army Corps of Engineers</b>
<b>USC</b>	<b>United States Code</b>
<b>USCG</b>	<b>United States Coast Guard</b>
<b>USDA</b>	<b>United States Department of Agriculture</b>
<b>USDOT</b>	<b>United States Department of Transportation</b>
<b>WI System</b>	<b>Welfare Information System.</b> Established by the American Red Cross after a large disaster to help family members locate living relatives in or near the disaster area. ARC collects names of survivors located in hospitals and shelters and provides information to relatives who may inquire as to their whereabouts.

## **Addendum 1: Complete ESF Plans**

**ESF 7: Resources**

**ESF 8: Health**

**ESF 12: Energy**

**ESF 14: Long Term Recovery and Mitigation**