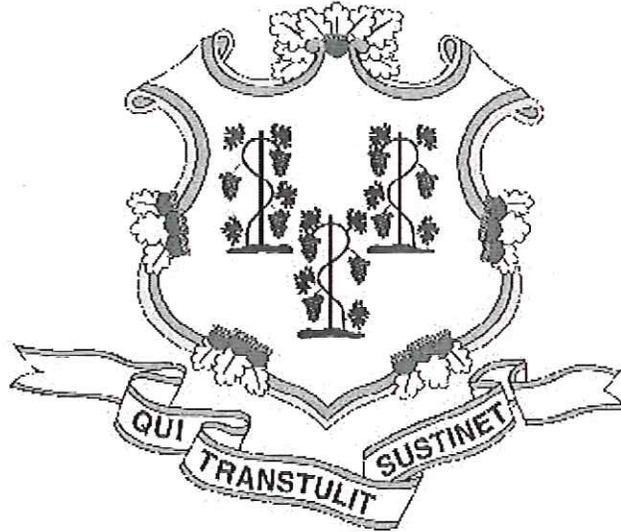


# State of Connecticut



## STATE RESPONSE FRAMEWORK (SRF)

Version 3.0 November 2013

Prepared by

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

**Division of Emergency Management and Homeland Security (DEMHS)**

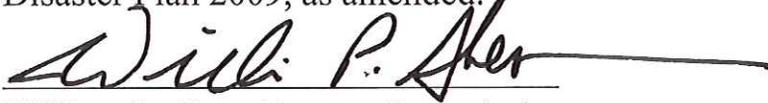
*In partnership with other CT State Agencies and Non-Governmental Organizations  
involved in Emergency Preparedness and Response Activities in the State of Connecticut*

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# STATE RESPONSE FRAMEWORK

## AUTHENTICATION

In accordance with Section 28-5(b) of the Connecticut General Statutes, the State of Connecticut State Response Framework (Section I), Version 3.0, June 2013 has been prepared. This Framework should be read in conjunction with State emergency management and response plans including the Connecticut Natural Disaster Plan 2009, as amended.



William P. Shea, Deputy Commissioner

Division of Emergency Management and Homeland Security

Department of Emergency Management and Homeland Security

DATE: 17 JULY 2014

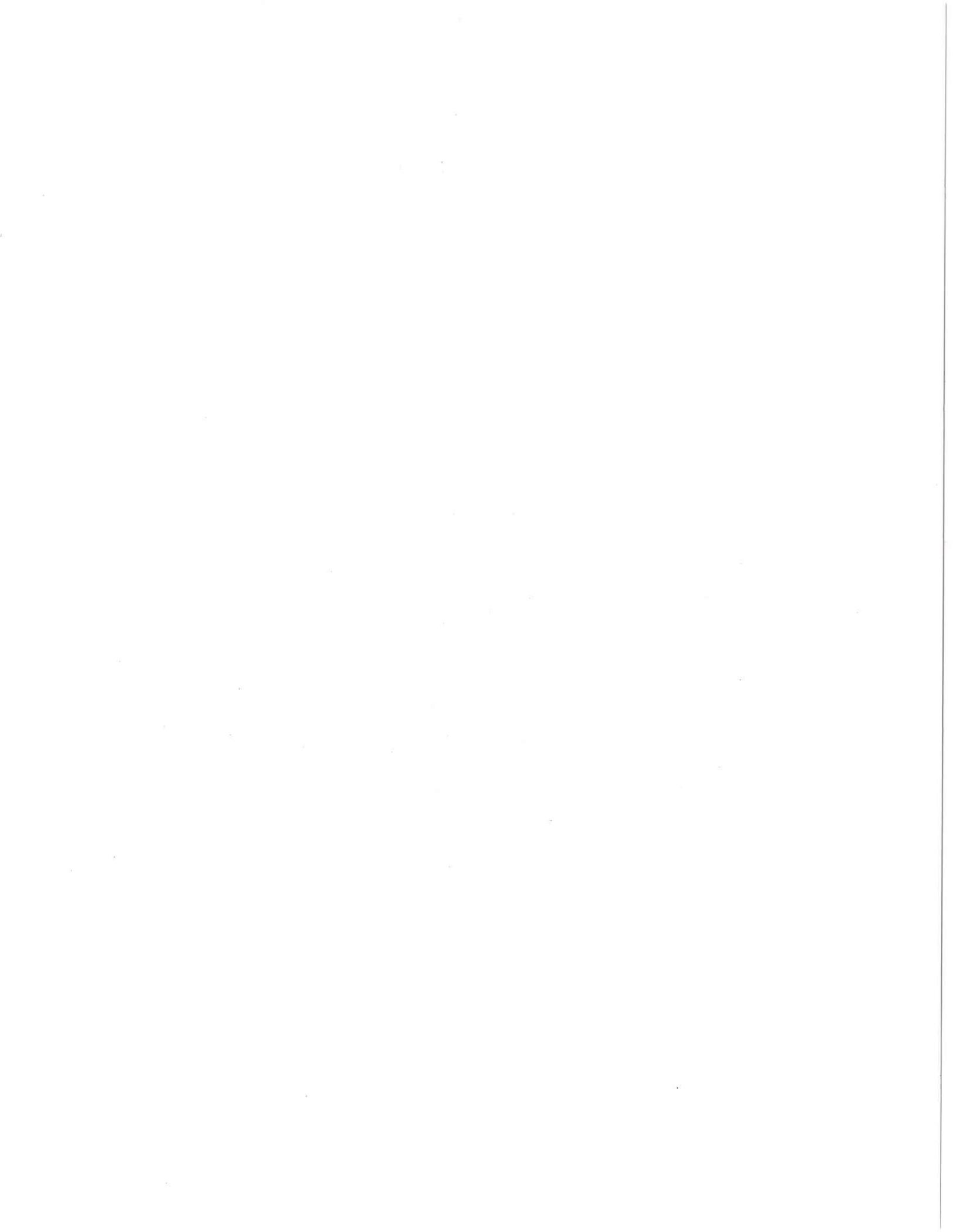
This State Response Framework has been approved in accordance with Section 28-5(b) of the Connecticut General Statutes. The Appendices may be amended by the Division of Emergency Management and Homeland Security without additional action under Section 28-5(b).

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State of Connecticut  
State Response Framework (SRF)

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**State Response  
Framework  
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State of Connecticut

State Response Framework (SRF) Concepts

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## State Response Framework (SRF) Concepts

### A. INTRODUCTION

#### 1. Summary and Purpose

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. Appendices to the SRF include Appendix A Connecticut State Plans, Resources and Initiatives; Appendix B Pre-Activation Framework; Appendix C the Governor's State Emergency Operations Center Standard Operating Procedures; Appendix D Connecticut Emergency Support Function 12 All-Hazards Energy and Utilities Annex, and; Appendix E ESF 14 State Disaster Recovery Framework (in process).

State Response Framework Concepts describe the general emergency operations concepts that normally apply in all disasters and emergencies requiring a state level response. The SRF outlines the general responsibilities of the various emergency management partners at the local, state, and federal government level, as well as the private sector.

Appendix A, Connecticut State Plans and Resources, lists the many plans, agreements, and resources available within the State of Connecticut in times of crisis. This section provides a menu of options for emergency planners and decision makers to consider in managing an emergency that has risen to the level of state involvement as well as for local emergency managers who may consider using many of these resources for a local incident (for example, volunteer teams, town-to-town intrastate mutual aid).

Appendix B is the Pre-Activation Framework. 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 outlines pre-activation steps and articulates 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, DESPP Deputy Commissioner for DEMHS, and/or the State Emergency Management Director.

Appendix C of the Framework contains the Standard Operating Procedures (SOPs) for the Governor's State Emergency Operations Center (SEOC). These SEOC SOPs provide the "operating instructions" for the Division of Emergency Management and Homeland Security (DEMHS) in management of the SEOC, including a description of the general roles and responsibilities of DEMHS personnel and others staffing the SEOC in response to any emergency.

Appendix D is the Emergency Support Function (ESF) 12 All-Hazards Energy and Utilities Annex. Created at the direction of Governor Dannel P. Malloy, this Annex describes the relationship among local, state, federal, and private sector partners before, during, and after an event that causes a disruption in the provision of utility services in Connecticut. The Annex includes the Make Safe Protocol, which guides immediate response to situations in which debris mixed with wires is blocking roads.

Appendix E is the ESF 14 State Disaster Recovery Framework. This draft document is modeled after the National Disaster Recovery Framework and includes a description of the membership and role of the Statewide Long Term Recovery Committee.

## **2. 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.

## **3. 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:

- 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; and
- To facilitate a return to normalcy by all practical means.

## **4. 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.

## **B. GENERAL EMERGENCY OPERATIONS CONCEPTS**

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.

**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 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 requested by the Governor or DESPP Deputy Commissioner for DEMHS; 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
- 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 Deputy Commissioner for DEMHS and Agency Heads to Advise Governor Regarding Emergency Response Actions, Orders and Directives.** The DESPP Deputy Commissioner for DEMHS and other department heads are responsible for advising the Governor 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.

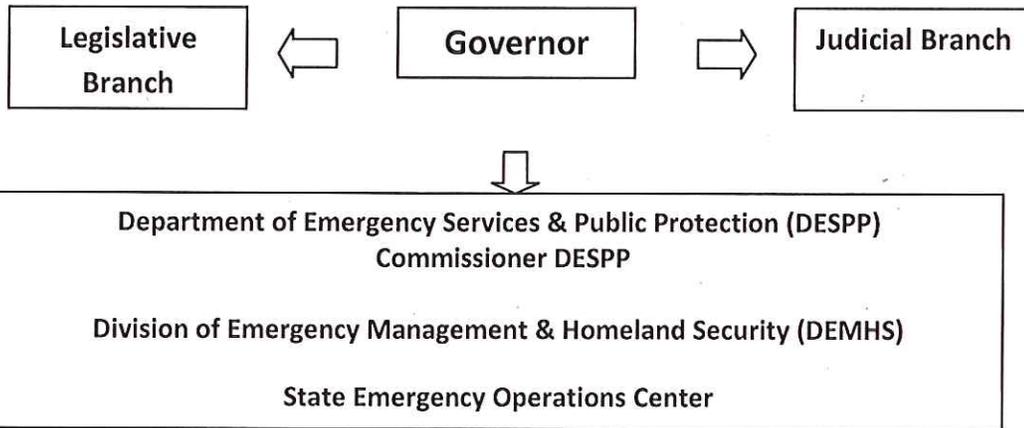
**State to Advise Public through Media.** The SEOC will provide the public with recommended protective actions and other information through the media, which may include:

- 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 2-1-1 Infoline.
- 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.

### **C. 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.

**GOVERNOR • STATE AGENCIES • NON-GOVERNMENTAL ORGANIZATIONS  
INVOLVED IN DISASTER RESPONSE**



<b>Department of Administrative Services (DAS)</b> <b>DAS BEST, DAS CS</b>	<b>Department of Energy and Environmental Protection (DEEP)</b> <b>Public Utility Regulatory Authority (PURA)</b>	<b>Office of Policy and Management (OPM)</b>
<b>Department of Agriculture (DoAg)</b>	<b>Dept of Emergency Services &amp; Public Protection (DESPP)</b>  <b>Other Divisions:</b> <b>State Police (CSP)</b> <b>Fire Prevention &amp; Control (CFPC)</b> <b>Division of Statewide Emergency Telecommunications</b> <b>Forensic Laboratory</b> <b>Police Officers Standards and Training Council (POST)</b>	<b>Department of Public Health (DPH)</b>
<b>Department of Banking (DOB)</b>		<b>Department of Social Services (DSS)</b> <b>Commissioner on Aging</b>
<b>Department of Children and Families (DCF)</b>		
<b>Office of State Comptroller (OSC)</b>		<b>Department of Transportation (DOT)</b>
<b>DAS/Department of Construction Services (DCS)</b>	<b>Office of Higher Education</b> <b>Board of Regents</b>	<b>UCONN Health Center,</b> <b>Poison Control Center</b>
<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 Housing</b>	<b>Department of Motor Vehicles (DMV)</b>	

## 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:

### a) 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.

**b) Connecticut State Agencies and Offices**

All Agencies:

In addition to Common Tasks of State Agencies in Emergency Response listed in Section I(B) (General Emergency Operations Concepts), 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 Commands 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: Governor's Office/DEMHS/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.

#### **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 Tele-Communications 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.

#### **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.

## **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.

## **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.

#### **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.

#### **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.

#### **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.

#### **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.

#### **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.

#### **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.

#### **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.

## **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.

## **DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION (DESPP)**

Responsibilities include but may not be limited to:

### **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.

### **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 The 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.

#### **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.

## **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.

**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.

#### **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.

#### PURA 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).

#### **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.

#### **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.

## **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.

## **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.

## **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.

## **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

## 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.]*:
  1. evacuation assistance;
  2. search and rescue operations;
  3. anti-looting, access and traffic control, and curfew enforcement (declared emergencies only);
  4. transportation of state and federal officials;
  5. 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.)
  6. clearance of debris;
  7. emergency communications support;
  8. sandbagging operations (providing personnel and equipment);
  9. aerial damage assessment during or immediately following the emergency;
  10. fire suppression;
  11. stream channel clearance;
  12. 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;
  13. provision of shelter support at National Guard Armories;
  14. Supporting the transportation of Red Cross equipment (cots);
  15. logistical management operations;
  16. deployment of Civil Support Team; and
  17. 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.

#### **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.

#### **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.

#### **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:
  1. provision of information on safety of food at homes and at commercial locations such as restaurants and retail markets;
  2. provision of information on cleanup and decontamination; and
  3. 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

## **DEPARTMENT OF SOCIAL SERVICES (DSS)**

### **COMMISSIONER 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:
  1. Chore and handyman services
  2. Transportation
  3. Nutrition assistance
  4. Legal aid
  5. Ombudsman services
  6. Connecticut Community Care, Inc. assessment services for those at risk of inappropriate institutionalization
  7. Area Agencies on Aging
  8. Protective Services for Elders
  9. Assisting elderly disaster victims in applying for state and federal assistance.

#### **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.

#### **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 Appendix D 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.

## 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.

### c) 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.]

#### **d) 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.)*

**e) 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 IV of this Framework, for more detail re: the relationship between DEMHS and Regional Partners.

**f) 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.

#### **g) 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.

#### **h) 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.

**i) 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.

# **Appendix A**

## **Connecticut Plans, Resources & Initiatives**

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State of Connecticut  
State Response Framework (SRF)

**APPENDIX A**

Connecticut State Plans, Resources & Initiatives

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## Appendix A

### Connecticut State Plans, Resources and Initiatives

This section contains a list of plans and resources available in Connecticut. At the end of Appendix A, are several key framework initiatives 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.*

#### A. Support Plans

##### Procurement of Supplies

- **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)**  
This manual is intended as a reference guide for 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.

##### Communications – Alert & Notification—

###### State Warning Plan (CT OEM & DPS 1997)

Warning fan out plan that describes the method of warning to all persons within the state of any impending emergency situation, including severe weather. The State will provide warning to at least one location within each town. In most cases this is the location from which public warning devices can be operated. Local authorities, under the coordination of the Local Emergency Management, have the responsibility for seeing that warning is adequately given to all emergency services and persons within the town.

- **State of Connecticut Emergency Alert System Plan (EAS) (CT DEMHS DRAFT 2006)**  
The Emergency Alert System (EAS) Plan defines the procedures for broadcast and cable services and designated government officials of Connecticut to disseminate emergency information and instructions in the event of threatened or actual emergencies.

The EAS Plan is in the process of being updated.

- **Emergency Alert and Notification System – CT ALERT (CT DEMHS & DPS 2010)**

Connecticut officials may use the CT Alert system during hazardous events, such as natural disasters and public health emergencies. CT Alert enables state and local officials to provide potentially life-saving information to all Connecticut citizens quickly and efficiently across multiple communication devices, including cell phone, home phone, e-mail, text message, fax, pager, PDA, and more.

Still in effect, revised and reissued under Commissioner Bradford's Signature April 19 2012.

- **Enhanced Public Safety Statewide Communications Interoperability Plan (SCIP) (CT DEMHS 2007)**  
This plan is intended to document the interoperable communications resources available within the designated area, who controls each resource, and what rules of use or operational procedures exist for the activation and deactivation of each resource.
- **Regional Tactical Interoperability Communications (TIC) Plans (for each CT DEMHS Region 2006 through 2009)**  
The TICP is intended to document the interoperable communications resources available within each DEMHS Region, who controls each resource, and what rules of use or operational procedures exist for the activation and deactivation of each resource.
- **CT Interoperability Field Operating Guide**

## **Public Information**

- **Connecticut Department of Public Health Crisis & Emergency Risk Communication Plan (CT DPH 2011)**  
The Connecticut Department of Public Health (DPH) Crisis and Emergency Risk Communication Plan provides a framework for timely and accurate risk communication and information dissemination to the people of Connecticut *before, during, and after* a public health emergency or other disaster. It is based on a coordinated approach between DPH, local health departments, state agencies, hospitals, and others involved in the emergency response network.
- **DEMHS/CT-N State Emergency Broadcast Operations Plan (CT DEMHS & CT-N 2006)**  
In an effort to deliver timely and important information to the citizens of the state of Connecticut during a state emergency, DEMHS and the Connecticut Network (CT-N) entered into a partnership allowing DEMHS to utilize CT-N's broadcast signal at any time of the day and for as long as is required. The sole purpose for interrupting CT-N's normal programming by DEMHS is to declare a state of emergency and/or deliver important information to the residents of the state of Connecticut without interruption, editorial comment or commercial time constraints. This plan defines the procedures for the use of the broadcast fiber connection between the State Emergency Operation Center (SEOC) and the Connecticut Network to disseminate information during a state emergency.

## **Debris Management**

- **State of Connecticut Disaster Debris Management Plan (CT DEP 2008)**  
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.
- **State of Connecticut Concept of Operations – Disaster Debris Management—Activation and Use of the State Debris Removal and Monitoring Contracts (CT DEP, 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.

### **Commodities Distribution**

- **State of Connecticut Commodities Distribution Standard Operating Procedures (State ESF 7 Resource Support Group/ DOC/DEMHS/DAS/CT NG, and others) June 2012**  
Provides state procedures and guidance for the establishment and operation of a State Staging Area (SSA) for commodities (water, food, ice, tarps) to assist the residents in need of life-sustaining emergency supplies. .

### **Donations Management**

- **State Of Connecticut Donations Management Standard Operating Procedures (CT DEMHS Draft 2008)**  
Federal, State and local officials and representatives of private relief organizations work in the early stages of a catastrophic disaster to stem the influx of unsolicited and unneeded donated goods and volunteer workers into the disaster area. Since some types of donated goods and specialized volunteers may be needed by response organizations, the State has established a donations management system that allows response organizations to make effective use of such goods and services. These Standard Operating Procedures are to be implemented in conjunction with the Adventist Community Services and Aidmatrix Memoranda of Agreement (See Section D, below.)

### **Continuity of Operations**

- **State of CT Pandemic State Agency Continuity Concept of Operations (November 2009, CT DEMHS, CT DPH, CT Department of Administrative Services, and CT Department of Information Technology)**  
DEMHS, the Department of Public Health (DPH), the Department of Information Technology (DOIT) and Department of Administrative Services (DAS) prepared the Pandemic State Agency Continuity Concept of Operations (ConOps). The actions that may be recommended or directed through this ConOps are designed to be implemented through the existing Continuity of Operations Plans (COOP) that were prepared by state agencies in 2007 and updated in 2009.

### **Behavioral Health**

- **State of Connecticut Behavioral Health Disaster Plan (CT DMHAS & DCF 2004)**  
The primary purpose of the Department of Mental Health and Addiction Services/ Department of Children and Families (DMHAS/DCF) Disaster Response is to enhance the state's ability to respond to the emotional aftermath of a major disaster. This includes pre-disaster activities that increase the state's preparedness to respond and minimize the negative impacts of a crisis. DMHAS and 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. 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.

## **Disaster Assistance**

- **State of Connecticut Public Assistance Program Administrative Plan (CT DEMHS 2011)**  
The purpose of this plan is to show the roles and responsibilities of the State in administering the FEMA Public Assistance Program. This plan highlights the State procedures and organizational structure for managing and administering Public Assistance grants from the Federal Emergency Management Agency (FEMA) Region 1, following an Emergency Declaration or a Major Disaster Declaration by the President. The Public Assistance program is used to reimburse eligible applicants for eligible costs and activities incurred as a result of a declared Major Disaster or Emergency, such as debris removal, protective actions, and the restoration, reconstruction or replacement of eligible facilities. The State is the Grantee for Public Assistance and is responsible for the processing of sub grants to applicants in accordance with the Robert T. Stafford Act (42 U.S.C. 5121), Public Law 93-288, as amended, and 44 CFR Parts 13, and 206. The State of Connecticut will follow the policies and procedures outlined in this plan.
- **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

## **Hazard Mitigation**

- **State of CT Natural Hazards Mitigation Plan (CT DEP 2010, in process of update 2013)**  
The main premise of natural hazards mitigation is the prevention of loss of life, the reduction of damages associated with natural disasters, and the restoration of public services after each disaster. As a means to achieving effective hazard mitigation, states and local communities need to use the planning process and develop effective plans. Connecticut's efforts in updating its 2007 NHMP include:
  - An assessment of all natural hazards that affect Connecticut including the frequencies, magnitudes, and distribution of these hazards;
  - A risk assessment of Connecticut's vulnerability to natural hazards as addressed through potential loss of life and surveys of critical facilities in areas subject to these hazards;
  - The integration of climate impact as it relates to the assessment and analysis of natural hazards that could potentially affect the State;

- An outline of Connecticut's governmental organization before, during, and after a natural disaster.
- The outline presents the roles of each major state agency or DEEP division in planning and responding to these hazards; and
- A summary of the most successful projects undertaken within the Hazard Mitigation Grant Program (HMGP), the Flood Mitigation Assistance Program (FMA), and the Pre-Disaster Mitigation Program (PDM) to serve as examples for other communities.

## Mass Decontamination

- **State of Connecticut Mass Decontamination Mobilization Plan (CT DEMHS 2005)**  
The State of Connecticut Mass Decontamination Mobilization Plan provides information on available decontamination resources within the State as well as a process to bring those resources to bear. Although a wide variety of information related to decontamination is provided within this document, the main focus of the Mass Decontamination Mobilization Plan is on the deployment of the 34 decontamination trailers located throughout the State. Individual MOAs describe the use of these trailers.

## 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 )**  
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.

## 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.

### **Other Support Plans**

- **DEMHS Regional Emergency Support Plans (CT DEMHS 2007)**  
Each DEMHS Region has a Regional Emergency Support Plan to help guide the towns in the region to coordinate response and mutual aid.
- **Connecticut Emergency Repatriation Plan (CT Dept. of Social Services 2009)**  
The Connecticut Emergency Repatriation Plan provides the functional structure for a coordinated, effective reception of repatriates at ports of entry in Connecticut. Reception operations will be implemented, by federal, state, and local government authorities and private or volunteer organizations. Presently, the Bradley International Airport (BDL) is the only port in Connecticut designated to receive repatriates. The goals of this effort are to: (1) allow repatriates to enter the United States expeditiously; (2) promote efficient registration and health inspection of repatriates; and (3) provide temporary care and onward travel assistance and services to repatriates who request them.
- **State of Connecticut Department of Banking Emergency Response Plan (CT DOB 2005)**  
The primary purpose of this plan is to provide for the rapid and efficient execution of an emergency response to ensure the safety of employees and to permit the continuation of critical business functions.
- **Regional Catastrophic Planning Grant (RCPG) Guides (NY, NJ, CT Regional Catastrophic Planning Team 2010 draft)** DEMHS Region 1 of the State of Connecticut is participating in the Regional Catastrophic Planning Grant (RCPG), which is a U.S. Department of Homeland Security-funded, multi-state initiative involving New York, New Jersey, Pennsylvania and Connecticut. The purpose of the program is to improve regional catastrophic preparedness through three primary objectives: (1) fix shortcomings in existing plans, (2) build regional planning processes and planning communities, and (3) link operational and capabilities-based planning to resource allocation. All work under the RCPG is directed by the NY-NJ-CT-PA Regional Catastrophic Planning Team (RCPT) and administered through Public Health Solutions, Inc. This initiative will enhance regional catastrophic preparedness and continuity of operations in the high-risk metropolitan area. The RCPT guides include mass fatalities, sheltering, evacuation, logistics, debris and continuity of operations planning.
- **Model Procedures for Response to Collapse or Potential Collapse of Buildings Due to Excessive Roof Loads (CFPC Feb 2011)**  
The purpose of this guide is to provide guidance to Connecticut's chief fire officers in establishing a policy for response during building collapse or potential collapse due to excessive roof loads, primarily from heavy winter storm precipitation in order to minimize the risk to fire/EMS personnel and to protect the human, physical and business infrastructure critical to safeguard a community before, during and after a building collapse. This guidance provides a common framework on which departments may build a local protocol tailored to a specific community.
- **Model Procedures for Response of Emergency Vehicles During Hurricanes and Tropical Storms (CFPC June 2011)**  
The purpose of this guide is to provide guidance to Connecticut's chief fire officers in establishing a policy for response during hurricanes and coastal storms to minimize the risk to fire/EMS personnel and to protect the human, physical and cyber infrastructure critical to safeguard a community before, during

and after a storm. This guidance provides a common framework on which departments may build a local protocol tailored to a specific community.

## **B. Incident Plans**

- **State of Connecticut Natural Disaster Plan (CT DEMHS 2009)**  
This plan establishes the mission assignments of state agencies in responding to natural disasters of a severity and magnitude typical for Connecticut. The plan also describes the interaction of state government with local governments, private response organizations (e.g., utilities, the American Red Cross) and the federal government in natural disaster situations.
- **State of Connecticut Statewide Fire Service Disaster Response Plan Version 2.1 (CFPC December 2010)**  
The purpose of this plan is to coordinate inter-agency fire service disaster management.
- **State of Connecticut Guide for Deliberately Caused Incidents (CT DEMHS 2010)**  
The purpose of this guide is to provide guidance, particularly to Connecticut state agencies, in the event of a deliberately caused incident, including a terrorist incident. This document outlines a concept of operations for coordinated awareness, prevention, preparedness, response and recovery by defining roles and responsibilities of state agencies in assisting local governments and describes the interactions of Federal, State, regional, local and private agencies that may respond to a deliberately caused incident, operating as an integrated organization within National Incident Management System (NIMS).
- **State of Connecticut Consequence Management Guide for Deliberately Caused Incidents Involving Chemical Agents (CT DEMHS 2009)**  
The purpose of this guide is to provide response agencies with a concept of operations for response to a chemical weapon of mass destruction (WMD) incident. This guide outlines the responsibilities and interactions of Federal, State, local and private agencies that will respond to a chemical WMD incident, operating as an integrated organization within an Incident Command System (ICS) that transitions to a Unified Command (UC) at the earliest appropriate time.
- **State of CT Radiological Emergency Response Plan for Millstone Station, Waterford, CT (RERP) (CT DEMHS 2010 as amended)**  
State of Connecticut Radiological Emergency Response Plan (RERP) (Volume 1) contains a description of the planning provisions in place in the State of Connecticut for a radiological emergency at the Millstone Station. The plan addresses criteria requirements of NUREG-0654. Connecticut Agency Procedures (CTAP) (Volume 2) includes the specific responsibilities of, and procedures for, the various Connecticut state government agencies, the American Red Cross and the US Coast Guard during a radiological emergency. This document contains procedures for implementing these responsibilities. Included within Volume 2 are the Ingestion Pathway procedures to be used in the event of a radiological emergency at either Millstone Station in Waterford, CT or Indian Point in Buchanan, NY. Local Community Procedures (LCP) (Volume 3) describes the specific roles and responsibilities of each of the Local Communities in the Millstone Emergency Planning Zone. Traffic Management Procedures (TMP) (Volume 4) Identifies specific locations where traffic controls may be necessary in order to restrict access or facilitate the evacuation of areas during a radiological emergency, or restrict access into the area affected. Joint Information Center Manual (JICM) (Volume 5) contains the procedures for the Governor's Emergency Communications Team for use in a nuclear power plant emergency. The JICM contains Emergency Alert System (EAS) instructions and sample press releases to assist in providing timely and accurate emergency instruction to the public. Host Community Procedures (HCP) (Volume 6)

describes the specific roles and responsibilities of each of the Host Communities during a radiological emergency.

- **State of Connecticut Radiological Transportation Emergency Preparedness Program (TEPP) Plan rev 3 (CT DEP June 2005)**  
The State of Connecticut Transportation Radiological Emergency Preparedness Program (TEPP) provides for the safe, efficient, and effective planning, preparedness and coordination of emergency services efforts to respond to transportation incidents involving radiological material shipments. TEPP provides a framework for agencies and private organizations to work together to mitigate the consequences of a radiological transportation emergency.
- **State of Connecticut Public Health Emergency Response Plan (PHERP) (CT DPH 2005)**  
The purpose of this plan is to identify and organize protocols and procedures used by the local public health departments and districts, hospitals, urgent care centers, school-based health centers, community health centers, long-term care facilities and emergency medical personnel in teach Connecticut Preparedness Region in response to public health emergencies including incidents of bioterrorism. The PHERP was prepared in 2005 and provides the state's policy, procedures and practice for health and medical issues. The PHERP has many annexes to address particular areas of concern. These include the Healthcare System Preparedness and Surge Capacity Plan Annex updated in July 2008.
- **State of CT Healthcare System Preparedness and Surge Capacity Plan Annex (CT DPH Draft 2008)**  
The Connecticut Healthcare System Preparedness and Surge Capacity Plan is an annex to the DPH Public Health Emergency Response Plan (PHERP). The objective of the Plan is to provide a framework for government agencies and private organizations to work together and mitigate the consequences of any event that could potentially overwhelm the healthcare system. This is a working draft document and is subject to revision.
- **State of CT Pandemic Influenza Response Plan (CT DPH February 2006)**  
The Connecticut Pandemic Influenza Response Plan is an annex to the Connecticut Public Health Emergency Response Plan. The objective of the Pandemic Influenza Response Plan is to provide a framework for government agencies and private organizations to work together to mitigate the consequences of pandemic influenza.
- **State of CT DEMHS H1N1 Pre-Activation Framework (CT DEMHS October 2009)**  
This framework document outlines the steps and articulates communications and coordination procedures between DEMHS internal and external partners for a potential H1N1 influenza emergency. The goal of this document is to foster agency-wide awareness of the agency's pre-activation H1N1 activities. This framework seeks to identify pre-activation activities specific to a long-term situation of concern.
- **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)**  
The State of Connecticut Forward Movement of Patients Plan (CTFMOP) addresses the medical management and the transportation of patients at the local/sub-state regional level prior to implementing the National Disaster Medical System (NDMS). CTFMOP also describes methods for the activation and implementation of the National Disaster Medical System.
- **Concept Paper: Facilitating Interagency Emergency Supportive Care Shelter Plan (CT DPH 2008)**  
The paper provides justification and rationale for supportive care shelters (SCS) by:

- Highlighting the prevalence of people with functional considerations and the proportion of the Connecticut's population that have sheltering needs beyond the scope of congregate and universal access shelters, including ARC shelters.
  - Providing health considerations and recommendations regarding the provision of services at the supportive care shelters.
  - Identifying benefits of a strategic collaborative multi-agency approach to enhance regional emergency response capabilities.
- **Health Care State Support Plan (CT DPH, CT OEM 2001)**  
The purpose of this plan is to facilitate State emergency support for nursing homes and group homes in order that these facilities may continue to provide clients with quality care during a strike by unionized workers.
  - **State of Connecticut Pandemic State Agency Continuity Concept of Operations (All State Agencies 2009)**  
The ConOps provides guidance before and during a pandemic outbreak to mitigate the impact of the outbreak on the state services provided to the residents of Connecticut.
  - **Connecticut FOUO State Agency COOP Operations Guide (All State Agencies 2009)**  
The purpose of this guide is to outline possible actions that may be recommended by the COOP unified Command during the course of a pandemic outbreak.
  - **Connecticut Drought Preparedness and Response Plan (CT OPM, DEP, DPH, et al. 2003)**  
This plan provides statewide guidance to assess and to minimize the impacts of a drought on Connecticut. To accomplish these objectives the Drought Preparedness and Response Plan:
    - Defines a process to guide state agencies to address drought-related activities, including monitoring, impact assessment, and the preparedness for successively more severe drought stages,
    - Identifies activities that may be implemented to coordinate drought assessment, response and mitigation,
    - Identifies the state, local, federal, and private sector entities that are primarily responsible for managing drought-related activities, and
    - Promotes effective mobilization of public and private resources to manage drought mitigation efforts.
  - **Avian Influenza Plan (CT OEM 2004)**  
Connecticut has more chickens per square mile than any other state in the nation. Avian

Influenza has been identified as a significant risk to the state's chicken population, as well as the state's economy. The Departments of Agriculture, Public Health, and Emergency Management and Homeland Security have developed a plan for dealing with avian influenza outbreaks.

### C. Historic Event-Specific Plans

- **State of Connecticut Y2K Plan (CT OEM et al. 1999)**  
This plan was developed to facilitate response actions by the State of Connecticut to possible disruptions caused by the change of the millennium (Y2K). The plan is intended to ensure that response actions by State agencies aimed at protecting the life, health, and welfare of the residents of Connecticut are coordinated with the response actions of local governments, federal and private agencies.

- **OpSail 2000CT - Public Safety Committee Operations Plan (CT DPS, OEM, DEP, DOC, DOT & Local & Federal Agencies 2000)**  
The mission of the OpSail Public Safety Committee was to provide prompt, efficient, and appropriate safety services during the 2000 OpSail event. The plan outlines the concept of operations, the planning and logistical support process, and follow-up procedures which provided guidance to during the 2000 OpSail event.
- **Hurricane Katrina Support Plan (CT DEMHS 2005)**  
The purpose of this plan is to establish an orderly and effective means of receiving, and providing appropriate care for, evacuees directed to the State of Connecticut by the Federal Emergency Management Agency (FEMA) as a result of Hurricane Katrina.

**D. Partnerships - Memoranda of Agreement (MOA)/Understanding (MOU)**

- **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.
- **Memorandum of Understanding – CT DEMHS and American Red Cross (CT Chapter) (2008)**  
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 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.
- **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.

**E. Local and National Plans**

- **Local Emergency Operations Plans**  
Local Emergency Operations Plans (LEOPs) are maintained and updated annually by each local community in coordination with the appropriate DEMHS Regional Coordinator. The LEOP must be approved by the local Emergency Management Director, the local Chief Executive Officer, and then by the Deputy Commissioner of DESPP/DEMHS. LEOPs may include the following topics

Direction & Control	Resource Management
Communications	Radiological Protection
Warning	Situation Reporting
Emergency Public Information	Damage Assessment
Evacuation	Hazardous Materials
Shelter/Mass Care	Pets
Health & Medical	Terrorism/Bio-terrorism
School Emergency/Security	Law Enforcement
Public Works	Fire Service
Livestock	Community Emergency Response Teams
Special Needs	

Current copies of each community's Local Emergency Operations Plan (LEOP) are maintained at the State Emergency Operations Center (SEOC) in Hartford and in the DEMHS Regional Offices for reference.

- **Regional Emergency Support Plans**

Each of the five DEMHS Regional Emergency Planning Teams has created a Regional Emergency Support Plan (RESP) to outline mutual aid capabilities and procedures within the DEMHS Region. In some cases, the RESP may also include operational processes that the region may use for a multi-jurisdictional response.

- **National Response Framework (NRF) (US DHS 2008)**

The National Response Framework establishes a comprehensive all-hazards approach to enhance the ability of the United States to manage domestic incidents. The plan incorporates best practices and procedures from incident management disciplines—homeland security, emergency management, law enforcement, firefighting, public works, public health, responder and recovery worker health and safety, emergency medical services, and the private sector—and integrates them into a unified structure. It forms the basis of how the federal government coordinates with state, local, and tribal governments and the private sector during incidents.

- **National Disaster Recovery Framework (NDRF) (US DHS 2012)**

The National Disaster Recovery Framework establishes a framework for the federal government to assist state and local governments and individuals to recover from disaster. The NDRF establishes the concepts of Federal and State Disaster Recovery Coordinators to oversee the recovery efforts, and also identifies Recovery Support Functions. Connecticut is currently in the process of establishing a State Recovery Framework.

- **National Incident Management System (NIMS) (US DHS 2008)**

The National Incident Management System (NIMS) provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment.

NIMS works hand in hand with the *National Response Framework (NRF)*. NIMS provides the template for the management of incidents, while the NRF provides the structure and mechanisms for national-level policy for incident management.

- **Space Weather: FEMA's Alert & Notification Plans (FEMA & NOAA 2010)**  
FEMA and NOAA developed a guidance document that outlines hazards and interagency strategy to initiate actions to safeguard the power grid and other critical infrastructures in response to Space Weather. Space Weather has the potential to produce a widespread, catastrophic disaster. Space Weather includes geomagnetic storms, solar flare radio blackouts and solar radiation storms. An extreme geomagnetic storm event poses a worldwide threat with the potential to disrupt energy supplies, air transport, telecommunications, GPS and other critical infrastructure. The Northeast portion of the United States is one of the most vulnerable areas in the world for geomagnetic storms.

#### **F. 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. 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 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. This project is 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.

- **Mobile Field Hospital (MFH)**

The Otilie 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.
- **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.

- **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.

Products Available:

- Emergency and Rescue related Equipment
- Personal Safety and Protection
- Cleanup and Rebuilding
- Food and Cooking Supplies
- Security and Control
- Temporary Housing

Services Available:

- Building and Construction Services
- Energy and Power Services
- Emergency Preparedness
- Medical and Laboratory Services
- Temporary Staffing
- Emergency Food Services
- Communication Solutions

- Medical Supplies
- Electronic/Power equipment
- Personal Care and Hygiene
- Vehicles and Heavy Equipment
- Environmental Services
- Law Enforcement and Security Solutions
- Furniture

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 synopsise the acquisition.

#### **G. Current Key Framework Initiatives**

- **Mass Care Working Group, ESF 6**
  - **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 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 and family pets

The Mass Carework group is made up of DEMHS, Department of Public Health (DPH), CT American Red Cross (CT ARC), the Connecticut Emergency Management Association (CEMA), the Voluntary Organizations Involved in Disaster (VOAD), CT State Animal Response Team (CT SART), Citizen Corps, and the Office of Protection and Advocacy for Persons with Disabilities (OPA). Subject matter experts from the following agencies/organizations will be asked to participate as needed: Social Services, Developmental Services, Mental Health & Addiction Services, Administrative Services, Correction, Deaf & Hearing Impaired Commission, Policy & Management, Transportation, , Public Safety, University/Education System, SYSCO, U.S. Coast Guard, Army Corps of Engineers, the CT National Guard, Salvation Army, and CT United Way 211. It is anticipated that the work of the Mass Care Working Group will continue under DESPP/DEMHS.

- **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 has been 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.

- **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 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 creating a framework for future recovery planning and operations.

**Appendix B**  
**Pre-Activation**  
**Framework**

*November 4, 2013 VERSION 3.0*

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## Appendix B

### Pre-Activation Framework

#### I. 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.

#### II.

##### A. 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 would normally include 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 will normally be 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).

#### **B. 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.

Refer to Appendix C of the State Response Framework for more on DESPP/DEMHS’s organizational structure.

### **III. 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

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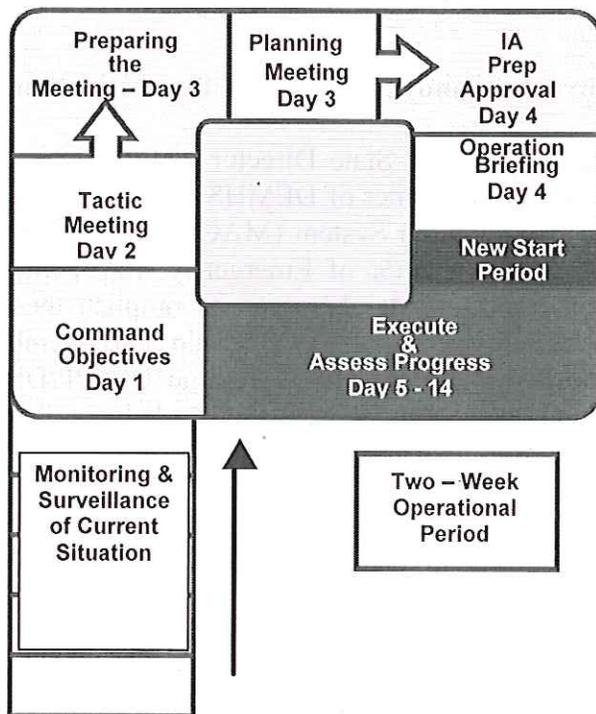
<sup>1</sup> DEMHS Advisory Bulletin 2009-3 (April 9, 2009)

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:



#### **IV. 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 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.

#### **V. 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.

#### **VI. 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, currently Don Boyce, is Connecticut's primary point of contact. Robert Nadeau is currently the 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>.

#### **VII. 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. 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
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
Department of Banking	Banking & Finance	5
Department of Correction	Correctional Facilities, logistics	5, 7
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	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

Department of Public Health Department of Consumer Protection (pharmaceuticals)	Public Health & Medical (EMS)	8
Department of Emergency Services and Public Protection/State Police/POST	Law Enforcement	13
Military Department	CST, Logistics, Search and Rescue	5, 7, 9
Department of Social Services, Department of Housing, Department of Economic and Community Development	Mass Care, Housing, Human Services	6

***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.

***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.

### ***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.

## **VIII. Pre-Activation Activities**

The following is a list of Pre-Activation activities by position. As mentioned in Subsection II – DESPP/DEMHS Command Structure and Reporting Schedule, supervisory staff assigned to these positions will delegate the 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.

### 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 DESPP Commissioner, Deputy Commissioner of DEMHS, and other Command Staff.

- Monitor *key factors* (p.2) 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

#### Public Information Officer

- Meet with Critical Infrastructure Unit to gather contact information
- Develop possible agendas and forums for public meetings and briefings
- Meet with lead agency(ies) and Governor’s Emergency Communications Team 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 regards 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
- Conduct test of the Emergency Notification System.

#### Legal Counsel

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

#### MAC Group Coordinator/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

#### 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.

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

#### 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.

**Attachment A – Sample Connecticut Situation Report Template**

<b>DESPP/DEMHS Situation Report (SitRep) Format Section (Time), (Date) CT DESPP/DEMHS SEOC Situation Report</b>	<b>Source</b>
<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> <b>SITREP # – REGION #, (time)</b> <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.  * Note – this is a summary. Request must be submitted separately.
<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).

CT State Response Framework (SRF)  
**Attachment B – (SAMPLE) Information Rhythm Chart**

H1N1 Weekly Information Rhythm (Week of 5 October 2009)					
	Meetings	Conference Calls	Receive Information	Publish Reports	Other Activities
Monday				DEMHS Internal Staff Update	H1N1 Flu Hotline Open 0700-1900
Tuesday			DPH Daily SitRep at 1600	DEMHS Internal Staff Update	
Wednesday	Governor's H1N1 Communications Team - 1100	DPH Conference Call with Local Health 1200 (as needed)	DPH Daily SitRep at 1600	DEMHS Internal Staff Update	H1N1 Flu Hotline Open 0700-1900
Thursday			CDC Weekly Update - 1100	DEMHS Internal Staff Update	H1N1 Flu Hotline Open 0700-1900
Friday	H1N1 Interagency Meeting 1300	Governor's Call with EMD / CEO/DPH at 1400 (will only be as needed)	DPH Daily SitRep at 1600	DEMHS Internal Staff Update DEMHS Publishes Connecticut Situation Report – 12 Noon	H1N1 Flu Hotline Open 0700-1900
<b>Comments:</b> Semi-Weekly on Tuesday & Thursdays from 1430 to 1520: CDC H1N1 Call with state and local health officials on policy issues related to H1N1 response activities. 3 <sup>rd</sup> Tuesday of the Month – CT Pandemic Interagency Strategic Planning Task Force – 1300-1500					

**Appendix C**  
**State EOC**  
**Standard Operating**  
**Procedures**

*November 4, 2013 Version 3.0*

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## Appendix C

### State Emergency Operations Center (SEOC) Standard Operating Procedures (SOP)

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## Appendix C

### Connecticut State Emergency Operations Center Standard Operating Procedure

#### I. 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 orders 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).

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.

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).

#### II. AUTHORITY, MISSION, AND ORGANIZATION

##### A. 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.

## **B. 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.

## **C. 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 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.

### **III. DEMHS ADVISORY BULLETINS**

#### **A. 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.**

#### **B. 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>1</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>1</sup> Wherever there is a reference to DEMHS Commissioner approval, it is anticipated that such approval may be made in advance where possible, and also that the DEMHS 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  
EMERGENCY MANAGEMENT AND HOMELAND SECURITY



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).

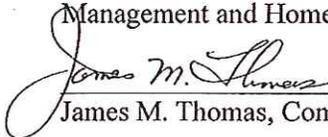
2. In order to foster regional collaboration, DEMHS has initiated the creation of regional emergency planning teams (REPT). In turn, the REPTs may establish regional ESF (RESF) groups as needed. Each team or group should adopt bylaws, or amend existing bylaws, to reflect a bylaws template issued by DEMHS. 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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#### IV. 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.

#### V. 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.

#### VI. STATE EMERGENCY OPERATIONS CENTER GENERAL INFORMATION

##### A. ARRIVAL AND PARKING

- The Logistics Section 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.

##### B. CHECKING IN & SECURITY

###### 1. 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 DEMHS Commissioner or designee.
- All personnel will sign in at time of arrival, and sign out when leaving. Planning Section staff maintains an accurate attendance list at all times.
- All SEOC representatives should report to the MAC Group Coordinator and sign in on the white board, as appropriate.

###### 2. Media Center Security

- All media personnel will be directed to the Joint Media Center to sign in and receive Media Security Badges, as appropriate.
- A SEOC security officer will sign in all media at the Media Center entrance.
- **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

C. 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 Logistics Unit 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.

D. 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.

E. FACILITIES

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

F. 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.

G. 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.

H. SEOC FAX MACHINES

There are 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.

I. **Standardized distribution lists include:**

- Media Contacts
- CEOs
- EMDs
- Fire Chiefs
- Police Chiefs

- Contiguous States

J. COPY MACHINES

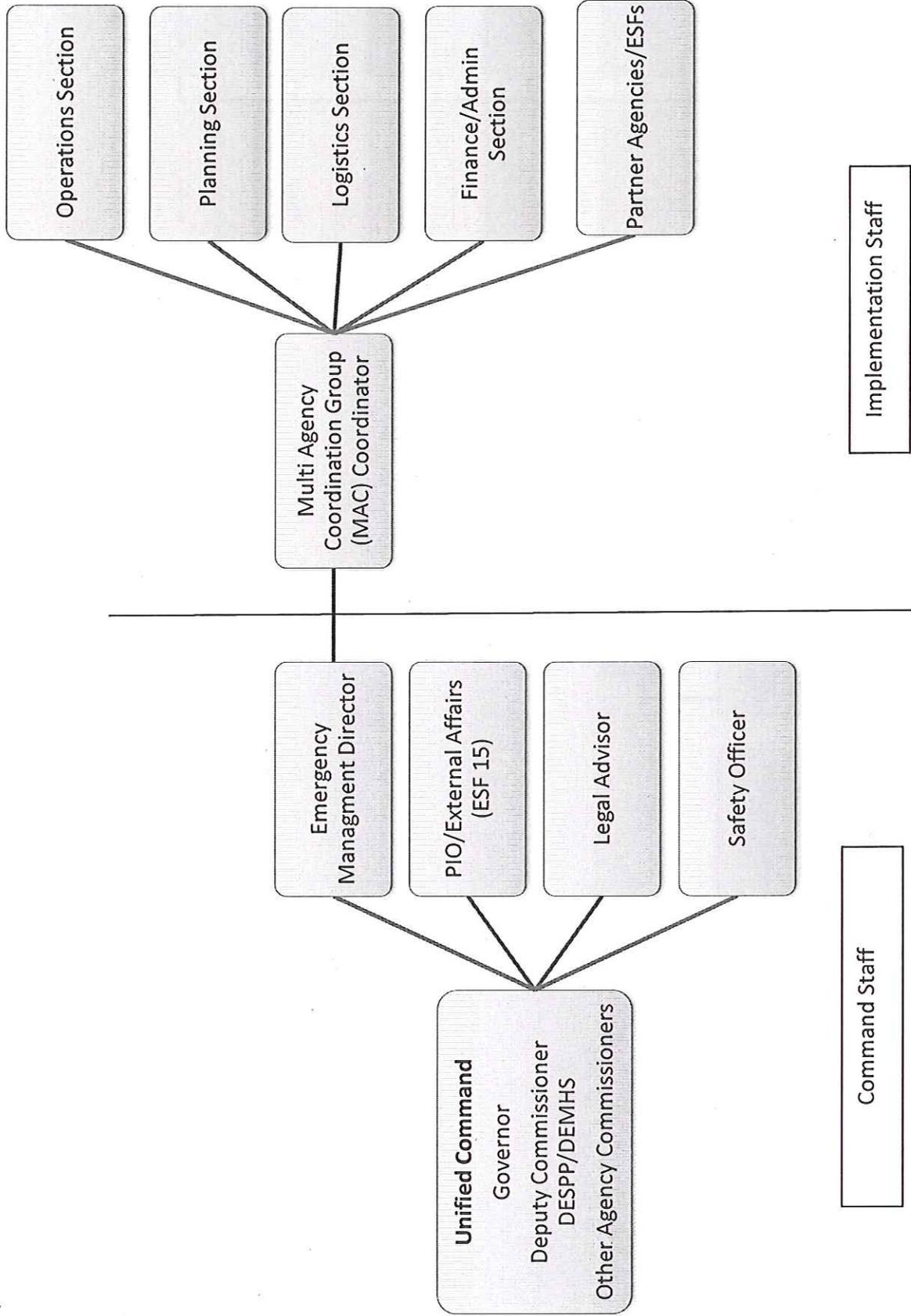
There are two copy machines that are available for use. One is located in the administrative area, the other is located in the front left of the SEOC. For assistance with the machine, see the Logistics Unit or any DEMHS Staff member.

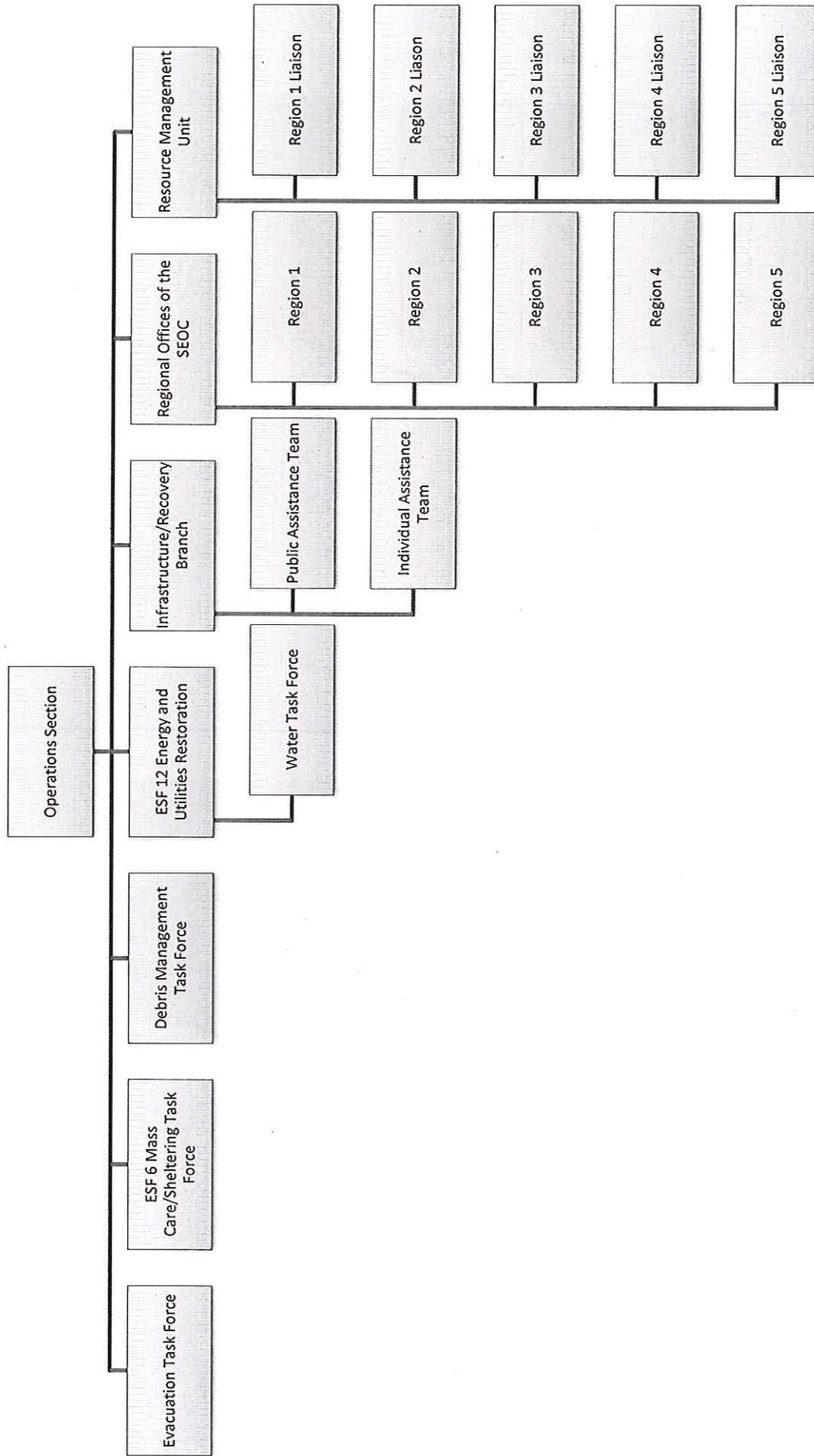
**VII. IMPLEMENTATION OF SEOC STAFF ORGANIZATION**

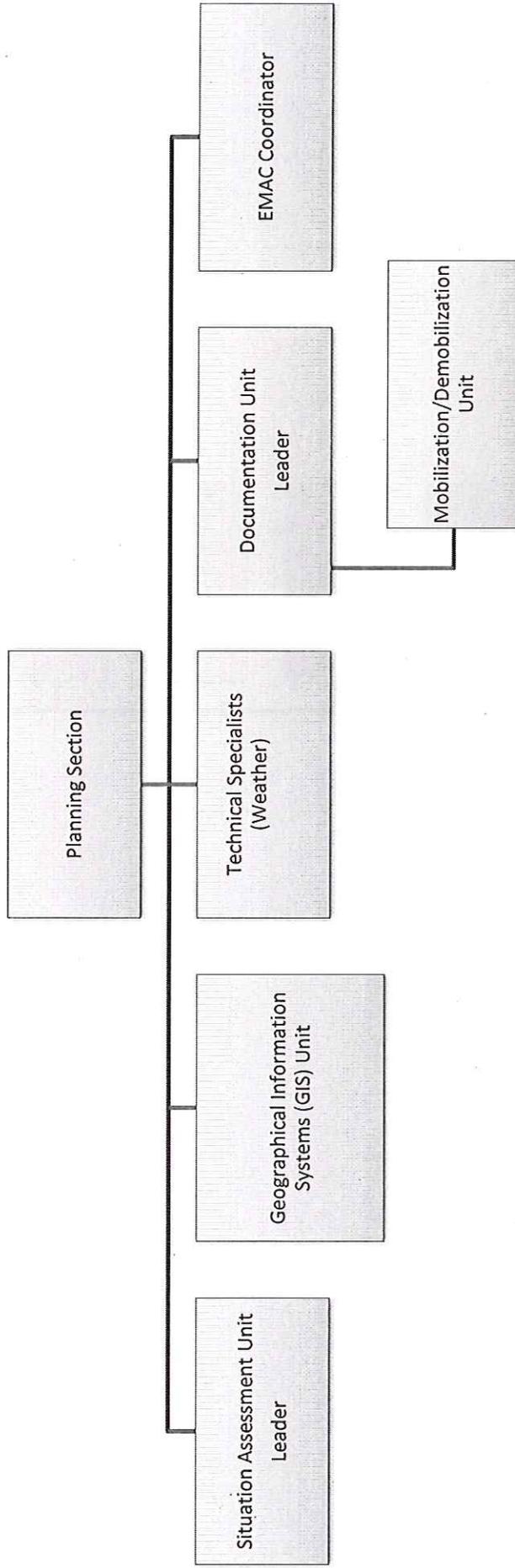
A. STAFFING TEMPLATE

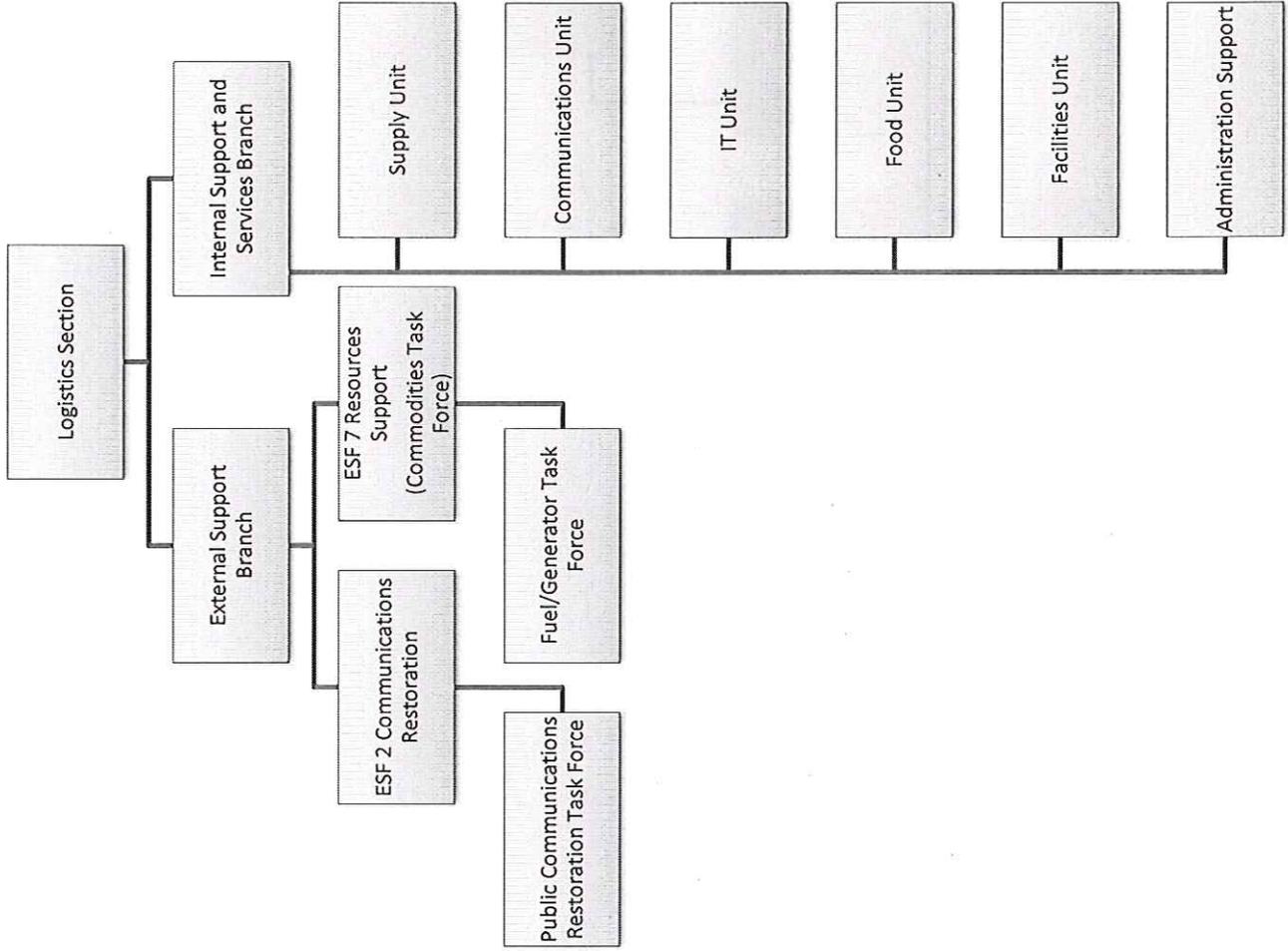
A current roster of staff at the SEOC will be contained in the Incident Action Plan and on the white board wall of the SEOC. The SEOC may be organized in the following manner:

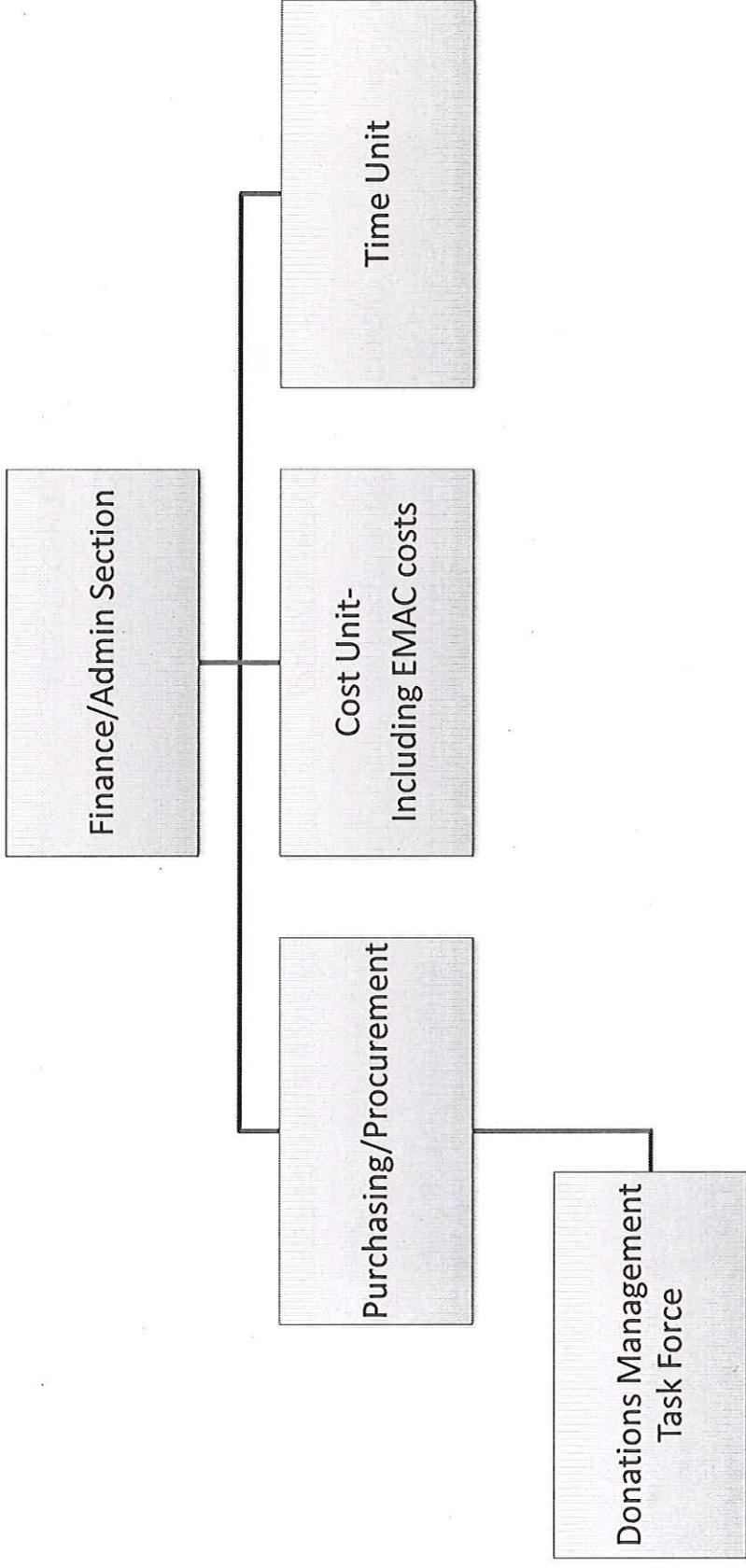
# MAC SYSTEM in the STATE EMERGENCY OPERATIONS CENTER











Emergency Support Function	Lead Agency(s)
ESF 1: Transportation	DOT/DEEP/DMV
ESF 2: Communications	DAS (BEST)/DESPP (EM COMM + DEMHS)/DAS
ESF 3: Public Works	DOT/DEEP/DEMHS/DAS
ESF 4: Fire	DESPP (CFPC)/DAS (Construction Services)
ESF 5: Emergency Management	DESPP (DEMHS)/DAS (Procurement)
ESF 6: Mass Care	DPH/DSS/DDS/DCF/DOC/DCP
ESF 7: Resource Support	DAS/DOC/Military/DCP
ESF 8: Public Health	DPH/DSS
ESF 9: Search and Rescue	DESPP (CSP, DEMHS, CFPC)
ESF 10: Hazardous Materials Response	DEEP/DESPP (CFPC)
ESF 11: Agriculture /Natural Resources	Dept. of Agriculture/DEEP
ESF 12: Energy	DEEP (PURA)/OPM/DAS(CS)
ESF 13: Law Enforcement/ HLS	DESPP (CSP, POST, DEMHS CTIC)
ESF 14: Long Term Recovery	Insurance/DECD/DESPP (DEMHS)
ESF 15: External Affairs	Office of Governor/DESPP (DEMHS)

Taskforce /Workgroup	State Leads
Fuel/Generators	DMV/DESPP/CTNG
Interagency Debris Management	DEEP/DESPP
Telecommunications Restoration	DAS (BEST)/DEEP (PURA)
Mass Care	DPH/DSS
Commodities/Resource Support	DOC/DAS/CTNG/DESPP
Children	COC/OEC/DESPP
Recovery	DOI/DECD
Public Messaging	Gov Office/DESPP
Energy & Utilities	DEEP (PURA)/DAS (CS)
Donations Management	DESPP/CTNG
Evacuation Taskforce	DESPP/CSP/DEMHS/DOT

**C. SEOC RESPONSIBILITIES OF DEMHS STAFF**

<b>Who is responsible for...?</b>	<b>Person/Unit</b>
Overall Emergency Operations Center	DEMHS Deputy Commissioner Emergency Management Director
Staffing questions	MAC Group Coordinator
Alternate SEOC	DEMHS Deputy Commissioner, Logistics Section Chief
Information Flow	MAC Group Coordinator, Information Management Unit under Planning
Large Screen Displays	Logistics Unit
Security	Logistics Unit
Phones	Logistics Unit
FAX Machines	Logistics Unit
Radios	Logistics Unit
Computers	Logistics Unit
SEOC Software	Logistics Unit (IT)
SEOC Logistics (supplies, etc.)	Logistics Unit
SEOC Readiness	Logistics Unit (Communications/ IT Unit, etc)
SEOC FAX list	Logistics Unit (Communications/ IT Unit, etc)
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	MAC Group Coordinator

## **VIII. 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.

### **A. 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 Group Coordinator
- Planning Section
- Joint Information System/Public Information Officer
- Logistics Section
- Finance/Admin Section
- Operations Section, including Resource Management
- Legal

Task Forces and other groups and units may be placed under the sections as the State Emergency Management Director or the MAC Group 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.

## **B. 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.

### **1. COMMAND STAFF**

#### **a) 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.

**b) 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.

**c) 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.

**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.

**a) MAC Group Coordinator**

**i. Summary of Duties:**

The DEMHS MAC Group Coordinator works closely with the Emergency Management Director and Command/Unified Command. They supervise the activities of the MAC Group. The MAC Group 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 Group Coordinator also directs and coordinates the five DEMHS Regions. The MAC Group Coordinator is the point of contact for personnel from assisting or cooperating agencies.

ii. MAC Group 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.

b) **Operations Section**

i. **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.

**ii. 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.
12. 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.
  13. 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.
  14. 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.
  15. Attend Planning Meetings:
  16. Hold Section meetings, as necessary, to ensure communication and coordination among Operations Branches, Divisions, and Groups.

**c) Resource Management Unit (Operations Section)**

**i. 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, a Resource Management Unit falls under the Operations Section. Depending on the scope of the emergency, the Operations Section Chief may designate staff to the Resource Management Unit, including designating a Resource Manager for one or more DEMHS Region. The Resource Management Unit at the State SEOC is responsible for receiving and processing incoming information and requests for assistance.

**Resource Management Unit 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 Web EOC postings

**1) 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 Web EOC 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. Web EOC 2. E-mail (Reg Coord) 3. Fax 4. Telephone (RegCoor) 5. Radio
REQUESTS FOR ASSISTANCE:	Local Official	Regional Office	1. Telephone (RegCoord) 2. Radio (Reg Coord) -----

Local Requests for assistance			<b>BACK UP METHODS</b> 3. Fax (Reg Coord) 4. Email (Reg Coord) 5. Web EOC
-------------------------------	--	--	--

**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	1. E-mail 2. Web EOC 3. Fax 4. Radio
Local Requests for Resources and assistance *	Regional Coordinators	Resource Management Unit/Situation Assessment	1. Telephone 2. E-mail 3. Radio 4. Fax

**\* 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.

**2) 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.
Web EOC monitor(s)	Monitor information being posted to Web EOC, 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.

**3) 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**

<b>Type of Information</b>	<b>From</b>	<b>To</b>	<b>Mode of Transmission</b>
Agency situation reports or other routine information	SEOC liaisons	Resource Management Unit and Situation Assessment	Email Web EOC Paper
Requests for Resources	Local Officials	To Regional Coordinators, Ops/Resource Management Unit, Operations Chief, then to SEOC liaisons	Email Web EOC Paper
Requests for Resources (Fulfillment)	SEOC liaisons	OpsChief/Resource Management Unit	Email Web EOC Paper
Statewide Situation Reports	Situation Assessment Unit collects the information	Disseminates to the MAC Group and all others as directed	Email Web EOC 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

**4) 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		

**4) Documentation**

All information that passes through the SEOC must be documented. Telephone conversations must be recorded manually. Email, Web EOC and Fax can all be used to document information. Email and Web EOC 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)

**A) 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: _____
	<b>Message Form</b>	Message # _____
<input type="checkbox"/> Internal <input type="checkbox"/> Incoming <input type="checkbox"/> Outgoing		For DEMHS/HQ Operations Use Only  Log Entry #: _____
Precedence: <input type="checkbox"/> Urgent <input type="checkbox"/> Priority <input type="checkbox"/> Routine		
To: _____ From: _____		
For DEMHS/HQ Operations Use Only  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
Agency	<input type="checkbox"/> Urgent <input type="checkbox"/> Routine	Date    Time
Completed By		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**.

### **DISTRIBUTION**

- **White** copy goes to the Operations Officer.
- **Canary** copy is sent to the TASKED Agency.
- **Pink** copy is sent back to SENDING or TASKING Agency.
- **Goldenrod** copy is kept by SENDING or TASKING Agency.

**B) 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:**

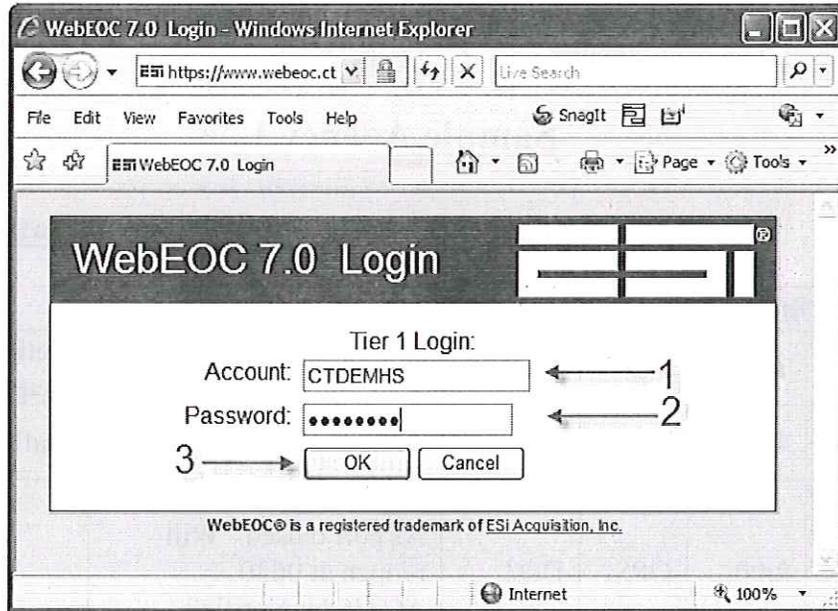
- Title** Date and description of the event
- Item #** The numerical sequence of the item entered
- Date/Time** Of event or report
- To/From** To whom the message/event is addressed and who sent/reported it
- Description** Full text detail of the message or event
- Action Required** Description of required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

**C) Use of WebEOC within the SEOC:**

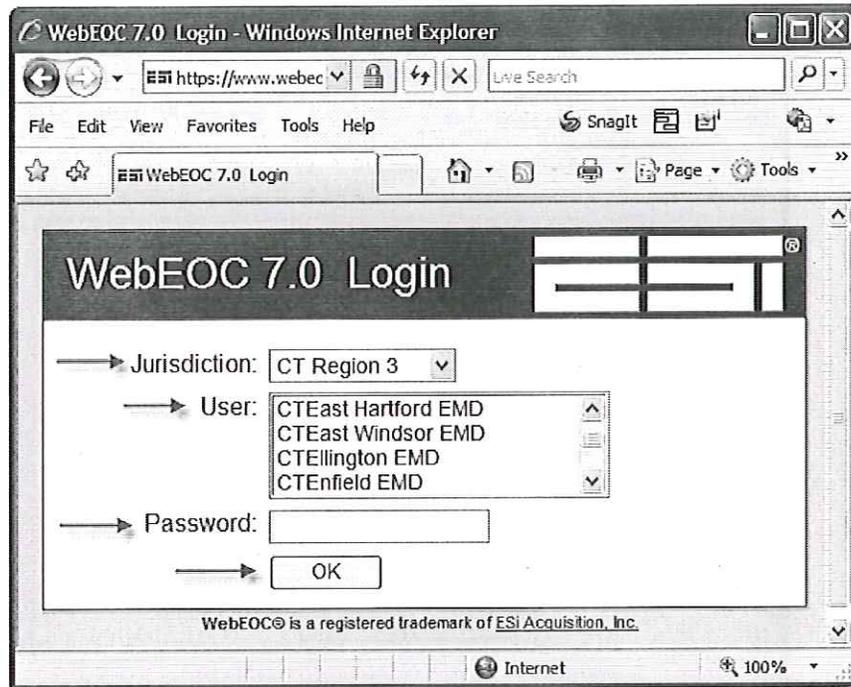
WebEOC is currently used by emergency managers across the state, the State Agencies, FEMA Region 1, and many other agencies and organizations. Within the SEOC WebEOC is primarily used as a documentation tool. DEMHS serves as the “gatekeeper” for access to run Connecticut WebEOC and assigns user accounts.

**WebEOC Login Instructions**

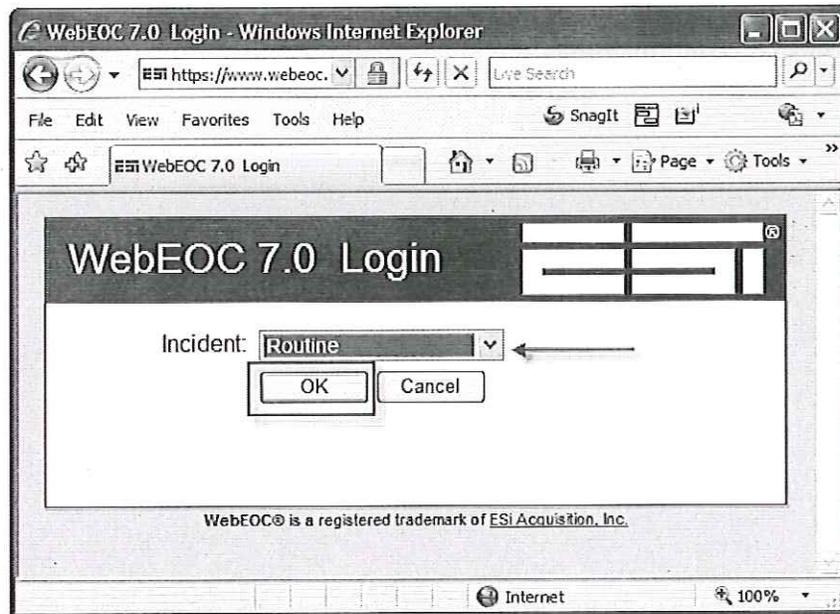
1. Type in your Tier 1 login information then click on OK



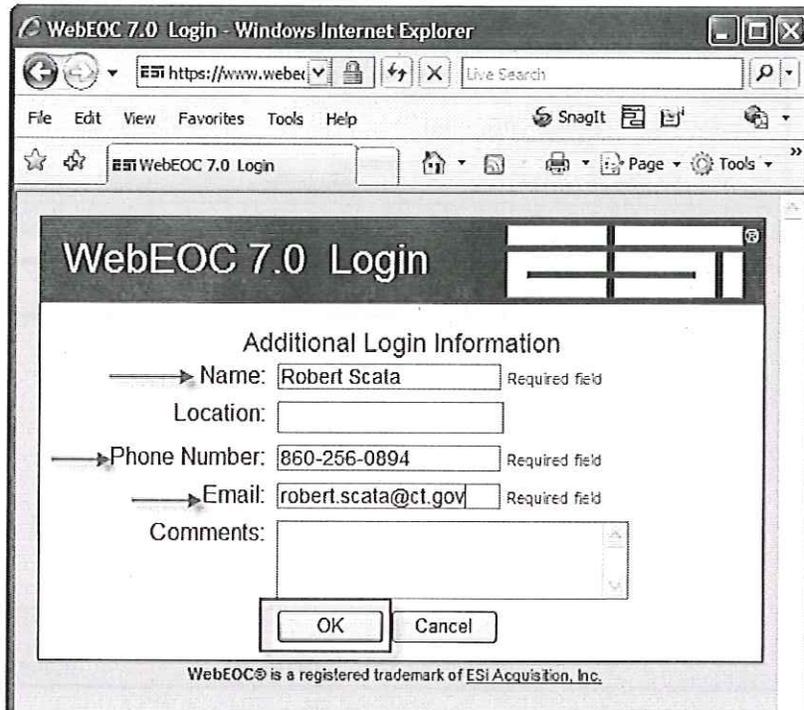
2. Find your assigned user account.



3. Pick the Incident you wish to log into and click OK



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



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

**d) Planning Section**

**i. 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.

**1) 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.

**2) 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).

**ii. 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:

Agenda Item	Responsible Party
Briefing on situation/resource status.	Planning/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/Logistics Section Chiefs
Develop resource order	Logistics Section Chief
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**

#### **i. 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.

**d) Logistics Section Chief**

**i. Summary of Duties:**

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

The 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 MAC Group Coordinator (Operations Chief), Logistics may also arrange for assets and resources to enhance emergency management/response operations outside of the SEOC. The Logistics Section responsibilities include:

**1) 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.

**2) 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.

#### **ii. 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 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 Logistical Staff
- Manage demobilization of 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 Web EOC postings

e) **Finance/Administration Section Chief**

i. **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.

ii. **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 Web EOC postings.

## **IX. SEOC ACTIVATION CHECKLISTS**

The following checklists are provided to assist in the activation of the State EOC.

The first set of checklists are general lists of activities that must be performed by the MAC Group Coordinator (Operations Chief), Planning Section, Logistics (specifically, Communications and Security), and the Public Information Officer, when the SEOC is opened. These are the activation checklists.

The second set of checklists outline steps to be taken at the state SEOC, hour by hour, in preparation for a hurricane. These are the Hurricane Preparedness 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 Group Coordinator or Operations Section unless other Section Chiefs are available to be assigned to the various duties.

- Determine staff requirements. (DEMHS and liaisons).
- Assign staff members to call in the necessary SEOC liaisons. If necessary, ensure a Deaf & Hearing Impaired Interpreter is called.
- Staff positions as needed, at direction of the Director of Emergency Management.
- Ensure Logistics/Communications has the Communications Checklist. - **Attached.**
- Ensure Public Information Officer has been notified and has PIO Checklist. - **Attached.**
- Assign (or 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 Logistics/Communications if available to check FAX machines and related systems.
- Work with Planning Section Chief, if present, to start a log and have loggers stand-by for incoming messages
- Major events log, --Planning
- Take the black phones off night mode. – Logistics/Communications
- Have Logistics/Communications arrange a conference call with the Regions. This is for an initial briefing by the Director, MAC Group Coordinator (Operations Chief), or Commissioner (or designee).

- Ensure Logistics has an Information Technologies representative called to staff the SEOC.
- Stand-by to activate rumor control.
- Ensure the Governor's Office and Governor's Communications staff has been notified of the SEOC activation.
- If required, depending on the event, notify contiguous states.
- Notify Regions to use the SEOC FAX machine, FAX out the SEOC FAX number. Include FAX numbers and Phone numbers to use.

### **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 Governor's Emergency Communications Team.
- Remind SEOC staff about the books in the folder holder next to their workstation.
- Remind SEOC staff to transmit major events information to the Planning Section to be displayed on the major events log.
- Check with the PIO/ Joint Media Center Supervisor periodically for any problems.
- Work with Logistics to ensure equipment such as copiers, FAX machines and printers have paper and are in working order
- Work with Planning Section to have loggers stand-by for incoming messages.
- FAX/Email copies of all NWS weather to the Regions.
- FAX/Email copies of any distributed material to the Regions
- Discuss potential need for second shift with Command Staff, other Section Chiefs, and other agencies as appropriate.

## 2. INITIAL ACTIVATION DUTIES OF LOGISTICS

### Communications - Opening and Operating SEOC

- Take phones off Answering Service.
- Test communications, including:
  - Hi-Band
  - FAX machines
  - Odyssey broadcast list
  - AT&T
  - Microwave phone
  - PACKET Radio
  - Low-Band
  - Telephones (POTS)
  - Ham radios
- After discussion with Director/MAC Group Coordinator (Operations Chief), set-up a conference call with all the Regions and the Director/Commissioner/DC 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 two security staff to set up tables outside main door and media entrance.
- (2) Two tables at the main entrance and (1) one table at the Media entrance.
- Prepare identification board from the garage and place it behind the main entrance tables.
- Get security materials box from garage and set up according to diagram.

<p style="text-align: center;"><u>Contents of Security materials box</u> Checklist Sign in sheets Pens Tape Wire to hang signs Overhead signs SEOC visitor badges SEOC VIP badges</p>
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- Hang overhead signs from exposed conduits. Ensure that they are in the order shown on the diagram. They must correspond with sign-in sheets taped to the table.
- Tape sign in sheets to tables, corresponding to overhead signs. Two sheets per table.
- Put pens on the tables.

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

#### **Opening and During Operation of SEOC**

- Contacts the Governor's Communications Director and recommends activation of the Governor's Emergency Communications Team, as appropriate.
- Arrange tables for press conference/ Media Brief.
- Unlock the doors to the outside hall.
- Set-up a table in the hall for the media to sign-in. Ensure there is a sign-in sheet.
- Have a staff member sitting at that table at all times.
- Ensure a Deaf & Hearing Impaired Interpreter is in all television frames with the speaker. Remind all media as they set up for broadcast.
- Media is not allowed in the SEOC, unless Command Staff has approved.
- Report Joint Media Center status to the MAC Group Coordinator or Operations Section Chief.

- Ensure Section Chiefs, MAC Group Coordinator, Command Staff and other state liaisons get a copy of all press releases, including those issued by Governor's staff.
- Notify MAC Group Coordinator whenever a press conference/media briefing is going to be held.

**ATTACHMENTS**

**Attachment 1 – Hurricane Preparedness Checklist (72-48 Hours)**

**Attachment 2 – Hurricane Preparedness Checklist (48-36 Hours)**

**Attachment 3 – Hurricane Preparedness Checklist (36-24 Hours)**

**Attachment 4 – Hurricane Preparedness Checklist (24-impact)**

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## **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, DEP, 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**

- 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

- **LOGISTICS/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

## **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**

- 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
- 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

**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

## **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

**Attachment 3  
(36-24 hrs)**

- 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)

**Attachment 3**  
**(36-24 hrs)**

- 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**

- 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

## **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**

- 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

**Attachment 4  
(24-Impact)**

- 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

# 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.

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### **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.

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### **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.

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**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 09/01/11, 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.

# APPENDIX D

## Connecticut Emergency Support Function 12 All Hazards Energy and Utilities Annex

August 2013

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## **CT ESF 12 Members**

### **CT ESF #12 Coordinator/Primary Agencies:**

- Department of Energy and Environmental Protection (DEEP)/ Public Utility Regulatory Authority (PURA)
- Department of Public Health (DPH)/Drinking Water Section (DWS)
- Office of Consumer Counsel (OCC)
- Department of Emergency Services and Public Protection (DESPP)/Division of Emergency Management and Homeland Security (DEMHS)

### **CT Support Agencies:**

- Connecticut Military Department/National Guard (CTNG)
- Department of Administrative Services (DAS)/Bureau of Enterprise Systems and Technology (BEST) (Included exclusively for communications issues related to ESF #12)
- Department of Motor Vehicles (DMV)
- Department of Transportation (DOT)
- Department of Consumer Protection (DCP)
- Connecticut Siting Council (CSC)

### **Federal ESF Coordinator/Primary Agency:**

- Department of Energy (DOE)

### **Federal ESF Support Agencies:**

- Department of Homeland Security, including Federal Emergency Management Agency (FEMA)
- United States Army Corps of Engineers (USACE)

### **Local Partners/Municipalities:**

- Lead: Municipal and Regional ESF #12
- Support: Municipal and Regional ESF #2, 3, 5, 13
- Connecticut Conference of Municipalities
- Connecticut Council of Small Towns

### **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**

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- 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:**

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#### **Telephone Company**

- AT&T
- Verizon

#### **Community Antenna Television Company/Certified Communications Provider/Certified Competitive Video Service Provider**

- ATT (U-Verse)
- Cablevision
- Charter Communications
- 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

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- Sprint/Nextel
- T-Mobile
- Verizon New York Inc./Verizon Wireless
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### Other

- CT Water Works Association
- Milford LNG Plant (Total Peaking Services LLC)

## **BACKGROUND OF CT ESF 12—All Hazards Energy and Utilities Annex**

In the aftermath of two severe weather storms that occurred within two months of each other in 2011, causing widespread and prolonged power outages, and resulting in Presidential major disaster declarations, Governor Dannel P. Malloy directed State Emergency Management Director William J. Hackett of the Department of Emergency Services and Public Protection/Division of Emergency Management and Homeland Security (DESPP/DEMHS) to establish an Emergency Planning and Preparedness Initiative to enhance the state's capabilities in advance of the next inevitable event. One of the initiatives was the establishment of an Energy and Utilities Work Group to perform a number of functions, including the creation of an All-Hazards Energy and Utilities Annex to the State Response Framework, in order to memorialize the process to be used to restore or maintain critical public services. The State Response Framework can be found on the DESPP/DEMHS website, [www.ct.gov/demhs](http://www.ct.gov/demhs).

### **Purpose**

This Annex describes in detail the Multi Agency Coordination that will take place under the Connecticut State Response Framework, specific to utility- related aspects of disasters and emergencies, in order to facilitate restoration and maintenance of the state's energy, utility, electric, gas, water, waste water, and tele/communications public services during and following a major disaster, such as a hurricane, winter storm, flooding, earthquake or other significant event requiring state assistance. This Annex is an operational and planning document and does not take the place of the statutes, regulations, final decisions and/or orders of the Connecticut Public Utilities Regulatory Authority (PURA).

### **Principles and Assumptions**

The Annex takes into account the following principles and assumptions in order to develop and improve the process necessary to restore and maintain critical public services:

- CT ESF 12 and the Annex will be supported by the establishment of emergency response and service restoration performance standards in accordance with Public Act 12-148, and other identified needs;
- CT ESF 12 and the Annex will be supported by additional actions to mitigate power and communications outages in accordance with Public Act 12-148, and other identified needs;
- CT ESF 12 will interact closely with CT ESF 2 (Communications) in order to coordinate tele/communications restoration and maintenance before, during, and after emergencies that create widespread power outages;
- Companies that provide public services will share with the State Emergency Operations Center and other appropriate partners all information necessary for the prompt restoration of service, recognizing that proprietary information will be protected to the extent possible under state law and under the circumstances of the emergency. Also, information that is provided may be

subject to protection under Connecticut General Statutes Freedom of Information Act Section 1-210(b)(19), if public release of the information may result in a safety risk, and is provided as part of a preparedness, response, recovery, or mitigation planning;

- In accordance with Public Act 12-148, companies that provide public services will participate in planning, exercise, and training activities at the state and local level;
- In accordance with Public Act 12-148, companies that provide public services will provide their emergency service restoration plans to PURA, DESPP, and municipalities every two years, and the plans will include communication and coordination measures with state, local, and other providers' officials, as well as a scalable and flexible plan capable of addressing the quantity and types of damages for outages affecting more than 10%, 30%, 50%, and 70% of customers. Information provided in these plans will be confidential;
- For the purposes of this Annex, and to assist in the establishment of protocols for emergency preparedness, response and recovery work on tribal lands, the terms town, municipal, or local include the State's recognized tribal nations, unless separate tribal/utility plans exist;
- In the event that the Governor declares a state of emergency, pursuant to Connecticut General Statutes Section 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. The Governor convenes his Unified Command at the State Emergency Operations Center.

### Scope

**CT ESF 12 Group** addresses significant disruptions in communications, cable and video services, water and energy supplies for any reason, whether caused by physical disruption of energy transmission and distribution systems, or unexpected operational failure of such systems. CT ESF 12 is applicable to the producing, refining, transporting, generating, transmitting, conserving, building, distributing, and maintaining of energy systems and system components. In this capacity, CT ESF 12 serves to collect, evaluate, and share information on the impact of service system outages, as well as on the progress of the restoration process, to include projected schedules for restoration, percent completions of restoration, and geographic information on the restoration. CT ESF 12 energy companies must work closely with their non-energy partners that also provide public services in order to restore all critical functions as soon as possible. Therefore, CT ESF 12 includes a coordination framework designed to facilitate communications to and from municipalities, state agencies, and energy and non-energy public service companies.

The CT ESF 12 Group will serve as a permanent committee or working group of the DEMHS Advisory Council. In 2013, DEMHS also established a Credentialing Subcommittee of the ESF 7 Resource Support Working Group, which, among other tasks, will work with PURA and the utilities to assist the utilities with a standard or mechanism for credentialing to allow smoother road access during emergencies.

**CT ESF 2 Communications:** In general, CT ESF 2 will be implemented under the Statewide Interoperability Committee of the DEMHS Advisory Council. It is contemplated that an ESF 2 Annex to the State Response Framework will be developed. Because of the interrelationship between ESF 12 and communications in many situations involving power outages, this Annex includes a description of the CT ESF 2 Communications Task Force, which shall be convened for a number of reasons, including during prolonged or widespread power outages.

**CT ESF 2 Communications Task Force:** All Communications/cable providers in the State shall be members of the Interoperability Committee's CT ESF 2 Communications Task Force, which is led by DAS/BEST and DEEP/PURA and includes Communications companies. The mission of the Task Force is to plan and prepare for emergency Communications issues, and to support the maintenance and restoration of Communications services such as cable, internet, land line telephone and cell phone services. This Task Force is the primary interface between these public service providers and the State during situations contemplated by the State Response Framework, including this Annex.

The membership of the Communications Task Force includes, in addition to DAS/BEST and DEEP/PURA, subject matter experts from: DESPP( for example, from the Office of Statewide Communications and/or DEMHS); the CT National Guard, and; DOT. Federal members include FEMA and the Department of Homeland Security Office of Emergency Communications. Participants from the private sector include ATT, Sprint, T-Mobile, Verizon, Comcast, Charter Communications, Cox Communications, Cablevision, Metrocast, FiberTech, and any other companies providing communications services. All members must share requested data with the Task Force leadership in order to promote a prompt restoration process. Proprietary data and/or data that could present a safety risk if released will be protected to the full extent allowed by law.

The Task Force shall meet regularly during non-emergency time periods, in order to plan and prepare for emergency events. For example, the Task Force will meet to review its After Action Report(s) and address action items contained within the report. Whenever possible, the Task Force shall convene pre-landfall, in order to ensure a smooth movement into recovery mode. During emergency events, the Task Force shall establish a regular communications and information collection and dissemination cadence. The usual cadence is as follows:

- 8 am report at the State EOC Unified Command meeting;
- 9 am email reports from communications providers to the Task Force leadership to describe activities since last reporting period;
- 10 am conference call with all providers to discuss status and coordinate requests for assistance, with update provided to State EOC Operations Desk;
- 12 pm conference call between State and Municipalities to discuss restoration activities, including communications;
- 3 pm updated email reports provided to Task Force leaders and conference call, with update to State EOC Operations Desk;

## Connecticut Emergency Support Function #12—All Hazards Energy and Utilities Annex

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- 5 pm report at the State EOC Unified Command meeting. In addition, an email list will be set up and managed by the Task Force so that immediate escalation of issues could occur if necessary, outside of the established meeting/conference call time periods.

Task Force issues may include unique information requests or actions required by communication service providers, including SAT/Cells on Light Truck (COLT) deployments in large outage areas, for specific governmental or municipal needs.

Status updates for each provider must include:

- Number of outages (cell towers, T1 lines, head-ends, etc—Wireless providers are working with PURA on these data points);
- Reasons for outages and large affected areas;
- Restoration needs for the providers including: coordination with debris removal, generator deployment, escalation between providers on priority T1 lines, escalation to utilities on power restorations;
- Projected restoration timelines

**Water Task Force** – This task force is led by the DPH Drinking Water Section. Members include Public Water Systems/water companies, wastewater utilities, CT DEEP Municipal Facilities Section, and associations such as Ct WARN, CT Section AWWA, Connecticut Conference of Municipalities (CCM), etc. Its mission is to plan and prepare the water sector for all-hazards emergency incidents and to support the sector in the maintenance and restoration of drinking water and wastewater service for the general public and ESF partners. The water sector and the services they provide affects many different public service sectors and also sustains the operations of other ESFs such as health care, fire suppression, emergency shelters, PODs, etc. DPH will coordinate any water advisories and emergency public notification disseminated to water consumers as a result of water quality issues caused by the emergency. Communication flow between DPH and public water systems will be conducted through WebEOC (if/when available), DPH Everbridge system, and direct contact. DPH will also provide coordination and support relative to Ct WARN and report the status of water sector mutual aid to the SEOC. Any issues raised through the Water Task Force will be forwarded by DPH Drinking Water Section to the SEOC and disseminated to the Regional Coordinators and municipal leaders for appropriate action.

All Public Water Systems/Water Companies are required to report operational issues to DPH, DPH evaluates conditions and makes determinations on sufficiency and adequacy of supply. CtWARN status is also routed through DPH. Depending on the situation and the status of communications in the state, public notice to customers will advise on the availability and suggested use of drinking water from various PWS/water companies. All municipal and privately owned domestic wastewater treatment facilities are required to report operational issues to CT DEEP, Municipal Facilities Section. CT DEEP will evaluate the severity of the reported issues and prepare advisories on known and potential impacts of any conveyance or treatment deficiencies.

**Fuel Task Force:** This task force 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, including:

1. Priority restoration of generator power to all of the DOT Service Plazas along I-95, I-395 and Rte. 15;
2. The monitoring of the supply of the state's eight (8) fuel terminals;
3. Establishing communications with municipalities to determine fuel and generator needs for emergency responders and critical infrastructures;
4. Establishing communications with utilities, including communications providers, to determine status of their back-up power sources and fueling needs to aid in restoration efforts;
5. Coordinating with FEMA to obtain generators when demand exceeds supply (size and/or number) and the US Army Corps of Engineers to assess installation requirements;
6. Providing information to the public concerning open retail fuel outlets;
7. Communicating with utilities, including communications providers, and emergency responders regarding fuel needs and availability;
8. Coordinating fuel access at state DOT locations for municipal vehicles involved in the emergency effort.

## General Roles and Responsibilities of ESF #12

### Preparedness

- Ensure that Standard Operating Procedures (SOPs) are in place to perform appropriate levels of mitigation, preparedness, response, and recovery that a given disaster or emergency may require;
- Assist locals and state agencies with mitigation and preparedness measures prior to an actual emergency or disaster;
- Assign and train personnel to support emergency operations at the State Emergency Operations Center (SEOC), or other areas of operation;
- Actively participate in planning, training and exercise activities at the state, local, federal, and private sector levels.
- Work with all state and local emergency organizations to establish pre-determined critical facilities that necessitate priority restoration when repairing energy systems.

### Response

- Provide an ESF #12 liaison to the SEOC;
- Assist in providing sufficient power and fuel supplies to state agencies, response organizations, and areas along evacuation routes;
- Provide, to the extent possible, materials, supplies, and personnel for the support of emergency activities being conducted by local EOCs or state ESFs as requested through the SEOC;
- Establish and maintain communication with utility representatives and/or fuel suppliers to determine response and recovery needs;
- Assist the DPH, the American Red Cross, United Way 2-1-1, and local EOCs to identify emergency power needs for shelters or other facilities;
- Work in coordination with Federal ESF #12 personnel if a Joint Field Office (JFO) and/or other support facilities is/are established;
- Hold regular meetings prior to State EOC Governor's Unified Command meetings, and provide status briefings at the Unified Command meetings;
- Assist in gathering and providing information to the Planning Section and Operations Section for establishing operational priorities, developing situation reports and Incident Action Plans (IAP)s, and to DEMHS/State EOC Public Information Officer (ESF 15) for press releases;
- Establish, run, participate in, and/or coordinate such Task Forces as are deemed necessary.
- Keep accurate logs and other records of emergency responses.

### Recovery

- Coordinate efforts to provide for resources requested by local, state, and federal agencies for emergency power and fuel needs;
- Review recovery actions and develop strategies for meeting local and state energy needs;
- Monitor local, state, and utility actions;
- Receive and assess requests for aid from local, state, and federal agencies, and from energy offices, energy suppliers, and distributors;
- Work with all state and local emergency organizations to monitor the status of pre-determined critical facilities during power outages
- Coordinate with all state and local emergency organizations to prioritize and/or modify the list of critical facilities during power outages as necessary;

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- Establish, run, participate in, and/or coordinate such Task Forces as are deemed necessary;
- Update state and local news organizations through DEMHS/State EOC with assessments of energy supply, demand, and requirements to repair or restore energy systems; and
- Keep accurate logs and other records of emergency responses.

### After-Action

- Draft recommendations and other reports as appropriate.
- Participate in post-hazard mitigation studies to reduce the effects of any future disasters.
- Prepare an after-action report, identifying key problems, how they will be or were solved, and making recommendations for improving ESF response operations;
- Meet and amend any plans or procedures to address the issues identified in any After Action report or meeting.

## **CT ESF 12 Member Agencies' Roles/Responsibilities**

### **Public Utilities and Regulatory Authority/Department of Energy and Environmental**

**Protection (PURA/DEEP):** Overall DEEP agency responsibilities are listed in the main document of the State Response Framework. In addition, DEEP/PURA shall:

- With DPH, maintain the following lists of information and have it available to the State EOC 24/7 and 365:
  - Private and Public Sector Energy Partners:  
List of all energy distributors and generators, including gas companies, pipelines, and municipally owned companies.
  - Private and Public Sector Non-Energy Partners:  
List of all other companies that provide public services, including water delivery and sewer, waste treatment, Communications, cable, video.
- Serve as a member/lead of the CT ESF 12, CT ESF 2, and the State Interagency Debris Management Task Force (IDMTF) groups and actively participate in, and help to coordinate, planning, preparedness, response, recovery, and mitigation activities;
- Perform the duties as enumerated in Public Act 12-148.

### **Preparedness:**

- Act as the 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, DEMHS, EOC, and utilities.
- Designate primary and secondary liaison officer(s), who will report to the State EOC when called upon and are available on an around-the-clock basis if needed.
- Ensure that liaisons are trained in Incident Command and the National Incident Management System.
- Provide input to periodic readiness assessments and participate in training and exercises aimed at continuous improvement of preparedness, prevention, mitigation, response, and recovery capabilities.
- 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.
- Analyze data available at the EOC to assist in assessing the impact and damage to transmission, distribution, and service lines; telephone facilities; pipelines, and; other regulated utility systems. Proprietary information or data and/or information that could present a safety risk if released will be protected to the full extent allowed by law.
- Communicate with all ESF 12 members, including 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.

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- Continuously identify capabilities required to prevent or respond to new emergency threats and hazards, or to improve the ability to address existing threats.
- Serve as the State liaison to Connecticut’s regulated and unregulated utility companies and State agencies to facilitate critical utility infrastructure protection and restoration.

### Response:

- Furnish available personnel as requested by Governor’s Office/DEMHS/EOC.
- Provide technical assistance/guidance to federal and other state agencies.
- Coordinate with the EOC, Governor’s Office and the utility companies to prepare and release public information regarding the emergency.
- If proprietary information is received from affected public or privately owned facilities, consult legal counsel prior to disseminating such information.
- Keep the Governor’s Office/DEMHS/EOC team informed of any utility-related problems that may cause or contribute to extended outage(s).
- Accompany utility or nonutility 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, and nursing homes.
- Process 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.
- Provide technical support for the EOC, as requested.
- Serve as lead, co-lead, or member of any ESF Task Force as needed.

### Recovery:

- 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 an internal “lessons learned” and “best practices” review, and participate in any state reviews.
- Determine whether “performance standards” have been met, if applicable, per Public Act 12-148.

### **CT DEEP Municipal Facilities Section:**

CT DEEP Municipal Facilities Section is responsible for ensuring the adequacy of wastewater conveyance and treatment on a 24/7 basis to approximately 2.1 million CT residents. As part of that responsibility, the DEEP Municipal Facilities Section shall:

- Maintain a comprehensive inventory of all public wastewater systems (approximately 84 municipal and 12 private treatment facilities serving customers in 127 towns) complete with

facility information, treatment capacities and service areas, and emergency response plans as defined in approved Operation and Maintenance Manuals. All municipally owned wastewater systems have Operation and Maintenance Manuals filed with and approved by CT DEEP. Operation and Maintenance Manuals identify procedures to maintain functional integrity and efficiency of equipment and structures, including process control, safety, and emergency operations procedures. All information maintained within the Municipal Facilities Section office will be available to the SEOC upon request at any time.

- Be responsible for sending out communications and technical assistance to municipal wastewater systems in advance of any potential known events that may impact normal operations of the systems, and to update and clarify communications protocols in the event of actual or potential disruption of conveyance systems or treatment processes.
- Be responsible for ascertaining and ensuring the operational status of all municipal wastewater systems during emergency operations. CT DEEP Municipal Facilities Section will Issue incident reports to all stakeholders and inter-sector partners relative to any wastewater emergency or security incident. The incident reports are also provided to the SEOC when they are activated.
- Provide operational status and coordination support for CtWARN, the mutual aid network for drinking water and wastewater utilities, to the SEOC.
- Serve as a member of the CT ESF 12 group and participate in planning, preparedness, response, and recovery activities.
- Serve as member of any Task Force as needed.
- Participate in any state After Action reviews.

### **Office of Consumer Counsel (OCC):**

- OCC's role includes advocating for reliable service and adequate utility infrastructure. (See Public Act 12-148, *An Act Enhancing Emergency Preparedness and Response*.)
- Provide expert assistance regarding the consumer perspective (residential and business) on electric, natural gas, water, and Communications issues, such as cell tower restoration
- Assist with collection of real-time data and experiences for analysis in after-action reviews. Communicate with State EOC and appropriate Task Forces regarding OCC activities and findings.
- Act as informal go-between and advocates between the utilities and municipalities as needed. Communicate with State EOC and appropriate Task Forces regarding OCC activities and findings.
- Cooperate with the Connecticut Conference of Municipalities (CCM) to solicit the input of town managers on their public service company issues related to emergencies, and communicate results to ESF 12 membership to help to inform planning and preparedness activities.
- Assist DEMHS and other ESF 12 members with the establishment and maintenance of lines of communications with key municipal decision-makers.
- OCC Broadband Policy & Programs Coordinator will work on an ongoing basis with CT ESF 12 and CT ESF 2 groups. The Coordinator is a federally-funded position designed to manage the state's GIS data collection/mapping broadband project as well as to develop a strategic plan for improving access to and adoption of broadband services to all communities and citizens of Connecticut.

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- Serve as a member of the CT ESF 12 and CT ESF 2 groups and actively participate in planning, preparedness, mitigation, response, and recovery activities.
- Participate in any state After Action reviews.

### **Division of Emergency Management and Homeland Security (DESPP/DEMHS)**

- Review and amend State Emergency Operations Center Standard Operating Procedures to include: (1) the provision of daily Incident Action Plans, or comprehensive daily schedules, from utilities and other public service providers as requested by the State EOC Unified Command before, during, or after emergencies; (2) memorialize state-local-public service companies—private sector conference calls, including agendas.
- During emergencies, establish and maintain a regular communications cadence or rhythm that includes participation by energy companies, other public service companies, municipalities, state agencies, and other partners, including facilitating such communications calls by creating agendas with the assistance of appropriate Task Forces, and ensuring consistent scheduling of such calls.
- Assist locals and state agencies with mitigation and preparedness measures prior to an actual emergency or disaster.
- Assign and train personnel to support emergency operations at the State Emergency Operations Center (SEOC), or other areas of operation.
- Stand up Task Forces as necessary to support energy and public service maintenance and restoration in emergencies.
- Serve as a member of the CT ESF 12 and CT ESF 2 groups, and coordinate planning, preparedness, mitigation, response, and recovery activities.
- During non emergency time periods, continue to provide venue and process for collaborative planning and preparedness activities, including training and exercise.
- Coordinate and/or participate in any state After Action reviews.

### **Department of Administrative Services (DAS)/Bureau of Enterprise Systems and Technology (BEST)**

- Serve as a member of the CT ESF 2 group, and CT ESF 12 group as needed, and actively participate in planning, preparedness, mitigation, response, and recovery activities.
- Serve as Lead the CT ESF 2 Communications Task Force (See description of Task Force in Scope, above), or lead or member of any other Task Force as needed.
- Participate in any state After Action reviews.

### **Department of Public Health (DPH)**

#### **Drinking Water Section (DWS):**

- DPH DWS is responsible for ensuring the purity and adequacy of drinking water supply and service on a 24/7 basis to approximately 2.7 million CT residents.
- Maintain a comprehensive inventory of all public water systems (approximately 2,600 community and non-community systems) complete with facility information, water supply

capacity status, water quality history, water supply plans, and emergency contingency plans. All information maintained within the DPH DWS office will be available to the SEOC upon request at any time.

- All community public water systems serving greater than 1,000 people have water supply plans approved by DWS, with input from DEEP and PURA, on file including emergency contingency plans and sabotage plans. Emergency contingency and sabotage plans identify system vulnerabilities, response actions and capabilities, drought and water supply emergency triggers, priority users, mutual aid information and public notification procedures.
- Maintain the Water Emergency Assessment and Response (WEAR) team with staff trained to respond to any type of emergency or security incident at any public water system. WEAR Team response assesses the condition and operation of a public water system, provides direct technical assistance, advises on risk communication to the public, collects water quality samples and will continually assess the public health impact of a drinking water emergency or security incident.
- Responsible for sending out communications and technical assistance to public water systems in advance of any potential known events that may impact normal operations of the water system to provide them with ways to contact DPH in the event of an emergency in order to provide an operational status report of their water system. WebEOC and DPH Everbridge will be utilized to facilitate communication flow.
- Responsible for maintaining the operational status of all public water systems during emergency operations. Status updates are planned to be facilitated using WebEOC.
- DPH DWS will issue incident reports to all stakeholders and inter-sector partners relative to any drinking water emergency or security incident. The incident reports are also provided to the SEOC through the DPH Command Center when they are activated.
- Will create, maintain and update lists of public water systems that are on a water advisory during emergency operations and provide technical assistance to the SEOC, municipalities and consumers regarding the proper use of water service.
- Collection of water quality samples at impacted Public Water Systems/Water Companies as necessary and requested. Water sample analysis would be completed at the DPH Laboratory.
- DPH DWS will convene and chair the Drinking Water Emergency and Security Advisory Committee (DWESAC), an inter-sectional group charged with maintaining and forwarding the emergency and security preparedness of the drinking water industry and fostering strong partnerships with other interdependent sectors and federal, state and local government agencies.
- Provide operational status and coordination support for CtWARN, the mutual aid network for drinking water and wastewater utilities, to the SEOC.
- Serve as a member of the CT ESF 12 group and participate in planning, preparedness, response, and recovery activities.
- Serve as the lead of the Water Task Force, and/or lead or member of any Task Force as needed.
- Participate in any state After Action reviews.

**Military Department**

- Serve as a member of the CT ESF 12 group and participate in planning, preparedness, response, and recovery activities.
- Serve as member or co-lead of Task Forces as needed.
- Deploy personnel and other resources as needed.
- Participate in any state After Action reviews.

**Department of Motor Vehicles (DMV)**

- Interpret, and when authorized, modify or suspend state laws and federal regulations that facilitate the transportation of goods and delivery of services incident to the immediate restoration of essential services or essential supplies for emergency relief.
- Serve as a member of the CT ESF 12 group and participate in planning, preparedness, response, and recovery activities.
- Serve as lead or co-lead of the Fuel Task Force, or other Task Force as needed.
- Participate in any state After Action reviews.

**Department of Transportation (DOT)**

- Coordinate with local public works departments and companies that provide public services;
- Secure all construction sites prior to storm to protect electrical and other utility resources;
- Serve on appropriate Task Forces;
- Embed a liaison in each DEMHS regional office, as needed and requested;
- Serve as a member of the CT ESF 12 and CT ESF 2 groups and actively participate in planning, preparedness, response, and recovery activities, including training and exercise; serve as lead or co-lead of other ESF group or task force as needed.
- Collaborate with utilities, other state agencies, and towns to develop a standard Make Safe procedure to be used during emergencies when utility conductors and/or trees block roadways such that emergency vehicles may not safely pass.
- Conduct preliminary damage assessments;
- Provide crews to perform road clearing;
- Coordinate road crews with utility crews to optimize efficiency of opening roads **with utility hazards**;
- Work jointly with regional coordinators, municipal officials and utilities to prioritize work;
- Provide annually updated phone contact list;
- Prioritize permitting for oversize/overweight loads to facilitate recovery efforts;
- Post storm: remove wood debris from Rights of Way.
- Participate in any state After Action reviews.

**Department of Consumer Protection (DCP)**

- Maintain responsibility for weighing and measuring devices and for quality of petroleum products both for wholesale and retail meters, (as well as for wood and other fuels);
- Directly license retail fuel dealers (gasoline stations and heating fuel, oil and propane, dealers) and register fuel products for quality;
- Conduct consumer complaint investigations related to fuel quantity and quality;

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- Share responsibility for investigating petroleum price gouging with DEEP and the Office of the Attorney General;
- Maintain extensive and on-going contact with the petroleum products industry in Connecticut;
- Determine the status and operability of the distribution system for petroleum products, and provide and update this information as needed or requested to the State Emergency Operations Center;
- Serve as a member of the CT ESF 12 group and actively participate in planning, preparedness, response, and recovery activities.
- Serve as a co-lead or member of the Fuel Task Force, or any other Task Force as needed.
- Participate in any state After Action reviews.

### **Connecticut Siting Council (CSC)**

- May waive fee for Cells on Wheels (COW) during and after emergency operations.
- Provide database of Communications towers and carriers served by those towers in the state upon request to DEMHS and/or ESF 2 or 12 leaders.
- Serve as a member of the CT ESF 12 and CT ESF 2 groups, or any Task Force as needed, and actively participate in planning, preparedness, response, and recovery activities, including training and exercise.
- Participate in any state After Action reviews as needed.

**Energy and Non-Energy Companies That Provide Public Services (“Companies”)**

**Preparedness**

- Throughout each year, serve as members of the state and DEMHS Region ESF 12, CT ESF 2 and other ESF groups as appropriate, and actively collaborate, coordinate, and participate in planning, preparedness, response, and recovery activities, including training and exercises held at the local, state, or utility-to-utility level. Include state and local partners in company exercises and training.
- Submit current Emergency Preparedness and Response Plan and Procedures to DEMHS to be maintained for use at the State EOC. See Connecticut General Statutes Section 16-32e, and Public Act 12-148. They shall be submitted jointly when they are submitted to DEEP/PURA: under Public Act 12-148, these plans will not be subject to a Freedom of Information request.
- Assign and train personnel, including liaisons, to support emergency operations at the State and, as appropriate and necessary, local EOCs, including Incident Command Systems and training/education on state and local emergency operations such as the State Response Framework and local emergency operations plans.
- At least annually, in collaboration with municipal Chief Executive Officer or his/her designee, the local EMD, and other municipal leaders, the energy/electric companies review and update municipal restoration priorities that have been pre-identified as critical public safety facilities.
- Establish a standard means to collect damage assessments from municipalities that wish to provide such information. See the Town/Municipal Utility Damage Assessment Form, which is attached to this Annex. The completed damage assessment form shall be submitted to the Town/Municipal Liaison, who shall provide the information to the utility’s work center.
- Establish a standard operating procedure for assessing blocked roads. See the Make Safe Protocol, and Utility Blocked Road form, which are attached to this Annex. The completed Utility Blocked Road form shall be submitted to the Town/Municipal Liaison, who shall provide the information to the utility’s work center.
- Provide clear guidance on the roles of various company representatives interacting with municipalities. Establish a clear point of contact and communication flow from municipal EOC, to DEMHS Regional Office, to State EOC.
- At least annually, provide each municipal CEO and local EMD with relevant contact information for that provider’s emergency point of contact for that municipality. Municipal CEOs and EMDs shall be responsible for distributing this information as appropriate within their governmental organization. Municipal questions and inquiries should flow through this emergency point of contact.
- At least annually, each provider shall provide a summary of the municipal points of contact information for each DEMHS region to the DEMHS Regional Coordinator.
- Throughout the year, and in times of emergency, provide municipalities with any tree trimming schedule, so that residents are aware of when work is scheduled to be done.

### Response

- Energy/electric companies, and as appropriate and necessary, other public service companies, review response plans and emergent priorities in concert with the municipal Incident Commander, who will recognize the technical expertise of the public service company. Energy and Non-Energy Companies that provide public services acknowledge and shall perform the following duties, including responding in accordance with the following priorities as appropriate to the nature of their services:
  - First Priority: Immediate Life Threatening Situations, Public Health and Safety
    - Public Safety requires the de-energizing or cutting down of downed primary voltage distribution lines;
    - Police and fire life safety calls (which may include situations where lack of power creates an immediate or imminent threat to life, as reported by municipal officials) ;
    - Removal of electrical hazards from blocked roads. After the storm has passed to allow for safe operation of aerial devices (winds of less than or equal to 30 mph), establish city/town cut down crews (line and tree crews paired up) and have them muster with the municipal public works department or police/fire department representatives to cut and clear all trees in order to clear blocked roadways of electrical hazards.
  - Second Priority: Substations, Transmission Lines, Critical Facilities
    - Service restoration to a maximum number of customers in a minimum amount of time using appropriate number of work forces. Crews may be paired with tree trimmers to facilitate more rapid restoration;
    - Restoration of Transmission system;
    - Substation supplies and infrastructure;
    - Repair and restoration of Critical Facilities such as fire stations, police stations, sewage treatment plants, and
    - . In most cases, these critical facilities will have been pre-identified.
  - Third Priority: Single and Three-Phase Laterals
    - Repair and restoration of equipment and lines serving the largest number of customers per resource;
    - Repair and restoration of longest duration outages.
  - Fourth Priority: Distribution Transformers and Services
    - Restoration of service lines to individual homes and businesses

NOTE: A utility may repair or restore a “lesser” priority facility before a higher priority facility in order to meet higher priority needs. In addition, evaluation of priorities must be flexible as circumstances change, which may require time specific resource allocation.

- Provide the necessary basic information to enable municipal employees to safely and effectively gather information to populate the utility blocked roads form.

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- During a major disaster or emergency, companies shall communicate and collaborate with government officials to address life safety issues resulting from disruptions in energy supply that jeopardize the health, safety and welfare of the general population and emergency workers.
- As requested by the State EOC, embed a liaison with access to decision makers at each DEMHS Regional Office affected by the emergency.
- Embed energy company liaisons at municipal EOCs as requested. Embed other pole owners and company liaisons at municipal EOCs as reasonable and **necessary in response to situation**. Provide these liaisons with current information on restoration activities in the municipality, and update this information regularly throughout the day. See attached Communications Flow Chart.
- Embed liaisons from communications companies, including cable/video providers, within the appropriate electric distribution companies' Emergency Operations Centers (EOC) to exchange real-time restoration information during major outage events. Upon opening of the electric utility EOC, the electric utility shall make contact with Communications Providers to inform them of the impending event, and as available, the level of expected damage, and duration of event. The Communications Providers shall station a person (Communications Liaison) at the electric utility EOC, and/or one or more district work centers, if requested, for the purpose of coordinating restoration efforts. The Electric Utility EOC staff and the Communication Liaison(s) shall share information related to the location and priority of critical communications facilities, and damage required to be repaired by the communications provider in order to facilitate restoration efforts.
- Communications providers will have management and coordination structures that shall be activated during major disasters or service interruption, when local damage assessment or network recovery exceeds business as usual capabilities.
- Communications providers shall provide timely, detailed, and accurate information regarding the number and geographic impact of known outages.
- Provide timely, detailed and accurate information via utility liaisons to the State EOC and to affected municipalities, including electronic and hard copy of location of affected circuits, where applicable, per this Annex and the utilities' Emergency Preparedness Plans. Information shall include the following:
  - Status of any pre-designated critical facilities for each of the municipalities within the provider's franchise area; projected work locations for the restoration crews within the cities and towns (crew locations); status of affected circuits, where applicable; status of expected arrivals of outside crews; estimate of the number of customers affected.
  - Municipal Energy/Electric Company Liaisons shall be equipped with production level outage reporting tools such as an Outage Management System and a Global Positioning System as well as a web page view that shall depict the location of affected areas by town.
  - This information shall be passed from the provider to the state and municipalities on a regular basis.

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- Liaisons shall be equipped by their employers with the appropriate technological devices so that they can access data remotely.
- Should conditions hinder travel to a local EOC upon opening, the liaison shall be available remotely until safe travel is possible.
- Should emergencies arise while a designated liaison is not in the local EOC, during the overnight hours, an alternate representative shall be provided.
- Allow local Emergency Management Director (EMD) to have the ability to directly view energy/electric company web-based map information regarding electric outages through the liaison. In the absence of the liaison, this information shall be pushed to the municipality directly, through a screen shot or other method.
- Electric companies designate a Make Safe Crew or representative to each municipality (after the municipality has opened its EOC) that has requested a Make Safe Task Force or Strike Team and has declared a state of emergency, and inform the municipal EMD and EOC of the assignment, in accordance with attached Make Safe/Blocked Roads protocol. Other pole owners shall provide resources, including a representative if appropriate and necessary, to support the Make Safe/Blocked Roads work under the Protocol.
- During times of emergency, through their Town/Municipal Liaisons, electric companies shall participate in daily review of existing critical facility priorities with municipal EMDs, who shall consult with municipal Unified Command/Incident Commander. Municipal Unified Command should include local Emergency Management Director, Chief Executive Officer, Public Works, energy company representatives, and private sector with critical facilities in the town. Town/Municipal Liaison, or someone in the Liaison reporting structure, shall communicate priorities to a representative in the Utility Command Post/Work Center, who provides daily work plan back to municipality and to DEMHS Regional Office with explanation of priorities set. As work is accomplished and priorities shift, updates will be provided to municipalities throughout the day.
- During times of emergency, work with Communications Task Force, or other State EOC Task Forces as designated. An Incident Action Plan, detailing the strategy to be employed by the utility that day, the extent and location of resources, and planned assignments, shall be provided at the beginning of each day to the State EOC. Regular updates shall be provided throughout the day, so that the Governor and the State EOC have accurate statewide situational awareness. Companies' liaisons at the State EOC shall be prepared to brief on the priorities established at company and municipal level, and to address priorities identified at the State EOC.
- Duties of Town/Municipal Liaisons<sup>1</sup> shall include the following:
  - Checklist of what municipalities can expect from the liaison (resources and information that the liaison can provide)

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<sup>1</sup> The duties of the Town/Municipal Liaison are primarily for Energy/Electric company liaisons, although they will also apply to any other utility liaison that is deemed appropriate and necessary.

- Work with the Municipal EOC to prioritize their emergency locations and complete the Utility Blocked Road form, including reviewing pre-determined critical facilities and making adjustments as circumstances warrant
- Daily schedule, including regular tour of town, attendance at meetings; (3) exchange contact information including cell, office, home numbers, and email addresses.
- Duties of the Town/Municipal Liaisons shall also include:
  - Provide Municipal Critical Facility Location Maps
  - Attend annual meeting with municipal EOC representatives
  - Report to the Municipal EOC as requested, upon EOC being opened and request for Liaison being made
  - Upon arrival, verify phone numbers of Municipal EOC
  - Provide communication link between the utility work center/EOC and the Municipal EOCs
  - Maintain communication link between Municipal EOCs and Regional utility representative at the DEMHS Regional Office, if applicable
  - Communicate this information to the utility work center/EOC, either directly or through Municipal Liaison Team Coordinator or Town Liaison Unit Leader
  - Communicate special situations and requests for specific information
  - Communicate utility progress of emergency locations to the Municipal EOC ,and keep the municipality informed of utility restoration progress
  - Report the status of the pre-designated critical facilities on a regular basis throughout the day to the DEMHS Regional Office and to Municipal EOCs. The timing of these status reports shall be set at the beginning of the incident, and may be adjusted by the municipality, the DEMHS Regional Office and the utility as needed.
- Duties of the Liaison embedded at the DEMHS Regional Office shall include:
  - Communicate pre-designated critical facilities work progress reports from the utility work center/EOC to the DEMHS Regional Office at regular pre-established intervals during the day
  - Coordinate troubleshooting of local issues with DEMHS Regional Coordinator
  - Assist the Municipality in laying out work of mutual benefit such as tree and road clearing and coordinate the effort through the Municipal Incident Commander;
  - Keep the municipality informed of utility restoration progress;
  - Keep utility work center/EOC informed of Municipality, DEMHS Regional facility needs as identified at the DEMHS Regional Office;
  - Provide work plans and status updates to the Utility representative at the State EOC on a regular pre-established basis throughout the day, so that the Governor's Unified Command can be kept up to date on conditions and status of restoration throughout the State.

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- Each provider shall communicate with its company's management team, as well as the DEMHS Regional Office and State EOC (as needed) to address and provide status reports on any municipal questions or inquiries.
- Communications companies shall maintain adequate back-up power for their respective cell towers.
- Attend and support briefings and other coordination meetings, at the State EOC or elsewhere.
- Assist State EOC to maintain situational awareness of energy levels and resources within the state.
- Maintain operational logs, messages, requests, and other appropriate documentation.

### **After Action**

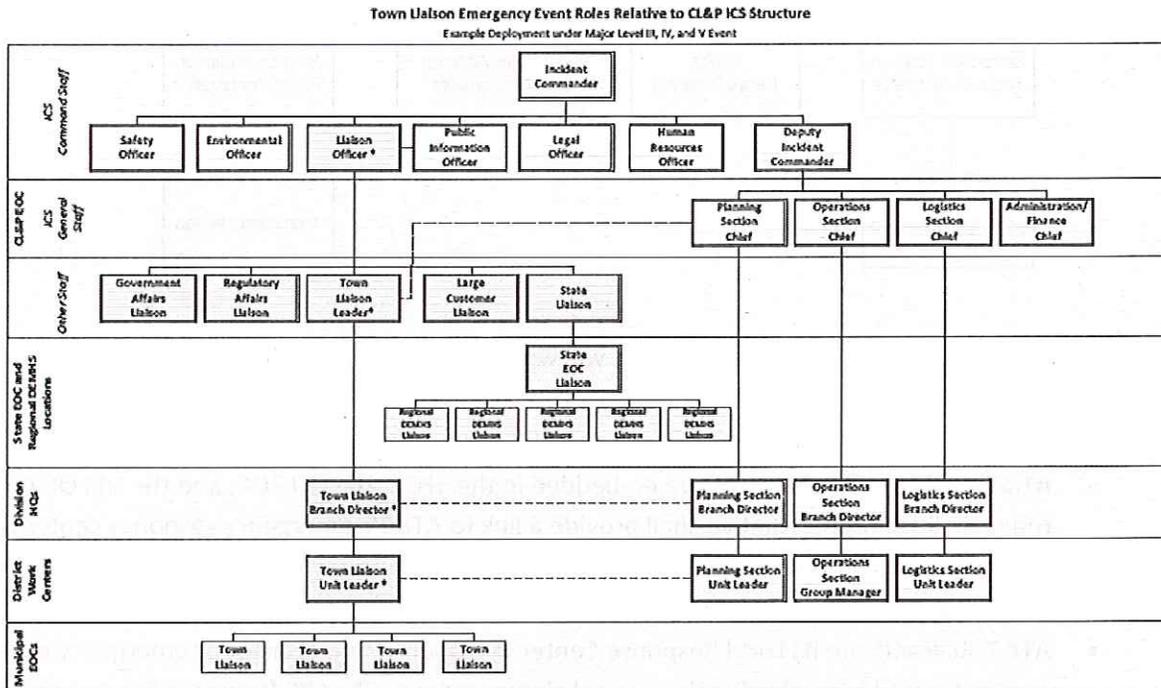
- Participate in and prepare After Action reviews and report, including identification of key problems and how they were solved.
- Participate in any state After Action reviews.

### **The Connecticut Light and Power Company:**

In response to an emergency situation, upon request by the local EMD, CL&P shall provide a dedicated resource to each town to assist in Make Safe road clearing activities.

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After a municipality has opened its EOC and has requested a Town Liaison, CL&P shall deploy a Town Liaison to that municipality's EOC. CL&P's Liaison Reporting Structure:

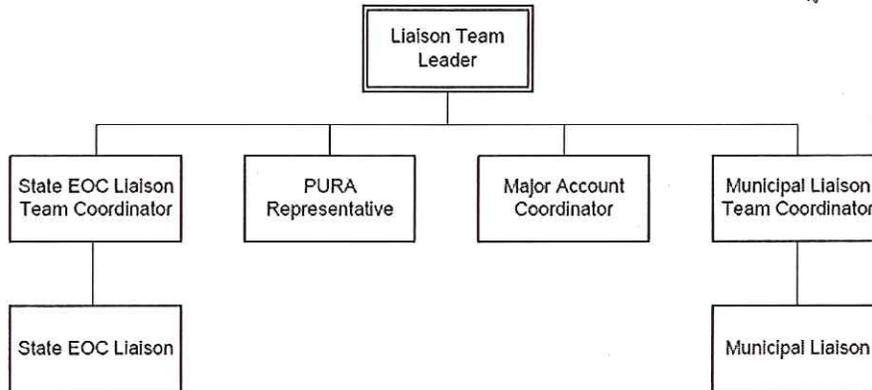


### United Illuminating:

In response to an emergency situation, upon request by the local Emergency Management Director, UI shall provide a dedicated line construction and line clearance crew to each town for road clearing. After a municipality has opened its EOC and has requested a Town/Municipal Liaison, UI shall deployed a Town/Municipal Liaison to that municipality's EOC.

- UI's response structure:

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- The UI- supplied make safe crews will work through the town liaisons.

### **AT&T:**

- AT&T shall have a representative embedded in the SEOC, the NU EOC, and the UI EOC upon request. Such representative shall provide a link to AT&T's emergency response center for the purpose of escalation and restoration updates. These representatives shall work closely with the AT&T Local Response Center and team.
- AT&T shall activate its Local Response Center in response to a disaster or emergency event that cannot be readily resolved under normal circumstances. The LRC Response Team is empowered to develop strategies and make decisions for the organizations they represent.
- All municipalities will be notified of an AT&T contact and contact information.
- Serve as a member of the CT ESF 2 and CT ESF 12 groups and actively participate in planning, preparedness, response, and recovery activities.

### **Dominion-Millstone Power Station:**

- Staff or pre-staff and activate Millstone Emergency Response Facilities (ERF) and emergency response personnel for a Millstone-declared emergency of Alert, Site Area Emergency or General Emergency. This would include a contingent of response personnel dispatched to the CT State EOC. (A severe weather/storm-related event could result in a Millstone emergency declaration.)
- Communicate with Independent System Operator (ISO) New England for electrical power production and transmission coordination.
- Communicate with State EOC and DEMHS Region 2 Coordinator as requested or indicated during emergency.
- Serve as a member of the CT ESF 12 group and actively participate in planning, preparedness, response, and recovery activities.

### **Water Companies/Public Water Systems:**

- There are approximately 560 Public Water Systems serving 2.7 million state residents. All Public Water Systems are required to comply and report purity and adequacy to the DPH DWS, the

primacy agency for drinking water in the State of Connecticut. This would also include emergency preparedness and response activities.

- Public Water Systems shall implement all appropriate sections of their Emergency Contingency Plans, Continuity of Operations Plan, etc.
- Establish communications and coordination with the local EOC/EMD for each municipality in which a Public Water System provides service.
- Provide operational status updates, as necessary, to DPH DWS, SEOC, and local EOCs. Status updates shall include the priority items that the Public Water System is working on to maintain or restore water quality and quantity to customers. WebEOC may be used to facilitate these updates in the future.
- Establish emergency public notification mechanisms to communicate with customers during emergencies. This would include developing message templates, distribution lists, identifying priority users and maintaining efficient means to distribute messages.

### **Wastewater Utilities:**

- There are approximately 127 municipal water pollution control authorities operating wastewater utilities serving 2.1 million state residents. All wastewater utilities are required to report system bypasses and interruptions of wastewater treatment to CT DEEP Municipal Facilities Section. This includes emergency preparedness and response activities.
- Wastewater utilities shall implement all appropriate sections of their Emergency Contingency Plans, Continuity of Operations Plan, etc.
- Establish communications and coordination with the local EOC/EMD for each municipality in which a Municipal Wastewater System provides service.
- Provide operational status updates, as necessary, to CT DEEP Municipal Facilities Section, State Emergency Operations Center, and local EOCs. Status updates shall include the priority items that the wastewater utility is working on to maintain or restore wastewater conveyance and treatment to customers.
- Establish emergency public notification mechanisms to communicate with customers during emergencies. This includes developing message templates, distribution lists, identifying priority users and maintaining efficient means to distribute messages.

### **Local Partners /Municipalities:**

- A Representative from each of the five Regional Emergency Planning Teams (REPTs), and particularly any Regional Emergency Support Function (RESF) 12 Chairs, shall serve as a member of the CT ESF 12 group and actively participate in planning, preparedness, response, and recovery activities.
- A Representative from the CT Conference of Municipalities (CCM) shall serve as a member of the CT ESF 12 group, and CCM shall actively participate in planning, preparedness, response, and recovery activities, including providing key support to communications flow before, during and after an emergency event.

## Connecticut Emergency Support Function #12—All Hazards Energy and Utilities Annex

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- A Representative from the CT Council of Small Towns (COST) shall serve as a member of the CT ESF 12 group, and CCM shall actively participate in planning, preparedness, response, and recovery activities, including providing key support to communications flow before, during and after an emergency event.
- Provide the local EMD as the point of contact at the municipal EOC.
- Activate the local EOC when the situation warrants the presence of a Town/Municipal Liaison.
- Support and participate in Make Safe crews and other utility response activities as needed.
- Maintain communications flow to and from State EOC through the DEMHS Regional Office.
- In times of emergency, municipalities may use the **Make Safe Protocol and Utility Blocked Roads** form to accurately deploy resources to perform the assessment and provide the information in a format that can be used by the public service company. Each year, municipalities shall identify individuals to the utilities to be involved this process so that the utilities can provide the necessary basic training to enable them to safely and effectively gather information to populate the form. If a non-electrical utility individual comes across damage, it should be recorded from a safe distance, and no attempt should be made to move closer to the damage to obtain information.
  - Under no circumstances should damage assessors handle, move, test, touch, manipulate, or otherwise make contact with (including through the use of hot sticks or any other device) any wires, conductors, attachments, or other utility equipment. All wires, conductors, attachments, and utility equipment are potentially dangerous, as they may become energized at any time. All wires must be treated as energized and dangerous.
  - Persons engaging in damage assessments in and around utility conducts assume the risk of their actions, and must take every precaution and effort to maintain at least a 10 foot clearance from all utility conductors. The utility makes no assurance of safety with regard to those engaging in damage assessment activities.
- Participate in After Action reviews.

## **Policies and Procedures during Emergency Conditions**

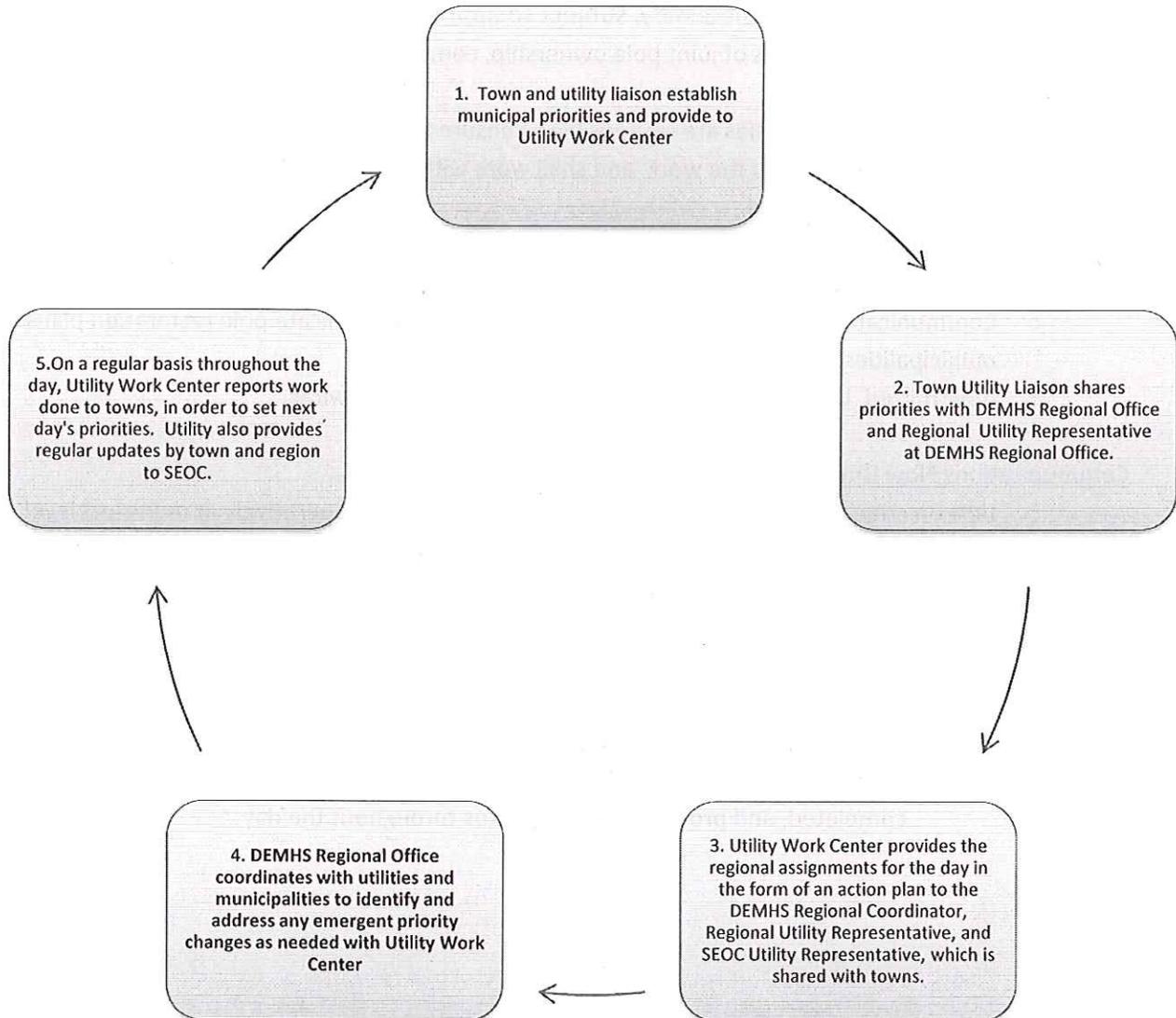
Pole Owners Standard Operating Procedure—During times of emergency, any public service company with the capability of repairing or replacing a damaged utility pole shall have the authority and obligation to make restorations as necessary, subject to appropriate safety considerations, regardless of ownership/protocols of joint pole ownership, communications flow.

- Communications utilities are responsible to ensure that the work zone is safe for their employees to perform the work, and shall work with electric companies to determine that poles are de-energized.
- Communications utilities shall coordinate and/or cooperate with pole restoration with electric utilities as necessary.
- Communications utilities that are pole owners shall communicate pole restoration plans to municipalities.
- If permitted, UI/CL&P may shift or re-locate cable or other wires.

### Communications Flow During Emergency (See attached Chart)

- IAPs on critical facilities and blocked roads are prepared cooperatively at municipal level with the utility liaison(s), with a reviews status and priorities, and then a report back to municipalities/State EOC on daily work schedule, explaining reason for priorities.
  - Municipalities shall identify public safety critical facilities, which shall be given preference by the public service companies.
  - Municipalities and public service companies shall work together to provide realistic make safe, cut and clear, and restoration expectations daily.
  - Public service companies shall communicate back to municipal EOCs when work is completed, and provide regular updates throughout the day.

**Municipalities/Utilities/DEMHS Regional Office/State EOC**  
**Response and Restoration Communications Flow**



It is anticipated that Towns will provide priorities to the utilities the day before for work to be performed the next day. The information flow back to the Towns must occur in a timely manner, for situational awareness and so that adjustments to priorities can be made.

## **DISCUSSION OF COMMON TERMS**

### **Understanding “Make Safe Crew” and “Line Crew” Operations:**

Natural disasters such as wind, snow, and ice storms often leave roads impassible due to numerous downed trees, branches, utility poles and wires in the roadway. Providing access to all areas of a municipality is an overarching life safety issue for fire, EMS, and police services.

To make the roadway safe for clearing, the electric company crew must determine the power is off and physically disconnect the downed wires from the grid. The electric company workers assigned to this life safety priority task are called a ‘Make Safe Crew.’ The local utility UICS on scene will direct the Make Safe crews to local priority locations based on communications received from the Town/Municipal Liaison who is located at the municipal EOC. The municipal incident commander supports the crew with public works crews and other municipal resources as needed in order to optimize the road opening response.

The assignment and management of the make safe crews is different from that of the typical electric company “Line Crew” who is tasked with power restoration. **Make Safe crews typically transition to Line Crew restoration assignments upon completion of the removal of all electrical hazards from blocked roads and upon notification to the municipal incident commander.** Line Construction Crews perform the electric utility physical construction work. **Vegetation** crews perform the tree trimming and removal work.

The **Make Safe Protocol for Clearing Blocked Roads**, which begins on page 34, provides details on the Make Safe process.

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### **Defining the Many Types of Companies That Provide Public Services Related to Energy:**

Companies that provide public services such as electricity, gas, telephone, cable, video, water, and sewage, as well as the companies that support these services, such as energy generators, pipelines, and antenna systems, are all known by various names that are defined by statute and often have specific technical meanings. In order to avoid the confusion that can be caused by the use of various terms within this document, the ESF 12 Annex specifically lists key companies that provide public services in Connecticut. The provisions of the Annex therefore apply to all companies that provide public services directly connected to, or affected, by energy.

Specific statutory definitions may be found in various places in the state statutes, including Connecticut General Statutes Titles 16 and 19.

Common National Incident Management System (NIMS) and Incident Command System (ICS) Terms

Commonly Used Terms and Acronyms

**Critical Facility**—A building or structure where loss of utility services may interrupt functions considered essential for the delivery of vital services and that life safety of the community. They usually include emergency response facilities (fire, police, rescue, emergency operations centers), hospitals, licensed convalescent homes, facilities designated as emergency shelters, water supply, and waste water treatment as provided by DPH and DEEP, communications facilities (E911 and Public Safety Answering Points), and any other assets pre-identified, or identified at the time of the emergency as needed, jointly by the municipality or DEMHS, and the utilities to be of critical importance for the protection of the health and safety of the population.

**EOC** – Emergency Operations Center – The physical location at which the coordination of information and resources to support local incident management activities normally takes place.

**ESF - Emergency Support Function** – Part of the National Response Framework, ESFs provide the structure for coordinating Federal interagency support for a Federal response to an incident. They are mechanisms for grouping functions most frequently used to provide Federal support to States and Federal-to-Federal support. Connecticut is beginning to use the ESF concept at the state level to coordinate support to our local partners. For example, during major storms in 2011, an ESF #2 or (Communications Task Force) was established with representatives from several different agencies to support communications restoration in the state.

**IAP – Incident Action Plan** – The plan of goals, tactics and work assignments established to accomplish the goals during a particular time period, known as the Operational Period. Under the Incident Command System (ICS), the IAP is a series of forms that describe the overall goals, tactics and work assignments to accomplish those goals, a communications plan, and a safety and weather message.

**ICS - Incident Command System**-a management system designed to enable effective and efficient incident management. It is structured to facilitate activities in five major functional areas: command, operations, planning, logistics, finance and administration.

**MACS** – Multi-Agency Coordination System – Under NIMS, Command and Management. MAC systems provide support and coordination to Incident Command by making policy decisions, establishing priorities, resolving critical resource issues, facilitating logistics support and resource tracking, and collecting, analyzing and disseminating information. Local municipality EOCs and the State EOC are examples of facilities where MAC systems operate in Connecticut.

**NIMS**– **National Incident Management System** –The components of NIMS include Preparedness, Communications and Information Management, Resource Management, Command and Management, and Ongoing Management and Maintenance. The Incident Command System, Multi Agency Coordination Systems, and Public Information are subcomponents, under the Command and Management component.

**State Response Framework** – Document that outlines how the State of Connecticut’s agencies prepare for and respond to major incidents within the State of Connecticut. It details the interrelationships between local, state and federal government and the procedures for resource requests between these entities. It also describes Standard Operation Procedures in the State Emergency Operations Center and what Multi Agency Coordination looks like at that level.

**Unified Command** – the concept that more than one agency has jurisdiction over an incident, and that they all work together at the command level. For example: At the incident level, Police, and Fire may work together at an incident involving a crime and a fire at the same time. At the Local EOC level, the Chief Elected Official/Chief Executive Officer, heads of police, fire, board of education, etc., all work together as unified command. Depending on the incident, the unified command meeting may be supplemented by Public Works, private sector such as a head of a local business group, utilities. At the state level, the Governor and his agency commissioners work together in Unified Command.

**Whole community** – a planning concept that is integrated and involves the whole community and should be built on a foundation of existing programs and relationships.

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## MAKE SAFE PROTOCOL FOR CLEARING BLOCKED ROADS TABLE OF CONTENTS

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## INTRODUCTION

### Objective

This procedure provides instructions to all State of Connecticut agencies and organizations, municipal governments, and utility companies involved in safely and efficiently clearing blocked roads hindering emergency vehicle access following a storm event. It provides the initial framework for developing a common and shared approach, processes, and priorities whereby utilities and the public sector coordinate clearing blocked roads. The electric utilities reserve the right to amend or alter this procedure if public health and safety are at risk, on scene if there is an imminent emergency, or otherwise after consultation with the State ESF 12 Working Group.

The objective of the Make Safe process is to clear roads of electrical hazards; it is generally not a restoration process. The municipal/town liaison does not have the authority to manage or supervise utility crews, but can help to identify and address emergent issues. It is anticipated that the crews assigned to a municipality for Make Safe will remain in the municipality unless there is a public safety issue that must be resolved immediately in the best interest of the whole community. If a crew must be pulled from a municipality, the utility shall inform the municipal Unified Command/ Incident Commander of the action, with an estimated time of return. An example of a critical public safety issue could be the need to pull crews from municipalities near a hospital to clear access roads or restore services to protect lives.

### Applicability

This procedure applies to all State of Connecticut agencies and organizations, Town governments, and utility companies (electric, phone, cable TV, etc.) required to support clearing State and Local roads following a storm event.

### Discussion

Clearing blocked roads is a very high priority for all Connecticut communities following a storm event. The number one priority is to provide emergency vehicle access for search and rescue and other lifesaving actions. Other priority considerations are public access to emergency shelters, hospitals and other medical facilities, and other critical community support facilities. To accomplish this clearing, multiple organizations [e.g., CL&P, UI, AT&T, local Departments of Public Works (DPW), and the state Department of Transportation (DOT)] are required to work in sequence to ensure a safe and efficient process. Timely communication among these organizations is essential to accomplish **efficient** [timely] clearing of blocked roads.

Blocked roads are identified by emergency personnel, local DPW, State DOT, and utility damage assessment teams. In all cases, each blocked road location must be communicated to the local Town EOC. Once received, the Town must prioritize the blocked road location using criteria in this procedure and record the location and priority on the standard Utility Blocked Road form. State of Connecticut agencies and organizations and Town governments will use the standard Utility Blocked Road forms to communicate needed utility support through the utility Town Liaison process. Crews needed to open blocked roads will be allocated to the highest priority block roads in sequence to the lowest priority blocked roads until all roads are cleared. However, the utilities may shift the priority of road clearing to restoration in the event that municipal priorities or emergencies require restoration of service, such as emergency operations centers or hospitals, in order to coordinate storm efforts or protect public health and/or safety. Any shifting of priorities shall be communicated to the towns and the DEMHS Regional Office. Municipal officials shall use existing processes described in this Annex to escalate priority or emergency issues (e.g., through the 911 system or the municipal/town liaison communications channels), to help ensure that each emergency is responded to in the most appropriate and expeditious manner.

The emergency response to blocked roads may be performed using Task Force resources or Strike Team resources. If coordination is practicable, then a Task Force comprised of personnel from the Town DPW Director, or his/her designee, and/or State DOT, electric utility, phone company, and cable TV work together and perform all necessary tasks to clear or partially clear a blocked road. This process requires more time from the utility companies and may delay restoration of service to their customers. A Strike Team from each support group could work independently and in the proper sequence to clear or partially clear a blocked road. The Strike Team process requires timely communications from the field to the appropriate utility Incident Command Structure (UICS) and to the appropriate Town EOC.

If wires or other facilities (poles, transformers, etc.) are involved with the blocked road, the electric utility must respond first to assess the scene. If electric company facilities are involved, then line crews will mitigate the electric hazard caused by their potential source of voltage at the blocked road location. This may be performed by restoring, isolating and grounding, or cutting and removing the conductors. The process selected by the supervisor or line crew foremen will be based on a safe and expeditious method to mitigate the electrical hazard. Electric utilities will move debris (e.g., trees) only as necessary to mitigate the electrical hazard. As the electric company is performing its work at the scene, as requested by the electric company, the local Town EOC will contact other utilities (phone, cable TV, etc.) to report to the blocked road location.

When the electric company's electrical hazard has been mitigated, or if electric company facilities are not involved, on-scene personnel will notify the local Town EOC through the electric company's UICS. Phone, cable TV and other utilities required to remove or restore their equipment will complete their work. Once the **Make Safe Strike Team, Task Force, or utilities, as appropriate to the situation**, have completed the work, the Town DPW or State DOT will remove trees and other non-utility items blocking the road.

Town DPW's and the State DOT's first priority is to open blocked roads for emergency vehicle access. This typically means a minimum 9' wide by 14' high opening for vehicles. Once this is finished, Town DPWs or State DOT may choose to completely clear the road or move to another blocked road location. The utility companies' strategy, however, is to complete all their make safe work at a scene before moving to the next priority blocked road location. This will make the entire area accessible to the Town DPW or State DOT allowing them to complete the road clearing without further utility support.

Timely, clear communications are essential to the overall goals of having Town and State roads opened quickly after the storm is over. Live time status updates from field personnel to their Storm UICS to the local Town EOC will help expedite the support needed to clear roads.

The initial blocked road clearing is performed based on the following priorities and field assessments as defined by the State of CT Interagency Debris Management Task Force:

Priority	No.	Definition
<b>High</b>	1	Support to Search and Rescue and other lifesaving resources
	2	Critical life sustaining facilities (i.e., hospitals, nursing homes, other).
	3	Additional life sustaining facilities (i.e., emergency feeding and sheltering sites, local distribution points, other).
	4	Critical community support facilities (i.e. police, fire, EMS, and emergency management sites, other).
	5	Longer term sustaining facilities (i.e., water treatment and sewage facilities, electrical facilities critical for power restoration, other).
	6	Remaining critical facilities (i.e., critical communication nodes).
<b>Medium</b>	7	Major traffic routes including interstate highways and ramps
	8	Major waterways essential to commerce and major flood drainage ways
<b>Low</b>	9	Other roads

Considerations for prioritizing blocked roads may include restoring electric, phone, and cable TV service to large blocks of customers, business centers, large employers, and schools.

Town DPWs and the State DOT are responsible for removing trees, limbs, and other non-utility debris blocking the road. Utility companies will move trees, limbs, and other debris only as needed to remove their equipment.

Utility companies are not responsible for protecting the public, town employees, or state employees from any electrical hazard caused by back feeds from improperly connected generators, distributed generation, or other sources of non-utility voltage. Each employer shall take steps necessary to protect its employees from improperly connected generators, distributed generation, or other sources of non-utility voltage.

All cases of improperly installed generators will be immediately reported to the Town EOC via the appropriate UICS. The Town EOC will ensure each reported case is corrected by the Town's Building Inspector or Electrical Inspector.

INSTRUCTIONS

**Identify, Record, Prioritize, and Track Blocked Road Locations**

*All*

COMMUNICATE the location and condition of a blocked road to the Town EOC including the following:

The street name and address or nearest cross street.

The reasons for the blockage including Make Safe criteria:

- Down or low wires
  - Utility pole(s) and pole number if possible

And as many of the following that apply:

- Tree(s)
- Snow
- Land slide
- Road washed out
- Other

*Town EOC*

REVIEW the blocked road information received from the field and DETERMINE the clearing priority classification using the criteria on the Utility Blocked Road Form.

USE the standard Utility Blocked Road Form and RECORD each blocked road location, condition, and priority classification in the Town EOC.

NOTIFY the applicable utility companies through the Town/Municipal Liaison of the specific blocked road locations that need their support for clearing.

TRACK progress for each block road location and utility support needed until all roadways are safe for Emergency Vehicle Access[completely open for normal access.]

The town designates a single point of contact associated with providing the blocked road priorities and locations to the utility liaison or designated representative.

**Mitigate the Electrical Hazards from the Block Road Location**

*Electric Utility /  
Phone / Cable TV  
UICS*

RECEIVE blocked road locations and priorities needing utility company support from the Town EOC as recorded on the standard Utility Blocked Road Form

MOBILIZE necessary resources.

ASSIGN resources to blocked roads working from the highest priority to the lowest priority until all blocked road locations are addressed.

*Electric Utility  
Field Personnel*

At each location and prior to commencing work, PERFORM the following:

PERFORM a site-specific assessment.

CONFIRM that the electric company wires or equipment are involved in the blocked road.

INFORM the Town EOC via the electric company's UICS if other utilities (phone, cable TV, etc.) wires or equipment are involved in the blocked road.

LISTEN for running portable generators at the scene.

If there are running generators, VERIFY that each identified generator is not creating a back feed.

If a portable generator is creating a backfeed, PERFORM the following:

EITHER

REMOVE the meter, INSTALL a cover, and SEAL the meter socket

OR

DISCONNECT the service or LIFT the transformer tap

NOTIFY the electric company's UICS that the service is disconnected and cannot be restored until the backfeed situation is properly corrected.

*Utility UICS*

NOTIFY the Town Building Inspector via the Town EOC of the improperly installed generator.

*Electric Utility  
Field Personnel*

ESTABLISH a strategy to be used to perform the work.

DETERMINE if the work can be completed safely with the current crew complement or if other resources are needed to complete the work.

IF the available crew cannot complete the work safely and timely, INFORM the electric company's UICS.

**Communicate the estimated time to resolve the electrical hazard to the municipal representative on site. The municipal representative shall communicate this information to the Municipal EOC.**

PERFORM the required actions to restore, isolate and ground, or cut and clear to mitigate the electrical hazard from the electric company's sources of potential in a safe and timely manner.

PROVIDE routine progress updates to the Town EOC via the electric company's UICS.

WHEN the electrical hazard from the electric company's sources of voltage has been mitigated, NOTIFY the Town EOC via the electric company's UICS.

*Phone / Cable TV  
Field Personnel*

VERIFY the electric company field personnel have mitigated the electric hazard from their sources of voltage.

At each location and prior to commencing work, PERFORM the following:

PERFORM a site-specific assessment.

CONFIRM that phone company or cable TV company wires or equipment are involved in the blocked road.

LISTEN for running portable generators at the scene.

If there are running generators, VERIFY that each identified generator is not creating a back feed.

IF a portable generator is creating a backfeed, to the extent possible based upon the providers' technical expertise, PERFORM the following:

- REQUEST the generator be shut down and the output be disconnected.
- NOTIFY the Town Building Inspector via the Town EOC of the improperly installed generator.

ESTABLISH a strategy to be used to perform the work.

DETERMINE if the work can be completed safely with the current crew complement or if other resources are needed to complete the work.

IF the available crew cannot complete the work safely and timely, then INFORM the phone or cable TV UICS.

Communicate the estimated time to complete the work to the municipal representative on the scene. The municipal representative shall communicate this information to the Municipal EOC.

PERFORM the required actions to resolve phone and cable TV wires and equipment from the blocked road area.

PROVIDE routine progress updates to the Town EOC via the phone or cable TV UICS.

When the assets from the phone or cable TV companies are ready to be removed from the municipality because the company's make safe work has been completed, notify the Town EOC.

#### *Town EOC*

RECORD status updates reported from field personnel in the Town EOC and the State Web EOC.

TRACK completion of support activities needed to clear blocked roads.

#### **Clear Blocked Roads**

##### *Town EOC*

WHEN all utility support for a specific location is complete, then DIRECT the Town DPW or State DOT to clear the road for access.

MOBILIZE necessary resources.

ASSIGN resources to blocked roads working from the highest priority to the lowest priority until all blocked road locations are addressed.

##### *Town DPW / State DOT*

RECEIVE blocked road locations and priorities from the Town EOC.

At each location and prior to commencing work, PERFORM the following:

PERFORM a site-specific assessment.

CONFIRM that utility wires and equipment are resolved and will not interfere with road clearing activities.

LISTEN for running portable generators at the scene.

If there are running generators, VERIFY that each identified generator is not creating a back feed.

IF a portable generator is creating a backfeed, PERFORM the following:

- REQUEST the generator be shut down and the output be disconnected.
- NOTIFY the Town Building Inspector via the Town EOC of the improperly installed generator.

ESTABLISH a strategy to be used to perform the work.

DETERMINE if the work can be completed safely with the current crew complement or if other resources are needed to complete the work.

IF the available crew cannot complete the work safely and timely, INFORM the Town EOC.

*Town EOC*

As needed, REQUEST additional road clearing support from the Regional DEMHS Office or the State EOC.

*Town DPW / State DOT*

COMMUNICATE the estimated time to complete work at the location to the Town EOC.

PERFORM the required actions to clear or partially clear the blocked road.

PROVIDE routine progress updates to the Town EOC.

WHEN the road is cleared of partially clear, NOTIFY the Town EOC.

*Town EOC*

UPDATE the Town EOC Block Road List and the State Web EOC as roads are opened for access.

**NOTE:** It is incumbent upon each telephone company, cable company, and municipality to establish and maintain procedures to ensure the safety of its employees and residents. The electric utilities shall not responsible for any personal injury, including death, or property damage that results from handling down wires.

## Definitions

**Blocked Road** A road that is impassible to emergency vehicles. This could be caused by trees, snow, damaged utility equipment, other third party attachment equipment, or any combination of previous items preventing access. Electric utilities are responsible to mitigate electrical hazard caused by their sources of voltage. A road is considered blocked if there is no other reasonable means of access to an area.

**“Make Safe” Blocked Road:**

A blocked road with utility equipment hindering Emergency Vehicle Access

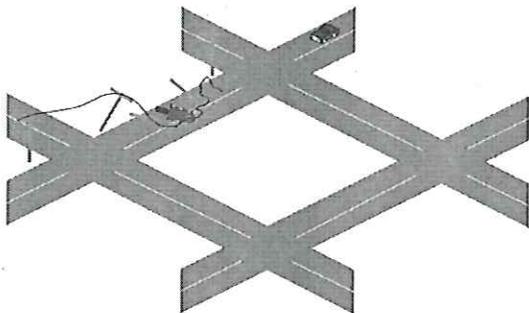
**DOT** Department of Transportation  
**DPW** Department of Public Works  
**EOC** Emergency Operations Center  
**UICS** Unified Incident Command System

**Safe Roadway (two phases):**

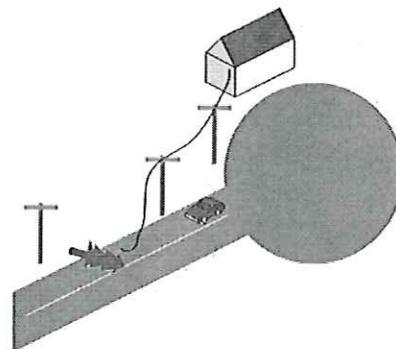
**Emergency Vehicle Access** – passable roadway that allows the safe movement of emergency vehicles (9 foot wide by 14 foot high)

**Fully Restored Access** – passable roadway that has been brought back to a final state that allows for the safe transport of ALL vehicles under ALL circumstances (sometimes referred to as curb to curb or white line to white line)

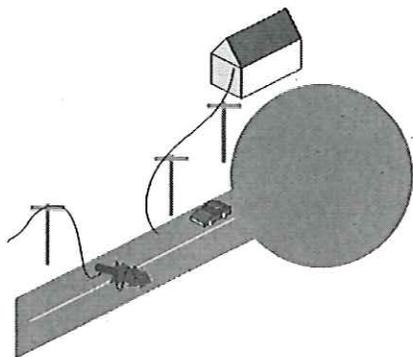
**Make Safe Blocked Road Examples:**



NOT BLOCKED – alternate access route



NOT BLOCKED – one lane passable



BLOCKED – not accessible

# Attachments

# **Make Safe Protocol Attachment 1**

**Connecticut Emergency Support Function #12—All Hazards Energy and Utilities Annex**

**Make Safe Protocol  
Utility Blocked Roads Form**

Town:	_____		
Town Contact Name:	_____	Utility Liaison:	_____
Phone Number:	_____	Utility Liaison Phone Number:	_____
Date / Time:	_____	Send via email to (name):	_____
		FAX Number:	_____

#	Address Street / Route	Nearest Cross Street	Wires Down Y / N	Broken Pole(s) Y / N	Additional Observations	Priority Ranking No. (Below)
1						
2						
3						
4						
5						
6						
7						
8						

**WARNING: ALL CONDUCTORS SHALL BE TREATED AS ENERGIZED BY DAMAGE ASSESSORS!!**

All wires, conductors, attachments, and utility equipment are potentially dangerous, as they may be or may become energized at any time. Persons engaging in damage assessment in and around utility conducts assume the risk of engaging in that activity, and should take every precaution and effort to maintain at least 10 feet of clearance from all utility conductors, and Utility makes no assurances, promises or warranties with regard to the safety of those engaging in damage assessment activities.

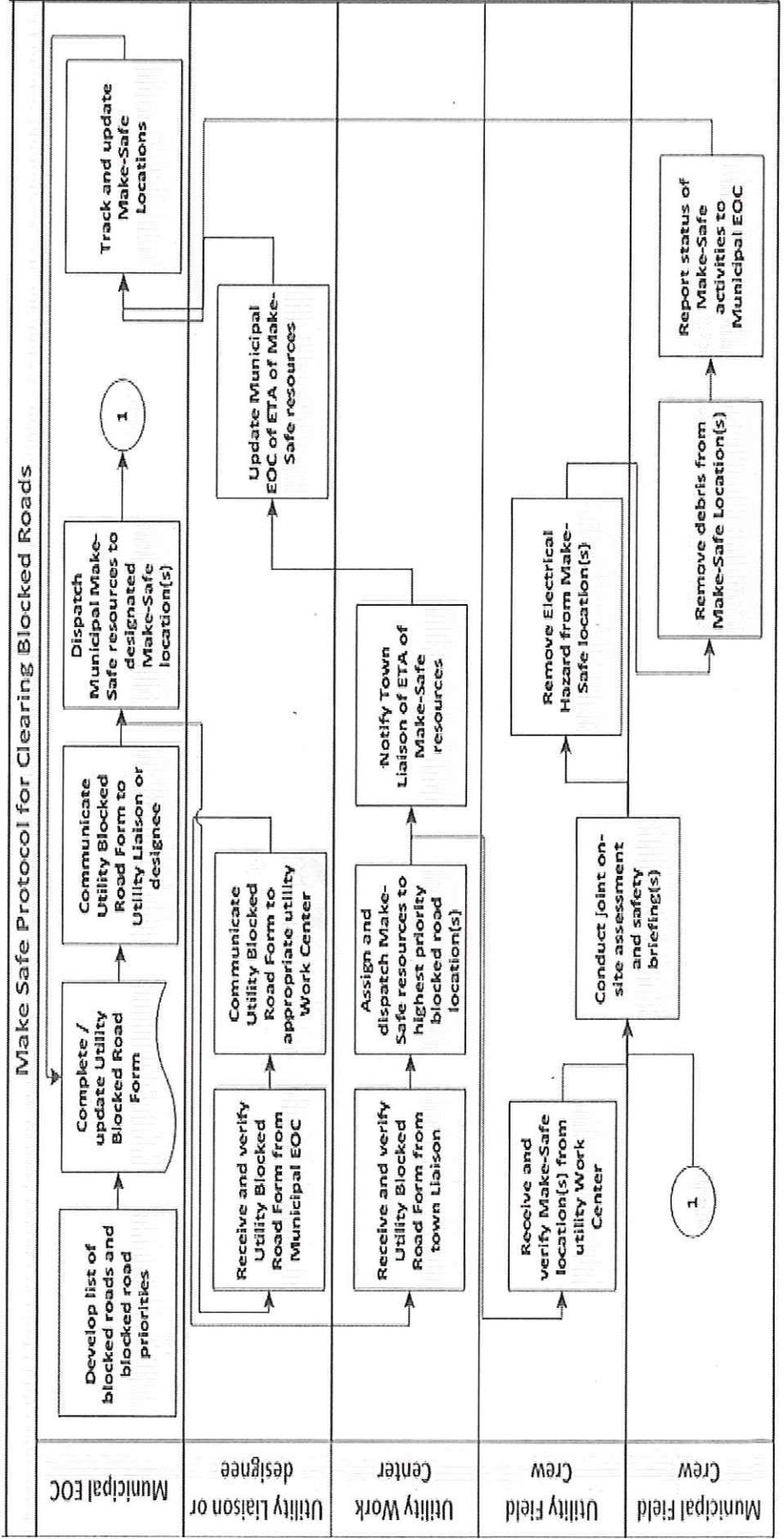
**NOTE:** All wires down and public safety issues shall be called in using the applicable emergency process. This Form does not replace the emergency process, but supplements it.

**NOTE:** This form is not to be used to report blocked roads that do not include any utility devices, conductors, or poles.

Connecticut Emergency Support Function #12—All Hazards Energy and Utilities Annex

Make Safe Protocol  
Priority Categories and Flow Chart

Damage Priority Categorization Table	
Priority	No. Definition
High	1 Support to Search and Rescue and other lifesaving resources
	2 Critical life sustaining facilities (i.e., hospitals, nursing homes, other).
	3 Additional life sustaining facilities (i.e., emergency feeding and sheltering sites, local distribution points, other).
	4 Critical community support facilities (i.e. police, fire, EMS, and emergency management sites, other).
Medium	5 Longer term sustaining facilities (i.e., water treatment and sewage facilities, electrical facilities critical for power restoration, other).
	6 Remaining critical facilities (i.e., critical communication nodes).
	7 Major traffic routes including interstate highways and ramps
Low	8 Major waterways essential to commerce and major flood drainage ways
	9 Other roads



# **ESF 12 Annex Attachment 2**

**Connecticut Emergency Support Function #12—All Hazards Energy and Utilities Annex**

**State Utility Damage Assessment Form**

<b>Town:</b> _____	<b>Utility Liaison:</b> _____
<b>Town Contact:</b> _____	<b>Utility Liaison Phone Number:</b> _____
<b>Phone Number:</b> _____	<b>Send via email to (name):</b> _____
<b>Date / Time:</b> _____	<b>FAX Number:</b> _____

#	DAMAGE TYPE					With Oil Spill? Y/N	Address Street/Route	Nearest Cross Street	Additional Observations
	Number of Poles	Number of Crossarms	Number of Wires (pole to pole)	Number of Wires (pole to house)	Number of Transformers				
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
<b>Total</b>									

**WARNING: ALL CONDUCTORS SHALL BE TREATED AS ENERGIZED BY DAMAGE ASSESSORS!!**

All wires, conductors, attachments, and utility equipment are potentially dangerous, as they may be or may become energized at any time. Persons engaging in damage assessment in and around utility conducts assume the risk of engaging in that activity, and should take every precaution and effort to maintain at least 10 feet of clearance from all utility conductors, and Utility makes no assurances, promises or warranties with regard to the safety of those engaging in damage assessment activities.

**NOTE:** All wires down and public safety issues shall be called in using the applicable emergency process. This Form does not replace the emergency process, but supplements it.

**NOTE:** This form is not to be used to report damage that does not include any utility devices, conductors, or poles.

INSTRUCTIONS:

*Utility Liaison*

1. If a Town has performed a damage assessment, **WORK** with the Town personnel to complete this form.
2. If there are multiple pages to the Town's damage assessment, **NUMBER** all pages.
3. **SEND** (by email or Fax) the form to the utility representative at the appropriate work center.
4. If the completed Form cannot be sent electronically, **DELIVER** a paper copy at the next scheduled briefing.