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CITY AND TOWN OFFICIALS

The NH Department of Transportation Bureau of Planning and Community Assistance maintains a database of all NH city and town officials. Due to space limitations the entire database is not included. A sample is included displaying the format and type of information available. (Table A1) This database can be used as a resource to identify your planning partners. Secondly, where transportation is critical infrastructure in any community the Bureau of Planning and Community may be a resource in transportation mitigation activities.

The most current city and town officials contact information can be found at:

<http://www.nh.gov/dot/business/municipalities.htm>

or contact:

Ansel Sanborn, Administrator

Room G01

John O. Morton Building

7 Hazen Drive

Concord, NH 03302

(603) 271-3344

NOTE: It is imperative that **before** any resource is included in your plan, an agreement between parties must be established. A sample mutual aid agreement and memorandum of understanding is provided on page A-11.

TABLE A1

D.O.T City and Town Officials Excerpt

BOW

WEBSITE www.bow-nh.gov FAX: (602) 224-6680 HOURS: M-F 7:30 AM-4 PM E-MAIL: townmgr@bow-nh.gov	PUBLIC WORKS DIRECTOR LEIGHTON CLEVERLY 10 GRANDVIEW ROAD BOW, NH 03304 (603) 228-1201
CHAIRMAN OF SELECTMEN LEON KENISON 10 GRANDVIEW ROAD BOW, NH 03304 (603) 228-1187	TOWN PLANNER WILLIAM KLUBBEN 10 GRANDVIEW ROAD BOW, NH 03304 (603) 225-3008
SELECTMEN ERIC ANDERSON 10 GRANDVIEW ROAD BOW, NH 03304 (603) 228-1187	PLANNING BOARD CHAIRMAN ARTHUR CUNNINGHAM 10 GRANDVIEW ROAD BOW, NH 03304 (603) 225-3008
HAROLD JUDD 10 GRANDVIEW ROAD BOW, NH 03304 (603) 228-1187	CONSERVATION COMMISSION NANCY RHEINHARDT 16 ONE STACK DRIVE BOW, NH 03304 (603) 228-3647
ISABEL SINCLAIR 10 GRANDVIEW ROAD BOW, NH 03304 (603) 228-1187	HERITAGE COMMISSION DICK STEVENS 10 GRANDVIEW ROAD BOW, NH 03304 (603) 224-3008
THOMAS FAGAN 10 GRANDVIEW ROAD BOW, NH 03304 (603) 228-1187	POLICE CHIEF JEFF JARAN 12 ROBINSON ROAD BOW, NH 03304 (603) 228-1223
TOWN MANAGER JAMES PITTS 10 GRANDVIEW ROAD BOW, NH 03304 (603) 228-1187	FIRE CHIEF H. DANA ABBOTT 10 GRANDVIEW ROAD BOW, NH 03304 (603) 228-4320
EMERGENCY MANAGEMENT DIRECTOR JAMES C. PITTS 10 GRANDVIEW ROAD BOW, NH 03825	

NH FIRE STANDARDS & TRAINING AND EMERGENCY MEDICAL SERVICES

New Hampshire Department of Safety, Division of Fire Standards & Training and Emergency Medical Services (EMS), Bureau of EMS is the state agency responsible for EMS. These responsibilities include the dissemination of public education and information relative to Emergency Medical Services (EMS) and the Statewide Trauma System. The Bureau is responsible for managing the training, testing, and licensing of EMS providers, units, instructors, training agencies, EMS dispatchers and EMS vehicles, including wheel chair vans. It is also responsible for facilitating the establishment and maintenance of a communications network that includes citizen access, EMS Units, healthcare facilities, local, county, and state agencies. The Bureau of EMS is comprised of several functional sections to fulfill these responsibilities. These sections include Advanced Life Support, Trauma, Research, Field Services, Education, and Preparedness. The Bureau's Preparedness section would be your primary contact point for assistance with your MCI Planning efforts.

For additional information go to:

<http://www.nh.gov/safety/ems/preparednessttopics.html>

Or contact:

Bill Wood, Preparedness Coordinator
New Hampshire Fire Standards & Training and EMS
(603)-271-2661 x230/NH: 1-888-827-5367

bwood@safety.state.nh.us

NH BUREAU OF EMERGENCY MANAGEMENT

New Hampshire Department of Safety, Division of Emergency Services, Communications and Management, Bureau of Emergency Management (BEM) is the state agency responsible for coordinating the planning for, responding to, and recovery from major natural and manmade disaster. The Bureau of Emergency Management can be an excellent resource while developing your plan. Secondly, the NH BEM is the state organization responsible for providing Dept of Homeland Security reimbursement funds for jurisdictions conducting weapons of mass destruction exercises.

For additional information go to:

<http://www.nh.gov/safety/divisions/emergservices/bem>

Or contact:

N.H. Department of Safety
Division of Emergency Services, Communications and Management
Bureau of Emergency Management
33 Hazen Drive
Concord, NH 03305

603-271-2231 (switchboard)

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

FEMA, part of the United States Department of Homeland Security is charged with leading the effort to prepare the county for all hazards and manage federal response and recovery efforts following any national incident. FEMA also participates in extensive mitigation activities including first responder training. FEMA trains first responders primarily through the Emergency Management Institute. FEMA has several program areas, which can assist you with your MCI Plan. These assistance programs include Response/Recovery Resources, Grants, Planning, National Incident Management System, and Best Practices. An essential resource in your planning efforts, provided free of charge, is the **State and Local Guide (SLG) 101: Guide to All-Hazard Emergency Operations Planning**.

To download or request a hard copy of SLG 101 and obtain additional FEMA information/assistance go to:

<http://www.fema.gov/emergency/>

Or contact:

Federal Emergency Management Agency
Office Preparedness, Training and Exercises Directorate
500 C Street S.W.
Washington, D.C. 20472

Telephone: 1 (800) 621-FEMA (3362)

EMERGENCY MANAGEMENT INSTITUTE (EMI)

The Emergency Management Institute is the lead federal agency in providing emergency management training to enhance the capabilities of federal, state, local, and tribal government officials, volunteer organizations, and the public and private sectors to minimize the impact of disasters on the American public. EMI programs are designed to meet the needs of this diverse. EMI develops courses and administers resident and non-resident training programs in areas such as natural hazards (earthquakes, hurricanes, floods, dam safety), technological hazards (hazardous materials, terrorism, radiological incidents, chemical stockpile emergency preparedness), professional development, leadership, instructional methodology, exercise design and evaluation, information technology, public information, integrated emergency management, and train-the-trainers. EMI also offers a variety of web based self study programs. (Table A2) The self-study programs are user friendly. Click on the course, review the material, take a 10-25 question test, register (name, address, and social), and your completion certificate is mailed within 10 days. These programs often qualify for continuing education and can be used to meet the NIMS training requirements.

For information regarding the Emergency Management Institute go to:

<http://www.training.fema.gov/emiweb/>

Or contact:

Emergency Management Institute

U.S. Fire Administration
16825 S. Seton Ave.,
Emmitsburg, MD 21727

Voice: (301) 447-1000

Fax: (301) 447-1346

Admissions Fax: (301) 447-1441

TABLE A2
Self-Study EMI Courses

Available at: <http://www.training.fema.gov/emiweb/IS/crslist.asp>

Course Title (course code, course name)
IS-1 Emergency Manager: An Orientation to the Position
IS-3 Radiological Emergency Management
IS-5.A An Introduction to Hazardous Materials
IS-7 A Citizen's Guide to Disaster Assistance
IS-8 Building for the Earthquakes of Tomorrow: Complying with Executive Order 12699
IS-10 Animals in Disaster, Module A: Awareness and Preparedness
IS-11 Animals in Disaster, Module B: Community Planning
IS-15.A Special Events Contingency Planning for Public Safety Agencies
IS-22 Are You Ready? An In-depth Guide to Citizen Preparedness
IS-55 Household Hazardous Materials - A Guide for Citizens
IS-100 Introduction to Incident Command System, I-100
IS-100.FW Introduction to the Incident Command System, I-100, for Federal Disaster Workers
IS-100.LE - Introduction to the Incident Command System, I-100, for Law Enforcement
IS-100.PW Introduction to the Incident Command System, I-100, for Public Works Personnel
IS-111 Livestock in Disasters
IS-120 An Orientation to Community Disaster Exercises
IS-139 Exercise Design
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Professional Development Series (Click for more details)
IS-200 ICS for Single Resources and Initial Action Incidents
IS-200.FW Basic Incident Command System, I-200, for Federal Disaster Workers
IS-208 State Disaster Management
IS-230 Principles of Emergency Management

IS-235 Emergency Planning
IS-240 Leadership & Influence
IS-241 Decision Making and Problem Solving
IS-242 Effective Communication
IS-244 Developing and Managing Volunteers
IS-253 Coordinating Environmental and Historic Preservation Compliance
IS-271 Anticipating Hazardous Weather & Community Risk
IS-275 The EOC's Role in Community Preparedness, Response and Recovery Activities
IS-279 Engineering Principles and Practices for Retrofitting Flood-Prone Residential Structures
IS-288 The Role of Voluntary Agencies in Emergency Management
IS-292 Disaster Basics
IS-301 Radiological Emergency Response
IS-302 Modular Emergency Radiological Response Transportation Training
IS-317 Introduction to Community Emergency Response Teams
IS-324 Community Hurricane Preparedness
IS-330 Refresher Course for Radiological Response
IS-331 Introduction to Radiological Emergency Preparedness (REP) Exercise Evaluation
IS-340 Hazardous Materials Prevention
IS-346 An Orientation to Hazardous Materials for Medical Personnel
IS-362 Multi-Hazard Emergency Planning for Schools
IS-386 Introduction to Residential Coastal Construction
IS-393 Introduction to Mitigation
IS-394.A Protecting Your Home or Small Business From Disaster
IS-513 The Professional in Emergency Management
IS-546 Continuity of Operations (COOP) Awareness Course
IS-547 Introduction to Continuity of Operations (COOP)
IS-600 Special Considerations for FEMA Public Assistance Projects
IS-630 Introduction to the Public Assistance Process
IS-631 Public Assistance Operations I

IS-632 Introduction to Debris Operations in FEMA's Public Assistance Program
IS-650 Building Partnerships with Tribal Governments
IS-700 National Incident Management System (NIMS), An Introduction
IS-703 NIMS Resource Management

MUTUAL AID AGREEMENT AND MEMORANDUM OF UNDERSTANDING (MOU)

Mutual aid agreements and memorandums of understanding are written documents describing how personnel, equipment, facilities, and/or supplies will be requested, made available, and utilized by or between organizations, agencies, or jurisdictions. The difference between mutual aid agreement and MOU's are that mutual aid agreements are reciprocal assistance arrangements between two or more organizations, agencies, or jurisdictions. A MOU can be reciprocal in nature, parties agreeing to help one another under certain terms, or a MOU can pledge assistance to an organization, agency, or jurisdiction without mutual benefits. Anytime assistance from other organizations, agencies, or jurisdictions is incorporated into your plan a written mutual aid agreement or MOU should be signed by authorized representatives from **both** the entity providing and receiving the resources. The following elements or provisions should be included into your mutual aid agreements and MOU's;

- Definitions of key terms used in the agreement
- Roles and responsibilities of individual parties
- Procedures for requesting and providing assistance
- Procedures, authorities, and rules for payment, and reimbursement
- Notification procedures and interoperable communications
- Relationships with other agreements among jurisdictions
- Workers compensation
- Treatment of liability and immunity
- Recognition of qualifications and certifications
- Sharing agreements, as required
- Authorized officials from each of the participating jurisdictions will collectively approve all mutual-aid agreements/MOU's

SAMPLE MUTUAL AID AGREEMENT

DEFINITIONS

"Division" means the division of fire standards and training and emergency medical services, department of safety.

"Emergency medical services" means the pre-hospital assessment and treatment of a sick or injured individual initiated at the scene of an incident and continued through the transport and transfer, if found appropriate, of the individual to a medical facility or other appropriate location in order to prevent loss of life or aggravation of physiological or psychological illness or injury.

"Emergency medical service unit" means an organization, public or private, operating alone or as part of a larger organization, which has the responsibility to provide emergency medical services. The term shall not include ski patrols unless a ski patrol is providing invasive patient care procedures.

"Mass casualty incident" means any emergency event that cannot be resolved through the use of the emergency resources that are available locally on a regular daily basis.

AGREEMENT

THIS AGREEMENT is entered into this _____(Date)_____ among EMS Units, acting pursuant to the New Hampshire Revised Statutes Annotated, Chapter 153-A, Section 19 for the purpose in securing to each the benefits of mutual aid in the treatment and transportation of the sick or injured.

Witnesseth:

WHEREAS each of the parties hereto maintains equipment and personnel to provide Emergency Medical Services (EMS) within its own jurisdiction and areas, and

WHEREAS the parties here to desires to augment Emergency Medical Services available in their jurisdiction and area during a Mass Casualty Incident, and

WHEREAS it is deemed mutually sound, desirable, practicable, and beneficial for Emergency Medical Service Units to render assistance to one another in accordance with these terms:

THEREFORE BE IT AGREED THAT:

1. Whenever it is deemed advisable by the senior officer of an Emergency Medical Service Unit, Incident Commander, or personnel authorized to direct Emergency Medical Services, is actually present at an MCI, to request assistance under the terms of this agreement, he/she is authorized to do so. The senior officer of the EMS Unit at the time of receiving the request, shall forthwith take the following action:
 - A. Immediately determine if apparatus, equipment and/or personnel can be spared in response to the call;
 - B. Determine what apparatus, equipment and/or personnel might most effectively be dispatched, the mission to be assigned in accordance with the plans and procedures of operation drawn by the technical heads of the EMS Units involved;
 - C. The Incident Commander or personnel authorized to direct Emergency Medical Services will make every effort to release mutual aid apparatus and to return said apparatus, equipment, and personnel to their respective communities as soon as conditions permit.

2. The rendering of assistance under the terms of this agreement shall not be mandatory, but the party receiving the request for assistance should immediately inform the requesting service if for any reason assistance can not be rendered.
3. Each party to this agreement waives all claims against the other party parties assistance for any loss, damage, personal injury or death occurring in consequence of the performance of this agreement.
4. All service performed under this agreement shall rendered with out reimbursement of either EMS Units.
5. This agreement shall not apply to requesting or providing Paramedic Intercepts.
6. The EMS Un it Leaders are encouraged to meet and draft any detailed plans and procedures of operation necessary to effectively implement this agreement.
7. This agreement shall become effective upon the date hereof and shall remain in full force and effect until receipt of written notice by one party to the other parties, giving (30) days notice of said cancellation.

PARTIES

EMS Unit	Address	Town/City	State	Zip
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Procedure for requesting this Unit Mutual Aid (include phone # of dispatch center)

EMS Unit Leader Signature	Date
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EMS Unit	Address	Town/City	State	Zip
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Procedure for requesting this Unit Mutual Aid (include phone # of dispatch center)

EMS Unit Leader Signature	Date
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NORTHERN NEW ENGLAND METROPOLITAN MEDICAL RESPONSE SYSTEM (NNEMMRS)

NNEMMRS is a Department of Homeland Security funded program, which started in 1996. This program provides funding to local jurisdictions wanting to enhance regional preparedness and collaboration. The NNEMMRS is charged with bringing private and public organizations together regionally preparing for an all-hazards medical response. NNEMMRS' goal is to provide a region with the resources it needs to plan for managing an incident until State and Federal resources can be deployed. The NNEMMRS also includes a response element. The response element is a medical strike team composed of volunteers with medical backgrounds including EMT's, RN's, MD's, PA's etc.

To see how NNEMMRS can assist you with your planning efforts, augment your response capabilities, or to volunteer with the team, go to:

<http://www.nnemMrs.org>

Or contact:

Northern New England MMRS
Regional Project Office
1 Medical Center Drive, Hinman Box 7462
Lebanon, NH 03756
603-653-1189
mmrs@dartmouth.edu

Project Director
Robert Gougelet MD
Assistant Professor Emergency Medicine
Medical Director Emergency Response
603-653-1189
Robert.M.Gougelet@Dartmouth.EDU