



NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER

STATE EMERGENCY OPERATIONS PLAN (SEOP)

2019

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Foreword

This plan supersedes the previously issued State Emergency Operations Plan (SEOP) and provides a flexible framework for operations in the State of New Hampshire. The SEOP describes the system that will be used by the State of New Hampshire to prevent, prepare for, respond to, and recover from an emergency or disaster. It also identifies and assigns specific areas of responsibility for coordinating resources to support the State's response to an emergency or disaster. The SEOP is an all hazards plan developed to address the State's unique natural, technological and human-caused hazards.

The New Hampshire, Department of Safety, Division of Homeland Security and Emergency Management is delegated the responsibility and authority to respond to emergencies and disasters by the Governor via New Hampshire Revised Statutes Annotated (RSA) Title 1 Section 21 Paragraph 37. The SEOP is intended, in all instances, to be consistent with the National Incident Management System (NIMS).

All agencies and organizations assigned a responsibility under this plan shall maintain a level of preparedness to support its implementation to include the establishment of written policies and procedures, training of personnel, and participation in emergency exercises.

The SEOP is considered a living document and shall be continuously updated and revised to reflect lessons learned during incident response or exercise play. Stakeholders should direct comments, edits, and questions to New Hampshire Homeland Security and Emergency Management.



Jennifer L. Harper, Director

New Hampshire Department of Safety

Division of Homeland Security and Emergency Management



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Certificate of Adoption and Approval

A Resolution Adopting and Approving the State of New Hampshire 2019 Emergency Operations Plan

WHEREAS, the State of New Hampshire has historically experienced damages from hazardous events and continues to be vulnerable to natural, technological, and human-caused incidents which could potentially result in the loss of life, damage to property and the environment, economic hardship, and threats to public health and safety;

WHEREAS, the State of New Hampshire Emergency Operations Plan provides a mechanism for effectively responding to and stabilizing incidents involving natural, technological, or human-caused incidents;

WHEREAS, this Plan is prepared in accordance with NH RSA 21-P: 52 relative to the incorporation of the National Incident Management System and utilizing a statewide Incident Command System;

WHEREAS, the stated purpose of this plan and associated supporting documents is to identify and implement a system of management and coordination for the prevention, mitigation, protection, response, and recovery activities associated with all hazards;

WHEREAS, this plan represents the State's best intentions to manage incidents within the framework of statewide cooperation and coordination;

WHEREAS, the State of New Hampshire's Emergency Management Program encompasses all organizations, agencies, and individuals having responsibility for the activities contained in this plan.

NOW THEREFORE, I, CHRISTOPHER T. SUNUNU, GOVERNOR of the State of New Hampshire, do hereby declare the adoption and approval of the State of Emergency Operations Plan 2019.

IT IS HEREBY ORDERED the respective agencies and officials identified within this plan are directed to pursue the actions assigned to them to protect lives, property, the environment, limit economic impact, stabilize the incident, and begin the recovery process following an incident. This plan nullifies and supersedes all previous versions of the State Emergency Operations Plan.

APPROVED and SIGNED this 17th day of December 2019



Christopher T. Sununu, Governor
State of New Hampshire



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Letter of Agreement

By signing this Letter of Agreement (LOA), State of New Hampshire departments, agencies, and other organizations commit to:

1. Supporting the State Emergency Operations Plan (SEOP) concepts, processes, and structures and carrying out their assigned functional responsibilities to ensure effective and efficient emergency management, including designating representatives to staff interagency coordinating structures, as required;
2. Providing cooperation, resources, and support in the implementation of the SEOP, as appropriate and consistent with their own authorities and responsibilities;
3. Cooperating with appropriate state emergency management leadership including the State Coordinating Officer (SCO), Governor's Authorized Representative (GAR), and other resource coordinators, as appropriate and consistent with their own authorities and responsibilities;
4. Modifying existing interagency and agency incident management and emergency response plans to facilitate compliance with the SEOP;
5. Forming and maintaining emergency management partnerships with state, local, and regional entities, the private sector, and non-governmental organizations (NGOs);
6. Utilizing department and agency-specific authorities, resources, and programs to facilitate incident management activities in accordance with the SEOP;
7. Developing, exercising, and refining state and regional capabilities to ensure sustained operational readiness in support of the SEOP;
8. Appropriately implementing the National Incident Management System (NIMS) and participating in the statewide Incident Command System as outlined in RSA 21-P:52;
9. Ensuring all department, division, and agency specific emergency management plans and programs are integrated and coordinated with the State to the greatest possible extent as outlined with RSA 21-P:37, as well as participate in the update of this plan and related procedures.



Christopher T. Sununu, Governor
State of New Hampshire

Dec. 17th, 2019

Date



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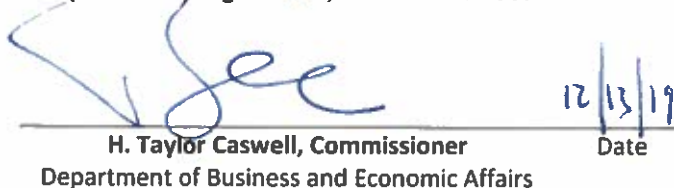
Signatory departments and agencies follow:

 12/12/19
 Christopher M. Keating, Director
 Administrative Office of the Courts

 12/12/19
 Charles M. Arlinghaus, Commissioner
 Department of Administrative Services

 12/12/19
 Shawn N. Jasper, Commissioner
 Department of Agriculture, Markets and Food

 12/12/19
 Gerald H. Little, Commissioner
 Banking Department

 12/13/19
 H. Taylor Caswell, Commissioner
 Department of Business and Economic Affairs

 12/12/19
 Charles J. Gaia, Executive Director
 Commission on Disability

 12/12/19
 Helen E. Hanks, Commissioner
 Department of Corrections

 12/11/19
 L. Frank Edelblut, Commissioner
 Department of Education

 12/12/19
 George N. Copadis, Commissioner
 New Hampshire Employment Security

 12-13-19
 Robert R. Scott, Commissioner
 Department of Environmental Services

 12/13/2019
 Glenn D. Normandeau, Executive Director
 Fish and Game Department

 12-11-19
 Patrick Tufts, President & CEO
 Granite United Way

 12/12/19
 Kerrin A. Rounds, Acting Commissioner
 Department of Health and Human Services

 12/12/19
 Ahni N. Malachi, Executive Director
 Human Rights Commission

 12/13/2019
 Denis C. Goulet, Commissioner
 Department of Information Technology

 12/11/19
 John R. Elias, Commissioner
 Insurance Department

 12/12/19
 Gordon J. MacDonald, Attorney General
 Department of Justice

 12/12/19
 Kenneth D. Merrifield, Commissioner
 Department of Labor



12/12/19

Joseph W. Mollica, Chairman
Liquor Commission

Date

12/12/19

Charles R. McIntyre, Executive Director
Lottery Commission

Date

12 Dec 19

Major General David J. Mikolaities, The
Adjutant General
New Hampshire National Guard

Date

12/13/19

Sarah L. Stewart, Commissioner
Department of Natural and Cultural
Resources

Date

12/13/19

Jared S. Chicoine, Director
Office of Strategic Initiatives

Date

12/13/19

Geno J. Marconi, Director
Pease Development Authority, Division of
Ports and Harbors

Date

12/12/19

Timothy J. Merrill, Chief Executive Officer
Police Standards and Training Council

Date

13 Dec 19

David L. Grosso, Executive Director
Office of Professional Licensure and
Certification

Date

12/13/19

Dianne H. Martin, Chairwoman
Public Utilities Commission

Date

12/12/19

George P. Lagos, Executive Director
Retirement System

Date

12/12/19

Lindsey M. Stepp, Commissioner
Department of Revenue Administration

Date

12/12/19

Robert L. Quinn, Commissioner
Department of Safety

Date

12/13/19

DAVID SCANLON, DEPUTY
William M. Gardner, Secretary
Secretary of State

Date

12-13-19

William F. Dwyer, State Treasurer
State Treasury

Date

12/12/19

Victoria F. Sheehan, Commissioner
Department of Transportation

Date

12-13-19

Margaret D. LaBrecque, Commandant
Veterans Home



Record of Changes

Any user of this plan is encouraged to recommend changes that the user feels may enhance or clarify a particular portion of this plan. Suggested changes should be submitted to the Division of Homeland Security and Emergency Management (HSEM) at HSEMplanning@dos.nh.gov

Description of Change	Plan Date	Completed by
Reformatted, revised, and updated complete plan and annexes	December 2014	Contracted Entity
Annual Update	July 2015	HSEM
Entire Plan update. Addition of new ESF's	December 2019	HSEM



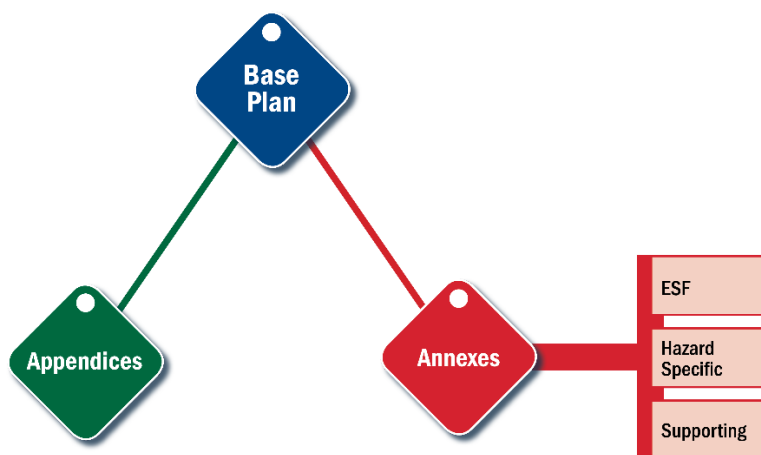
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Construct of the Plan

This plan is organized to align with the operational structure and makeup of the New Hampshire State Emergency Operations Center (SEOC) and the state's overall Emergency Management Program. The Emergency Management Program is the system providing management and coordination of prevention, mitigation, preparedness, response, and recovery activities for all hazards. The system encompasses all organizations, agencies, departments, and individuals having responsibilities for these activities.

This plan provides general information as well as specific operational roles and responsibilities for select SEOC sections, branches, Emergency Support Functions (ESFs), and Recovery Support Functions (RSFs). This plan includes the below base plan, appendices and annexes.



Base Plan

The Base Plan describes the structure and processes designed to integrate the efforts and resources of the federal, state, and local governments, the private sector, and non-governmental organizations (NGOs) in response to and short-term recovery from natural, human-caused, and technological threats and/or hazards. The Base Plan includes planning assumptions, roles and responsibilities, Hazard Identification and Risk Assessment (HIRA), concept of operations, incident management actions, and plan administration and maintenance instructions. The Plan also describes services provided by governmental agencies; how resources are mobilized; methods for activating, responding to, and carrying out emergency operations, processes, and information regarding resources and mutual aid.

Appendices

The Appendices include Acronyms, Glossary, and Authorities and References.

Annexes

Emergency Support Function (ESF) Annexes - ESF Annexes identify the lead and support agencies for each function. The annexes also describe expected mission execution for each emergency management mission area and identify tasks assigned to members of the ESF.

Hazard Specific Annexes - Describe the policies, situation(s), concept of operations, and responsibilities for specific incidents/hazards as well as any special or unique policies or actions required.

1. Radiological Emergency Response Plan for Nuclear Facilities
2. Cyber Disruption Plan

Supporting Annexes - Describes the framework through which the State and local departments and agencies, the private sector, non-profits, and NGOs coordinate and execute the common emergency management program strategies. The actions described in the support annexes apply to all-hazards.

1. State Hazard Mitigation Plan
2. Continuity of Operations Plan
3. Distribution Management Plan
4. Recovery Annex



Section 1: Overview

Introduction

The State of New Hampshire (NH) State Emergency Operations Plan (SEOP) was developed by the NH Department of Safety (DOS), Division of Homeland Security and Emergency Management (HSEM) to establish a framework through which the State prevents, protects, prepares for, responds to, recovers from, and mitigates the impacts of natural, technological, and human-caused disasters and emergencies that could adversely affect the health, safety, and/or general welfare of residents and visitors of the State. HSEM prepared this plan with cooperation from lead ESF agencies that provide essential program functions, while following guidance from FEMA's Comprehensive Preparedness Guide (CPG) 101, Version 2.0.

The SEOP has the full force and effect of the law as promulgated by the Governor (NH RSA 21-P: 37). The SEOP provides for an integrated and coordinated local, state, regional, federal, and NGO response. The SEOP is always in effect, and elements can be implemented at any level, at any time. In accordance with RSA 21-P:37, every effort has been made for this plan and the State's Emergency Management Program, as a whole, to be integrated into and coordinated with emergency management plans of the federal government, state plans, as well as local communities within the state, to the greatest extent possible.

The Advisory Council on Emergency Preparedness and Security (ACEPS) helps to ensure this integration pursuant to RSA 21-P: 48. ACEPS advises the governor on issues involving the State's ability to respond to natural, technological, and human-caused disasters, and the preparation and maintenance of a state disaster plan in conformance with any federal regulation or law. ACEPS serves the function of the State Emergency Response Commission (SERC) and the Centers for Disease Control's state public health emergency preparedness committee. The council periodically reports to the Governor, Senate President, and the Speaker of the House on any recommendations that pertain to the state's preparedness and the ability to respond to natural, technological, and human-caused incidents.

Stakeholder involvement was stressed throughout the planning process, including communication with lead and support agencies for Emergency Support Functions (ESFs) and Recovery Support Functions (RSFs), as well as other coordinating and cooperating agencies. This plan also builds on the efforts of the State Multi-Hazard Mitigation Planning Committee, as well as the efforts of the agencies and individuals involved in the update to the Threat and Hazard Identification and Risk Assessment and annual Stakeholder Preparedness Review (THIRA/SPR).

Although titled "State Emergency Operations Plan," this document and its associated annexes are designed to cover all five-mission areas of emergency management as described in the National Preparedness Goal. These five mission areas include prevention, protection, response, recovery and mitigation. Each mission area overlaps another, as emergency management activities can occur in specific phases, in any combination, and may repeat. This plan is a compilation of emergency information considered necessary to address the types of incidents that could affect the State of New Hampshire. Information necessary to respond to special threats and hazards (i.e. Radiological and Cybersecurity) are contained in incident specific Annexes to this plan.



This document does not contain resource inventories or personnel directories; that information is maintained by each agency. This plan is designed to inform the reader about the actions that are planned and the entities and/or personnel involved. It may also include information relative to when and where emergency management mission area actions will be concentrated. Each participating organization, private or governmental, must depend on its own expertise to develop standard operating guidelines or procedures describing how it will carry out respective assignments.

Goals and Objectives

The major goals of this plan are the preservation of life, protection of property, protection of the environment, participation of the whole community, and continuity of operations. These goals are consistent with the National Incident Management System (NIMS) and the National Response Framework (NRF).

The overall objective of the SEOP is to ensure the effective and efficient management and coordination of incident efforts by coordinating operations, ensuring a common operating picture, and managing resources between all levels of government in support of on-scene operations throughout all mission areas of emergency management. This includes:

1. Coordinating emergency operations throughout the state.
2. Coordinating activities with appropriate federal, state, county, local, NGO, and private entities.
3. Responding to requests for resources and support.
4. Establishing priorities and de-conflicting demands for resources and support.
5. Coordinating any mutual aid, Emergency Management Assistance Compact (EMAC), and International EMAC (IEMAC).
6. Activating and using communications systems.
7. Preparing and disseminating fully accessible emergency public information, warnings, and alerts.
8. Collecting, evaluating, and disseminating damage information and other essential incident-related data.
9. Restoring essential services.



Purpose

1. The SEOP establishes the policies and procedures by which the State will coordinate efforts across all mission areas to handle incidents through its Emergency Management Program.
2. The SEOP describes the basic strategies, assumptions, operational goals, objectives, and mechanisms through which the State will coordinate, prioritize, and mobilize resources and conduct activities to guide and support local emergency management efforts through prevention, protection, preparedness, response, recovery, and mitigation.
3. To facilitate effective operations, the SEOP follows NIMS, the Incident Command System (ICS), and the ESF structure as outlined in the NRF.
4. The SEOP establishes interagency and multi-jurisdictional mechanisms for state government involvement in coordinating incident support activities. This includes coordination structures and processes for incidents requiring:
 - a. State support to local governments, federal support to a state response, State/Territory-to-State/Territory, State-to-Canadian Province, and/or Canadian Province-to-State support.
 - b. The exercise of state authorities and responsibilities, as appropriate under the law.
 - c. Public and private sector incident management integration.
 - d. The coordination, administration, and integration of emergency management plans and programs of federal and state agencies in support of local governments.

Scope

1. The SEOP follows an all-hazards approach in planning for a wide range of complex and ever-changing threats and hazards that could affect the State of New Hampshire as identified in the HIRA and THIRA.
2. The SEOP calls for regularly scheduled exercises and training to identify and enhance the capabilities of the State and relevant stakeholders when managing incidents. It defines the responsibilities of state agencies, NGOs, and partners from both the public and private sector. In addition, the SEOP:
 - a. Recognizes and incorporates the various jurisdictional and functional authorities of state departments and agencies, local governments, and private sector organizations during an incident.
 - b. Covers the full range of complex and constantly changing requirements in anticipation of, or in response to, threats or acts of terrorism, major disasters, and other incidents.
3. The SEOP is an operations-based plan that follows NIMS, ICS, and NRF guidelines, incorporates the ESFs, other support agencies, as well as incident-specific actions. For the purposes of this program, the essential functions provided by the State of New Hampshire are those provided by the lead agencies of the identified ESFs and RSFs.



4. The SEOP does not develop logistics, techniques, methodologies, or implementation strategies that are components of organizational procedural manuals. Development of Standard Operating Procedures (SOPs) and/or Standard Operating Guidelines (SOGs) is the responsibility of each individual agency identified within the SEOP.
5. The SEOP applies to all state departments and agencies that may be requested to provide assistance or conduct operations before, during, or after actual or potential incidents. In carrying out the provisions of RSA 21-P:44, "...the Governor, executive heads of state agencies, and local executive officers of the political subdivisions of the State shall utilize the services, equipment, supplies, and facilities of existing departments, offices, and agencies of the State and its political subdivisions to the maximum extent practicable. The officers and personnel of all such departments, offices, and agencies are directed to cooperate with and extend such services and facilities to the Governor and to the emergency management organizations of the State upon request."

State Profile

This section of the Plan provides a synopsis of the vital statistics for the State of New Hampshire.

Geography

The State of New Hampshire is located in the northeastern section of the United States. The total area of the state is 9,304 square miles—composed of 9,027 sq. mi. of land, 277 sq. mi. of inland water, and an 18-mile coastline. NH is bordered on the north by the Canadian Province of Québec, on the east by Maine and the Atlantic Ocean, on the south by Massachusetts, and on the west by Vermont. The geographic center of the State is located in Belknap County, approximately 3 miles east of the Town of Ashland. The state capital is Concord, which is located in Merrimack County. New Hampshire is one of six New England states, the others being Maine, Massachusetts, Vermont, Rhode Island, and Connecticut. Five of New England's major rivers originate in New Hampshire:

1. The Connecticut River rises less than a mile south of the Canada/US border and flows south through New Hampshire into Massachusetts and then Connecticut.
2. The Merrimack River originates where the Pemigewasset meets the Winnepesaukee in Franklin, NH.
3. The Piscataqua River starts in Dover where the Cocheco River and Salmon Falls River meet.
4. The Androscoggin River originates from the Umbagog Lake near Errol, NH, near the New Hampshire/Maine border.
5. The Saco River's source is in Crawford Notch and flows easterly into Maine.

Government

The State's Executive Branch is headed by a Governor and five administrative officers called Executive Councilors. The Governor is elected for a two-year term. The New Hampshire bicameral legislature (General Court), consists of 24 Senators and 400 Representatives, all elected for two years. The State elects two Senators and two Representatives to the U.S. Congress and has four electoral votes.



New Hampshire, like other New England States, is also unique for its tradition of local town meetings. In many towns, residents vote directly on municipal and school budgets and can propose and amend warrant articles. New Hampshire is among the few states in the Nation that utilizes a strong, local government rather than a predominately-county government structure.

Economy

Three industries drive the State's economy: Smart Manufacturing/High Technology (SMHT), Tourism and Health Care Fields. SMHT's primary focus is using high-tech equipment to produce electronic components. There are a variety of biomedical research facilities in New Hampshire, along with numerous hospitals and other healthcare facilities. When it comes to tourism, many visitors and residents enjoy the State's beaches, mountains, and lakes. The largest lake, Winnepesaukee, dotted with 274 inhabitable islands, provides many opportunities for fishing and water recreation sports. Along the Atlantic shore, 18mi (29 km) of curving coastline boasts beaches (many state-owned) which attract vacationers.

Demographics

Population

According to the US Census Bureau and the NH Office of Strategic Initiatives (OSI), in 2010 the total estimated population of New Hampshire was 1,316,470 million persons. The State is divided into 10 counties, 13 cities, 221 towns, and 22 unincorporated places. County populations range from as few as 32,961 residents in Coos County to 400,721 in Hillsborough County. City and town populations range from as few as 41 residents in Hart's Location to 109,565 in Manchester.

Age

According to OSI, there are approximately 325,802 thousand New Hampshire residents (24.7% of the population) under the age of 19 and 178,268 residents (13.5% of the population) over the age of 65.

Access and Functional Needs

According to the University of New Hampshire, Institute on Disability, about one out of every eight NH residents report having a disability. Access and Functional Needs (AFN) need to be taken into consideration in accordance with the Public Health Service (PHS) Act and the American with Disabilities Act (ADA) for incident preparedness, mitigation, response, and recovery actions. Access Needs are populations whose members may or may not have a disability or need access related to Communication, Mobility and Services. Functional Needs are populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: communication, maintaining health, independence, support, safety and self-determination, and transportation. Individuals in need of additional response assistance may include people with disabilities, people who live in institutionalized settings, elderly, children, people from diverse cultures, and people with limited English proficiency, non-English speaking, and transportation disadvantaged.

Education

Among the State's institutions of higher learning are the University System of New Hampshire (five colleges/universities), the Community College System of New Hampshire (seven colleges/institutes), and over a dozen additional private colleges, universities, and institutes of higher education.



The State's Department of Education (DOE) currently recognizes approximately 489 public and charter schools, as well as 134 non-public schools. The public schools are administered by 96 district-level School Administrative Units (SAU).

Language

According to the U.S. Census Bureau, the primary language spoken in New Hampshire is English. The other top ten most common languages are French, Spanish, Portuguese, Chinese, German, Greek, Hindi, Italian, Russian, and Arabic. The US Census Bureau estimates 2.4% of the population over five years old, speaks English "less than very well."

Hazard Analysis

Hazard Analysis Information is derived from the 2018 HIRA and the 2018 THIRA as described below.

Hazard Identification and Risk Assessment (HIRA)

The State's Multi-Hazard Mitigation Plan (SHMP) contains a comprehensive HIRA that reviews the hazards that have affected or have the potential to affect the State of New Hampshire. The SHMP and HIRA are updated every five years per federal requirements. The SHMP also contains information on the history of hazards, potential for future hazards, as well as the plan for how the State will lessen the likelihood of any impacts of hazards, decrease the need for preparedness, and create a more resilient community. For further information on hazards, please refer to the [State of New Hampshire Multi-Hazard Mitigation Plan Update 2018](#).

2018 SHMP Identified Hazards		
Natural Hazards	Technological Hazards	Human-caused Hazards
<ul style="list-style-type: none"> • Avalanche • Coastal Flooding • Inland Flooding • Drought • Earthquake • Extreme Temperatures • High Wind Events • Infectious Diseases • Landslide • Lightning • Severe Winter Weather • Solar Storm and Space Weather • Tropical and Post-Tropical Cyclones • Wildfire 	<ul style="list-style-type: none"> • Aging Infrastructure • Conflagration • Dam Failure • Hazardous Materials • Known and Emerging Contaminates • Long Term Utility Outage • Radiological 	<ul style="list-style-type: none"> • Cyber Event • Mass Casualty Incident • Terrorism/Violence • Transport Accident

Note: Hazards are alphabetized within categories, and not in priority order

Threats and Hazards Identification and Risk Assessment (THIRA)

The THIRA is an annual analysis of the threats and hazards that the State could potentially face based on specific probable scenarios. This document is then used to inform the Stakeholder Preparedness Review (SPR) and evaluate the State's preparedness to the worst probable scenario

for a given hazard. For further information on threats and hazards, please refer to the THIRA/SPR. Per Federal requirements, the THIRA is updated every 3 years and the SPR is updated annually.

These documents are utilized during the planning process to inform stakeholders and planning committee members of the threats and hazards that could affect the State of New Hampshire, as well as the potential impacts and effects of those hazard events. High frequency and/or high consequence threats and hazards may necessitate additional planning requirements, the creation of incident-specific annexes, or the involvement of subject matter experts.

2019 THIRA Threats and Hazards		
Natural Hazards	Technological Hazards	Human-Caused Hazards
<ul style="list-style-type: none"> • Flood • Hurricane / Typhoon • Winter Storm / Ice storm • High Wind Event 	<ul style="list-style-type: none"> • Hazmat Release – Chemical • Known and Emerging Contaminates • Aging Infrastructure 	<ul style="list-style-type: none"> • Active Shooter • Cyber Attack • Explosive Devices • Fire—Structural

Note: Hazards and threats are alphabetized within categories and not in priority order

Assumptions

1. An incident can occur with little or no warning, at any time, in any area of New Hampshire and can escalate more rapidly than the ability of any single local or state response organization to address it.
2. Local governments have existing emergency management resources, plans, and procedures already in place.
3. When an incident or event occurs, local governments will utilize their own resources first, augmented as needed by resources available through community-to-community mutual aid. Local governments will only request state assistance in the event that an incident exceeds or is expected to exceed local capabilities.
4. State officials, agencies, and partners understand their roles and responsibilities under the SEOP and maintain appropriate procedures and a state of readiness.
5. The State has resources and expertise that can be used to supplement local efforts. Federal assistance will be requested to support state and local efforts if an incident exceeds state and local capabilities.
6. Organizations tasked with responsibilities in the SEOP are familiar with the plan and have developed internal plans, policies, and procedures to carry out those responsibilities.
7. An incident may threaten human life, cause property and/or environmental damage, as well as have economic impacts to individuals, governments, and the business community.
8. Day-to-day functions, which do not contribute directly to the emergency operation, may be suspended for the duration of the emergency/disaster. Resources that would normally be required for those daily functions will be redirected to perform tasks in support of the emergency response.



9. Citizens and visitors of the State of New Hampshire expect government officials to keep them informed and to provide guidance and assistance in the event of an incident. Information must be accessible to all stakeholders, including government agencies and the public.
10. All State departments and agencies will support the SEOP to the level of their abilities, resources, and expertise.
11. A large-scale emergency or disaster will generate widespread media and public interest.
12. A large-scale emergency or disaster may be a prolonged event that requires an extended commitment of resources.



Planning Methodology

The 2019 SEOP Plan is an update to the 2015 SEOP and incorporates changes to the THIRA/SPR and includes adjustments for demographic changes. It incorporates updates to the National Planning Framework, as well as lessons learned from After Action Reports and Improvement Plans (AAR/IPs) from exercises and activations. This plan follows the process set forth in CPG 101 and the six steps for planning:

1. Form a Collaborative Planning Team
2. Understanding the Situation – Vulnerability and Resilience
3. Determining Goals and Objectives
4. Developing the Plan
5. Plan Preparation, Review, and Approval
6. Implementing, Reviewing, Revising, and Maintaining the Plan

The planning process included a review of the 2015 SEOP, State Multi-Hazard Mitigation Plan Update 2018; 2018 THIRA/SPR and 2019 THIRA; numerous federal, state, and local plans, as well as additional resources and information available to planners. Each section of the 2019 SEOP was reviewed and updated according to new information, trainings and exercises, events and incidents over the past several years. The SEOP was updated utilizing a deliberate planning process that incorporated the following philosophies and actions:

1. Planning occurs before, during, and after incidents.
2. Planning occurs based upon experience gained in real world events, drills and exercises, or based on plausible hypothetical scenarios of the hazards identified in the HIRA and THIRA.
3. Time is available for planning.
4. Emergency Management Stakeholders participate in planning activities, such as attending meetings, providing review and comments on elements of the plan, and participate in telephone conversations related to the plan.
5. Supporting plans and procedures are developed.
6. Plans are developed to better align with each other.



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Section 2: Concept of Operations

Overview

The Concept of Operations describes the sequence and scope of the planned emergency response. The New Hampshire Division of Homeland Security and Emergency Management (HSEM) is responsible for coordinating emergency management activities in the state. These activities support the following priorities:

1. Minimize injury and loss of life.
2. Minimize property damage.
3. Minimize adverse environmental and economic impact.
4. Provide for the immediate needs of disaster victims.
5. Acquire and assess emergency information and disseminate essential intelligence.
6. Restore essential utilities and functions.
7. Establish operational area-wide resource coordination and management operations.
8. Provide timely and accurate information to the public regarding emergency actions.
9. Oversee the disaster management process throughout the impacted area in conjunction with other regional, state and federal agencies, and private sector.

A premise of emergency management is that all incidents begin locally, and the initial response is by local jurisdictions. Local emergency response resources should be utilized first before requesting additional resources and assistance from mutual aid agreements or the State; however, this is dependent on the scope of the incident. Local incident command structures are responsible for directing on-scene emergency responders and maintaining command and control of incident operations, unless it exceeds their capability.

EOCs provide central locations for operational information sharing and resource coordination in support of on-scene efforts. EOCs aid in establishing priorities for the incident, resolving agency policy conflicts, and providing strategic guidance to support incident management activities.



Emergency Management Mission Areas

The State of New Hampshire recognizes that most emergencies occur with little or no advance warning, requiring near immediate commitment and deployment of all obligated resources and personnel. The coordination of this response is achieved through five mission areas: Prevention, Protection, Mitigation, Response, and Recovery. While not every disaster or emergency will require coordination through all the mission areas, general response activities and emergency operations are accomplished through area-specific objectives.

Prevention

Prevent, avoid or stop an imminent, threatened or actual act of terrorism and usually involves the following actions:

1. Heightened inspections;
2. Improved surveillance and security operations;
3. Investigations to determine the full nature and source of the threat;
4. Public health surveillance and testing processes;
5. Immunizations;
6. Isolation/Quarantine;
7. Law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity.

Protection

Protect citizens, residents, visitors, and assets against the greatest threats and hazards in a manner that allows the State's interests, aspirations, and way of life to thrive. Protection can involve the following actions:

1. Emergency operations planning, training, exercises, and updates;
2. Identification of gaps and development of capabilities;
3. Public information, education, and outreach;
4. Development and inclusion of volunteers and NGOs;
5. Participation in mutual aid agreements and interstate/international compacts;
6. Incident Action Planning;
7. Support to local jurisdictions.



Mitigation

Reduce the loss of life and property by lessening the likelihood and/or impacts of future incidents.

Mitigation actions may involve the following:

1. Risk reduction through increasing protection of infrastructure and resources;
2. Reduction of impact on infrastructure by elevating, relocating, or retrofitting;
3. Update of local zoning and codes for future buildings and facilities;
4. Educating governments, businesses, and the public on measures they can take to reduce the likelihood/impacts of hazards.

Response

Respond quickly to save lives, protect property and the environment, and meet basic human needs in the aftermath of an incident.

1. Pre-Impact Response Phase: Hazard Control and Assessment. The State will identify and assess the threat or hazard and begin to select control and mitigation strategies. Primary operational priorities may include:
 - a. Dissemination of accurate and timely emergency public information and warnings;
 - b. Intelligence gathering and assessment of the evolving situation;
 - c. Resource allocation and coordination;
 - d. Incident access and control.
2. Impact Response Phase: Protective Action Implementation. In this phase, the State will select protective actions appropriate to the evolving situation and deploy additional primary and support resources. Operational priorities may include:
 - a. Dissemination of accurate and timely emergency public information and warnings;
 - b. Situational Assessment;
 - c. Law Enforcement, EMS, Firefighting, Search and Rescue, Public Health, and Hazardous Materials Response;
 - d. Evacuation or shelter in place;
 - e. Coordination of resources and mutual aid.
3. Assessment and Allocation of Short-Term Needs: Short-term operational needs are determined and dependent upon actions and assessments during the Impact Response Phase. These operations often transcend the response and recovery phases. Short-term needs may include:
 - a. Dissemination of accurate and timely emergency public information and warnings;
 - b. Situational Assessment;
 - c. Mass Care (Feeding and Shelter Operations);



- d. Access and Security;
- e. Public health efforts such as decontamination;
- f. Determination of need for (continued) mutual aid.

Local governments are generally expected to meet the immediate basic health and safety needs of residents in the event of an incident. State and/or Federal resources may supplement those of the local government if the needs exceed the response capability of the local government and mutual aid resources. The State may provide specialized resources needed by local governments and will assist when the scope of the incident is widespread and there is a clear need for a centralized incident management and resource allocation.

Recovery

Recovery focuses on the timely restoration, strengthening, and revitalization of infrastructure, housing, and a sustainable economy, as well as the health, social, cultural, historic, and the environmental fabric of communities affected by an incident.

The federal emergency recovery process is initiated when the President of the United States issues a Presidential Disaster Declaration (PDD). This declaration makes a series of Federal Disaster Assistance programs available to aid the State in its recovery until the return of normal operations. The basis for the declaration is the determination by the President that the incident is of such severity and magnitude that the associated response is beyond state and local capabilities. In the event federal assistance is required, the State Coordinating Officer (SCO) (or designee) will interface directly with representatives of the federal government. If the SCO determines that the span-of-control needs to be expanded, a Deputy SCO may be designated to ensure coordination between federal and state agency representatives and to anticipate any needs or conflicts in response or recovery as the incident progresses. Recovery actions can include the following:

1. Physical restoration of essential services, facilities, and infrastructure;
2. Facilitating processes and application for recovery funding sources;
3. Coordinating and assisting with recovery of other community and social services; and
4. Assisting as necessary with economic recovery and stabilization.



Incident Coordination Locations/Facilities

Local Emergency Operations Centers (LEOCs)

Communities in New Hampshire operate Local Emergency Operations Centers that coordinate resources to support local response to an incident affecting their community. LEOCs typically coordinate with the SEOC to obtain and share situational awareness and make requests for state and federal resources. Not all LEOCs will be activated for every incident, and the need to activate them is incident dependent.

A LEOC can provide interagency coordination, executive decision-making, and strategic incident management activities in support of an incident/emergency. When the resources of the local jurisdiction are overwhelmed, the LEOC can request resources through the SEOC.

State Emergency Operations Center (SEOC)

The SEOC serves as the central point of coordination for state-level emergency management and response activities. The SEOC is managed by HSEM as the Lead Agency for ESF 5. The Director of HSEM (or designee) determines the appropriate activation level for the SEOC. The SEOC may be activated to coordinate state-level response to an emergency or in response to a large-scale planned event where state resources must be mobilized to ensure health and safety. The SEOC coordinates with the Governor's Office, FEMA Region 1, and the LEOCs.

The SEOC provides a location to:

1. Analyze critical disasters or homeland security information,
2. Support state ESFs, RSFs and Support Agency (SA) operations,
3. Support local community operations,
4. Coordinate resource support,
5. Ensure interagency cooperation,
6. Provide public information through the Joint Information Center (JIC),
7. Facilitate the decision-making process,
8. Inform elected officials,
9. Ensure flow of communications,
10. Complete other duties as determined by the specific hazard/incident.

The SEOC is located at the Incident Planning and Operations Center (IPOC), 110 Smokey Bear Boulevard, Concord, New Hampshire.

Alternate SEOC

HSEM has identified alternate locations for the SEOC should the primary location become inoperable. These alternate locations are detailed in the HSEM Continuity of Operations Plan (COOP).



Plan Activation

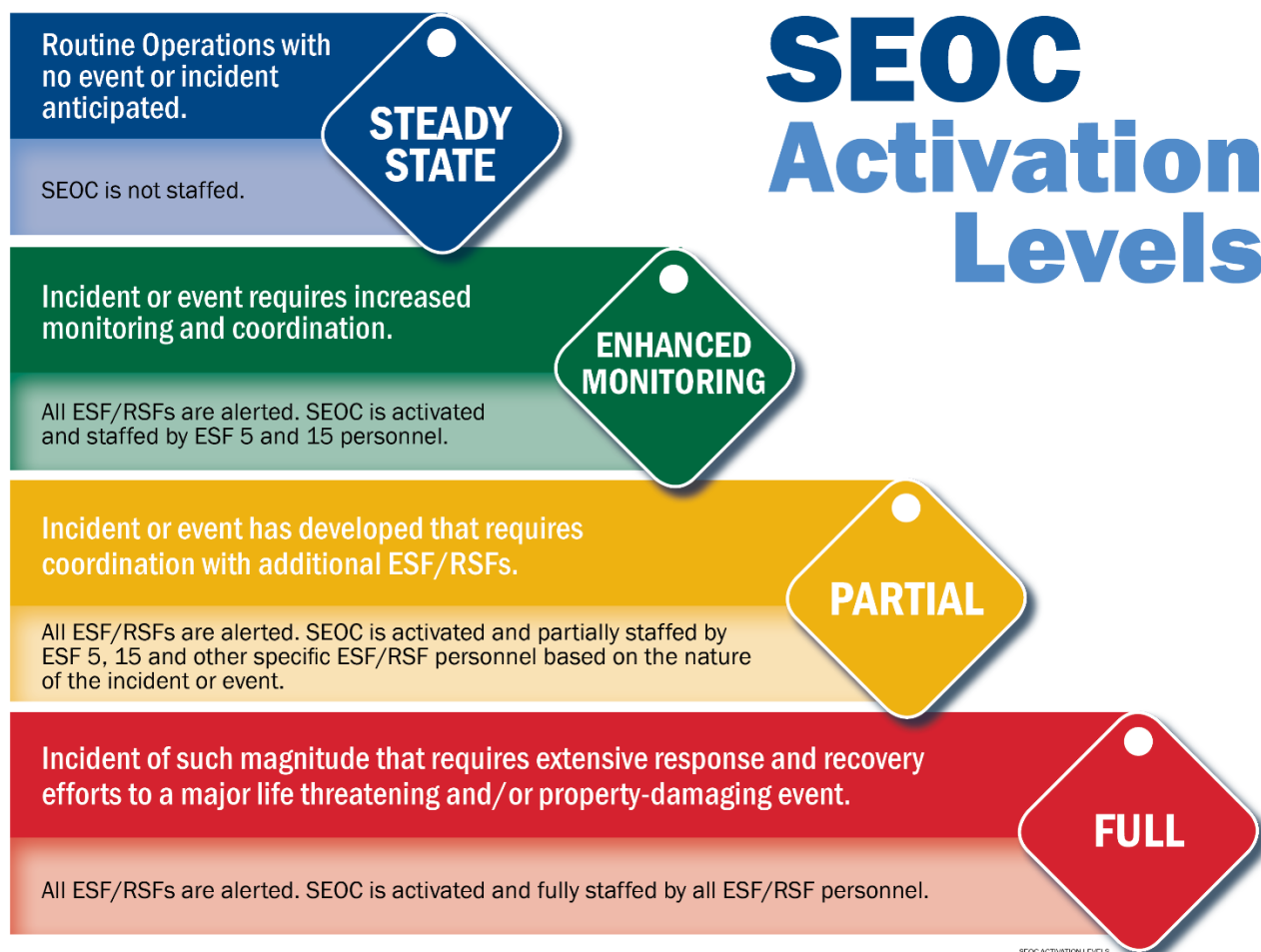
This plan and all associated Annexes (ESF, supporting, or incident-specific) will be executed upon order of the Governor, HSEM Director, or a duly authorized representative when there is potential for a disaster, or when a disaster requires state coordination of resources.

SEOC Activation

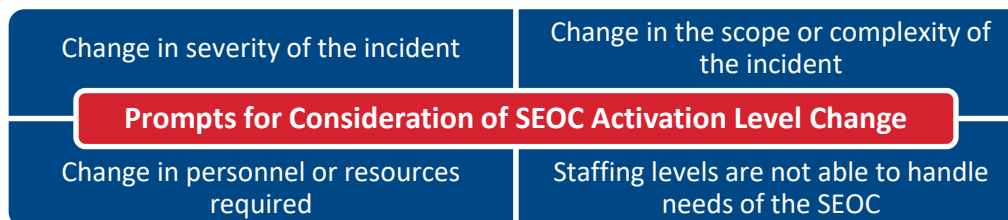
The HSEM Director, HSEM Duty Officer, or authorized HSEM representative may activate the SEOC for planned events, incidents with advanced warning, incidents without any warning, or any other time state support may be necessary at the discretion of the HSEM Director (or designee). After it is determined an activation is required, the SEOC will be activated to a level that directly correlates to the requirements and technical needs of the incident. HSEM will gather information for situational awareness and notify ESFs as appropriate.

SEOC Activation Levels

The SEOC has designated four emergency levels that increase in intensity, ranging from day-to-day activities associated with Steady State status to catastrophic emergency effects associated with a Full Activation. Emergency designation levels are critical to providing a consistent understanding for incident severity and associated response actions. Definitions for the SEOC Activation Levels, as well as the specific activation staffing requirements that are to be implemented, are depicted below:



SEOC Activation Level Escalation—Throughout the course of an event or incident, the SEOC will maintain situational awareness and continually assess the response. If it is determined that the event or incident is worsening, increasing in complexity, and/or the resources are either not present or are not able to keep up with event or incident demands, the SEOC Manager will consider escalating the SEOC Activation Level. Once the SEOC Activation Level has been escalated, additional personnel will be requested in accordance with the new activation level. The SEOC will not be considered operational at the new SEOC Activation Level until all appropriate personnel are either present or otherwise available. Additional SEOC information and activation procedures are described in the SEOC Activation Guide.



Staffing the SEOC

General

Prior to SEOC activation, or as soon as possible after activation in the case of a no-notice incident, the HSEM Director will determine the appropriate level of staffing for the SEOC, including which ESFs will be activated. SEOC staff will be drawn from HSEM employees, pre-designated ESF liaisons, and personnel from other local or state agencies and organizations. The Director of HSEM may request the deployment of an EMAC or IEMAC advance team (A-Team) and/or a FEMA IMAT to the SEOC in order to facilitate the provision of assistance through EMAC or FEMA, respectively.

Staff Notification

HSEM maintains an up-to-date contact list of HSEM personnel and ESF liaisons and will use NH Alerts, email, landline and cellular telephones, and radio to notify personnel to report to the SEOC or other duty location.

Catastrophic Events

If a catastrophic event occurs, communications facilities may be so severely damaged that notification of HSEM staff and ESF liaisons through conventional methods will not be possible. In this case, staff will self-deploy to the SEOC, provided they are able to do so without compromising their own safety.

Liability

Numerous provisions of New Hampshire RSAs provide certain protections to emergency responders, agents of DOS and DHHS, as well as other individuals in emergencies or safety and health incidents. NH RSA 508:17-a provides specific protection to agents assisting DOS or DHHS in response to a specific public health or public safety incident from claims and civil actions arising from acts committed within the scope of his or her official duties as an agent to the respective department. For further information, refer to the NH RSA 508.



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Section 3: Organization and Assignment of Responsibilities

This section describes the organizational structure the State of New Hampshire employs to respond to an emergency. It articulates the roles and responsibilities that various members of that organizational structure have in any response.

Local

NH RSA 21-P: 39 requires each political subdivision of the state to establish a local organization for emergency management in accordance with the State Emergency Management Plan and Program. Each local organization shall appoint an Emergency Management Director (EMD) who will have the overall responsibility for the organization, administration, and operations of emergency management programs within their jurisdiction.

When a disaster occurs, the EMD, or Chief Elected Official until an EMD is appointed, may enter into contracts and incur obligations necessary to respond to disasters, protect the health and safety of persons and property, and provide emergency assistance to the victims of the disaster.

State

Governor

As the State's Chief Elected Official, the Governor is responsible for the public safety and welfare of the people of the State of New Hampshire. NH RSA 4:47 authorizes the Governor to exercise emergency management powers including:

1. The power to enter into mutual aid agreements with other states relative to emergency management issues.
2. The power to provide for emergency lines of succession to such appointive offices in the state government as the Governor in his or her discretion deems to be necessary to insure reasonable continuity of state government in the event of a disaster.
3. The power to make, amend, suspend, and rescind necessary orders, rules and regulations to carry out the provisions of this subdivision in the event of a disaster beyond local control.
4. The power to cooperate with the President of the United States and the commanders of the United States Armed Forces, the Federal Emergency Management Agency, and other appropriate federal officers and agencies of other states in matters pertaining to the emergency management of the State and Nation, including the direction and control of:
 - a. Drills, mobilization of emergency management forces, and other tests and exercises;
 - b. Warnings and signals for drills or actual emergencies and the mechanical devices to be used in connection with them; and
 - c. The evacuation and reception of the civilian population.

The Governor retains overall responsibility for state emergency management operations and services, but may appoint a State Coordinating Officer (SCO) and a Governor's Authorized Representative (GAR) following a Presidential Disaster Declaration under the Stafford Act.



Attorney General/Chief Counsel

A representative from the Attorney General's Office/Chief Counsel must be available to advise and assist the Governor and other agency leaders regarding legal questions or issues that may arise during or from emergency preparedness, response, and recovery operations. In addition, this individual may provide assistance or approval of emergency declaration requests and related legal documents to support all mission areas of emergency management. They may also provide interpretations of law, resolve legal issues, and initiate investigations regarding allegations against the State and its officers or agents related to emergency preparedness, response, and recovery activities.

Commissioner, Department of Safety

The Commissioner provides high-level oversight, guidance, and coordination of all of the Divisions within the New Hampshire Department of Safety. They may also issue declarations of public safety incidents and a waiver/relief from the hours of service regulations. The Commissioner additionally serves as the chair of the ACEPS.

Director, Division of Homeland Security and Emergency Management

As outlined in NH RSA 21-P:5-a, the Director of HSEM oversees and coordinates the state-level planning, preparation, exercise, response, and mitigation of terrorist threats and natural and human-caused incidents. The Director functions as the State's primary contact with the US DHS and FEMA and ensures that the state is prepared to manage incidents beyond the capability of local jurisdictions. They collaborate with New Hampshire DHHS and coordinate the efforts of other state agencies in preventing and responding to public health threats.

The Director informs the Governor, the President of the Senate, and the Speaker of the House on any impending or actual incident that may require coordinated action with the legislative branch. The Director operates on behalf of the Governor and provides the necessary coordination, direction, and control for state-rendered assistance to local jurisdictions in those situations that do not warrant a State of Emergency Declaration.

Governor's Authorized Representative (GAR)

In the FEMA-State Agreement, the Governor shall designate the GAR, who shall administer federal disaster assistance programs on behalf of the State and local governments, and other grant or loan recipients. The GAR is responsible for the State compliance with the FEMA-State Agreement.

State Coordinating Officer (SCO)

Upon a declaration of a major disaster or an emergency, the Governor shall designate an SCO who shall coordinate state and local disaster assistance efforts with those of the federal government.

State Agencies

As outlined in RSA 21-P: 44, state departments, offices and agencies are expected to assist to the State and affected communities in order to carry out the provisions of emergency management. In an incident, state agencies are expected to cooperate with and extend services and facilities upon request from the Governor and/or SEOC.



All state agencies should develop the following in line with this plan:

1. **Standard Operating Procedures (SOPs):** Regularly update internal SOPs or guidelines that detail how the New Hampshire SEOP and related emergency responsibilities will be addressed. These internal SOPs will be maintained and housed by the responsible agencies.
2. **Resources:** Regularly update internal resource listings of equipment, supplies, and services that would be used during incidents and in support of the relevant ESFs. Ensure that resources are operational and available.
3. **Liaisons:** Identify liaisons to coordinate with ESFs; work with HSEM staff to maintain the SEOP; and work with federal, state, and local organizations throughout response and recovery. Ensure that sufficient liaisons are identified for 24-hour operations. Maintain a contact list of these personnel.
4. **Training and Exercises:** Participate in emergency management related exercises and trainings.

Federal Government

The Federal Government has the responsibility to respond to national incidents and to provide assistance to states when an incident is beyond state capabilities. Pursuant to the Homeland Security Act of 2002, the Secretary of DHS is responsible for coordinating Federal operations and resource deployment within the United States to prevent, prepare for, respond to, and recover from terrorist attacks, major disasters, or other incidents.

DHS/FEMA is responsible for the following areas of planning and operations:

1. Supporting state and local governments in planning, preparedness, mitigation, response, and recovery operations;
2. Coordinating federal aid for PDDs and incidents by implementing the NRF;
3. Coordinating emergency preparedness for the possibility of nuclear power plant accidents, radiation incidents, and attack;
4. Ensuring continuity of government and coordinating mobilization of resources during national security emergencies.

During an incident of national significance, other federal departments or agencies may play lead and/or support roles based on their authorities and resources. In situations where a federal agency has jurisdictional authority and responsibility for directing or managing a major aspect of the response, that agency is part of the unified command team for the incident.

FEMA can also provide support to the State in the form of an Incident Management Assistance Team (IMAT). IMATs provide incident management support during incident response. IMATs generally consist of 10 members, with expertise in operations, logistics, planning, and recovery. Teams provide a forward federal presence to facilitate the management of the national response to catastrophic incidents.



Non-Governmental Organizations and Volunteer Organizations

Non-Governmental Organizations (NGOs) collaborate with other agencies and organizations, first responders, and all levels of government to provide relief services to sustain life, reduce physical and emotional distress, and promote recovery when assistance is not available from other sources. Private relief organizations have a two-fold responsibility. The first and most important responsibility is to provide relief measures not included with government-funded relief efforts on a complementary and supplementary basis. The second responsibility is to cooperate and coordinate with government agencies to help ensure broad coverage of relief.

Private Sector

The roles, responsibilities, and participation of the private sector vary based on the type and impact of the incident. However, as a key element of state and local economies, private sector recovery and restoration is essential to the impacted jurisdictions. The roles of private sector organizations are summarized below. The Annex for ESF 18—Business and Industry—provides additional information regarding the role of the private sector in emergencies.

1. Impacted Organization or Infrastructure
 - a. Private sector organizations may be directly or indirectly affected by the incident, including privately owned Critical Infrastructure and Key Resources (CIKR) and assets that are significant to local, regional, and national economic recovery from the incident. Examples of privately owned CIKR include transportation, telecommunications, private utilities, financial institutions, and hospitals.
2. Response Resource
 - a. Private sector organizations can provide response resources (donated or compensated) during an incident including specialized teams, equipment, and advanced technologies through local, public-private emergency plans, mutual aid agreements, contracts or incident-specific requests from government, and private sector volunteered initiatives. When practical, or when required under State law, private sector and SEOP Lead and Support Agencies will coordinate to effectively share information, develop courses of action, and incorporate available resources to prevent, prepare for, respond to, and recover from incidents in the state.
3. Regulated and/or Responsible Party
 - a. Owners/operators of certain regulated facilities or hazardous operations may bear responsibilities under the law to prepare for and prevent incidents. For example, Federal regulations require owners/operators of nuclear facilities regulated by the Nuclear Regulatory Commission (NRC) to maintain emergency preparedness plans, procedures, and facilities and to perform assessments, prompt notifications, and training.
4. State/Local Emergency Management Organization Member
 - a. Private sector organizations may serve as an active partner in local and state emergency preparedness and response organizations and activities.



Residents and Visitors of the State of New Hampshire

The residents and visitors of the State are the primary beneficiaries of the State's Emergency Management Program. Residents play an important role in emergency management by ensuring they and their families are prepared. They can contribute to all mission areas of emergency management by reducing hazards in and around their homes, preparing an emergency kit, developing a household emergency and communications plan, and being informed about preparedness.

Before an incident, residents can assist emergency management efforts by taking emergency training such as First Aid or CPR, maintaining household supplies, signing up for emergency alerts, and being prepared to evacuate or shelter in place for at least 72 hours. Residents can also join local Community Emergency Response Teams (CERT) and remain ready to volunteer or support emergency response and recovery efforts. By being prepared, residents and visitors can serve their families and reduce demands on first responders. ReadyNH.gov provides valuable and state-related suggestions for personal preparedness.

State Emergency Operations Center Organization

This section provides an overview of operational concepts and procedural flow for emergency management activities. It is intended to serve as a baseline for SEOC personnel to align planning, response, and recovery operations. The SEOC is set up in an ESF structure with designated emergency roles to facilitate activities.

The key positions and sections within the SEOC are as follows:

1. Command
 - a. SEOC Manager
 - b. Public Information
 - c. Legal
2. General Staff
 - a. Operations Section
 - b. Information and Planning Section
 - c. Logistics Section
 - d. Finance and Administration Section



















The SEOC Manager provides direction and control for the SEOC.

Within each section are a number of positions with a role in emergency coordination and response (see SEOC organizational chart, page 48). The positions identified to support each section within the SEOC are emergency positions that will be designated at the time of or in preparation for an emergency. SEOC staff will be identified and trained to serve in these emergency roles.



Emergency Support Functions

Emergency Support Functions (ESFs) are the grouping of governmental and certain private sector capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal following domestic incidents. The State of New Hampshire has eighteen ESF's as outlined below:

ESF Title	Lead	ESF Title	Lead
 ESF 1 - Transportation	DOT	 ESF 10 - Hazardous Materials	DOS-FMO
 ESF 2 - Communications & Alerting	DOS-DESC	 ESF 11 - Agriculture, Cultural & Natural Resources	Agriculture, Markets & Food
 ESF 3 - Public Works & Engineering	DOT	 ESF 12 - Energy	Public Utilities Commission
 ESF 4 - Fire Fighting	DOS-FMO	 ESF 13 - Law Enforcement	DOS-State Police
 ESF 5 - Emergency Management	DOS-HSEM	 ESF 14 - Volunteer Management	Granite United Way
 ESF 6 - Mass Care, Housing & Human Services	DHHS	 ESF 15 - Public Information	DOS-HSEM
 ESF 7 - Resource Support	Administrative Services	 ESF 16 - Military Support	NHNG
 ESF 8 - Health & Medical	DHHS	 ESF 17 - Cybersecurity	DoIT
 ESF 9 - Search & Rescue	Fish & Game	 ESF 18 - Business & Industry	DBEA

Lead Agency

Each ESF has a state agency designated as the Lead who has significant authorities, roles, resources, and/or capabilities to provide essential program functions. Upon activation of the SEOC, the lead agency will send a representative or representatives to the SEOC to coordinate activities. The lead agency determines which support agencies for their ESF are needed at the SEOC. The lead agency is responsible for collecting all information related to the incident. Specific responsibilities are articulated in the individual annexes, but the primary responsibilities of lead agencies are:

1. Provide essential program functions.
2. Orchestrate State ESF Support;
3. Administer and maintain the ESF;



4. Ensure the involvement and inclusion of the support agencies in the mission, roles, and responsibilities;
5. Provide notification and assistance to support agencies;
6. Maintain situational awareness;
7. Conduct situational and periodic readiness assessments;
8. Work with other ESFs to maximize prevention, protection, response, recovery, and mitigation roles;
9. Ensure sufficient numbers of trained personnel are available to support ESF activities;
10. Plan for short and long-term incident management;
11. Ensure financial documentation and property accountability for the ESF;
12. Identify and implement new capabilities and resources that are, or may be, required to prevent and respond to new and emerging threats or improve the ability to address existing ones.

Support Agency

A support agency has specific capabilities and resources to support the lead agency in executing the ESF mission. Specific responsibilities are articulated in the individual Annexes, but the support agencies primary responsibilities are:

1. Conduct operations when requested;
2. Furnish available resources (including personnel), as requested by the lead agency;
3. Participate in the planning for short and long-term incident management;
4. Participate in the development of supporting operational plans, operating procedures, and other documents in concert with existing standards or authorities;
5. Provide situational awareness;
6. Maintain trained personnel to support response.

WebEOC – Incident Management Software

HSEM maintains a disaster/incident database system (WebEOC) to assist in the management of large-scale planned events, disasters/emergencies, drills/exercises, and tracking of some of HSEM's day-to-day operations as well as event tracking and reporting. Event and position logs shall be maintained within the database by each ESF in sufficient detail to provide historical data on activities during a SEOC activation. WebEOC provides incident commanders, community leaders, and command-level personnel a common operating picture of public safety operations, sensitive information and infrastructure problems and/or disruptions. This information allows users to make informed, effective decisions in response, recovery, and mitigation efforts.

WebEOC is used as a gateway for sharing information between the SEOC and federal, state, local entities, and critical infrastructure partners, and it is one of the primary means of communications for the SEOC.



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ESF Agency Assignment Chart

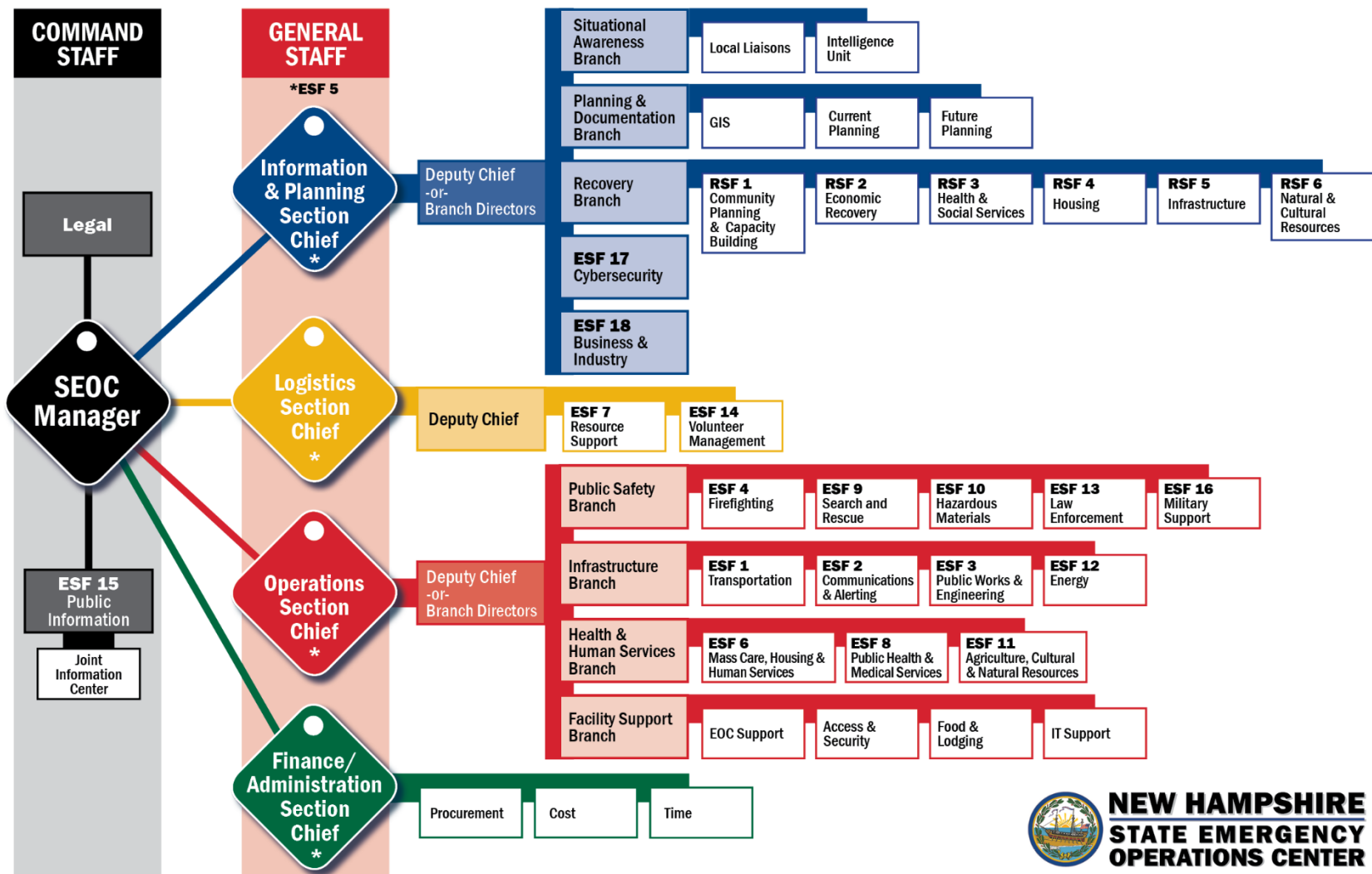
AGENCY / ORGANIZATION	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Administrative Office of the Courts					S		S								S			
Administrative Services, Department of (DAS)			S		S		L								S			
Agriculture, Markets & Food, Department of (DAMF)			S		S	S	S	S		S	L			S	S			
Amateur Radio Emergency Service (ARES)		S			S		S								S			
American Red Cross (ARC)					S	S	S								S			
Association of Broadcasters		S			S		S								S			
Area/County Dispatch Centers		S			S		S								S			
Banking Department					S		S								S			
Business and Economic Affairs, Department of (DBEA)					S		S								S			L
Civil Air Patrol (CAP)	S	S			S		S		S						S			
Coast Guard (USCG)	S				S		S		S	S					S			
Commission on Disability					S	S	S								S			
Corrections, Department of (DOC)					S		S						S		S			
County Sheriffs					S		S						S		S			
Disaster Behavioral Response Team (DBHRT)					S		S	S							S			
Disaster Animal Response Team (NHDART)					S		S								S			
Education, Department of (DOE)					S		S								S			
Employment Security (NHES)					S		S								S			S
Environmental Services, Department of (DES)			S		S		S	S		S	S				S			
Fish & Game Department (F&G)					S		S		L	S	S		S		S			
Governor's Office					S		S								S			
Granite State Healthcare Coalition (GSHCC)					S		S	S							S			
Granite United Way (GUW)					S		S							L	S			
Health and Human Services, Department of (DHHS)			S		S	L	S	L		S	S			S	S			
Human Rights Commission					S		S								S			
Information Technology, Department of (DoIT)					S		S								S		L	
Insurance Department					S		S								S			S
ISO - New England					S		S					S			S			



AGENCY / ORGANIZATION	EMERGENCY SUPPORT FUNCTIONS																	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Justice, Department of (DOJ)					S		S	S					S		S			
Labor, Department of (DOL)					S		S								S			S
Liquor Commission					S		S						S		S			
Lottery Commission					S		S								S			
Metropolitan Medical Response System (MMHRS), NH Task Force 1					S		S	S							S			
New Hampshire National Guard					S		S	S	S	S					S	L	S	
National Weather Service (NWS)		S			S		S								S			
Natural and Cultural Resources, Department of (DNCR)		S	S	S	S		S		S		S		S		S			
New Hampshire Veterinary Medical Association (NHVMA)					S		S				S				S			
Office of Strategic Initiatives (OSI)					S		S					S			S			
Pease Development Authority (PDA)	S				S		S								S			
Police Standards & Training Council (PSTC)					S		S								S			
Professional Licensure & Certification, Office of (OPLC)					S		S							S	S			
Public Utilities Commission (PUC)		S	S		S		S					L			S			
Public Works Mutual Aid (PWMA)			S		S		S								S			
Regional Public Health Networks (PHN)					S	S	S	S							S			
Retirement System					S		S								S			
Revenue Administration, Department of (DRA)					S		S								S			
Safety, Division of Emergency Services & Communication (DESC)		L			S		S								S			
Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)			S	L	S		S		S	L			S		S			
Safety, Division of Fire Standards and Training & Emergency Medical Services (FSTEMS)	S				S		S	S							S			
Safety, Division of Homeland Security and Emergency Management (HSEM)					L		S							L	L		S	L
Safety, Division of State Police (NHSP)	S	S			S		S						L		S		S	
Seabrook Station (SS)					S		S					S			S			
Secretary of State (SOS)					S		S								S			S
State Treasury					S		S								S			
Telecommunication Emergency Response Taskforce (TERT)		S			S		S								S			
Transportation, Department of (DOT)	L	S	L		S		S		S						S			
University of New Hampshire (UNH)					S		S			S	S				S			
US Army Corps of Engineers (USACE)			S		S		S								S			
Veterans Home					S		S								S			
Volunteer New Hampshire (VoINH)					S		S							S	S			
Voluntary Organizations Active in Disaster (NHVOAD)					S		S							S	S			



Organizational Chart



**NEW HAMPSHIRE
STATE EMERGENCY
OPERATIONS CENTER**

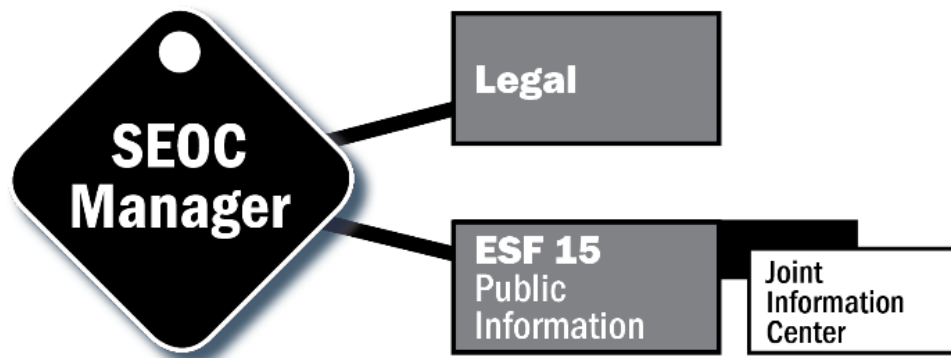


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Command

The Command Staff supports the SEOC Manager and coordinates with state and local incident management officials, support agencies, and/or with private entities during SEOC activations.



SEOC Manager

The SEOC Manager is the overarching commander for state-level coordination to support emergency response operations. The SEOC Manager establishes statewide response priorities, exercises overall direction and control of SEOC operations, and provides policy, guidance, and direction to SEOC emergency operations.

The SEOC Manager shall oversee the activities at the SEOC under the leadership and advisement of the HSEM Director.

The SEOC Manager may be responsible for the following actions:

1. Assigning a Deputy EOC Manager, as needed;
2. Evaluating situational information and directing SEOC efforts;
3. Prioritizing emergency efforts taking place across the State when limited resources are available;
4. Approving Situation Reports and Incident Action Plans;
5. Assigning a Liaison with Federal agencies participating in the response and recovery efforts (or utilizing the FEMA SLO);
6. Coordinating with companies, agencies, non-governmental organizations, and any other entities involved in the incident.

Legal Advisor

The Legal Advisor provides guidance relating to interpretation of state statutes, laws, and legal requirements for emergency legislation in addition to other legal questions or issues that may arise. The Legal Advisor will advise the SEOC Manager on legal matters pertaining to preparedness, response, and recovery activities, and assist in the preparation of documentation to support state declarations of emergency or requests for a presidential disaster declaration.

ESF 5—Emergency Management



ESF 5 manages and facilitates a coordinated emergency operation through collecting, processing, and disseminating emergency information and disaster intelligence; developing Incident Action Plans (IAP); and coordinating resource support to local governments. ESF 5 provides the core management and administrative functions in support of the State Emergency Operations Center (SEOC) and the overall implementation of the State Emergency Operations Plan (SEOP). Lead Agency – Department of Safety, Division of Homeland Security and Emergency Management.

ESF 15—Public Information



ESF 15 provides a framework for coordination and collaboration with appropriate, Federal, state and local agencies regarding public information needs, issues, and activities before, during, and after a disaster or emergency in the State to ensure the delivery of timely, accurate, and accessible public messages. In addition, ESF 15 is responsible for the establishment of a Joint Information System (JIS) and Joint Information Center (JIC) and provides oversight of public inquiry lines established to support emergency management activities and any other single-point to multipoint publication platforms as the event requires. Lead Agency – Department of Safety, Division of Homeland Security and Emergency Management.

Joint Information System

To ensure coordination of public information, the SEOC Manager may activate a Joint Information System (JIS). The JIS provides the mechanism to organize, integrate and coordinate information from multiple partners to ensure timely, accurate, accessible and consistent messaging across multiple jurisdictions and/or disciplines. When a JIS is activated, all incident-related public information flows through it. The JIS is composed of public information personnel from across state government, led by the SEOC (ESF 15), DOS, or HSEM Public Information Officer (PIO).

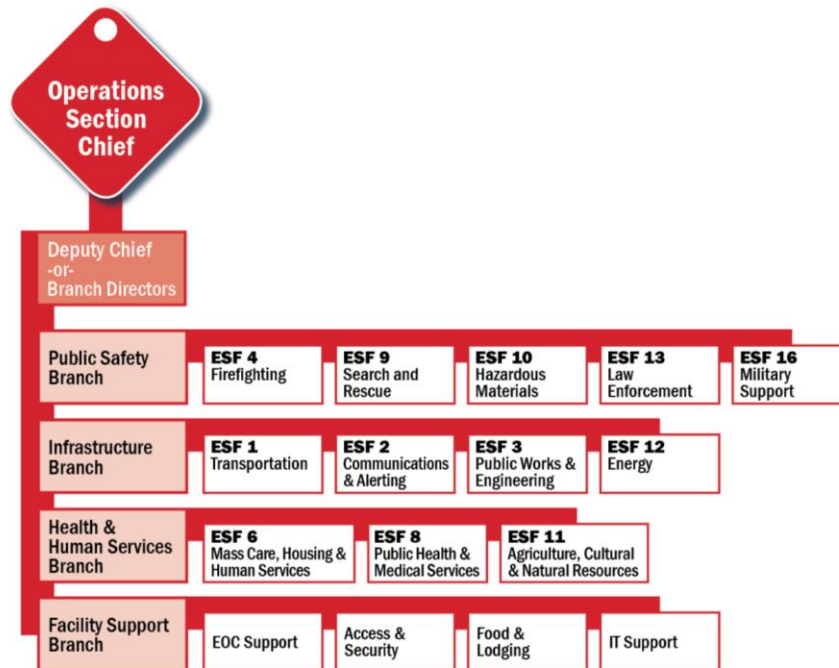
ESF 15 may also opt to establish a JIC (Joint Information Center). The JIC is the central location that facilitates the operation of the JIS. It is a physical or Internet-based virtual location where personnel with public information responsibilities perform media and public relations during an incident or event.

For a full understanding of the JIS/JIC system, refer to the NH Joint Information Center Plan.



Operations Section

The Operations Section is responsible for assisting the SEOC Manager in activating the SEOC, coordinating notifications, facilitating activities to reduce impacts of an immediate hazard, save lives and property, establish situational control, and restore normal operations.



The staff within the Operations Section ensures that personnel have the operational support necessary to achieve incident objectives and address leadership priorities. The positions of staff in this section are organized functionally by ESF. The Operations Section is responsible for the following:

1. Coordinate with local responders, through the respective ESFs and Local Liaisons, to identify and meet unmet resource needs;
2. Provide the Information and Planning Section with updates for the Situation Report (SITREP);
3. Coordinate support for emergency response operations in conjunction with the ESFs, and in accordance with appropriate plans and procedures;
4. Coordinate with staff in the Logistics Section to implement agreements when internal resources cannot meet a requirement;
5. Coordinate with EOC Command and General Staff, as well as ESFs and support agencies, to identify long-term incident impacts and recovery requirements;
6. Coordinate with appropriate Federal response organizations to facilitate the employment of Federal resources and their support to State and local government;
7. Coordinate the execution of the IAP with the ESFs to ensure the lead and support agency actions support the goals and objectives as defined in the IAP.



Operations Section Chief

The Operations Section Chief is responsible for assisting the SEOC Manager in coordinating incident operations at the state level. The Operations Section Chief may be responsible for:

1. Assisting the SEOC Manager in activating, operating and demobilizing the SEOC;
2. Coordinating notifications;
3. Providing operational support throughout the duration of emergency response and recovery operations;
4. Supporting situational awareness;
5. Assigning a Deputy Operations Section Chief or Branch Directors, as needed;
6. Evaluating incoming information and directing response efforts;

Public Safety Branch Director

The Public Safety Branch Director helps coordinate incident operations that have a focus on the welfare and protection of the public. The Public Safety Branch includes Firefighting (ESF 4), Search and Rescue (ESF 9), Hazardous Materials (ESF 10), Law Enforcement (ESF 13), and Military Support (ESF 16).



ESF 4—Firefighting coordinates and mobilizes fire, rescue, and emergency services resources, personnel, and equipment to detect and suppress urban, rural, wildland fires, and other fire protection issues, when local resources have been, or are expected to become overwhelmed. Local jurisdictions have the responsibility of providing basic fire protection. In some situations, the functions and duties of the responders will mimic normal day-to-day operations with the coordination of state firefighting activities. ESF 4 coordinates the deployment of mutual aid resources under the State’s Fire Mobilization Plan. Lead Agency – Department of Safety, Division of Fire Safety, Office of the State Fire Marshal.



ESF 9—Search and Rescue (SAR) provides a framework for coordination and cooperation across state agencies and response partner organizations to support and assist local jurisdictions in technical and non-technical search and rescue operations before, during, and after a disaster or emergency in the State of New Hampshire when needs exceed available local resources or capabilities. Operations may include searches for missing persons, aircraft and/or marine vessels, extrication of victims from confined spaces, and immediate medical support of located victims. Additionally, this may include swift water and flood recovery. Lead Agency – Department of Fish and Game.



ESF 10—Hazardous Materials (HAZMAT) coordinates state level support and response to the control and containment of an actual or potential oil or hazardous materials release when local resources have been or are expected to become overwhelmed and, when applicable, to coordinate with federal resources requested to assist in the State’s response activities. ESF 10 also promotes coordination between federal, state, and local governments and the private sector during a



hazardous material incident. Lead Agency – Department of Safety, Division of Fire Safety, Office of the State Fire Marshal.



ESF 13 - Law Enforcement provides for the coordination and use of law enforcement personnel and equipment in an emergency or disaster for general law enforcement. Lead Agency – Department of Safety, Division of State Police.



ESF 16 - Military Support provides a framework for coordination of military support to civil authorities throughout New Hampshire in times of a major emergency or catastrophic disaster. Lead Agency – New Hampshire National Guard.

Infrastructure Branch Director

The Infrastructure Branch Director helps coordinate incident operations that focus on the basic physical systems of the state such as transportation, communication, sewage, water, and electric systems. The Infrastructure Branch includes Transportation (ESF 1); Communications and Alerting (ESF 2); Public Works and Engineering (ESF 3); and, Energy (ESF 12).



ESF 1—Transportation coordinates cooperation across state agencies regarding transportation needs, issues, and activities before, during, and after a disaster, emergency, or planned event in the state. Lead Agency – Department of Transportation.



ESF 2—Communications and Alerting provides a framework for coordination and cooperation across agencies regarding communications needs, issues, and activities before, during, and after a disaster or emergency in the State of New Hampshire. In addition, this annex details how the State will provide communications support and assistance to local jurisdictions, in the event local needs exceed available resources during an emergency. Lead Agency – Department of Safety, Division of Emergency Services and Communication.



ESF 3—Public Works and Engineering utilizes resources (*i.e.*, human, technical, equipment, facility, materials, supplies) of member agencies to provide technical expertise; evaluation; engineering services; contracting for emergency repair of dams, drinking water and wastewater treatment facilities; potable water; emergency power; public real estate; and debris management to assist the State in meeting its goals related to lifesaving and life-sustaining actions, damage mitigation, and recovery activities before, during, and after an emergency/disaster event. Lead Agency – Department of Transportation.



ESF 12—Energy provides a coordinated response in the restoration of energy services, support emergency response and recovery efforts, and normalize community functions in a disaster area. Support includes, but is not limited to, assessing energy and non-energy utility system damages as well as supplies and requirements to restore such systems; obtaining information on deliverable fuels, supplies and infrastructure; assisting local governments and the State in assessing emergency power needs and priorities and providing emergency information, education and conservation guidance to the general public concerning energy and utility services. Lead Agency – Public Utilities Commission.



Health and Human Services Branch Director

The Health and Human Services Branch Director helps coordinate incident operations that focus on providing life-sustaining resources, emergency health, sheltering and human services. The Health and Human Services Branch includes Mass Care, Emergency Assistance, Temporary Housing, and Human Services (ESF 6), Health and Medical (ESF 8), and Agricultural, Natural, and Cultural Resources (ESF 11).



ESF 6—Mass Care, Housing, and Human Services organizes mass care, emergency assistance, temporary housing, and human services related support and assistance to local jurisdictions in the event local needs exceed available resources during and after an emergency. Lead Agency – Department of Health and Human Services.



ESF 8—Health and Medical provides a framework for coordination and cooperation across state agencies regarding public health and medical needs, including medical care, public health, behavioral health, fatality management, medical transport, and healthcare facility evacuation, before, during, and after any disaster or public health emergency. Lead Agency – Department of Health and Human Services.



ESF 11—Agriculture, Natural, and Cultural Resources organizes and coordinates the response to livestock, crops or plant disease, pest control, foreign animal disease and other related incidents affecting the health, safety, and welfare of humans and animals before, during and after a disaster or emergency. ESF 11 also provides guidance for protection of natural and cultural resources, and historical properties (NCH) in New Hampshire. Domestic pets and services animals are coordinated through ESF 6 – Mass Care, Housing, and Human Services. Lead Agency – Department of Agriculture, Markets and Food.

Facility Support Branch

The Facility Support Branch is responsible for service support requirements needed to facilitate effective operations at the SEOC, including facilities, security, equipment and supplies, equipment maintenance, food services, and communications and information technology support.

EOC Support—Provide assistance to Command and General Staff sections as needed.

Access and Security—Responsible for maintaining access control of the SEOC.

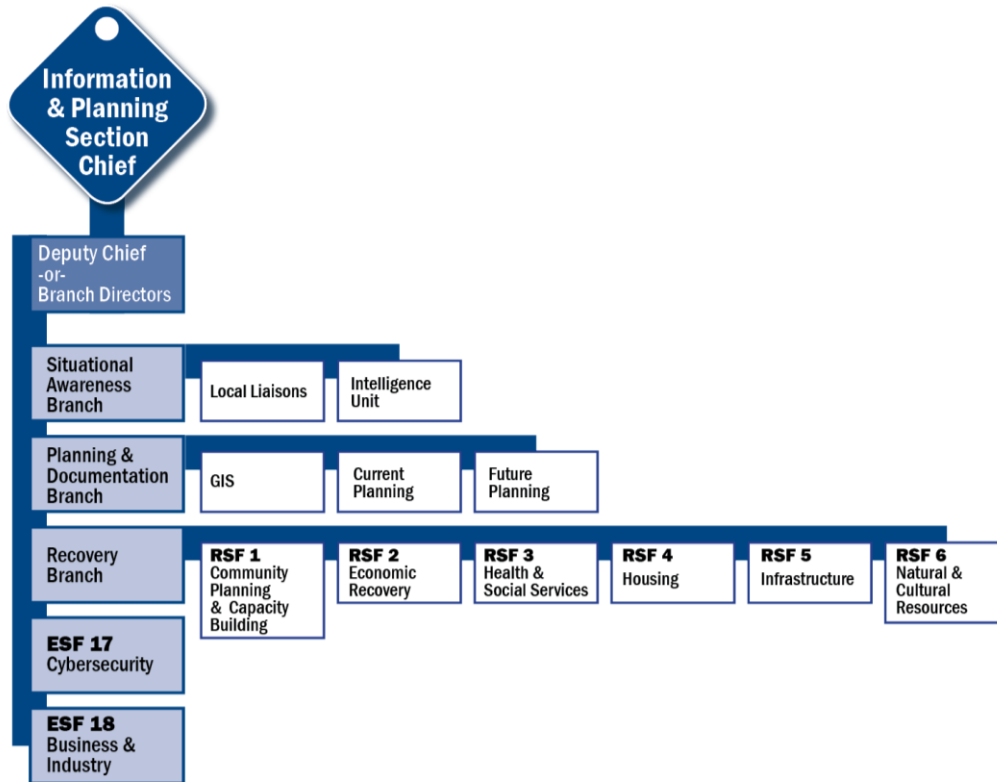
Food and Supplies—Responsible for all aspects of ordering, procurement, receipt, storage, processing, and distribution of supplies, food, and water to support SEOC activation and operations.

Information Technology Support—responsible for supporting Information Technology needs at the SEOC during emergency activations.



Information and Planning Section

The Information and Planning Section collects, analyzes, and disseminates incident situational awareness information and intelligence to incident management personnel and key local and state officials. It prepares status reports, including Situational Reports, displays situation information, and prepares and documents the Incident Action Plan, based on input from Command and General Staff and guidance from the SEOC Manager.



The Information and Planning Section staff provides a wide range of planning services to address current incident requirements, as well as anticipating and developing plans to deal with future needs. The section typically performs the following functions:

1. Conducts meetings with Command Staff and selected ESF representatives to develop the State's goals, objectives, and priorities for the incident;
2. Facilitates the SEOC action planning process and development of the IAP;
3. Anticipates long-term impacts and possible cascading effects, including potential resource requests and policy issues, and conducts contingency planning as needed, in conjunction with Operations Section staff;
4. Conducts planning meetings with the ESFs and Logistics to identify and coordinate required resources to support plans and contingency plans;
5. Collects data from initial and ongoing assessment of incident-related damage and needs, conducts impact analyses, and informs plans and resource decisions with assessment results;

6. Serves as a link between local EOCs and the SEOC;
7. Shares incident-related intelligence and information;
8. Facilitates information sharing across various jurisdictions involved in an incident and with senior leadership;
9. Provides weather and other specialized mission support;
10. Supports incident modeling and mapping requests; and,
11. Meets information requirements to support decisions.

Information and Planning Section Chief

The Information and Planning Section Chief is responsible for assisting the SEOC Manager in establishing situational awareness, developing situational awareness reports and incident action plans, performing forward planning, and providing technical expertise during emergency response and recovery operations. The Information and Planning Chief may also be responsible for:

1. Assign a Deputy Information and Planning Section Chief, as needed;
2. Establish the planning cycle schedule for the development of the Incident Action Plan;
3. Advise Command and General Staff of any significant changes in incident status;
4. Report on situation briefing and assist in preparation of initial response objectives and strategies;
5. Supervise the production of incident-related contingency, recovery, COOP, and demobilization plans.

Situational Awareness Branch

Situational awareness is a standard set of relevant, usable information that enables incident leadership, supporting partners, and the public to make effective, consistent, coordinated, and timely decisions. The Situational Awareness Branch monitors incident-specific data sources (such as local SITREPs, WebEOC, etc.), as well as publically available data sources. Situational Awareness Branch staff verifies the accuracy of information received and facilitates situational awareness among SEOC staff, incident personnel, and senior leadership. They coordinate and de-conflict incident information in conjunction with ESF 15. The Situational Awareness Branch is broken into two units: Local Liaisons and Intelligence.

Local Liaisons are responsible for serving as a link between local EOCs and the SEOC for the purposes of situational awareness, assistance, notification, and information sharing. The Local Liaisons are also responsible for ensuring that communities receive information, SITREPs, IAPs, and other products/warnings/messages. The Local Liaisons may compile data, statistics, and information as necessary, based upon the incident type, and formulate this information into a report for the Situational Awareness Branch.

The Intelligence Unit shares incident-related intelligence and information necessary for incident management. The nature of an incident, in addition to legal constraints, may restrict the type and scope of information available. This unit facilitates the timely exchange, coordination, and/or



de-confliction of information and promptly shares any information that affects life safety of the responders and/or the public with appropriate responders and center staff.

The Intelligence Unit via the NH Information and Analysis Center (IAC) is responsible for leading, integrating, and coordinating the overall effort to enhance Critical Infrastructure and Key Resources (CIKR) protection. CIKR includes those assets, systems, networks, and functions, whether physical or virtual, that are so vital to the State that the incapacity or destruction of such systems and assets would have a debilitating impact on security, economic security, public health, or safety.

Responsibilities for CIKR support that are most applicable during incident response include:

- a. Identifying, prioritizing, and coordinating action in support of the protection of critical assets, systems, and networks;
- b. Establishing and maintaining a comprehensive, multi-tiered, dynamic information-sharing network designed to provide timely and actionable threat information, assessments, and warnings to public and private sector security partners;
- c. Protecting sensitive information voluntarily provided by the private sector and facilitating the development of sector-specific and cross-sector information sharing and analysis systems, mechanisms, and processes;
- d. Promoting the collection, integration, and evaluation of information that has an effect on detecting and preventing criminal or terrorist-related activity and all incident impacts;
- e. Coordinating, facilitating, and supporting comprehensive risk assessment programs for high-risk CIKR, identifying protection priorities across sectors and jurisdictions, and integrating CIKR protective programs;
- f. Integrating efforts for the protection and recovery of CIKR, including analysis, warning, information sharing, vulnerability reduction, and mitigation activities and programs.

Planning and Documentation Branch

The Planning and Documentation Branch works closely with other sections, to determine potential, developing, or ongoing situations that may require current or future response. This branch oversees the development of plans to support these efforts. Staff within this branch provide strategic guidance on planning and support the analysis of current and future resource requirements and programmatic decisions, maintain SEOC incident files, and identify areas for process improvements. This Branch coordinates closely with the Operations Section to obtain information from ESFs and RSFs.

The Planning and Documentation Branch is broken into three units: GIS, Current Planning, and Future Planning.

GIS—Supports the SEOC in development of GIS products, maps, and/or other visuals that aid in achieving a common operating picture.

Current Planning— Responsible for developing plans to achieve objectives as outlined in the SEOC Incident Action Plan. The Situation Report and situational awareness statements are



developed in coordination with the Situational Awareness Branch and ESF 15. The unit may also develop other function/incident-specific plans based upon incident needs.

Future Planning Unit—Responsible for developing the IAP and conducting future planning for response and recovery efforts. Recovery planning is coordinated with the SDRC and the Recovery Branch. Incident-specific contingency plans are developed in coordination with the Logistics Section. The Future Planning Unit is responsible for developing the SEOC roster. The Unit provides strategic guidance and recommendations to SEOC staff, identifies intermediate and long-term objectives for the IAP, and oversees the development of the Demobilization Plan, if required.

Recovery Branch

The Recovery Branch is responsible for implementing the Recovery Annex with support from all of the Recovery Support Functions. This Branch will provide state and local jurisdiction emergency management personnel with guidance to manage long-term recovery activities.

RSF 1—Community Planning and Capacity Building

RSF 2—Economic

RSF 3—Health and Social Services

RSF 4—Housing

RSF 5—Infrastructure Systems

RSF 6—Natural and Cultural Resources

As the response phase begins to wind down, the focus of operations will shift from saving lives and preserving infrastructure to restoring government operations and services and assisting individuals and households in returning to self-sufficiency. It is likely that response and recovery operations will overlap for some time.

ESF—17 Cybersecurity



ESF 17 provides a centralized entity for responding to a cyber-incident that affects the State of New Hampshire. ESF 17 provides a means of defining, specifying, and maintaining the functions and resources required to ensure timely and consistent actions, communications, and response efforts in the event of a significant cybersecurity incident. Additionally, ESF 17 ensures appropriate coordination and inclusion of necessary state, federal and local agencies and private industry in order to minimize the impact of a cybersecurity incident. Significant cybersecurity incidents may occur independently or in conjunction with disaster emergency operations and potentially affect public health, safety or critical infrastructure. Lead Agency – Department of Information Technology.

ESF—18 Business and Industry



ESF 18 provides a framework for coordination and cooperation among public and private sector partners before, during and after disasters, emergencies or planned events in New Hampshire. Close collaboration between public and private sector partners throughout all phases of emergency management improves community resilience and ensures effective use of resources during emergencies. Lead Agency – Department of Business and Economic Affairs.



Logistics Section

The Logistics Section is responsible for the allocation of state resources to support local first responders. In the event that communities, other state agencies, or ESFs/RSFs require additional and/or specialized resources, the Logistics Section will work to fill resource requests including personnel.



Logistics Section Chief

The SEOC Logistics Section Chief is responsible for assisting the SEOC Manager in implementing external logistical support required during emergency response and recovery operations. The Section Chief coordinates with internal and external organizations to clarify resource requirements, deploy available resources, de-conflict resource allocation issues, and identify gaps in resource availability. The Logistics Section Chief may also be responsible for:

1. Coordinating resources and services to support the achievement of the incident objectives and for all logistical functions within the SEOC;
2. Assigning a Mission Assignment Coordinator (MAC), as needed;
3. Assigning EMAC Coordinator, if required;
4. Advising the SEOC Manager of any anticipated shortfalls in required resources;
5. Supporting situational awareness;
6. Providing support to meet incident needs;

ESF 7—Resource Support



ESF 7 provides logistical and resource support to state and local entities involved in state emergency response and recovery efforts that affects the State of New Hampshire. Lead Agency – Department of Administrative Services.

ESF 14—Volunteer Management



ESF 14 facilitates and coordinates communication with and activities of volunteer services to support relief efforts in disaster areas. This ESF is the liaison for those voluntary organizations that provide disaster services within the State, so that capabilities and resources are effectively integrated with other local, state, and federal agencies to meet the needs of the disaster or emergency. Lead Agency – Granite United Way.



Resource Request Process

Resource requests are generated from the scene of the incident or by organizations serving as response partners for the incident. Resource requests are submitted to the SEOC and assigned through the Logistics Section, who will determine if an ESF can fulfill the request. If an ESF cannot, the Logistics Section will work with Command Staff to determine the most feasible approach to obtain the requested resource. In addition, the Logistics Section Chief will coordinate with the FEMA SLO to determine the availability of federal resources to meet the request.

Donations Management

The SEOC Logistics Section will facilitate coordination with local governments and volunteer agencies in the management of donated goods and services as well as unsolicited donations that may be received for response efforts.

Mutual Aid

Mutual aid agreements, compacts, and memoranda of understanding (MOUs) are essential components of emergency management response and recovery activities. These agreements provide reciprocal aid and assistance within the state, such as MOUs between fire departments, law enforcement, and public works agencies. State agencies, ESFs, RSFs, and other partners may have mutual aid agreements, MOUs, LOA, or other arrangements that may be standing or invoked just in time.

Lead and support agencies will maintain up-to-date agreements, MOUs and LOAs with various other agencies, regions, states or countries, as appropriate. Support agencies should keep the lead agency informed of any such agreements that may affect resources or capabilities during an emergency incident. HSEM also maintains agreements and mutual aid compacts on behalf of the State. These may be activated as the situation warrants.

Emergency Management Assistance Compact (EMAC)—NH is a signatory of the EMAC to provide for mutual assistance between participating member states/territories in managing any emergency or disaster that is duly declared by the Governor(s) of the affected state(s)/territory(s). The assisting state/territory will receive approval from its Governor before providing assistance.

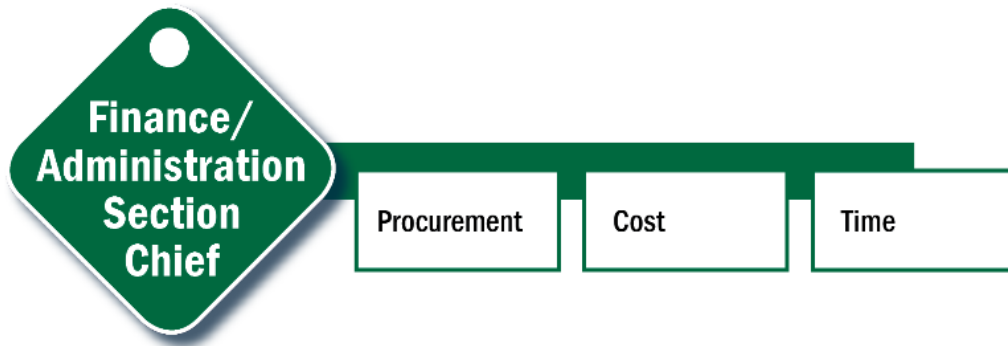
Under the provisions of EMAC, the State is responsible for the reimbursement of expenses incurred by responding states during the delivery of mutual aid or for the out-of-state sheltering or repatriation of NH residents. The State is likewise responsible for the computation and submission of bills for reimbursement of expenses incurred while responding to a requesting state. Procedures for implementing EMAC are found in the EMAC Operations Manual published by the National Emergency Management Association.

International Emergency Management Assistance Compact (IEMAC)— IEMAC is a mutual aid compact which covers the six New England states as well as the Canadian provinces of Quebec, New Brunswick, Prince Edward Island, Nova Scotia, and Newfoundland. IEMAC operates under the same principles as EMAC; however, the Governor of an affected member state does not need to declare a state of emergency before requesting resources through IEMAC.



Finance and Administration Section

The Finance and Administration Section is responsible for providing human resource, financial, and administrative support to SEOC personnel and the activities the SEOC oversees. The section implements procurement processes to execute contracts and obligate funds for activities in coordination with the Logistics Section. The Finance and Administration Section will follow existing Financial Administration Procedures and Grant Administration Plans as appropriate.



Finance and Administration Section Chief

The Finance and Administration Section Chief ensures compliance with applicable guidance regarding the financial and administrative activities of the SEOC. The Finance and Administration Chief may be responsible for:

1. Coordinating closely with Command and General Staff to ensure financial accountability, and documentation of expenditures;
2. Ensures that costs and expenditures are tracked and reports information regarding accrued costs to the SEOC Manager;
3. Ensures that the SEOC staff keeps records necessary for potential disaster declaration and/or reimbursement requests and supports the completion and submission of these requests.

Procurement Unit

The Procurement Unit is responsible for managing emergency procurement tasks if and/or when the Logistics Section requires the immediate purchase or renting/leasing of equipment, assets, or other professional service required to aid and support ongoing response and recovery operations. This unit works closely with the ESF 7 Resource Support of the Logistics Section.

Cost Unit

The Cost Unit tracks all emergency-related costs incurred because of conducting response and recovery operations during an emergency event.

Time Unit

The Time Unit tracks all employee and staff time records during their period of activation throughout emergency response and recovery operations.

Agreements and Understanding

All agreements and understandings for the purchase, lease, or other use of equipment and services will be in accordance with state law and procedures. The declaration of a State of Emergency by the Governor may suspend selected rules and regulations that impede incident response and/or recovery operations.

Expenditures and Record Keeping

State financial support for emergency operations shall be from funds regularly appropriated to state departments. If the demands exceed available funds, the Governor, with the concurrence of the Executive Council, may make additional funds available from the Disaster Emergency Fund. If monies available are insufficient, the Governor has the authority under a State of Emergency Declaration to transfer and expend monies appropriated for other purposes.

Each agency is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for reimbursement. This should be in accordance with the established federal program guidelines or standard cost accounting procedures, if the latter is acceptable by the reimbursing federal agency.



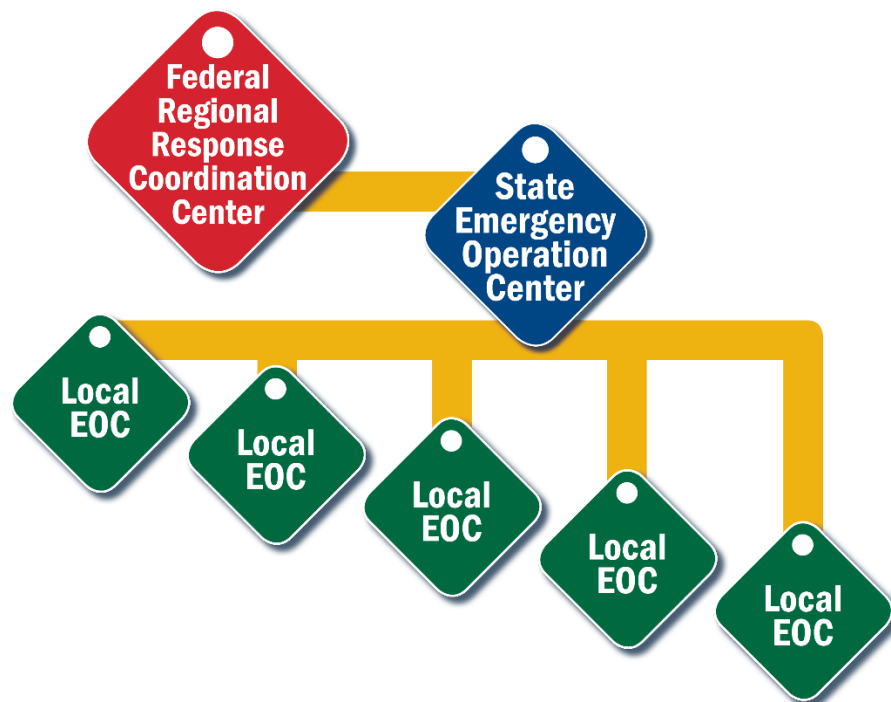
Section 4: Direction, Control, and Coordination

While most incidents are generally handled on a daily basis by a single jurisdiction at the local level, there are instances in which successful incident management operations depend on the involvement of multiple jurisdictions, functional agencies, and emergency responder disciplines. These instances require effective and efficient coordination across this broad spectrum of organizations and activities.

Coordination is a broad function involving staff members engaged in management, direction, and control. Some situations might require an Incident Commander to execute coordinating functions. In times of disasters or other emergencies, there are several levels of coordination involved with the administration of this plan. They work through three levels from local, to state, and finally to federal agencies, when required.

NH's emergency operations structure utilizes a modular organization that is scalable to the needs of the incident, pushes for unified command at all levels of the incident, as well as fostering multi-agency coordination. The structure also ensures proper span of control, utilization of common terminology, comprehensive resource management, interoperable communications, as well as information and planning processes that support incident action planning and information sharing through all levels throughout the incident.

The chart below details the flow of communication from Local EOCs, to the SEOC, to the FEMA Regional Response Coordination Center (RRCC). This chart is not indicative of authority, direction, or command.



Local

Overall responsibility for local emergency management efforts rests with local elected officials, as outlined in local emergency plans and procedures. Authority to manage local emergency management efforts is delegated to a local EMD. The local EMD will coordinate local actions, mobilize local resources, and act as the primary point of contact for coordination with other communities and between state agencies.

Local EOC Activation—Local jurisdictions activate their EOC based on the magnitude or need for more coordinated management of the incident. When activated, local EOCs help form a common operating picture by collecting, analyzing, and disseminating emergency information.

State

If an incident overwhelms the capability of a community, the Governor (or designee) may request the activation of the SEOC, authorize the use of state resources, and/or declare a State of Emergency. ESF 5 is the principal entity for the coordination of the state response to an incident. Coordination shall be done at and through the SEOC with the identified ESFs and RSFs.

ESF 5 will oversee and coordinate all requests for state, interstate, federal, and other assistance. The HSEM Director (or designee) is the principal coordinator and single point of contact of the state's emergency response support. HSEM provides the state-level emergency response support coordination.

Federal

Requests for federal assets and resources must come from the State. Coordination of assets will occur at either the SEOC or the Joint Field Office (JFO). The FEMA State Liaison Officer (SLO) will report to the SEOC. A Federal Coordinating Officer (FCO) is appointed by the President of the United States, through FEMA, to act on behalf of the United States. The FCO represents the Federal Government when a disaster is declared. The duties of the FCO include coordinating all of the federal assistance with state and local governments through the State Coordinating Officer (SCO) as part of the State Emergency Management Program.

Continuity of Government / Continuity of Operations

In order to ensure its continued ability to carry out its constitutional responsibilities during a catastrophic emergency or disaster, New Hampshire has implemented laws and rules for an orderly succession of leadership in the event of unexpected vacancies in key elected and appointed offices in the Executive, Legislative, and Judicial branches of government. The Line of Succession for the State of New Hampshire is noted in the Constitution of the State of New Hampshire Part II (Article 49).

State agencies and local governments must be able to respond to emergencies or disasters even when government facilities, vehicles, personnel, and political decision-making authorities are affected. To this end, all state agencies that provide essential program functions are recommended to develop internal Continuity of Operations (COOP) Plans, in order to ensure that essential services and functions continue during and after an emergency with a minimum of disruption. See the COOP Annex for more information.



Section 5: Plan Development, Maintenance, and Testing

This Section discusses the overall approach to the planning process and the assignment of plan development and maintenance responsibilities. The HSEM Director is responsible for the contents of the SEOP, including its Annexes and maintenance of the plan. Agencies and organizations with a role in this plan should be familiar with its contents and will be responsible for contributing to the revision and maintenance of the Plan.

Development

HSEM has the overall responsibility for emergency planning and coordination of state resources in incident operations. Each entity with emergency management responsibility is tasked with the development and maintenance of appropriate planning documents that address responsibilities assigned in this plan including SOPs, implementing procedures, and/or operational guidelines.

Maintenance

This plan is a living document and is the principal source of information concerning the State's Emergency Management Program. Designated components of state government have responsibility for developing and maintaining portions of this plan, as well as the overall implementation.

The HSEM Planning Section will facilitate the development and maintenance of the SEOP Base Plan. ESF agencies will be responsible for updating their respective ESF Annexes, facilitated by HSEM. The SEOP and ESF Annexes will be reviewed annually and updated at least every three years or as there is a significant change. Reviews and updates will consider the following elements:

1. Formal updates of planning guidance or standards;
2. Change in elected/appointed officials
3. Changes in response resources (e.g. policies, personnel, organizational structures, leadership/management processes, facilities, or equipment);
4. After-Action Reports and Improvement Plans from exercises, incidents, or events;
5. Enactment of new or amended laws or Executive Orders;
6. Changes in demographics or hazard profiles.

ESFs have the responsibility for maintaining Annexes, Appendices, SOPs, implementing procedures, job aids, notification lists, and resource data to ensure prompt and effective response. These stakeholders are also expected to conduct and/or participate in training and exercise activities designed to enhance their ability to accomplish their assigned responsibilities.

Training

Training is provided for response personnel to enhance their knowledge, skills, and abilities (KSAs). A comprehensive schedule of training, seminars, workshops, and conferences for state and local responders is available through HSEM's Training and Exercise Group. Training includes emergency management courses, professional development seminars, and workshops.



Exercises

Exercises help evaluate plans, procedures, and capabilities and include the development of an after action report and improvement plan to include lessons learned or corrective actions. The SEOP will be exercised at least once annually. The HSEM Operations Section, Training and Exercise group will be responsible for designing, carrying out, and evaluating the exercises. All exercises will follow Homeland Security Exercise and Evaluation Program (HSEEP) doctrine for development and evaluation.

Evaluations

An After Action Report (AAR) captures observations of the response to an incident and makes suggestions for post-response improvements to plans, policies, and procedures. An Improvement Plan (IP) identifies specific corrective actions, assigns these actions to responsible parties, and establishes target dates for action completion. While the AAR and IP are different documents and developed through different processes, they are complementary and should be printed and distributed jointly.

Following each incident or exercise, HSEM will conduct an after action analysis to identify areas of improvement. HSEM will take steps to address any problem identified and to ensure current policy and procedures are effectively implemented and reflected in this plan.

The AAR will be developed by HSEM, based on information collected from response participants in hot washes and from records of the response, such as WebEOC and position logs, message forms, maps, situation reports, Incident Action Plans, news releases, or written requests for resources.

Once a draft AAR is developed, HSEM will facilitate an After Action Conference with entities that participated in the response. Participants in this conference will present, discuss, and refine the AAR and identify specific corrective actions to address the recommendations contained in the AAR. These corrective actions will yield the IP. Following the conference, HSEM will finalize the AAR by incorporating corrections, clarification, and other feedback and distribute the final AAR/IP to all entities involved in the response.

Corrective actions are reviewed by the HSEM Planning Section and are included in revisions and changes in plans and procedures.



Section 6: Standards for Other State Emergency Plans

The SEOP, as the core plan for state-level incident management, provides the structures and processes for coordinating incident management activities. The SEOP incorporates existing state incident management plans as integrated components, supplements, or as supportive operational plans.

State agencies are expected to incorporate key SEOP concepts and procedures when developing or updating incident management and response plans. When an agency develops a plan that involves events within the scope of the SEOC, these plans should be coordinated with HSEM to ensure consistency. Agency plans should be incorporated, either by reference or as a whole, into the SEOP. HSEM will endeavor to maintain a complete set of all current state interagency plans.

Incident management and response plans must include, to the extent authorized by law:

1. Principles and terminology of NIMS;
2. Reporting requirements of the SEOP;
3. Links to key SEOP organizational elements;
4. Procedures for transitioning from localized to widespread incidents.

The broader range of SEOP-supporting documents includes strategic, operational, tactical, and incident or hazard-specific contingency plans and procedures. Strategic plans are developed based on long-range goals, objectives and priorities. Operational plans merge the on-scene tactical concerns with overall strategic objectives. Contingency plans are based on specific scenarios and planning assumptions related to a geographic area or the projected impacts of a hazard.



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Appendix A: Acronyms

AAR/IP	After Action Report / Improvement Plan
ACEPS	Advisory Council on Emergency Preparedness and Security
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
CERT	Community Emergency Response Team
CFR	Code of Federal Regulations
CIKR	Critical Infrastructure and Key Resources
COG	Continuity of Government
COOP	Continuity of Operations
CPG	Comprehensive Preparedness Guide
CPR	Cardio-Pulmonary Resuscitation
DBEA	Department of Business and Economic Affairs
DHHS	Department of Health and Human Services
DHS	Department of Homeland Security
DNCR	Department of Natural and Cultural Resources
DOE	Department of Education
DOIT	Department of Information Technology
DOS	Department of Safety
DOT	Department of Transportation
EMAC	Emergency Management Assistance Compact
EMD	Emergency Management Director
EOC	Emergency Operations Center
ESF	Emergency Support Function
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
GAR	Governor's Authorized Representative
GIS	Geographic Information System
HAZMAT	Hazardous Materials
HIRA	Hazard Identification and Risk Assessment
HSEEP	Homeland Security Exercise and Evaluation Program
HSEM	NH Homeland Security and Emergency Management
IAC	Information and Analysis Center
IAEM	International Association of Emergency Managers
IAP	Incident Action Plan
ICS	Incident Command System
IEMAC	International Emergency Management Assistance Compact
IEMG	International Emergency Management Group
IMAT	Incident Management Assistance Team
JIC	Joint Information Center
JIS	Joint Information System
KSA	Knowledge, Skills, and Abilities



LEOC	Local Emergency Operations Center
LEOP	Local Emergency Operations Plans
LOA	Letter of Agreement
MAC	Mission Assignment Coordinator
MOU	Memorandum of Understanding
NGO	Non-Governmental Organization
NH	New Hampshire
NIMS	National Incident Management System
NRC	Nuclear Regulatory Commission
NRF	National Response Framework
OSI	Office of Strategic Initiatives
PDD	Presidential Disaster Declaration
PHS	Public Health Service
PIO	Public Information
PUC	Public Utilities Commission
REP	Radiological Emergency Preparedness
RRCC	Regional Response Coordination Center
RSA	Revised Statue Annotated
RSF	Recovery Support Function
SAR	Search and Rescue
SCO	State Coordinating Officer
SDRC	State Disaster Recovery Coordinator
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SERC	State Emergency Response Commission
SHMP	State Multi-Hazard Mitigation Plan
SITREP	Situation Report
SLO	State Liaison Officer
SMHT	Smart Manufacturing/High Technology
SOG	Standard Operating Guideline(s)
SOP	Standard Operating Procedure(s)
SPR	Stakeholder Preparedness Report
THIRA	Threat and Hazard Identification and Risk Assessment
TTX	Tabletop Exercise
UNH	University of New Hampshire
USACE	United State Army Corps of Engineer



Appendix B: Glossary

After Action Report/Improvement Plan - The main product of the Evaluation and Improvement Planning process. The After Action Report is a report that captures observations of an exercise, incident, or event and makes recommendations for post-exercise improvements; and an Improvement Plan identifies specific corrective actions, assigns them to responsible parties, and establishes targets for completion.

Continuity of Government - A coordinated effort within the State Executive branch to ensure that essential functions continue to be performed during a catastrophic incident.

Continuity of Operations- Capability to continue essential program functions and to preserve essential processes, positions, lines of succession, applications and records, communications, and facilities across a broad range of potential incidents.

Disaster/Emergency - Any natural, technological, or human-caused event, which causes sufficient damage to life and property. Disaster and emergency are used interchangeably whenever a situation calls for a crisis response; however, emergencies can be handled with resources routinely available to the community. A disaster calls for a response that exceeds local capabilities.

Drill - A supervised instruction period designed to test, develop, and maintain skills in a particular operation, as well as to provide a means to correct deficiencies identified in other drills or exercises.

Emergency Management Director - The individual who is directly responsible on a day-to-day basis for the jurisdiction's effort to develop a capability for coordinated response and recovery from the effects of disaster, pursuant to NH RSA 21-P:39, I-IV.

Emergency Support Function – A functional area of response activity established to facilitate the delivery of local, state, or federal assistance required during the immediate response phase of a disaster to save lives, protect property and public health, and to maintain public safety.

Essential Program Function - Activities that enable an agency, department, organization, or individual to carry out response actions, provide vital services, protect the safety and well-being of the citizens of the program's jurisdiction, and maintain the economic base.

Evacuation - Relocation of civilian population to safe areas when disaster, emergencies or threats thereof necessitate such action.

Exercise – A controlled event that tests the integrated capability and a major portion of the basic elements existing within emergency plans and organizations.

Governor's Authorized Representative (GAR) - The representative of the Governor (usually the HSEM Director) who coordinates the state response and recovery activities with those of the Federal Government.

Hazard – Any situation that has the potential for causing damage to life, property, and the environment.

Hazardous Material – A material (flammable, poisonous, corrosive, etc.) that would be a danger to life, property, or the environment, if released without precautions.



Incident Action Plan - The plan that is usually prepared at the beginning of each operational period that contains general control objectives reflecting the overall operational strategy and specific action plans for the next operational period.

Incident Objectives – A statement of strategies and tactical directions for resources. Must be realistic based on available resources, achievable, measurable and yet flexible enough to allow for changes in the situation.

Mitigation - The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of a disaster. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards and includes long-term activities that lessen the undesirable effects of unavoidable hazards or reduce the degree of hazard risk.

Preparedness - The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, mitigate, respond to, and recover from incidents. Preparedness is a continuous process.

Prevention - Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property such as identifying and applying intelligence and other information to a range of activities. These countermeasures may include deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators.

Recovery - Activity involves assistance to return the community to normal or near-normal conditions. Short-term recovery returns vital life-support systems to minimum operating standards. Long-term recovery may continue for a number of years after a disaster and seeks to return life to normal or improved levels.

Response - Actions that occur immediately before, during, or directly after an emergency or disaster. This includes lifesaving actions such as the activation of warning systems, staffing EOCs, implementation of shelter or evacuation plans and search and rescue.

Unified Command- A team which allows all agencies (with geographical or functional responsibility for the incident) to co-manage an incident through a common set of objectives and strategies. Agencies' accountability, responsibilities, and authorities remain intact.



Appendix C: Authorities and Reference

State Authorities

New Hampshire RSA 4:45 State of Emergency Declaration; Powers.

New Hampshire RSA 4-C Office of Strategic Initiatives

New Hampshire RSA 21-O, Department of Environmental Services

New Hampshire RSA 21-P Department of Safety

New Hampshire RSA 106-D New England State Police Compact

New Hampshire RSA 107-B Nuclear Planning and Response Program

New Hampshire RSA 108 Emergency Management Assistance Compact and the Northeastern American/Canadian Emergency Management Assistance Compact

New Hampshire RSA 110-B The Militia

New Hampshire RSA 126 Vital Records and Health Statistics

New Hampshire RSA 126-A Department of Health and Human Services

New Hampshire RSA 128 Town Health Officers

New Hampshire RSA 141-C Communicable Disease

New Hampshire RSA 146-A Oil Discharge or Spillage in Surface Water or Groundwater

New Hampshire RSA 147-A Hazardous Waste Management

New Hampshire RSA 151 Residential Care and Health Facility Licensing

New Hampshire RSA 153:4-a Duties of State Fire Marshal

New Hampshire RSA 154 Firewards, Firefighters, and Fire Hazards

New Hampshire RSA 161 Human Service

New Hampshire RSA 194 School Districts

New Hampshire RSA 200 Health and Sanitation

New Hampshire RSA 206 Fish and Game Commission

New Hampshire RSA 228 Administration of Transportation Laws

New Hampshire RSA 362 Public Utilities

New Hampshire RSA 422 NH Aeronautics Act

New Hampshire RSA 425 The Department of Agriculture, Markets and Food

New Hampshire RSA 485-A Water Pollution and Disposal of Wastes

New Hampshire RSA 508:17 Volunteers; Nonprofit Organizations; Liability Limited

New Hampshire RSA 651-F Information and Analysis Center

New Hampshire RSA 339:79 Requirements for Guaranteed Price Plans and Prepaid Contracts for Petroleum.



Federal Authorities

Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93- 288, as amended, 42 U.S.C. §§ 5121-5207, and Related Authorities

Code of Federal Regulations (CFR), Title 10, Part 20 - Standards for Protection Against Radiation

Code of Federal Regulations (CFR), Title 44, as amended- Emergency Management and Assistance

Homeland Security Act of 2002 - Public Law 107-296

Homeland Security Presidential Directive 5 (HSPD-5), Management of Domestic Incidents

Homeland Security Presidential Directive 7 (HSPD-7), Critical Infrastructure Identification, Prioritization and Protection

Homeland Security Presidential Directive 8 (HSPD-8), National Preparedness

The Disaster Relief Act of 1974, Public Law 93-238 and, Executive Order 11795

The Atomic Energy Act of 1954, Public Law 83-703 as amended

Post-Katrina Emergency Management Reform Act of 2006

Sandy Recovery Improvement Act of 2013

Pets Evacuation and Transportation Standards Act of 2006

Posse Comitatus Act of 1878 (18 U.S.C. § 1385)

Presidential Executive Order 11988, Flood Plain Management

Presidential Executive Order 11990, Protection of Wetlands

Presidential Executive Order 12148 - Federal Emergency Management

Presidential Executive Order 12657, FEMA Assistance in Emergency Planning at Commercial Nuclear Power Plants

President's Executive Order 12656, Assignment of Emergency Preparedness Responsibilities

Presidential Decision Directive 39 (PPD-39), United States Policy on Counter Terrorism

Presidential Decision Directive 41 (PPD-41), United States Cyber Incident Coordination

Presidential Decision Directive 62 (PPD-62), United States Policy on Combating Terrorism

Presidential Decision Directive 63 (PPD-63), United States Policy on Protecting America's Critical Infrastructures

National Infrastructure Protection Plan (NIPP) 2013

National Response Framework 2019

NUREG-0654/FEMA-REP-1, REV. 1, Criteria for Preparation and Evaluation of

Nuclear Regulation (NUREG) 0654/FEMA-REP-1

Public Law 85-256, Price-Anderson Act



Annexes

Emergency Support Functions (ESF) Annexes

ESF 1: Transportation
ESF 2: Communications and Alerting
ESF 3: Public Works and Engineering
ESF 4: Firefighting
ESF 5: Emergency Management
ESF 6: Mass Care, Housing, and Human Services
ESF 7: Resource Support
ESF 8: Health and Medical
ESF 9: Search and Rescue
ESF 10: Hazardous Materials
ESF 11: Agriculture, Cultural, and Natural Resources
ESF 12: Energy
ESF 13: Law Enforcement
ESF 14: Volunteer Management
ESF 15: Public Information
ESF 16: Military Support
ESF 17: Cybersecurity
ESF 18: Business and Industry

Incident Specific Annexes

Radiological Emergency Response for Nuclear Facilities
Cyber Disruption Plan

Supporting Annexes

State Hazard Mitigation Plan
Continuity of Operations Plan
Distribution Management Plan
Recovery Annex





NEW HAMPSHIRE STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION 1 - TRANSPORTATION

2019

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Acronyms

ACP	Access Control Point
AOB	Aviation Operations Branch
CAP	Civil Air Patrol
DOS	NH Department of Safety
DOT	NH Department of Transportation
EMAC	Emergency Management Assistance Compact
IEMAC	International Emergency Management Assistance Compact
EPZ	Emergency Planning Zone
ESF	Emergency Support Function
FAA	Federal Aviation Administration
FEMA	Federal Emergency Management Agency
HSEM	Division of Homeland Security and Emergency Management
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NG	National Guard
NIMS	National Incident Management System
NRF	National Response Framework
PDA	Pease Development Authority
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Expert
SP	NH State Police
TMC	Traffic Management Center
USCG	United State Coast Guard



Lead Agency

NH Department of Transportation (DOT)

Support Agencies

Civil Air Patrol (CAP)

NH Department of Safety, Division of Fire Standards & Training & Emergency Medical Services (FSTEMS)

NH Department of Safety, Division of State Police (NHSP)

NH Pease Development Authority (PDA)

US Coast Guard (USCG)

Introduction

A disaster or emergency may severely damage state and local civil transportation infrastructure, such as damaged roads, bridges, airports, port services and maritime operations, pipelines, and railways. Emergency Support Function (ESF) 1 – Transportation Annex details how the State will provide transportation-related support and assistance to state and local jurisdictions in the event needs exceed available resources during an emergency.

Purpose

The purpose of ESF 1 is to coordinate cooperation across state agencies regarding transportation needs, issues, and activities before, during, and after a disaster, emergency, or planned event in the state.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event affecting transportation infrastructure or requiring state transportation resources.

General

1. DOT, as the lead agency, must ensure that through coordinated annual planning, all ESF 1 agencies are:
 - a. Participating in reviews and maintenance of the ESF 1 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 1 in the SEOC; and,
 - c. Coordinating, attending, and participating in ESF 1 meetings, training sessions, conferences, and exercises.
2. Maintain manual or automated listings of the following:
 - a. DOT and support agency emergency points of contact that may need to be contacted by ESF 1 representatives; and
 - b. Available transportation resources (i.e., state, local, contract).



3. Coordinate ESF 1 activities in the SEOC during periods of activation, by developing and maintaining the ESF 1 staffing schedule.
4. Coordinate evaluation and performance of mission/task requests.
5. Ensure the status of committed and uncommitted resources is tracked, during activation of the SEOC.
6. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.
7. All intrastate transportation assets available for emergency management purposes will be subject to the control of ESF 1 with the following exceptions:
 - a. Transportation required for military and other federal personnel or supplies;
 - b. Federally controlled or operated vessels, trains, vehicles, or aircraft and bridges, unless specifically made available;
 - c. Commercial or scheduled air carriers; and,
 - d. Local emergency vehicles actively responding to provide emergency service.

Organization

1. **Command & Control Structure:** ESF 1 shall function under the direction and control of the Infrastructure Branch under the SEOC Operations Chief (*See Organizational Chart in SEOP Basic Plan*).
2. **Operational Facilities/Sites:** (*Offices that are staffed 24/7 year-round.)
 - a. DOT District Offices/Dispatch Centers:
 - i. District 1 – Lancaster*
 - ii. District 2 – Enfield
 - iii. District 3 – Gilford
 - iv. District 4 – Swanzey
 - v. District 5 – Bedford
 - vi. District 6 – Durham
 - vii. Transportation Management Center (TMC) – Concord *
 - b. State Police Troop Stations:
 - i. Troop A – Epping
 - ii. Troop B – Bedford
 - iii. Troop C – Keene
 - iv. Troop D – Concord
 - v. Troop E – Tamworth
 - vi. Troop F – Twin Mountain
 - vii. Troop G – Commercial Vehicle Enforcement
 - viii. State Police Dispatch



3. **Federal Resources:** When ESF 1 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief, and Logistics Chief, as required.
4. **Contracts and Contractors:** Resources that are available through ESF 1 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 1 representation.
2. The lead agency will then notify the Support Agencies and determine coverage for the ESF 1 desk in the SEOC.
3. ESF 1 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 1 will be involved.

Event Reporting

1. WebEOC will be utilized, to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness, through coordination with ESF 1 support agencies, for current inventories of government transportation facilities, supplies, and equipment.
2. Establish and maintain liaisons with the federal and border state transportation officials.
3. Participate in State exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including the training of ESF 1 personnel on EMAC/IEMAC responsibilities, and pre-identification of assets, needs and resources that may be allocated to support other states/provinces.
5. Annually review the state of Federal Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
6. Integrate NIMS principles in all aspects of planning for ESF 1.
7. Maintain notification systems to support emergency/disaster response. These systems should address evacuation orders, bridge and road closures, suspension of State construction or maintenance operations, contra-flow and the suspension of State tolls, as appropriate.

Response Actions

1. Assign and schedule sufficient personnel to cover a SEOC activation for an extended period.
2. Provide information and status on lines of transportation to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 1 duty.
4. Notify ESF 1 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Evaluate and respond to ESF 1 mission/task requests, including (but not limited to) establishment of evacuation routes, staging areas, and other potential resource requirements. Consult with associated ESFs regarding support that may be required from ESF 1.
7. In coordination with other ESFs and local entities, assess, identify, establish and/or maintain:
 - a. Transportation routes for evacuation and surge of populations.
 - b. Transportation routes from staging areas, reception areas, shelters, or other facilities needed because of the incident.
 - c. Routing for special equipment, removal of human and/or animal remains or other special needs that may occur prior to, during or after an incident.
8. Consult incident-specific annexes for specialized actions.



9. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
10. Prepare for arrival of, and coordination with, FEMA ESF 1 personnel, as appropriate.
11. Respond to all requests for Temporary Flight Restrictions according to established procedures.
12. Support the deployment of response personnel and FEMA Damage Assessment Teams.
13. Prepare damage assessment documents to be submitted to HSEM and other appropriate ESFs/agencies.
14. Establish operational needs for restoration of transportation services during an emergency. Consult with developed plans (or begin development of plans) for the distribution/assignment of specialized equipment and personnel.
15. Facilitate mutual aid requests for transportation needs and resources.
16. Evaluate probability and time of the recovery phase for the event. Continue development of an "After-Action Report" for ESF 1.
17. **Radiological Emergency Preparedness Actions**
Refer to the ESF 1 section of the *New Hampshire Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Actions

1. Assist with the coordination of the repair and restoration of transportation infrastructure.
2. Maintain information and status on lines of transportation to SEOC Operations via WebEOC.
3. Continue to coordinate activities and requests with partner ESFs.
4. Prepare for arrival and coordination of FEMA ESF 1 personnel, as appropriate.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Ensure ESF 1 lead and support agencies document event related costs for any potential reimbursement.

Mitigation Actions

1. Identify potential emergency transportation issues and collaborate to develop or recommend plans, protocols, procedures, and policies to prevent or mitigate their effects.
2. Provide input to the State Hazard Mitigation Plan, as needed.
3. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
4. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.

Responsibilities

General

1. Agencies will provide Subject Matter Experts (SME's) to support ESF 1 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their transportation assets.
3. Participate in the evaluation and mission assignment of ESF 1 resource requests submitted to the SEOC including resources that are available through mutualaid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Transportation

1. Identify, train, and assign personnel to staff ESF 1 in the SEOC.
2. Notify all ESF 1 supporting agencies upon activation.
3. Assign personnel to the ESF 1 duty schedule at the SEOC.
4. Provide staff and resources necessary to conduct impact assessments of the affected area(s).
5. Provide available transportation resource support for the ESF 1 mission to include:
 - a. Transportation resources, expertise, equipment, facilities;
 - b. Vehicular traffic management and control signs/devices for state and local roadways;
 - c. Vehicular traffic flow data and information from temporary and permanent monitoring sites;
 - d. Establish evacuation timetables for Emergency Planning Zone (EPZ) communities and others, as appropriate;
 - e. Identify appropriate transportation staging areas;
 - f. Implement the lifting of state tolls, as appropriate in accordance with the Governor's authorization.
 - g. Implement the lock-down of State moveable bridges, if required and appropriate and make appropriate notifications.
 - h. Suspend and clear all DOT construction and maintenance zones on state highways and roads if required and appropriate.
6. Provide mutual aid data and points of contact.
7. Provide bus transportation capacities and points of contact. Work with DOS to access resources including those for specialized transportation needs.
8. Coordinate activities between public and private agencies on matters related to impacted public transportation. Support public transportation services when emergency services are required (as resources are available.)



9. Maintain and provide public and private airport, airfield, heliport and hospital heliport data such as location, elevation, navigation and communication aids, runways, and owner-operator points of contact.
10. Provide railroad transportation systems data and points of contact. Identify and secure rail transportation resources that may be needed for evacuation, population surge or re-entry. Relay any evacuation/protective actions to rail lines as appropriate. (Rail owners will make final decision on institution of recommendations.)
11. Provide multi-modal transportation engineering, technical and specialty support and coordination.
12. Coordinate air transportation and evacuation support. Discuss with the SEOC Operations Section Chief the feasibility of activating the Air Operations Branch (AOB).
 - a. Initiate activation of the AOB, via the Bureau of Aeronautics, when directed by the SEOC Operations Section.
 - b. The AOB will assume responsibility for all aviation asset deployment and coordination including coordination with the FAA.
13. Contact FAA regarding impact upon air space over impacted area. FAA will issue no-fly zones and notification as appropriate.
14. Assess and report damage to aeronautic transportation infrastructure.
15. Assess and report damage to railway and transit infrastructure in coordination with ESF 3.

Support Agencies

1. NH Department of Safety, Division of State Police

- a. Assist NHDOT with the development of evacuation/surge routes. Be prepared to conduct route reconnaissance.
- b. Assist with maintaining up-to-date evacuation mapping, routing and information for impacted area.
- c. Coordinate law enforcement escort/support for emergency materials, supplies, and personnel vehicles, singularly or in convoys.
- d. Assist with the coordination of an evacuation of the impacted area. Coordinate Access Control Points (ACP) with local officials. Assist in staffing roadblocks and provision of traffic control.
- e. Work with other agencies and local law enforcement to assure warnings/alerting, evacuating and establishing security/traffic perimeters as needed/requested.
- f. Coordinate and control emergency traffic regulations in conjunction with other state and local agencies. Coordinate law enforcement support for activating, maintaining and deactivating one-way plans for ordered evacuations, surge and re-entry.
- g. Provide information on and support for acquiring transportation resources as required.



- h. Set security/safety zones, as appropriate, on State's waterway system, harbors and marinas.
- i. Provide marine data such as location, navigation and communication aids, docking and cargo capabilities and owner-operator points of contact. (In conjunction with PDA and USCG).
- j. Assist with other agencies to assure warnings/alerting, evacuations are provided on State's waterways, harbors and marinas.
- k. Provide transportation-related technical and specialty support and coordination.

2. NH Department of Safety, Division of Fire Standards & Training & Emergency Medical Services (FSTEMS)

- a. Coordinate and provide specialized transportation needs (ambulances, wheelchair vans, etc.) in or near impacted area.
- b. Coordinate transportation of individuals needing treatment due to radiological incidents to hospitals with specialized care capabilities.
- c. Assist in identification and provision of resources capable of providing specialized (medical) transportation for evacuation or re-entry into affected area, as requested. Assisting in provision and enactment of mutual aid compacts.
- d. Assist with the transportation of human remains, as requested.
- e. Provide transportation-related technical and specialty support and coordination.

3. Civil Air Patrol

- a. Provide aerial assets and operations personnel to support air operations to include, but not limited to light transportation, communications and reconnaissance.
- b. Participate in Air Operations Branch activities when Branch is activated.

4. U.S. Coast Guard

- a. Provide for the setting of security/safety zones, as deemed necessary, in navigable rivers, shorelines and federal waterways. Work with Army Corps of Engineers, authorize closure to marine traffic of the navigable rivers and federal waterways.
- b. Coordinate with DOT in accomplishing timely lockdown of State moveable bridges.
- c. Ensure provision of warnings/alerts, evacuation of salt and fresh waterways and vessels upon them, on/in shorelines, parks and recreational areas and wildlands.
- d. Assure notification and removal of marine traffic (commercial and pleasure craft) as required.
- e. Identify and maintain seaport data such as location, navigation and communications aids, docking and cargo capabilities, and owner-operator points of contact in conjunction with USCG and Marine Patrol.



- f. Provide, as appropriate, assistance and resources for evacuation and environmental threat including marine vessels, personnel and aircraft.

5. Pease Development Authority

- a. Identify and maintain seaport data such as location, navigation and communications aids, docking and cargo capabilities, and owner-operator points of contact in conjunction with U.S. Coast Guard and Marine Patrol.
- b. Monitor status of seaport infrastructure during emergencies and provide updates.

Resources

The following are potential resource needs to support ESF 1 missions/tasks.

Equipment

1. Buses of various types and sizes, with drivers.
2. Passenger and utility vans, with and without drivers.
3. Trucks and/or trailers with drivers/operators.
4. Vehicles to transport both light and complicated/heavy equipment/cargo.
5. Aircraft, aircrews, ground and operations personnel.
6. Aircraft transportation for officials, emergency workers, light-load cargo and for various aerial surveillance and reconnaissance.
7. Boats of various sizes and types, powered and non-powered.
8. Specialized transportation vehicles and personnel including those for functional needs populations, animal transport and mortuary vehicles.
9. Vehicle repair facilities, equipment and personnel for various types of vehicles.
10. Tow trucks and other vehicles for moving cars/trucks.
11. Fleet parking and storage areas to be used for staging, parking and storing of various types of emergency vehicles.
12. Motor pool and vehicle service facilities and personnel to be used for refueling and servicing of emergency vehicles.
13. Specialized parking/storage facilities for contaminated (or potentially contaminated), unclaimed or towed vehicles.

Coordination with Other Emergency Support Functions

ESF 1 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.

3. Notifying ESFs and Support Agencies of any pertinent information that may impact their ability of the to carry out missions/tasks, such as traffic flow information, highway/road closure or obstruction information, availability of engineering and fuel availability, etc.

Mutual Aid

Lead and Support Agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc. with other agencies, regions, states or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support Agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

Attachments

Plans/Procedures, Etc.

1. Aviation Annex
2. Seabrook Station Traffic Management Manual
3. Lead and support agency Plans & Procedures
4. Seabrook Station Population Update Analysis (Evacuation Time Estimates)

Listings/Maps

1. New Hampshire Community Transportation Regions (effective 03/04/10)
2. Elderly and Individuals with Disabilities DOT Grant 5310 Vehicle Location – Transportation Resources 2009-2010
3. Seabrook Station Facility Nuclear Power Facility EPZ Town Resident Transportation Needs Registry

Record of Update

Date	Title and Agency of ESF Lead Approving Update



NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION 2 – COMMUNICATIONS & ALERTING

2019

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Acronyms

ARES	Amateur Radio Emergency Services
CAP	Civil Air Patrol
DESC	Division of Emergency Services and Communication
DNCR	Department of Natural and Cultural Resources
DOS	NH Department of Safety
EAS	Emergency Alert System
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NHSP	Division of State Police
NRF	National Response Framework
NWR	National Weather Radio
NWS	National Weather Service
PUC	Public Utilities Commission
RSF	Recovery Support Function
SCIP	Statewide Communications Interoperability Plan
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Expert
TDD	Telecommunication Device for the Deaf
TERT	Telecommunications Emergency Response Task Force
VHF	Very High Frequency



Lead Agency

NH Department of Safety, Division of Emergency Services and Communication (DESC)

Support Agencies

NH Department of Safety, Division of State Police (NHSP)

Amateur Radio Emergency Services (ARES)

Area/County Dispatch Centers

National Weather Service (NWS)

Civil Air Patrol (CAP)

NH Association of Broadcasters

NH Department of Natural and Cultural Resources (DNCR)

NH Public Utilities Commission (PUC)

NH Telecommunications Emergency Response Task Force (TERT)

NH Department of Transportation (DOT)

Introduction

Emergency Support Function 2 (ESF 2) – Communications and Alerting includes information and reports, surveillance of threatening conditions, and 24-hour two-way radio, telephone/cellular, and internet communications. State assistance, under this function, consists of the coordination of state and civilian partner organizations/providers for the utilization of equipment and personnel essential to coordinate the operational status of communications systems before, during, and after an impending or actual disaster situation. In the event communications' resources become overburdened or destroyed, other communications capabilities will be coordinated as necessary to augment communications.

Purpose

The purpose of ESF 2 is to provide a framework for coordination and cooperation across agencies regarding communications needs, issues, and activities before, during, and after a disaster or emergency in the State of New Hampshire. In addition, this annex details how the State will provide communications support and assistance to local jurisdictions, in the event local needs exceed available resources during an emergency.



Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event affecting communications or requiring state communications and alerting resources.

General

1. DESC, as the lead agency, must ensure that through coordinated annual planning, all ESF 2 agencies are:
 - a. Participating in reviews and maintenance of the ESF 2 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 2 in the SEOC; and,
 - c. Coordinating, attending, and participating in ESF 2 meetings, training sessions, conferences, and exercises.
2. Maintain manual or automated listings of the following:
 - a. DESC and support agency emergency points of contact that may need to be contacted by ESF 2 representatives; and
 - b. Available communications and alerting resources (i.e., state, local, contract) such as types of equipment, radio frequencies, operators, etc.
3. All intrastate communication and alerting assets made available for emergency management purposes will be subject to the control of ESF 2 with the following exceptions:
 - a. Communications required specifically for military and other federal personnel.
 - b. Federally or privately controlled or operated communication assets, unless specifically made available to the State.
4. Before, during, or after an impending or actual emergency, develop, collect, coordinate, and disseminate emergency information to response personnel and impacted individuals.
5. Coordinate and assess the communications and alerting infrastructure.
6. Develop and implement policies for the dissemination of public warning and notification processes.
7. Coordinate ESF 2 activities in the SEOC during periods of activation by developing and maintaining the ESF 2 staffing schedule.
8. Coordinate evaluation and performance of mission/task requests.
9. Ensure the status of committed and uncommitted equipment and inventory resources are tracked, during activation of the SEOC.
10. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.



Organization

1. **Command & Control Structure:** ESF 2 shall function under the direction and control of the Infrastructure Branch under the SEOC Operations Chief (*See Organizational Chart in SEOP Base Plan*).
2. **Field Operations:** ESF 2 may serve in Field Operations (i.e., Mobile Command Vehicles, intrastate, and/or interstate mutual aid assistance).
3. **Federal Resources:** When ESF 2 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
4. **Contracts and Contractors:** Resources that are available through ESF 2 may, at times, be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 2 representation.
2. The lead agency will then notify the support agencies and determine coverage for ESF 2 in the SEOC.
3. ESF 2 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 2 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.



ESF Actions

Prevention/Preparedness Actions

1. Convene regular meetings of ESF 2 stakeholders to review and update this annex.
2. Develop and maintain internal agency operational plans and procedures, resource directories, and emergency contact lists to support ESF 2 activities.
3. Identify public and private telecommunications facilities, equipment, and personnel to support emergency communications capabilities.
4. Develop communication strategies for implementation during disasters.
5. Conducting periodic testing and exercising of emergency communication and notification systems. (Note: Refer to the New Hampshire Radiological Emergency Response for Nuclear Facilities Incident Annex for a schedule of testing/exercising for radiological emergencies.)
6. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training of ESF personnel on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
7. Annually review the Federal Department of Homeland Security Core Capabilities and integrate tasks as appropriate.
8. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
9. Integrate NIMS principles into all aspects of planning for ESF 2.

Response Actions

1. Assign and schedule sufficient personnel to cover an activation of the SEOC for an extended period of time.
2. Provide information and status on lines of communication to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 2 duty.
4. Notify ESF 2 counterparts in the threatened or impacted areas.
5. Evaluate and respond to ESF 2 mission/task requests including: assess communications needs, prioritize requirements, and make recommendations to deploy equipment and personnel to affected areas, as required.
6. Coordinate prioritization and restoration of communications capabilities, as appropriate.
7. Coordinate efforts with commercial communications providers to restore services, to include public safety and first responder priorities.
8. Coordinate frequency management plans, talk groups, and channels during emergency response operations.
9. Plan for and prepare communications and alerting systems to support the deployment of response personnel.
10. Consult with other ESFs that may need support of ESF 2.



11. Consult incident-specific annexes for specialized actions.
12. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
13. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
14. Track and assess capabilities of communication and alerting infrastructure, taking appropriate steps as necessary to assure continuity of operations.
15. Plan for and establishing relief resources to replace or rotate with committed resources for extended operations.
16. Coordinate with FEMA for access to communications assets beyond the State's capability.
17. Identify obstructions and damage to the communications and notification infrastructure and capabilities as well as general impact assessments in support of the state emergency response priorities.
18. Provide communication and alerting strategies for functional needs populations, including the Telecommunication Device for the Deaf (TDD), texting capability, and the Emergency Alert System (EAS).
19. Evaluate probability and time of the recovery phase for the event.
20. Continue development of an After-Action Report for ESF 2.
21. **Radiological Emergency Preparedness (REP) actions**
Refer to the *New Hampshire Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Actions

1. Maintain information and status on public and private communication systems to include facilities, equipment, and personnel to support emergency communications capabilities to SEOC Operations via WebEOC.
2. Coordinate replacement and restoration of damaged or destroyed communications equipment and facilities in the affected areas.
3. Continue to coordinate activities and requests with partner ESFs.
4. Prepare for arrival of and coordinate with FEMA ESF 2 personnel, as appropriate.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Ensure ESF 2 lead and support agencies document event-related costs for any potential reimbursement.
7. Refer to the NH Recovery Annex, RSF 5 – Infrastructure Systems Recovery.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.



3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.
4. Identify potential hazard impacts to communications and alerting infrastructure and collaborate to develop or recommend hazard mitigation plans, protocols, procedures, projects, and/or policies to prevent or mitigate their effects.

Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 2 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their communications and alerting assets.
3. Participate in the evaluation and mission assignment of ESF 2 resource requests submitted to the SEOC including resources that are available through mutual aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Safety, Division of Emergency Services and Communications (DESC)

1. Identify, train, and assign personnel to staff ESF 2 in the SEOC.
2. Notify all ESF 2 supporting agencies upon activation.
3. Assign personnel to the ESF 2 duty schedule at the SEOC.
4. Coordinate the assessment, replacement, or restoration of damaged or destroyed communications, equipment, infrastructure, and facilities in affected areas.
5. Coordinate with all supporting and other appropriate departments, agencies, and organizations to ensure communications readiness and recovery during disasters or other emergency situations.
6. In the event of an emergency and/or disaster, initiate actions appropriate to support statewide communications. Every effort will be made to support local equipment and personnel needs when requested and to integrate local resources when appropriate into regional or statewide responses.
7. Coordinate the identification of alternate communications systems for use, in the event the existing systems are damaged and rendered inoperable.
8. Coordinate frequency management plans, talk groups, and channels for use, during emergency response operations.
9. Coordinate contingency radios, cellular phones, satellite phones, and internet access.
10. Maintain State Public Safety Answering Point (PSAP) to include tracking and analyzing calls for emergencies and maintaining statistical data regarding call volume, for situational awareness.
11. Provide Emergency Notification System (ENS) warnings or equivalent.



12. Provide language line interpreter service, TDD, texting capability, and other devices and services for emergency communication and alerting response to the public.
13. Coordinate mobile communications vehicle equipment and support staff as needed.

Special Note: HSEM will support ESF 2 by providing primary communications assistance/capabilities within SEOC and mobile communication assets, such as radios, NAS phones, etc.

Support Agencies

1. NH Department of Safety, Division of State Police (NHSP)

- a. Function as Primary State Warning Point.
- b. Provide back-up communications support as needed.
- c. Coordinate law enforcement notification and information for traffic control, public safety, and security.

2. NH Department of Natural and Cultural Resources (DNCR)

- a. Provide communication and alerting support via radio repeater network.
- b. Assist in maintenance and development of routes required to maintain and/or repair communications infrastructure.
- c. Coordinate communications between State Police, DNCR, and local fire departments during wildland fires and fires in state reservations and parks.
- d. Provide communications and alerting in state-owned parks.

3. Amateur Radio Emergency Services (ARES)

- a. Provide emergency amateur radio services, personnel and, equipment as requested.
- b. Establish and operate organized communication networks for governmental and emergency officials, as well as non-commercial communication for residents and visitors affected by disasters.
- c. Assist in facilitating interoperability communications, if radio frequencies among responders are not aligned.
- d. Providing supplemental emergency communications.

4. NH Telecommunication Emergency Response Team (TERT)

- a. Provide assistance to PSAP, personnel, and equipment in the field and at command posts.
- b. Provide communications, when requested, among multiple sites activated or staffed in emergencies.
- c. Assist in the provision of redundancy for communications and alerting activities.

5. Area/Regional/County Dispatch Centers

- a. Provide communications and notifications to area mutual aid partners, during an emergency.



- b. Provide a redundant notification system for statewide communications.
- c. Provide communication links between state communications, fire district mutual aid partners and local officials in impacted area.
- d. Activate siren systems upon request of ESF 2.

6. NH Public Utilities Commission (PUC)

- a. Assist in alerting all incumbent telephone and cell phone providers of potential or occurring emergency that may affect their facilities and/or equipment.
- b. Coordinate information to/from utilities (energy and communications) regarding impact or potential impact including:
 - i. Coverage area affected.
 - ii. Facilities or infrastructure affected.
 - iii. Major communications center impacted.
 - iv. Points of contact.
 - v. System status and restoration projections.
- c. Function as liaison between State and telecommunications utilities, cable companies, and the Federal Communications Commission.

7. National Weather Service (NWS)

- a. Operate the National Weather Radio (NWR), a nationwide network of radio stations broadcasting continuous weather information directly from the nearest NWS office. The NWR broadcasts official Weather Service warnings, watches, and forecasts.
- b. Broadcast of warnings and post-event information for all types of hazards including natural, environmental, and public safety. NWR requires a special radio receiver or scanner capable of picking up the signal. HSEM maintains such a receiver. Broadcasts are found in the VHF public service band at the following seven frequencies (MHz):

Call Sign	Site Name	Location	Frequency	Power
WNG544	Clarksville	Ben Young Hill	162.4	300W
WNG546	Hanover	Moose Mtn.	162.525	300W
WNG545	Holderness	Mt. Prospect	162.55	300W
KZZ41	Mt. Washington	Mt. Washington	162.5	300W
WNG575	Pack Monadnock	Peterborough	162.525	300W
WXJ40	Concord	Plausawa Hill	162.4	330W
KZZ40	Deerfield	Saddleback Mtn.	162.45	300W

8. New Hampshire Association of Broadcasters

- a. Provide dissemination of emergency information to the public.

9. Civil Air Patrol

- a. Provide portable ground and airmobile repeaters and operators to support operations, as needed.



10. New Hampshire Department of Transportation (DOT)

- a. Provide backup communications capability through NHDOT statewide radio communications network.

Coordination with Other Emergency Support Functions

ESF 2 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Providing communications and alerting support for other ESF responders and meet needs as requested and as capable.

Mutual Aid

Lead and Support Agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc. with other agencies, regions, states or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements, which may affect resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated, as the situation warrants.

Attachments

Plans/Procedures

1. U.S. DHS/FEMA 2008
2. Emergency Communications Plan – State of New Hampshire.
3. Notification Plan – Radiological Incidents at Nuclear Power Plants
4. NH State Communications Plan
5. NH State Emergency Alert System Plan, 2000
6. NH Statewide Communications Interoperability Plan, 2018
7. ESF 2 Contact List
8. National Emergency Communications Plan, 2019
9. Facilities List

MOUs/LOAs

1. NH Amateur Radio Emergency Services
2. NH Telecommunications Emergency Response Taskforce



Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION 3 - PUBLIC WORKS & ENGINEERING

2019

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Acronyms

DAMF	NH Department of Agriculture, Market, and Fools
DAS	NH Department of Administrative Services
DES	NH Department of Environmental Services
DHHS	NH Department of Health and Human Services
DNCR	NH Department of Natural and Cultural Resources
DOS	NH Department of Safety
DOT	NH Department of Transportation
EMAC	Emergency Management Assistance Compact
FEMA	Federal Emergency Management Agency
FMO	NH Division of Fire Safety, Office of the State Fire Marshall
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NHAEERTF	NH Architects and Engineers Emergency Response Task Force
NIMS	National Incident Management System
NRF	National Response Framework
PUC	NH Public Utilities Commission
PWMA	NH Public Works Mutual Aid
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure
USACE	US Army Corps of Engineers



Lead Agency

NH Department of Transportation (DOT)

Support Agencies:

NH Department of Environmental Services (DES)

NH Department of Administrative Services (DAS)

NH Department of Agriculture, Market, and Foods (DAMF)

NH Department of Health and Human Services (DHHS)

NH Department of Safety (DOS), Division of Fire Safety, Office of the State Fire Marshal (FMO)

NH Department of Natural and Cultural Resources (DNCR)

NH Public Utilities Commission (PUC)

NH Public Works Mutual Aid (PWMA)

US Army Corps of Engineering (USACE)

Introduction

For Emergency Support Function (ESF) 3 – Public Works and Engineering purposes, emergency public works and engineering activities are defined as:

Public Works - Coordination of resources, including engineering, procurement, and debris clearance, in order to provide or restore emergency power supplies for critical facilities; Coordination of resources to restore and/or provide emergency supplement to water and sewer services, including emergency supply of potable water, temporary restoration of water supply and sewer systems; and providing water for firefighting.

Engineering - Coordination of resources to support post-disaster evaluation of buildings and similar structures in an effort to determine safety and usability. These structures could include dams, bridges, highways, and water structures. Coordination of resources to support the restoration of transportation infrastructure; implement emergency repairs to public and private facilities and other appropriate construction services (e.g. electrical, plumbing, soils, etc.); Coordination of resources to support emergency demolition and/or stabilization of damaged structures and facilities designated as hazards to public health and safety.

Purpose

The purpose of ESF 3 is to utilize resources (*i.e.*, human, technical, equipment, facility, materials, supplies) of member agencies to provide technical expertise; evaluation; engineering services; contracting for emergency repair of dams, drinking water and wastewater treatment facilities; potable water; emergency power; public real estate; and debris management to assist the State in meeting its goals related to lifesaving and life-sustaining actions, damage mitigation, and recovery activities before, during, and after an emergency/disaster event.



Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event impacting public works and engineering needs or requiring State public works, inspectional and engineering resources.

General

1. DOT, as the lead agency, must ensure that, through coordinated annual planning, all ESF 3 agencies are:
 - a. Participating in reviews and maintenance of the ESF 3 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 3 in the SEOC; and
 - c. Coordinating, attending, and participating in ESF 3 meetings, training sessions, conferences and exercises.
2. Maintain manual or automated listings of the following:
 - a. DOT and support agency emergency points of contact that may need to be contacted by ESF 3 representatives; and
 - b. Available public works and engineering resources (i.e., state, local, contract) such as types of equipment, equipment operators, engineers, and construction materials.
3. Coordinate ESF 3 activities in the SEOC, during periods of activation, by developing and maintaining the ESF 3 staffing schedule.
4. Coordinate evaluation and performance of mission/task requests.
5. Ensure the status of committed and uncommitted equipment and inventory resources are tracked during activation of the SEOC.
6. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.

Organization

1. **Command & Control:** ESF 3 shall function under the direction and control of the Infrastructure Branch under the SEOC Operations Chief. (*See Organizational Chart in SEOP Base Plan.*)
2. **Operational Facilities/Sites:** (*Offices that are staffed 24/7 year-round.)
 - a. DOT District Offices/Dispatch Centers:
 - i. District 1 – Lancaster*
 - ii. District 2 – Enfield
 - iii. District 3 – Gilford
 - iv. District 4 – Swanzey
 - v. District 5 – Bedford
 - vi. District 6 – Durham
 - vii. Transportation Management Center (TMC) – Concord *
 - b. State Police Troop Stations:



- i. Troop A – Epping
 - ii. Troop B – Bedford
 - iii. Troop C – Keene
 - iv. Troop D – Concord
 - v. Troop E – Tamworth
 - vi. Troop F – Twin Mountain
 - vii. Troop G – Commercial Vehicle Enforcement
 - viii. State Police Dispatch
3. **Federal Resources:** When ESF 3 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
4. **Contracts and Contractors:** Resources that are available through ESF 3 may, at times, be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 3 representation.
2. The lead agency will then notify the support agencies and determine coverage for the ESF 3 desk in the SEOC.
3. ESF 3 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 3 will be involved.

Event Reporting

1. WebEOC will be utilized, to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.



ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness, through coordination with ESF 3 support agencies, for current inventories of government public works and engineering facilities, supplies, and equipment.
2. Establish and maintain liaisons with the federal and border state public works and engineering officials.
3. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training of ESF 3 personnel on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
5. Annually review the U.S. Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
6. Integrate NIMS principles in all aspects of planning for ESF 3.
7. Maintain notification systems to support emergency/disaster response.
8. In coordination with NHAERTF, organize and train a support unit of structural engineers to support operations of the DOS Division of Fire Safety in post-disaster building evaluations.
9. Coordinate training for building inspectors, local government engineers, and other interested persons required to make rapid evaluations and decisions regarding continued use and occupancy of damaged buildings.

Response Activities

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period of time.
2. Provide information and status on lines of transportation to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 3 duty.
4. Notify ESF 3 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Evaluate and respond to ESF 3 mission/task requests, including providing available resources for repair/service, refueling, parking, storage and staging facilities, mapping and global location capabilities, equipment and personnel for fulfilling ESF missions.
7. Consult with other ESFs that may need support of ESF 3.
8. Consult incident-specific annexes for specialized actions.
9. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.



10. Assess water and sewer service restoration, potable water supply, solid waste disposal, and engineering requirements as soon as possible.
11. In coordination with local entities, establish priorities to repair damaged water/sewer systems and coordinate the provision of temporary, alternate, or interim sources of emergency power and water/sewer services.
12. Coordinate debris removal, reduction, and disposal operations for the State and provide technical assistance to local governments, in accordance with the NH Debris Management Plan.
13. Coordinate with ESF 11 – Agricultural, Natural and Cultural Resources for advice and assistance regarding disposal of debris containing or consisting of animal carcasses.
14. Coordinate assistance to include personnel, equipment, and technical expertise necessary to assess damage resulting from an emergency or disaster to state and/or local facilities and property.
15. Assess the status of dams that may be threatened or compromised through damage by natural or human-caused events.
16. Provide for temporary construction of emergency routes necessary for passage of emergency response personnel, construction of firebreaks, etc., as requested.
17. Facilitate expedited permitting for repair/demolition work to be performed.
18. Plan for and establish relief resources to replace or rotate committed resources for extended operations.
19. Coordinate with ESF 12 regarding restoration of electrical power for critical infrastructure and essential buildings.
20. Coordinate with ESF 10 for assistance with disposal of contaminated environmental media (e.g., vegetation, soils, etc.), hazardous materials (TSCA - could be recycled, reused, or recovered after the event) and hazardous wastes (RCRA).
21. Prepare for the arrival and coordination of FEMA ESF 3 personnel, as appropriate.
22. Prepare damage assessment documents to be submitted to HSEM and other appropriate ESFs/agencies.
23. Evaluate the probability and time period of the recovery phase for the event. Continue development of an “After-Action Report” for ESF 3.
24. **Radiological Emergency Preparedness Actions**
Refer to the ESF 3 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.



Recovery Activities:

1. Maintain information and status on public and private systems to SEOC Operations via WebEOC. This report should include water supply, wastewater treatment, and debris removal.
2. Continue to coordinate activities and requests with partner ESFs.
3. Prepare for arrival and coordination of FEMA ESF 3 personnel, as appropriate.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Ensure ESF 3 lead and support agencies document event-related costs for any potential reimbursement.
6. Refer to the NH Recovery Annex, RSF 5 – Infrastructure Systems Recovery.

Mitigation

1. Provide input to the State Hazard Mitigation Plan, as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.
4. Identify potential hazard impacts to public works and engineering infrastructure and collaborate to develop or recommend hazard mitigation plans, protocols, procedures, projects, and/or policies to prevent or mitigate their effects.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SME's) to support ESF 3 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their public works and engineering assets.
3. Participate in the evaluation and mission assignment of ESF 3 resource requests submitted to the SEOC including resources that are available through mutual aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Transportation

1. Identify, train, and assign personnel to staff ESF 3 in the SEOC.
2. Notify all ESF 3 supporting agencies upon activation.
3. Provide staff and resources necessary to conduct impact assessments of the affected area(s).
4. Provide available public works and engineering resource support for the ESF 3 mission to include:
 - a. Public works and engineering resources, expertise, equipment, and facilities;
 - b. Providing critical facilities engineering, technical and specialty support, and coordination; and
 - c. Assisting in suspension and clearance of all construction and maintenance after notice of an evacuation order.
5. Provide mutual aid data and points of contact.
6. Implement the State Debris Management Plan, if appropriate.

Support Agencies

1. **NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)**
 - a. Provide information, expertise, and personnel relevant to hazardous materials clean up, search and rescue, and other agency-appropriate services relative to the workings of ESF 3.
 - b. Assist in providing engineering standards and evaluations for disaster-impacted structures.
 - c. Coordinate and maintain records on related risks, inspections, and evaluations of buildings and similar structures relative to safety.
 - d. Assist in activities pertaining to buildings and similar structures, tents and other structures for public assembly, including temporary structures and appropriate power supplies.



- e. Provide safety information to ESF 15 – Public Information for dissemination to the public and workers on back-up power supplies (hook-ups and use).
- f. Conduct post-disaster building and structure evaluations. Coordinate and track evaluation teams and activities.
- g. Serve as member of the safety and damage assessment teams assessing public buildings for safety, fire damage, and hazards.

2. NH Department of Environmental Services (DES)

- a. Inspect and provide technical assistance to public water systems including drinking water treatment plants, storage tanks, distribution systems, and water supply sources.
- b. Provide information on critical public water systems.
- c. Investigate water supply complaints and problems.
- d. Provide technical expertise on wastewater treatment facilities.
- e. Provide information on and respond to dam incidents, high water levels, and flooding.
- f. Direct emergency water control management through dams in the state.
- g. Provide guidance on dam construction, operations, and maintenance.
- h. Provide liaison with dam operators and dam emergency procedures.
- i. Provide emergency permitting, on-scene inspection services and consultation during events that affect jurisdictional wetlands and state surface waters when a danger to the public health, real property, or the environment is imminent or has occurred.
- j. Provide geological information, including surficial and bedrock.
- k. Provide expertise in evaluation and mitigation of river erosion hazards, issues related to river fluvial geomorphology, landslides, and other natural hazards.
- l. Provide collected data on the state's river and stream features including stream crossings, river geomorphologic condition, and a statewide database of locally identified flood hazard locations.

3. NH Department of Health and Human Services (DHHS), Public Health Laboratory

- a. Provide microbiological analysis, primarily on water samples; inorganic analyses for metals, nutrients, and radioactive elements in a variety of media; and organics analysis in a variety of media.
- b. Provide expert advice on the analysis and chemical issues in general.
- c. Provide air toxics modeling (NHDES-ARD) and laboratory analysis (NHDPHS), if an airborne threat is involved

4. NH Department of Natural and Cultural Resources (DNCR)

- a. Assist in debris clearance.



- b. Assist in construction of fire lines and other specialty needs.
- c. Provide damage assessment of forested areas.
- d. Assist in procurement of information and resources from the private sector.
- e. Provide critical facilities, infrastructure-related technical, specialty support, and coordination.

5. US Army Corps of Engineers (USACE)

- a. Provide information on and assistance in recovery of USACE-managed dams and infrastructure.
- b. Reduce downstream flooding by storing floodwaters behind USACE-managed flood control dams.
- c. Assist in provision of emergency power sources for critical facilities and infrastructure.

6. NH Public Utilities Commission (PUC)

- a. Provide a liaison for the NH public and private electric, natural gas, water, sewage, and communications industry and coordinating groups for utility restoration support.
- b. Obtain initial and updated damage reports for utility infrastructure and emergency repair/restoration plans.
- c. Obtain initial and updated reports of utility coordination groups' activations and implementation of intrastate and interstate mutual aid agreements.
- d. Obtain reports on utilities' work accomplished, restoration and project restoration status.
- e. Assist in coordination with public works and civil engineering resources, including technicians, specialists, managers, and supervisors.

Coordination with Other Emergency Support Functions:

ESF 3 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Notifying ESFs and support agencies of any pertinent information that may impact their ability to carry out missions/tasks.

Mutual Aid

Lead and Support Agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc. with other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated, as the situation warrants.

Attachments

Plans/Procedures, Etc.

1. State of New Hampshire Debris Management Plan
2. Dam Emergency Action Plans and Inundation Maps

MOUs/LOAs

1. New Hampshire Public Works Mutual Aid
2. NH Architects and Engineers Emergency Response Task Force

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION

ESF #4 – FIREFIGHTING

2019

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Acronyms

DFL	Division of Forest and Lands
DNCR	NH Department of Natural and Cultural Resources
DOS	NH Department of Safety
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FMO	NH Division of Fire Safety, Office of the State Fire Marshal
HSEM	NH Division of Homeland Security and Emergency Management
IC	Incident Commander
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NHFMP	NH Fire and All Hazards Fire Mobilization Plan
NIMS	National Incident Management System
NRF	National Response Framework
PIO	Public Information Officer
JIC	Joint Information Center
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure
NIMS	National Incident Management System



Lead Agency

NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)

Support Agencies

NH Department of Natural and Cultural Resources (DNCR), Division of Forests and Lands (DFL)

Introduction

Firefighting consists of two distinct components: structural fires and wildland fires, with a separate agency responsible for each component.

Purpose

The purpose of Emergency Support Function 4 – Firefighting (ESF 4) is to coordinate and mobilize fire, rescue, and emergency services resources, personnel, and equipment to detect and suppress urban, rural, wildland fires, and other fire protection issues, when local resources have been or are expected to become overwhelmed.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation affecting fire service assets and/or requiring statewide coordination of fire service resources.

General

1. The Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO) is the lead agency for ESF 4, but it is recognized that the Department of Natural and Cultural Resources (DNCR) has significant responsibility, expertise, and resources for wildland fire incidents. Upon consultation with FMO, the DNCR may assume the responsibilities of the lead agency.
2. State program assistance, under this function, includes actions taken through the application of equipment, personnel, and technical expertise to control and suppress urban, rural, and wildland fires that have, or threaten to, become disasters.
3. Municipal governments and fire districts are responsible for providing fire prevention and suppression services within their incorporated areas. ESF 4 will provide assistance when requested.
4. All equipment requests and inventories will be made by utilizing the New Hampshire Statewide Fire and All Hazards Mobilization Plan (NHFMP) and the National Incident Management System (NIMS) Resource Typing, to the greatest extent possible.
5. FMO, as the lead agency, must ensure that through coordinated annual planning, all ESF 4 agencies are:
 - a. Participating in reviews and maintenance of the ESF 4 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 4 in the SEOC; and
 - c. Coordinating, attending, and participating in ESF 4 meetings, training sessions, conferences, and exercises.



6. Maintain manual or automated listings of the following:
 - a. FMO and support agency emergency points of contact that may need to be contacted by ESF 4 representatives; and
 - b. Available firefighting resources (i.e., state, local, regional) such as types of equipment, equipment operators, technicians, and other personnel.
7. Coordinate ESF 4 activities in the SEOC, during periods of activation, by developing and maintaining the ESF 4 staffing schedule.
8. Coordinate evaluation and performance of mission/task requests.
9. Ensure the status of committed and uncommitted equipment and inventory resources are tracked during activation of the SEOC.
10. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.
11. If criminal or terrorist activity is suspected in connection with the event, the NH State Police will be advised immediately, if not already involved in the incident.

Organization

1. **Organizational Chart (Command & Control):** ESF 4 shall function under the direction and control of the Public Safety Branch of the SEOC Operations Chief (**See Organizational Chart in SEOP Base Plan**).
2. **Field Operations:** ESF 4 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared in the first hours of an event.
3. **Federal Resources:** When ESF 4 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
4. **Contracts and Contractors:** Resources that are available through ESF 4 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the Lead Agency points of contact when there is, or will be an SEOC activation requiring ESF 4 representation.
2. The Lead Agency will then notify the Support Agencies and determine coverage for the ESF 4 desk in the SEOC.
3. ESF 4 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 4 will be involved.



Event Reporting

1. WebEOC will be utilized, to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness through, coordination with ESF 4 support agencies, for current inventories of personnel, supplies, and equipment.
2. Establish and maintain liaisons with the federal and border state firefighting officials.
3. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training of ESF on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
5. Annually review the U.S. Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
6. Integrate NIMS principles in all aspects of planning for ESF 4.
7. Maintain notification systems to support emergency/disaster response.
8. Maintain a system to recognize credentials of associated agencies/personnel.
9. Develop and maintain a database of location and contact information for personnel and resources relative to firefighting response. (NH Statewide Fire and All Hazards Mobilization Plan).

Response Actions

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period.
2. Provide information and status on firefighting efforts to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 4 duty.
4. Notify ESF 4 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.



6. Evaluate and respond to ESF 4 mission/task requests, including providing available resources, equipment, and personnel for fulfilling ESF missions. Maintain situational awareness of resources committed to an incident.
7. Consult incident-specific annexes for specialized actions.
8. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
9. After reviewing reports, gathering and analyzing information, and consulting with appropriate agencies, determine and provide the necessary level of assistance.
10. Support fire investigations and inspections, as requested.
11. Mobilize and pre-position response resources, when it is apparent that state firefighting resources will be required.
12. Monitor forested areas for signs of wildland fires, as needed.
13. During periods of high fire danger, coordinate resources to support fire patrols and surveillance of forested areas.
14. Prepare for the arrival of and coordinate with FEMA ESF 4, as appropriate.
15. Prepare damage assessment documents to be submitted to HSEM and other appropriate ESFs/agencies.
16. Evaluate probability and time of the recovery phase for the event. Continue development of an "After-Action Report" for ESF 4.

17. Radiological Emergency Preparedness Actions

Refer to the ESF 4 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Actions

1. Maintain information and status of firefighting activities to SEOC Operations via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Prepare for arrival of and coordinate with federal firefighting personnel, as appropriate.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Ensure ESF 4 lead and support agencies document event-related costs for any potential reimbursement.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan, as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SME's) to support ESF 4 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their firefighting trained personnel, equipment, and other resources.
3. Participate in the evaluation and mission assignment of ESF 4 resource requests submitted to the SEOC including resources that are available through mutual aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)

1. Identify, train, and assign personnel to staff ESF 4 in the SEOC.
2. Notify all ESF 4 supporting agencies upon activation.
3. In accordance with the NH Statewide Fire and All Hazards Mobilization Plan, maintain database of fire service facilities, equipment, and qualified personnel throughout the state.
4. Coordinate implementation of the New Hampshire Statewide Fire and All Hazards Mobilization Plan.
5. Maintain situational awareness of fire service operations and provide updates to SEOC.
6. Monitor weather conditions that contribute to increased fire danger.
7. Support local fire departments with appropriate resources to include mobilizing and deploying firefighting teams and resources as needed.
8. Provide appropriate fire, explosion, carbon monoxide exposure (other than from a motor vehicle), and building collapse investigations after an event resulting in death or serious injury. Arranging/coordinating prosecution efforts for any responsible parties through the FMO.
9. Conduct public education and outreach on fire prevention and safety.

Support Agencies

1. NH Department of Natural and Cultural Resources – Division of Forests and Land (DFL)

- a. Maintain inventories of forestry-related fire facilities, equipment, and personnel throughout the state.
- b. Monitor and provide fire weather and danger forecasts to all wildfire suppression forces.
- c. Conduct statewide wildfire prevention to include public wildfire information and education activities. During incident, coordinating with Incident PIO and/or JIC.
- d. Conduct impact evaluation of burned area, with regard to need for debris management and reforestation.



- e. If required/requested, coordinate the evaluation of wildlife habitat and watershed damage with responsible agencies.
- f. Conduct origin and cause determination on wildland fires and cooperate with support agencies to prosecute wildland arson.
- g. Provide incident management teams, as requested.

Coordination with Other Emergency Support Functions

ESF 4 will coordinate with other ESFs through the SEOC by:

- 1. Notifying organizations of available resources.
- 2. Providing availability of subject matter experts for specialized requests.
- 3. Notifying ESFs and support agencies of any pertinent information that may affect their ability to carry out missions/tasks.

Mutual Aid

Lead and Support Agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc. with other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated, as the situation warrants.

Attachments

Plans/Procedures, Etc.

- 1. New Hampshire Statewide Fire and All Hazards Mobilization Plan
- 2. Lead and support agency plans and procedures maintained individually

Listings/Maps

- 1. Fire Mutual Aid District Maps
- 2. Fire Dispatch Centers Map
- 3. FMO Region Maps
- 4. Forest Ranger District Map
- 5. Forest Fire Lookout Towers Map
- 6. Forest Fire Communication Tower Location Map

Mutual Aid Agreements

- 1. FMO Catalogue

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION

ESF 5 – EMERGENCY MANAGEMENT

2019

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Acronyms

AAR	After Action Report
DOS	NH Department of Safety
DHS	U.S. Department of Homeland Security
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
JFO	Joint Field Office
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NRF	National Response Framework
PIO	Public Information Officer
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SITREP	Situation Report
SOP	Standard Operation Procedure



Lead Agency

NH Department of Safety, Division of Homeland Security and Emergency Management (HSEM)

Resource Agencies

All State Agencies

Introduction

The State Emergency Operations Center (SEOC) serves as the central clearinghouse for disaster-related information and requests for deployment of state resources, and as the center for coordinating the state and federal agencies' response and initial recovery actions to an emergency event.

Purpose

The purpose of Emergency Support Function 5 – Emergency Management (ESF 5) is to manage and facilitate a coordinated emergency operation through collecting, processing, and disseminating emergency information and disaster intelligence; developing Incident Action Plans (IAP); and coordinating resource support to local governments.

ESF 5 provides the core management and administrative functions in support of the State Emergency Operations Center (SEOC) and the overall implementation of the State Emergency Operations Plan (SEOP).

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event requiring state coordination of emergency operations.

General

1. When an incident or potential incident is first detected, the SEOC will activate to a level appropriate to the threat. The State will respond to events on a 24-hour basis.
2. SEOC duties and responsibilities are stated in general terms to facilitate an all-hazards approach on processes regarding direction and control. There are, however, some tasks unique to specific hazard responses, which are in the SEOP and the hazard specific plans.
3. ESF 5 provides trained and experienced staff to fill management positions in the Operations, Information and Planning, Logistics, and Administration/Finance Sections of the SEOC, upon activation.

Organization

1. **Command & Control Structure:** Command and control of all phases of emergency management will be under the leadership of the Governor of the State of New Hampshire. *(See Organizational Chart in SEOP Base Plan)*
2. **Field Operations:** ESF 5 may serve in Field Operations (i.e., Mobile Command Vehicles, intrastate, and/or interstate mutual aid assistance).
3. **Federal Resources:** When ESF 5 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response*



Framework (NRF) or some other federal source. This request should be coordinated through the SEOC Manager and Logistics Chief, as required.

4. **Contracts and Contractors** – Resources that are available through ESF 5 may, at times, be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring their representation in the SEOC.

Event Reporting

1. WebEOC will be utilized, to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. General Staff leads will be responsible for making periodic reports to the SEOC Manager on activities taken by the ESF during the event and assure the actions are properly documented.
4. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness of event through coordination with ESF 5 support agencies.
2. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
3. Support the Emergency Management Assistance Compact (EMAC) and the International Emergency Management Assistance Compact (IEMAC), including training of ESFs on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
4. Annually review the U.S. Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
5. Integrate NIMS principles in all aspects of planning for ESF 5.
6. Maintain notification systems to support emergency/disaster response.
7. Establish contacts with local emergency management agencies and local government officials who will be providing information.
8. Develop plans and strategies for the activation of ESF 5 and the overall state approach to emergency management.
9. Assure operational readiness of SEOC.
10. Maintain coordination and communication with the Governor and other state officials; other local, state, and regional Emergency Management organizations; FEMA; and US DHS, as appropriate and required.



11. Maintain and provide training to partners on WebEOC.

Response Actions

1. Activate the SEOC as appropriate, including ESFs and support agencies that may be required for incident response.
2. Notify partners in threatened or impacted areas.
3. Develop situation reports, action plans, etc.
4. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period of time.
5. Provide WebEOC informational support to all functional ESFs and support agencies.
6. Maintain operational status of the SEOC.
7. Assess the situation, types, availability, and location of response resources, technical support, and required services.
8. Determine priorities for protecting human safety and public welfare (affected populations and response personnel).
9. Prepare the deployment of response personnel, Preliminary Damage Assessment Team and/or Damage Assessment Teams.
10. In conjunction with ESF 2 – Communications and Alerting, maintain communications with local and other state emergency management organizations and FEMA Region I.
11. Maintain constant communications with the local Emergency Operations Center(s) (EOC) in the affected area(s) and initiate periodic teleconferences with all appropriate parties, to coordinate the joint local and state operations.
12. Coordinate and document initial damage assessment, including key resources and critical infrastructure, businesses, and individual homes.
13. Coordinate with ESF 2 and ESF 15 to identify alternate means of getting information to local government officials and agencies, to ensure channels of communication remain open.
14. Establish contacts with the local Emergency Management Agencies (EMA) and local government officials, to coordinate the use of resources.
15. Prepare documentation and situational awareness needed to support the requests for and directives resulting from a State of Emergency declared by the Governor and/or requests for a federal emergency/disaster declaration.
16. Consult with other ESFs, support agencies, and impacted local municipalities to determine response activities and needs.
17. Plan and establish relief resources to replace or rotate committed resources for extended operations.
18. Collect information for and develop After “Action-Report” (AAR) for activation.

19. Radiological Emergency Preparedness Actions



Refer to the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Actions

1. Refer to the State Recovery Annex, in addition to the below activities.
2. Determine recovery strategies and activities.
3. Maintain information and status of SEOC activities in WebEOC.
4. Assign personnel to work with the JFO, if established.
5. Continue to coordinate activities and requests with partner ESFs.
6. Prepare for arrival of and coordinate with FEMA, as appropriate.
7. Generate and collect information to be included in SEOC briefings, situation reports, and/or action plans.
8. Ensure all ESFs and support agencies document event-related costs for any potential reimbursement.
9. Continue to keep partners and appropriate governmental officials (state, local, regional, and federal) updated on recovery activities.
10. Begin assessment of damage and capabilities of key resources and infrastructure caused by incident and reporting to appropriate bureau/agency.

Mitigation

1. Facilitate the maintenance and update of the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 5 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their communications and alerting assets.
3. Participate in the evaluation and mission assignment of ESF 5 resource requests submitted to the SEOC including resources that are available through mutual aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Safety, Division of Homeland Security & Emergency Management (HSEM):

1. Identify, train, and assign personnel to staff ESF 5 in the SEOC.
2. HSEM, as lead for ESF 5, fills the SEOC with Command General Staff positions.
3. Provide support for all administration, management, prevention, planning, training, preparedness, recovery, and mitigation activities associated with the State response.
4. Maintain current points of contact for all ESF/Support agencies and local municipalities.
5. Assure the Governor and appropriate state officials are kept up-to-date and provided with situational awareness.
6. Provide training for partners at all levels on plans and strategies utilized for a comprehensive approach to emergency management.
7. Provide personnel for coordination with federal support.
8. Develop operating procedures to implement the state emergency prevention, preparedness, response, recovery, and mitigation functions.
9. Maintain position, situational awareness, significant events logs, and mission tasks in WebEOC.
10. Keep ESF and support agencies updated on all new guidelines and strategies developed or released for state emergency management response.
11. Function as the liaison and point of contact for interstate and international mutual aid (EMAC/IEMAC) and federal agencies.
12. Secure and administer federal funding, as appropriate, for incident-related activities.

Support Agencies

1. All other State Agencies

- a. Provide personnel to augment ESF 5 during emergencies and disasters.
- b. Support development of the SitRep and IAP for each operational period.



- c. Assist in incident preparedness, prevention, response, recovery, and mitigation as outlined in the State Emergency Operations Plan, NH laws, and other applicable plans.

Coordination with Other Emergency Support Functions:

ESF 5 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Notifying ESFs and support agencies of any pertinent information that may affect their ability to carry out missions/tasks.

Mutual Aid

Lead and support agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements that may affect resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated, as the situation warrants.

Attachments

Plans

1. SEOC Activation Manual

MOUs/LOAs

2. Emergency Management Assistance Compact
3. International Emergency Management Assistance Compact

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION ESF 6 – MASS CARE, HOUSING, AND HUMAN SERVICES

2019

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Acronyms

ARC	American Red Cross
DAMF	Department of Agriculture, Markets and Food
DES	Department of Environmental Services
DHHS	NH Department of Health and Human Services
DOJ	NH Department of Justice
DOS	NH Department of Safety
EMAC	Emergency Management Assistance Compact
EMS	Emergency Medical Services
ESF	Emergency Support Function
ESU	NH DHHS Emergency Services Unit
FEMA	Federal Emergency Management Agency
FSTEMS	Division of Fire Standards and Training and Emergency Medical Services
HSEM	Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NCMEC	National Center for Missing and Exploited Children
NHES	NH Department of Employment Security
NIMS	National Incident Management System
NRF	National Response Framework
OVS	NH Office of Veterans Services
PHN	Public Health Network
RSF	Recovery Support Function
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Expert



Lead Agency

NH Department of Health and Human Services (DHHS)

Support Agencies

American Red Cross (ARC)

NH Department of Agriculture, Markets and Food (DAMF)

NH Department of Justice (DOJ)

NH Governor's Commission on Disability (GCD)

Regional Public Health Networks (PHN)

Introduction

Emergency Support Function (ESF) 6 – Mass Care, Housing, and Human Services Annex provides a framework for coordination of the below activities before, during, and after any disaster.

- Mass Care
 - sheltering, feeding, distribution of emergency supplies, reunification services
- Emergency Assistance
 - mass evacuee support, PDAFN, household pets and service animals
- Temporary Housing
 - nonconventional/transitional sheltering, multi-family lease and repair
- Human Services
 - Communications Access, Crisis Counseling, and Supplemental Nutrition Assistance.

Purpose

The purpose of ESF is to organize mass care, emergency assistance, temporary housing, and human services-related support and assistance to local jurisdictions in the event local needs exceed available resources during and after an emergency.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event affecting mass care, housing, and human services or requiring state mass care, housing, and human services resources.

General

1. DHHS, as the lead agency, must ensure that through coordinated annual planning, all ESF 6 Support Agencies are:
 - a. Participating in reviews and maintenance of the ESF 6 Annex;
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 6 in the SEOC; and
 - c. Coordinating, attending, and participating in ESF 2 meetings, training sessions, conferences and exercises.
2. All agencies and organizations involved with this ESF 6 have obligations under civil rights laws to ensure equal opportunity, which includes reasonable modifications to policies, practices,



and procedures, when providing mass care, housing, and human services for individuals with disabilities and others with access and functional needs. This population includes: persons with disabilities (behavioral, cognitive and development, intellectual, mental health, physical, and sensory); women that are pregnant; persons with chronic medical conditions; substance misuse dependency; transportation disadvantaged; economically disadvantaged; limited English proficiency or non-English speaking; ages (infancy through advanced age); cultures; ethnicities; genders; nationalities, orientations (lesbian, gay, bisexual, transgender, queer/questioning); races; and religions.

3. Determine the need and appropriateness to relax or suspend any related statutes, legislation, regulations, and laws from appropriate oversight agency/department or state legislature to protect the public safety and meet disaster or emergency needs.
4. Maintain manual or automated listings of the following:
 - a. DHHS and support agency emergency points of contact that may need to be contacted by ESF 6 representatives; and
 - b. Available mass care, housing, and human services resources.

Organization

1. **Command & Control Structure:** ESF 6 shall function under the direction and control of the Health and Human Services Branch under the SEOC Operations Chief (*See Organizational Chart in SEOP Base Plan*).
2. **Field Operations:** ESF 6 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
3. **Federal Resources:** When ESF 6 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
4. **Contracts and Contractors:** Resources that are available through ESF 6 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when an immediate or anticipated SEOC activation requiring ESF 6 representation.
2. The lead agency will then notify the support agencies and determine coverage for ESF 6 in the SEOC.
3. ESF 6 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 6 will be involved.



Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Provide technical assistance to other ESFs and internal and external partners, in preparation for emergencies/incidents that require mass care, housing, and human services response.
2. Release information on individual, family, domestic pet, and/or service animal preparedness and disaster planning through news releases, brochures, websites, trainings, or other means.
3. Identify disaster sheltering facilities and the provision of life-sustaining services in a safe, sanitary, and secure environment.
4. Identify nonconventional/transitional shelter facilities (private or public) e.g., hotel, motel, and other private lodging, which provides an increased degree of privacy over a general population shelter. A lease or minimum length of occupancy is not required.
5. Identify and establish applicable MOUs/MOAs/LOAs with feeding and water services organizations/vendors that can procure, prepare, and distribute a variety of food and water to an affected population.
6. Identify and establish resources for mass evacuee support e.g., temporary shelter at points of embarkation and debarkation, feeding, water, etc.
7. Identify and establish MOUs/MOAs/LOAs with organizations/vendors that can provide life sustaining, comfort, cleanup, and other essential supplies during and post disaster.
8. Identify existing reunification resource capabilities; determine reunification resource requirements to meet capability target for low, medium, and high intensity incidents; establish systems and mechanisms to allow individuals that are separated to contact one another; determine resources needed to monitor and support staff 's emotional health during and after reunification operations; identify partners providing direct services to people with disabilities and others with access and functional needs who can support reunification services including physical programmatic and effective communications; identify partners providing domestic pets and service animal services who can support reunification services.
9. Identify and establish resources and support services that persons with disabilities and other access and functional needs may utilize to maintain independence while receiving mass care,



housing, and human services activities, including sheltering, feeding, and distribution of emergency supplies.

10. Identify the needs to support individuals with household pets and service animals during evacuation, rescue, and disaster shelter activities (e.g., feeding, water, emergency supplies, and routine exercise for service animals), reunification, and coordinate veterinary care.

Response Actions

1. Coordinate resources to support shelter operations for individuals and households displaced by disasters. This should also include support to survivors sheltering in place and in ESF 8 alternate care sites.
2. Ensure staffing and supplies are adequate for identified shelter operations, including resources to support individuals with access and functional needs.
3. Mobilize and pre-position resources, when it is apparent that shelter and mass care resources may be required.
4. Maintain and update the WebEOC shelter board. Provide the SEOC with a listing of shelter status, occupancy levels, unmet needs, and shelter conditions a minimum of once per operational period.
5. Coordinate with the American Red Cross National Shelter System information team.
6. Coordinate with ESF 8 to ensure that evacuees with complex medical needs can be supported in the appropriate setting.
7. Coordinate with ESF 8 to provide resources to support medical and mental health services at shelters, as needed.
8. Coordinate with ESF 12 to determine a power restoration timeline for areas operating shelters.
9. Coordinate with ESF 15 to provide information to the public, industry, and local government on matters relating to mass care, sheltering, mass feeding, human services, and relief supplies.
10. Coordinate with SEOC Logistics Section Chief and ESF 14 concerning protocols and procedures for volunteers and donated goods to support mass care, sheltering, and emergency housing.
11. Mobilize available resources for post-impact emergency housing and plan for expected emergency housing needs.
12. Acquire and arrange for delivery of life-sustaining resources, hygiene items, and cleanup items to meet the urgent needs of disaster survivors.
13. Coordinate resources to assist communities in identifying populations in need of food, to ensure services.
14. Coordinate with the SEOC Logistics Section Chief to coordinate the distribution of food to mass feeding sites identified and coordinated by ESF 6.



15. Provide systems and mechanisms to allow individuals that are separated to contact one another. Facilitate the reunification of children separated from their parent(s)/legal guardian(s), as well as adults separated from their families, due to disaster.
16. Provide mass care services and tracking the movement of evacuees, their household pets, service animals, and medical equipment. In coordination with ESF 8, provide mass care services to medical patient evacuees. *Note: Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF 8.*
17. Coordinate with personal assistance services and other agencies/organization for the provision of equipment, supplies, and services required to assist children and adults with disabilities and others with access and functional needs to maintain their independence.
18. Coordinate with animal support services/organizations for the rescue, transportation, shelter, reunification, care, and essential needs of household pets and service animals during response operations to ensure their safety and well-being. *Note: Service animals are not pets and may not be separated from the individual with a disability or other access and functional need; service animals should be permitted anywhere the public goes.*
19. Coordinate access to a private or public facility such as hotels, motels, lodging facilities, retreats, camps dormitories, cruise ships, etc., to survivors when traditional sheltering is not available or feasible or when the impact of the disaster requires extended shelter operations.
20. Provide communication assistance and language access to diverse populations impacted by disaster.
21. Provide crisis counseling, mental health services, and other similar immediate, short-term psychological assistance to disaster survivors.
22. Provide eligible households with supplemental nutrition assistance through established programs when income is lost due to a declared disaster.
23. Coordinate with state and federal entities for disbursement of financial assistance for families and related financial resources.
24. **Radiological Emergency Preparedness Actions**
Refer to the ESF 6 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies.*

Recovery Actions

1. Coordinate resources to support the consolidation and/or closing of shelters, mass feeding sites, when appropriate.
2. Coordinate with local governments, American Red Cross, local emergency management agencies, and applicable federal agencies to assist in determining long-term sheltering and emergency housing needs, mass feeding, and human services needs for impacted populations.
3. Coordinate to identify long-term housing needs of impacted populations who cannot return to their normal living arrangements because of disaster damage and impacts.



4. Maintain information and status on mass care, housing, and human services to SEOC Operations via WebEOC.
5. Continue to coordinate activities and requests with partner ESFs.
6. Prepare for arrival of and coordination with FEMA ESF 6 personnel, as appropriate.
7. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
8. Ensure ESF 6 lead and support agencies document event-related costs for any potential reimbursement.
9. Assess need for ongoing reunification operations of affected displaced population across vast geography, reunification/identification of unclaimed fatalities, reunification of unaccompanied minors/adults with cognitive/intellectual disabilities, missing children/adults with cognitive/intellectual disabilities.
10. Transition individual cases to local agencies, when the situation becomes stable and communications are restored.
11. Identify and resolve barriers to returning evacuees back to their communities.
12. Support transition of evacuees to temporary or permanent housing as determined by the disaster event.
13. Refer to the NH Recovery Annex, RSF 4 – Housing.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures, including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Identify mass care, housing, and human services hazards and vulnerabilities and collaborate to develop or recommend plans, protocols, procedures, and policies to prevent or mitigate their impact.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 6 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their health and medical assets.
3. Participate in the evaluation and mission assignment of ESF 6 resource requests submitted to the SEOC, including resources that are available through mutual aid agreements, compacts, contracts, etc.
4. Determining the need and appropriateness to relax or suspend any related statutes, legislation, regulations, and laws from appropriate oversight agency/department or state legislature to protect the public safety and meet disaster or emergency needs.

Agency Specific

Lead Agency

Department of Health and Human Services (DHHS)

1. Identify, train, and assign personnel to staff ESF 6 in the SEOC.
2. Notify all ESF 6 supporting agencies upon activation.
3. Assign personnel to the ESF 6 duty schedule at the SEOC.
4. Provide staff and resources necessary to conduct impact assessments of the affected area(s).
5. Provide mass care resource support to temporary housing and human services that are associated with ESF 8 activities such as, but not limited to, mass fatality management, isolation, and quarantine procedures.
6. Coordinate and direct the establishment and operation of mass feeding for impacted populations, to include mobile feeding routes, fixed feeding sites, base camps, and comfort stations. Working with ESF 8 to assure food safety and food-borne disease surveillance.
7. Notify DHHS Auxiliary Response Team and ESU-managed volunteer teams, when needed, to provide personnel and resources for field operations. ESU volunteer teams include: NH Disaster Animal Response Team (DART); NH Disaster Behavioral Health Response Team (DBHRT); Medical Reserve Corps (MRC); Civilian/Community Emergency Response Team (CERT); Metropolitan Medical Reserve System (MMRS);

Support Agency

1. American Red Cross (ARC)

- a. Provide mass care and shelter support during emergencies, in coordination with the ESF 6 lead.
- b. Assist in identifying and assessing the requirements for food, feeding, and critical emergency needs of the impacted population.
- c. Anticipating regional response capabilities and make recommendations to ARC National Headquarters for support, if deemed necessary.



- d. Provide representation or information at Disaster Recovery Centers (DRCs) to inform applicants of available ARC assistance, federal resources, and other resources available to the impacted population.
- e. Provide training to local officials and personnel in shelter management and other related disaster-relief programs and activities.

2. NH Department of Agriculture, Markets, and Food (DAMF)

- a. Assist with ESF 6 activities affecting evacuation and protective actions for animals, including household pets, livestock, and wildlife.
- b. Provides technical assistance and subject matter expertise regarding animal response issues.
- c. Coordinates veterinary resources to monitor the health of rescued household pets and service animals.

3. NH Department of Justice (DOJ)

- a. Provide guidance on federal civil rights laws, including their general application to emergency management activities, programs, and services.

4. NH Governor's Commission on Disability (GCD)

- a. Provides assistance with the American with Disabilities Act (ADA) and other disability law compliance.

5. Regional Public Health Networks (PHN)

- a. Coordinate regional mass care, housing, and human services in their specific areas around the state.
- b. Coordinate personnel, as available, to assist in emergency shelters.
- c. Provide support to mass care, housing, and human services activities, including emergency sheltering, healthcare services, and other response efforts as needed.

Coordination with Other Emergency Support Functions

ESF 6 will coordinate with other ESFs through the SEOC by:

- 1. Notifying organizations of available resources.
- 2. Providing availability of subject matter experts for specialized requests.
- 3. Providing mass care, housing, and human services support for other ESF partners.

Mutual Aid

Lead and support agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc. with other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements, which may affect resources or capabilities during an emergency incident.



The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated, as the situation warrants.

Attachments

Plans/Procedures, Etc.

1. State Mass Care and Emergency Assistance Worksheets for Operational Phases
 - a. Sheltering
 - b. Feeding
 - c. Distribution of Emergency Supplies
 - d. Reunification
 - e. Mass Evacuation
2. State Functional Needs Guidance and Template, Version 2.0
3. NH General Population Sheltering Guide for Local Jurisdictions, Version 2.0
 - a. NH Guidance for Conducting Health Surveillance in Shelters, Version 2.0
 - b. NH Child-Friendly Spaces Guidance and Procedures, Version 1.0
 - c. NH Food Services Guidance and Operations, Version 1.0
 - d. NH Health Services Guidance and Operations, Version 1.0
4. State Multi-Agency Reunification Services Plan, Version 1.0
5. State Emergency Repatriation Plan, Version 1.0

Listings/Maps

1. USDA Food and Nutrition Service – Region I State SNAP Contacts

Mutual Aid Agreements

1. New Hampshire Grocers Association (2012)

Record of Update

Date	Title and Agency of ESF 6 Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION

ESF 7 – RESOURCE SUPPORT

2019

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Acronyms

EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NRF	National Response Framework
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure
DAS	Department of Administrative Services



Lead Agency

NH Department of Administrative Services (DAS)

Support Agencies

All State Agencies

Introduction

Emergency Support Function 7 – Resource Support (ESF 7) provides or coordinates provision of services, equipment, and supplies to support the effective and expedient response operations associated with a disaster or an emergency and arranges for the approval and acquisition of equipment and supplies not available through normal purchasing channels and ordering periods.

When activated, resources will be provided through requests made to ESF 7, through the Logistics Section at the State Emergency Operations Center (SEOC). As a primary course of action, ESF 7 will obtain resources through coordination with other ESFs, agency/state contractors, vendors, and suppliers. Resources may also be obtained from agency-related local, state, regional, national, public, and private associations or groups.

Purpose

The purpose of ESF 7 is to provide logistical and resource support to state and local entities involved in state emergency response and recovery efforts that affects the State of New Hampshire.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event requiring the coordination of provision of services, equipment, and supplies.

General

1. Coordinate ESF 7 activities in the SEOC, during periods of activation, by developing and maintaining the ESF 7 staffing schedule.
2. Coordinate evaluation and performance of mission/task requests.
3. Ensure the status of committed and uncommitted equipment and inventory resources are tracked, during activation of the SEOC.
4. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.
5. All procurements made in support of the state emergency response will be made in accordance with current state laws and regulations. All procurement actions made at the request of state emergency response agencies in support of the SEOP will be made in accordance with state statutory and administrative requirements and will be accomplished using appropriate state procurement and reimbursement procedures.
6. To the extent practicable, state contracts will be established with commercial vendors to ensure expedient emergency purchases.
7. Resources necessary to save lives will receive first priority.



8. The primary source of equipment, supplies, and personnel shall be from existing state-owned resources and local sources outside the impacted area. Support that cannot be provided from these sources will be obtained through commercial and/or donated sources.
9. Local jurisdictions will expend resources at the local and regional (mutual aid) level prior to making a request from the State.
10. Documenting the time equipment was transferred, rented, leased, or otherwise used will be done by both the donating and receiving local or state agency.
11. Expenses related to purchases or leases made through ESF 7 will be the responsibility of the receiving local or state agency.
12. Where possible, each level of government will utilize and track resources using the resource typing as outlined by the National Incident Management System (NIMS).

Organization

1. **Organizational Chart (Command & Control):** ESF 7 shall function under the direction and control of the SEOC Logistics Chief. (*See Organizational Chart in SEOP Base Plan*).
2. **Federal Resources:** When ESF 7 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
3. **Contracts and Contractors:** Resources that are available through ESF 7 may, at times, best be obtained through a contractor. Agency(ies) contracts may be utilized or access to State of New Hampshire or private sector contracts may be granted through coordination with ESF 7. Contractual personnel may not be used to supplant state assets/resources.

Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 7 representation.
2. The lead agency will then notify the support agencies and determine coverage for the ESF 7 desk in the SEOC.
3. ESF 7 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 7 will be involved.

Event Reporting

1. WebEOC will be utilized, to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.



5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness, through coordination with ESF 7 support agencies, for current inventories of available resources.
2. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
3. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training of ESF on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
4. Annually review the U.S. Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
5. Integrate NIMS principles in all aspects of planning for ESF 7.
6. Maintain notification systems to support emergency/disaster response.
7. Maintain personnel listings and resource contacts in a state of readiness appropriate to existing and anticipated emergency conditions.
8. Maintain inventory and availability of all state-owned facilities that may be utilized in an emergency.
9. Ensure training and personnel rosters for assignment to the SEOC during activation are up to date. Prepare sufficient personnel for an extended and/or 24-hour activation period.
10. Ensure standard procurement and reimbursing procedures are followed. Establish and maintain contracts where necessary.

Response Actions

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period of time.
2. Provide information and status of resources and contracts to SEOC Logistics via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 7 duty.
4. Notify ESF 7 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Consult with other ESFs that may need support of ESF 7.
7. Consult incident-specific annexes for specialized actions.
8. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.



9. Evaluate and fulfill resource support requests for threatened/impacted area. Coordinate requests with SEOC Logistics Chief.
10. Anticipate impact and assess initial reports to identify potential resource needs.
11. Plan for and establish relief resources to replace or rotate committed resources for extended operations.
12. Maintain a tracking system for all acquired resources, including management reports.
13. Implement or develop state contracts to meet emergency needs, as required.
14. Coordinate movement of equipment and personnel with ESF 1.
15. Coordinate the location and use of storage sites as staging areas for the deployment of personnel, assets, and materials (including food, equipment, medical supplies, etc.) into the affected area.
16. Prepare for the arrival of and coordination with FEMA ESF 7 personnel, as appropriate.
17. Coordinate federal contracts and resource support, as required or needed.
18. Prepare damage assessment documents to be submitted to HSEM and other appropriate ESFs/agencies.
19. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
20. Evaluate the probability and time period of the recovery phase for the event. Continue development of an "After-Action Report" for ESF 7.
21. **Radiological Emergency Preparedness Actions**
Refer to the ESF 7 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Actions

1. Maintain and disseminate information and status of resources and contracts to SEOC Logistics via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Prepare for arrival of and coordinate with FEMA ESF 7 personnel, as appropriate.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Ensure ESF 7 lead and support agencies document event-related costs for any potential reimbursement.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan, as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 7 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their resources and contracts.
3. Participate in the evaluation and mission assignment of ESF 7 resource requests submitted to the SEOC including resources that are available through mutual aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency:

NH Department of Administrative Services (DAS)

1. Identify, train, and assign personnel to staff ESF 7 in the SEOC.
2. Notify all ESF 7 supporting agencies upon activation.
3. Assign personnel to the ESF 7 duty schedule at the SEOC.
4. Maintain up-to-date information on state contracts, resources, and state-owned facilities, including 24-hour points of contact.
5. Maintain inventory tracking system for resources requested and utilized during an emergency. Track expenses associated with resources utilized.

Support Agencies

1. All other State Agencies

- a. Provide subject matter experts for specialized requirements.

Coordination with Other Emergency Support Functions

ESF 7 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Notifying ESFs and support agencies of any pertinent information that may affect their ability to carry out missions/tasks.

Mutual Aid

Lead and support agencies will maintain up-to-date agreements and Memoranda of Understanding (MOU), Letters of Agreement (LOA) with various other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements which may impact resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.



Resource List

Equipment

1. Fleet Management: http://sunspot.nh.gov/fleet_management/index.asp

Contracts

1. Procurement: <http://sunspot.nh.gov/procurement/default.aspx>
2. Statewide: https://das.nh.gov/purchasing/contracts_posteddte.asp?sort=cna

Attachments

Plans/Procedures, Etc.

1. Standard Operating Guide 200-2

Mutual Aid Agreements

1. Emergency Contracts List (maintained by Admin Services)

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION ESF 8 – HEALTH AND MEDICAL

2019

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Acronyms

DAMF	Department of Agriculture, Markets and Food
DES	Department of Environmental Services
DHHS	NH Department of Health and Human Services
DMORT	Disaster Mortuary Operational Response Team
DOS	NH Department of Safety
EMAC	Emergency Management Assistance Compact
EMS	Emergency Medical Services
ESF	Emergency Support Function
ESU	NH DHHS Emergency Services Unit
FEMA	Federal Emergency Management Agency
FSTEMS	Division of Fire Standards and Training and Emergency Medical Services
HIPAA	Health Insurance Portability and Accountability Act
HSEM	Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MCM	Medical Countermeasures
MMRS	Metropolitan Medical Response System
MOU	Memorandum of Understanding
NG	National Guard
NIMS	National Incident Management System
NRF	National Response Framework
OCME	Office of the Chief Medical Examiner
PHN	Public Health Network
POD	Point of Dispensing
RSF	Recovery Support Function
RSS	Receipt, Stage and Store
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Expert
SNS	Strategic National Stockpile



Lead Agency

NH Department of Health and Human Services (DHHS)

Support Agencies

Disaster Behavioral Health Response Team

Granite State Healthcare Coalition (GSHCC)

Metropolitan Medical Response System (MMRS), NH Task Force 1

NH Department of Agriculture, Markets and Food (DAMF)

NH Department of Environmental Services (DES)

NH Department of Justice, Office of the Chief Medical Examiner (OCME)

NH Department of Safety, Division of Fire Standards and Training and Emergency Medical Services (FSTEMS)

NH National Guard (NHNG)

Regional Public Health Networks (PHN)

Other Health and Medical Organizations

Introduction

Emergency Support Function (ESF) 8 – Health and Medical provides a framework for coordination and cooperation across state agencies regarding public health and medical needs, including medical care, public health, behavioral health, fatality management, medical transport, and healthcare facility evacuation, before, during, and after any disaster or public health emergency. This annex details how the State of New Hampshire will provide public health and medical care support and assistance to local jurisdictions, in the event local resources are insufficient to address local public health and medical needs or local public health and/or medical authorities are overwhelmed and state assistance is requested by the appropriate parties.

Purpose

The purpose of ESF 8 is to organize the capability to provide medical care, public health, behavioral health, fatality management, medical transport, and healthcare facility evacuation in disaster situations. ESF 8 is also responsible for outlining responsibility and policy established for health and medical operations before, during, and after a disaster.



Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event affecting public health or medical services requiring state resources in New Hampshire.

General

1. DHHS, as the lead agency, must ensure that through coordinated annual planning, all ESF 8 agencies are:
 - a. Participating in reviews and maintenance of the ESF 8 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 8 in the SEOC; and
 - c. Coordinating, attending, and participating in ESF 8 meetings, training sessions, conferences, and exercises.
2. Maintain manual or automated listings of the following:
 - a. DHHS and support agency emergency points of contact that may need to be contacted by ESF 8 representatives; and
 - b. Available health and medical resources (i.e., state, local, contract).
3. Coordinate ESF 8 activities in the SEOC, during periods of activation, by developing and maintaining the ESF 8 staffing schedule.
4. Coordinate evaluation and performance of mission/task requests.
5. Ensure the status of committed and uncommitted equipment and inventory resources is tracked during activation of the SEOC.
6. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.
7. ESF 8 will coordinate with all supporting and other appropriate departments, agencies, and organizations to ensure operational readiness in time of emergency.
8. Ensure all patient and casualty information will follow HIPAA compliance.
9. Coordinate and share information with all DHHS, support agencies, healthcare agencies, facilities, and/or entities within the state and mutual aid partners during an event.

Organization

1. **Organizational Chart (Command & Control):** ESF 8 shall function under the direction and control of the Health and Human Services Branch under the SEOC Operations Chief (***See Organizational Chart in SEOP Base Plan***).
2. **Operational Facilities/Sites**
 - a. Brown Building: 129 Pleasant Street, Concord, NH
 - b. Emergency Services Unit (ESU) Warehouse: 5 Stickney Ave, Concord, NH
 - c. State Public Health Building: 29 Hazen Drive, Concord, NH



3. **Field Operations** – ESF 8 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
4. **Federal Resources** - When ESF 8 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
5. **Contracts and Contractors** – Resources that are available through ESF 8 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when there is an actual or imminent SEOC activation requiring ESF 8 representation.
2. The lead agency will then notify the support agencies and determine coverage for the ESF 8 desk in the SEOC.
3. ESF 8 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 8 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the activities are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness through coordination with ESF 8 support agencies for current inventories of health and medical facilities, supplies, and equipment.
2. Establish and maintain liaison with the federal, border state health, and medical officials.
3. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including the training of ESF



personnel on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.

5. Annually review the Federal Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
6. Integrate NIMS principles in all aspects of planning for ESF 8.
7. Maintain notification systems to support emergency/disaster response.
8. Communicate and share plans and information across agencies with public health and medical responsibilities.
9. Identify potential emergency public health risks and issues and collaborate to develop or recommend protocols, procedures, and policies to prevent or mitigate their impacts.
10. Monitor and initiate planning and preparedness actions for the spread of potential illnesses and contagions throughout the world and their potential impact to the state.
11. Ensure the safety and security of the food supply within the state and prevent foodborne illness and injuries through inspection, enforcement, and education.
12. Monitor healthcare facilities for capacity, surge, developing trends, critical systems, and reportable illness investigation.
13. Participate in statewide planning for all matters relating to health and medical statewide, as well as developing annexes and appendices for different issues statewide to ensure common operating models and responses.
14. Provide, monitor, and maintain an interoperable information system utilized to maintain awareness of hospital status, facility census, and incident management, volunteer management, and resource management.

Response Actions

1. Assign and schedule sufficient personnel to cover an activation of the SEOC for an extended period.
2. Provide information and status on health and medical efforts to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 8 duty.
4. Notify ESF 8 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Evaluate and respond to ESF 8 mission/task requests including providing available resource equipment and personnel for fulfilling ESF missions, as well as maintain situational awareness of resources committed to an incident.
7. Consult incident-specific annexes for specialized actions.
8. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.



9. After reviewing reports, gathering and analyzing information and consulting with appropriate agencies, determine and provide the necessary level of assistance.
10. Coordinate the delivery of health and medical services, including the provision of medical personnel, equipment, pharmaceuticals, and supplies.
11. Coordinate resources to support response activities of personnel, commodities, and services in response to requests for public health and medical assistance.
12. Coordinate resources to support requests for medical services, including mental health and behavioral health services.
13. Coordinate activation of available public health, medical, and mortuary response teams as necessary.
14. Coordinate activation of state and local health, medical, and veterinary volunteers.
15. Maintain situational awareness of the status of licensed providers.
16. Coordinate resources to support healthcare system surge.
17. Monitor and coordinate resources to meet pharmaceutical needs, including identification and distribution of resources from available state pharmaceutical caches and the Strategic National Stockpile, when deployed.
18. Monitor healthcare facility bed availability.
19. Coordinate establishment of staging areas for medical personnel, equipment, and supplies.
20. Maintain situational awareness of deployed EMS assets.
21. Coordinate assistance to responsible entities in efforts to manage public health services.
22. Coordinate requirements for health surveillance programs.
23. Coordinate incident-specific public health messaging with ESF 15.
24. Support ESF 6 to determine the need for medical resource needs at shelters.
25. Coordinate medical decontamination for hazardous materials response.
26. Coordinate behavioral health services to affected individuals, families, communities, and responders.
27. Coordinate notification of teams for identification of deceased.
28. Coordinate DMORT services.
29. Coordinate collection and dissemination of information regarding the number of fatalities.
30. Coordinate supply and equipment procurement (e.g. refrigeration units, body bags, stretchers, embalming supplies, transportation), as required to maintain appropriate condition of the deceased until proper identification, notification, and disposition can be determined.
31. Coordinate and direct the activation and deployment of Emergency Medical Services (EMS) agencies. Maintain situational awareness of deployed EMS assets.



32. Coordinate with ESF 4 for the mobilization of ambulance task forces, if activated, to support the incident. If not activated, continue to assess the need to mobilize these resources.
33. Coordinate EMS transportation with healthcare facilities, as needed.
34. Coordinate resources to support requests for patient transport and evacuation.
35. Coordinate alternate care sites as necessary.
36. Coordinate healthcare facility reentry procedures, as necessary.

37. Radiological Emergency Preparedness Actions

Refer to the ESF 8 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Actions

1. Coordinate resources to support the restoration of vital public health and medical support systems and facilities to operational status.
2. Coordinate the continued provision of behavioral health services to affected individuals, families, communities, and responders by implementing and maintaining an on-going crisis psycho-educational program throughout the affected area(s).
3. Support the operations necessary for the identification, registration, certification, and disposition of the deceased and their personal effects. Provide a final fatality report.
4. Maintain information and status on health and medical activities to SEOC Operations via WebEOC.
5. Continue to coordinate activities and requests with partner ESFs.
6. Prepare for arrival of and coordinating with FEMA ESF 8 personnel, as appropriate.
7. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
8. Ensure ESF 8 lead and support agencies document event-related costs for any potential reimbursement.
9. Refer to the NH Recovery Annex, RSF 3 – Health and Social Services.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures, including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Identify public health and medical hazards and vulnerabilities and collaborate to develop or recommend plans, protocols, procedures, and policies to prevent or mitigate their impact.
5. Promote mitigation planning to public health and medical organizations and facilities.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 8 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their health and medical assets.
3. Participate in the evaluation and mission assignment of ESF 8 resource requests submitted to the SEOC, including resources that are available through mutual aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

Department of Health and Human Services (DHHS)

1. Identify, train, and assign personnel to staff ESF 8 in the SEOC.
2. Notify all ESF 8 supporting agencies upon activation.
3. Assign personnel to the ESF 8 duty schedule at the SEOC.
4. Provide staff and resources necessary to conduct impact assessments of the affected area(s).
5. Coordinate any waiver of rules and regulations regarding licensed professional personnel.
6. Develop mutual support relationships with professional associations and other private services and volunteer organizations that may assist during emergencies or disasters, including special medical needs and vulnerable populations' service agencies and advocacy groups.
7. Implement isolation and quarantine procedures, as appropriate.
8. Implement Medical Countermeasure operations as required.
9. Coordinate laboratory analysis of samples/specimens.
10. Coordinate waivers of rules and regulations regarding licensed healthcare facilities.
11. Maintain and provide a listing of licensed health care facilities including names of administrators and 24-hour phone numbers, as appropriate.
12. Identify and provide bed capacity and availability status of all inpatient care facilities throughout the state.
13. Provide crisis and behavioral health counselors to facilitate response and recovery.
14. Notify DHHS Auxiliary Response Team and ESU-managed volunteer teams, when needed, to provide personnel and resources for field operations. ESU volunteer teams include: NH Disaster Animal Response Team (DART); NH Disaster Behavioral Health Response Team (DBHRT); Medical Reserve Corps (MRC); Civilian/Community Emergency Response Team (CERT); Metropolitan Medical Reserve System (MMRS);



Support Agencies

1. **Granite State Healthcare Coalition (GSHCC)**
 - a. Coordinate and communicate with healthcare sector.
 - b. When tasked, communicate with coalition healthcare partners and medical facilities.
 - c. Obtain current, relevant healthcare situational awareness and bed status.
 - d. Provide technical assistance to healthcare coalition partners and SEOC, when requested.
2. **NH Department of Agriculture, Markets and Food (DAMF)**
 - a. Provide technical assistance and guidance on animal health matters.
 - b. Provide guidance on fatality management of animal carcasses and waste.
3. **NH Department of Environmental Services (DES)**
 - a. Monitor environmental conditions to minimize public health threats.
 - b. Coordinate resources to determine the potability of water.
 - c. Ensure wastewater and solid waste are properly treated and disposed of from affected or overwhelmed areas.
4. **NH Department of Justice, Office of the Chief Medical Examiner (OCME)**
 - a. When Mass Fatality Plan is activated, coordinate support services as outlined in the plan.
 - b. Coordinate resources to assist with disaster mortuary services and deceased victim identification.
 - c. As needed, provide information to hospitals regarding notification and transportation of deceased to the incident morgue.
5. **NH Department of Safety, Division of Fire Standards and Training and Emergency Medical Services (FSTEMS)**
 - a. Coordinate EMS and medical transportation resources as needed.
 - b. Coordinate and direct the activation and deployment of EMS agencies.
 - c. Maintain and provide a listing of licensed ambulance services and certification levels of EMS personnel.
6. **NH National Guard (NHNG)**
 - a. Assist with security, equipment, facilities, and personnel to implement medical countermeasures operations.
7. **Regional Public Health Networks (PHN)**
 - a. Coordinate regional public health activities in their specific areas around the state.
 - b. Coordinate available personnel to assist in shelters and public health clinics.



- c. Provide support to public health response activities, including mass vaccinations, special medical needs sheltering, medical countermeasures, and other response efforts as needed.

8. Other Health and Medical Organizations

- a. Other agencies not explicitly covered in this annex may have authorities, resources, capabilities, or expertise required to support ESF 8 activities. These agencies may be requested to support ESF 8 activities as needed.

Resources

The following are potential resource needs to support ESF 8 missions/tasks:

Equipment

1. Caches of health and medical supplies to include: personal protective equipment, CHEMPACK, special medical needs, mortuary supplies
2. Logistics trailers

Contracts

1. Emergency Medical Supply Contracts: Boundtree, Moore Medical, McKesson
2. City of Franklin
 - a. Metropolitan Medical Response System Commander and Logistics Coordinator
 - b. Equipment/Supplies
3. Granite State Healthcare Coalition

Coordination with Other Emergency Support Functions

ESF 8 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Providing health and medical support for other ESF responders and to meet needs, as requested and as capable.

Mutual Aid

Lead and support agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc., with other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements, which may affect resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.



Attachments

Plans/Procedures, Etc.

1. High Threat Infectious Disease
2. Pandemic Influenza
3. Mass Fatality
4. Mass Casualty
5. Strategic National Stockpile All Hazards
6. Receive, Stage, and Store (RSS)
7. CHEMPACK
8. Repatriation Plan
9. Fire and EMS Mobilization Plan
10. Reception Center Operations manual

Listings/Maps

1. New Hampshire Regional public Health Networks
2. New Hampshire Logistics Trailer Location List
3. New Hampshire Point of Dispensing Locations Map
4. New Hampshire Hospital and Medical Facilities Map
5. New Hampshire Pharmacy (commercial and hospital) location map
6. New Hampshire CHEMPACK Location Map

Mutual Aid Agreements

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION

9 – SEARCH AND RESCUE

2019

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Acronyms

AFRCC	US Air Force Rescue Coordination Center
ATV	All-Terrain Vehicle
CAP	Civil Air Patrol
DAMF	NH Department of Agriculture, Market and Foothills
DNCR	NH Department of Natural and Cultural Resources
DOS	NH Department of Safety
DOT	NH Department of Transportation
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FMO	NH Division of Fire Safety, Office of the State Fire Marshal
GPS	Global Positioning System
HazMat	Hazardous Materials
HSEM	NH Division of Homeland Security and Emergency Management
IC	Incident Commander
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NHFG	NH Department of Fish and Game
NHNG	NH National Guard
NIMS	National Incident Management System
NRF	National Response Framework
ROV	Remotely Operated Vehicle
SAR	Search and Rescue
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure
SP	NH Division of State Police
USACE	US Army Corps of Engineers
USCG	US Coast Guard



Lead Agency

NH Fish and Game Department (NHFG)

Support Agencies

NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)

NH Department of Transportation (DOT)

NH Department of Natural and Cultural Resources (DNCR)

NH National Guard (NHNG)

US Coast Guard (USCG)

Civil Air Patrol (CAP)

Introduction

For Emergency Support Function (ESF) 9 – Search and Rescue, search and rescue activities are defined as:

Rural and/or Wildland Search and Rescue - Activities include, but are not limited to emergency incidents involving missing persons, the recovery of victims, locating boats lost in or around inland and coastal waters, water rescue, swift water, flood recovery, locating individuals lost in forest or wildlands, locating downed aircraft, extrication, if necessary, and providing first-aid treatment to victims. Swift water and flood search and rescue activities includes locating victims and effecting safe rescue(s) in a moving water environment by ground, water, or air.

Urban/Structure Search and Rescue - The process of locating, extricating, recovering, and providing initial medical treatment to victims trapped in collapsed structures or rescuing or removing persons threatened or stranded in harm's way by an emergency or hazardous event when they cannot remove themselves. Additionally, this may include swift water and flood recovery. Some SAR activities will result as a request from and coordination with ESF 4 Firefighting.

Purpose

The purpose of ESF 9 is to provide a framework for coordination and cooperation across state agencies and response partner organizations to support and assist local jurisdictions in technical and non-technical search and rescue operations before, during, and after a disaster or emergency in the State of New Hampshire when needs exceed available local resources or capabilities. Operations may include searches for missing persons, aircraft and/or marine vessels, extrication of victims from confined spaces, and immediate medical support of located victims.



Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for, or an actual disaster situation, or planned event involving search and rescue operations in New Hampshire.

General

1. The Department of Fish and Game (NHFG) is the Lead Agency for ESF 9, but it is recognized that in cases requiring urban search and rescue activities, the NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO) has significant responsibility, expertise and resources. Upon consultation with NHFG, the FMO may assume the responsibilities of the Lead Agency.
2. During an emergency or disaster, ESF 9 will coordinate search and rescue support to local operations through coordination of State personnel and equipment from support organizations and volunteer agencies. Supporting agencies will provide additional staff support for the ESF 9 in the SEOC as needed.
3. NHFG, as the Lead Agency, must ensure that through coordinated annual planning, all ESF 9 agencies are:
 - a. Participating in reviews and maintenance of the ESF 9 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 9 in the SEOC; and,
 - c. Coordinating, attending, and participating in ESF 9 meetings, training sessions, conferences and exercises.
4. Maintain manual or automated listings of the following:
 - a. NHFG and Support Agency emergency points of contact that may need to be contacted by ESF 9 representatives, and;
 - b. Available search and rescue resources (i.e., state, local, contract) such as types of equipment, equipment operators, and other personnel.
5. Coordinate ESF 9 activities in the SEOC during periods of activation by developing and maintaining the ESF 9 staffing schedule.
6. Coordinate evaluation and performance of mission/task requests.
7. Ensure the status of committed and uncommitted equipment and inventory resources are tracked during activation of the SEOC.
8. Ensure Unified Command is used to manage assets in the field due to the number and variety of government and private sector organizations that may be involved.
9. ESF 9 may coordinate the staging of assets before actual requests are forwarded.



Organization

1. **Organizational Chart (Command & Control):** ESF 9 shall function under the direction and control of the Public Safety Branch under the SEOC Operations Chief. (*See Organizational Chart in SEOP Base Plan.*)
2. **Operational Facilities/Sites**
 - a. Headquarters – 11 Hazen Drive Concord NH
 - b. Lancaster Regional Office – 629B Main St. Lancaster NH
 - c. New Hampton Regional Office – 204 Main St. New Hampton NH
 - d. Keene Regional Office – 15 Ash Brook Court Keene NH
 - e. Durham Regional Office – 225 Main St. Durham NH
3. **Field Operations**

ESF 9 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
4. **Volunteer Organizations**

It will be up to the local Incident Commander to make the determination when and to what extent to utilize volunteer organizations in SAR activities. NHFG utilizes volunteer organizations to assist with inland SAR missions. Volunteer entities that work under the direction of NHFG for SAR missions will be determined by NHFG and are to be member organizations and active participants of the White Mountain Search and Rescue Working Group.
5. **Federal Resources**

When ESF 9 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
6. **Contracts and Contractors**

Resources that are available through ESF 9 may, at times, best be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the Lead Agency points of contact when there is, or will be an SEOC activation requiring ESF 9 representation.
2. The Lead Agency will then notify the Support Agencies and determine coverage for the ESF 9 desk in the SEOC.
3. ESF 9 agencies will make notifications to their appropriate regions, districts, local offices, etc.



4. The above notification process will be utilized for all phases of activation and activities in which the ESF 9 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their Lead Agency updated upon all activities and actions.
4. The Lead Agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure they are properly documented.
5. Lead and Support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the Lead Agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness through coordination with ESF 9 support agencies for current inventories of SAR personnel, supplies and equipment.
2. Establish and maintain liaison with the Federal and border state SAR officials.
3. Participate in State exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC) including training of ESF on EMAC/IEMAC responsibilities, and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
5. Annually review the U.S. Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
6. Integrate NIMS principles in all aspects of planning for ESF 9.
7. Maintain notification systems to support emergency/disaster response.
8. Develop and maintain internal agency search and rescue plans, procedures, resource directories, and emergency contact lists to support ESF 9 activities.
9. Maintain current inventories of search and rescue facilities, equipment, and materials and supplies by agency and type to ensure a timely response.
10. Maintain a system to recognize credentials of associated agencies/personnel.
11. Assist local governments in training of personnel and rescue organizations for SAR operations.

Response Actions

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period of time.
2. Provide information and status on SAR efforts to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 9 duty.
4. Notify ESF 9 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Evaluate and respond to ESF 9 mission/task requests including providing available resources equipment and personnel for fulfilling ESF missions. Maintain situational awareness of resources committed to an incident.
7. Consult incident specific annexes for specialized actions.
8. Support requests and directives resulting from a Governors State of Emergency Declaration and/or Presidential Disaster Declaration.
9. Coordinate available data on buildings, structures and other related risks associated with the work of ESF 3 if the incident involves structural issues and ESF 4 if the incident involves wildfire or structural fires.
10. Coordinate air support assets to support search and rescue operations.
11. Provide monitoring for contaminated areas and consult with appropriate support agencies to provide access and egress search and rescue control to contaminated areas.
12. Coordinate with the Logistics Section for the location and use of storage sites as staging areas for the deployment of personnel, assets and materials (including food, equipment, medical supplies, etc.) into the affected area.
13. Establish communications with appropriate field personnel to coordinate resources to support response efforts and gain situational awareness.
14. Conduct ongoing assessments of search and rescue priorities and strategies to ensure adequate resources to support critical search and rescue operational needs with a priority on life safety.
15. Prepare for the arrival of, and coordinate with, FEMA Urban Search and Rescue Task Force, as appropriate.
16. Prepare damage assessment documents to be submitted to HSEM and other appropriate ESFs/agencies.
17. Evaluate the probability and time period of the recovery phase for the event. Continue development of an "After-Action Report" for ESF 9.
18. **Radiological Emergency Preparedness Actions**



- a. Refer to the ESF 9 section of the NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies.

Recovery Activities:

1. Maintain information and status of SAR activities to SEOC Operations via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Prepare for arrival of and coordinate with FEMA Urban Search and Rescue Task Force, as appropriate.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Ensure ESF 9 Lead and Support Agencies document event related costs for any potential reimbursement.

Mitigation

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.

Responsibilities

General

1. Agencies will provide Subject Matter Experts (SME's) to support ESF 9 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their search and rescue assets.
3. Participate in the evaluation and mission assignment of ESF 9 resource requests submitted to the SEOC including resources that are available through mutual-aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Fish and Game (NHFG)

1. Identify, train, and assign personnel to staff ESF 9 in the SEOC.
2. Notify all ESF 9 supporting agencies upon activation.
3. Develop operating procedures to implement the Search and Rescue Emergency Preparedness/Response functions.
4. Provide SAR teams and expertise for activities related to wildland and inland water SAR.
5. Maintain Situational Awareness, monitor weather conditions, and ensure a state of readiness for the ESF.



6. As needed, pre-stage resources to support ESF 9 requirements.
7. Organize and appropriately train emergency management personnel for participation in all aspects of SAR operations.
8. Coordinate additional training for state and local government agencies and volunteer organizations to ensure an acceptable level of SAR preparedness.
9. Ensure specialized resources are prepared by maintaining training records, applications, and typing criteria.
10. Maintain current directory of qualified resources for search and rescue.
11. Coordinate air assets to transport specialized resources in a timely fashion following the Air Operations Branch.
12. Coordinate and mobilize qualified resources from fire and rescue services statewide through firefighter mobilization and statewide mutual aid agreements.
13. Provide/secure appropriate mappings, etc. pertinent to mission response activities.
14. Provide mutual aid data and points of contact.

Support Agencies

1. NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)

- a. In coordination with NHFG, assume some of the Lead Agency responsibilities for incidents involving urban or structural search and rescue activities. In many Urban/Structure SAR events, NHFG will defer lead responsibilities to FMO.
- b. Maintain inventories of urban search and rescue assets, equipment, and personnel throughout the State.
- c. Coordinate resources to provide assistance in coordinating technical search and rescue operations.
- d. Coordinate specialty teams and expertise for structural/urban related SAR activities.
- e. Coordinate resources to support ingress/egress actions to protect the public and property in, near and around areas involved in firefighting operations and technical search and rescue operations.
- f. Coordinate structure specialists, as appropriate.

2. NH Department of Transportation (DOT)

- a. Provide aviation support and coordination through the Bureau of Aeronautics or the Air Operations Branch.
- b. Maintain a database of all state-owned aviation assets that may be utilized for aerial SAR
- c. Provide SMEs and infrastructure and engineering support, damage assessment and critical information that may impact SAR activities.



3. N.H Department of Natural & Cultural Resources (DNCR)

- a. Provide information on wildland and rural areas, including state-owned land as they relate to and have impact upon SAR activities.
- b. Act as guides within state forest and park areas.
- c. Provide transportation and make state park facilities available to support search and rescue.
- d. Plan, coordinate and execute Rural Search and Rescue operations.

4. NH National Guard (NHNG)

- a. Conduct air and ground search as directed.
- b. Conduct swift water/flood search and rescue using qualified civilian helicopter aquatic rescue technicians.
- c. Conduct stranded personnel rescue and injured personnel extraction through operating aircraft with rescue hoist or Heli-Basket operations capability.
- d. Conduct annual recurrent qualification training with pilot(s), crew chief(s), and qualified civilian rescuers.
- e. Provide aviation support with Forward Looking Infrared Radar imaging (FLIR) and high intensity spotlights.

5. US Coast Guard (USCG)

- a. Setting up security and safety zones in and around navigable rivers and federal waterways and vessel traffic upon them.
- b. Conducting SAR activities within identified areas, as requested.
- c. With the USACE, authorizing the closure to traffic within areas identified, as requested.
- d. During flooding operations, providing assistance as needed with resources, including marine vessels, aircraft, personnel and environmental threat resources needed to provide SAR activities and mission-related activities.

6. Civil Air Patrol (CAP)

- a. Provide trained personnel for air and ground search operations.
- b. Provide aerial photography during search and rescues operations.
- c. Provide an Incident Commander (IC) for air search operations as tasked by the United States Air Force Rescue Coordination Center (AFRCC) or approving and accepting a mission request from emergency management.
- d. Upon receiving a mission number from AFRCC or approving and accepting a mission request from emergency management, provide personnel for ground, lake, or river SAR operations.

Coordination with Other Emergency Support Functions

ESF 9 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Notifying ESFs and Support Agencies of any pertinent information that may impact their ability of the to carry out missions/tasks.

Mutual Aid

Lead and Support Agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support Agencies should keep the Lead Agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

Attachments

Plans/Procedures, Etc.

1. State-wide Search and Rescue Manual
2. NH Statewide Fire Mobilization Implementation Master Plan
3. Fish and Game Resource Lists – vehicles, specialized equipment and resources

MOUs/LOAs

1. U.S. Department of Agriculture, Forest Service - White Mountain National Forest
2. New Hampshire National Guard – Aviation & Ground Support
3. Air Force Rescue Coordination Center – Support of National Search and Rescue Plan
4. Air Force Rescue Coordination Center, Fish and Game, DOT Aeronautics – Search and Rescue Operations

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION ESF 10 – HAZARDOUS MATERIALS

2019

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Acronyms

CST	Civil Support Team
DAMF	Department of Agriculture, Markets and Food
DES	Department of Environmental Services
DNCR	NH Department of Natural and Cultural Resources
DOS	NH Department of Safety
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FMO	NH Division of Fire Safety, Office of the State Fire Marshal
HAZMAT	Hazardous Materials
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NCP	National Contingency Plan
NHFG	NH Department of Fish and Game
NHNG	NH National Guard
NHSP	NH Division of State Police
NIMS	National Incident Management System
NRF	National Response Framework
SARA	Superfund Amendments and Reauthorization Act
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure
UNH	University of New Hampshire
USCG	U.S. Coast Guard

Lead Agency

NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)

Support Agencies:

NH Department of Environmental Services (DES)

NH Department of Health and Human Services (DHHS), Division of Public Health (DPHS)

NH Department of Agriculture, Markets, and Food (DAMF)

NH National Guard, Civil Support Team (CST)

NH Department of Fish and Game (NHFG)

University of New Hampshire (UNH)

US Coast Guard (USCG)

Introduction

Emergencies or disaster events could result in hazardous materials being released into the environment. The release of oil or hazardous materials may be the cause for the initial response, or response may be necessary due to a cascading event when the release of oil or hazardous materials is discovered during the response activities.

For purposes of this annex, the following definitions apply:

Hazardous Materials is a general term intended to mean hazardous substances, pollutants, and contaminants as defined in the NCP. Hazardous materials include chemical, biological, radiological, nuclear, or explosive substances, whether accidentally or intentionally released.

“Oil means petroleum products and their by-products of any kind and in any form including, but not limited to, petroleum, fuel, sludge, crude, oil refuse or oil mixed with wastes and all other liquid hydrocarbons regardless of specific gravity and which are used as motor fuel, lubricating oil, or any oil used for heating or processing. The term "oil" shall not include natural gas, liquefied petroleum gas or synthetic natural gas regardless of derivation or source,” (RSA 146-A:2, III)

Purpose

The purpose of ESF 10 is to coordinate state level support and response to the control and containment of an actual or potential oil or hazardous materials release when local resources have been or are expected to become overwhelmed and, when applicable, to coordinate with federal resources requested to assist in the State’s response activities.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event involving hazardous materials.

General

1. The Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO) is the Lead Agency for ESF 10, but it is recognized that the Department of Environmental Services (DES) has significant responsibility, expertise, and resources with oil-related incidents. Upon consultation with FMO, the DES may assume the responsibilities of the lead agency.
2. State program assistance, under this function, will include the application of available personnel, equipment, and technical expertise necessary to contain, counteract, and supervise cleanup of hazardous materials.
3. FMO, as the lead agency, must ensure that through coordinated annual planning, all ESF 10 agencies are:
 - a. Participating in reviews and maintenance of the ESF 10 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 10 in the SEOC; and
 - c. Coordinating, attending, and participating in ESF 10 meetings, training sessions, conferences, and exercises.
4. Maintain manual or automated listings of the following:
 - a. FMO and support agency emergency points of contact that may need to be contacted by ESF 4 representatives; and
 - b. Available hazardous material response resources (i.e., state, local, regional) such as types of equipment, equipment operators, technicians, and other personnel.
5. Coordinate, integrate, and manage the overall state effort to detect, identify, contain, clean up, dispose of, or minimize releases of oil or hazardous substances and minimize the threat of potential releases.
6. Coordinate ESF 10 activities in the SEOC, during periods of activation by developing and maintaining the ESF 10 staffing schedule.
7. Coordinate evaluation and performance of mission/task requests.
8. Ensure the status of committed and uncommitted equipment and inventory resources is tracked during activation of the SEOC.
9. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.
10. If criminal or terrorist activity is suspected in connection with the event, the NH State Police will be advised immediately, if not already involved in the incident.

Organization

1. **Organizational Chart (Command & Control):** ESF 10 shall function under the direction and control of the Public Safety Branch of the SEOC Operations Chief. *(See Organizational Chart in SEOP Base Plan.)*
2. **Field Operations:** ESF 10 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
3. **Specialized and Mutual Aid Team:** Regional HAZMAT teams are organized throughout the state. They are designed to provide assistance to neighboring municipalities and to those areas not equipped in hazardous materials operations. Notification and utilization of these teams are spelled out in documents governing their use. Requests for these resources are made at the state-level.
4. **Federal Resources:** When ESF 10 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
5. **Contracts and Contractors:** Resources that are available through ESF 10 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the Lead Agency points of contact when there is, or will be an SEOC activation requiring ESF 10 representation.
2. The Lead Agency will then notify the Support Agencies and determine coverage for the ESF 10 desk in the SEOC.
3. ESF 10 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 10 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their Lead Agency updated upon all activities and actions.
4. The Lead Agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure they are properly documented.
5. Lead and Support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the Lead Agency when requested.

ESF Actions

Prevention/ Preparedness Actions

1. Maintain situational awareness through coordination with ESF 10 support agencies for current inventories of HazMat personnel, supplies and equipment.
2. Prepare an inventory of existing threats using Superfund Amendments and Re-Authorization Act (SARA) Title III, Tier II information.
3. Establish and maintain liaison with the Federal and border state HazMat officials.
4. Participate in State exercises or conduct an exercise to validate this Annex and supporting SOPs.
5. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC) including training of ESF on EMAC/IEMAC responsibilities, and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
6. Annually review the U.S. Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
7. Integrate NIMS principles in all aspects of planning for ESF 10.
8. Maintain notification systems to support emergency/disaster response.
9. Develop procedures for identification, control, and clean-up of hazardous materials.
10. Maintain a system to recognize credentials of associated agencies/personnel.
11. Maintain a listing of private contractors capable of performing emergency and/or remedial actions associated with a hazardous materials incident.
12. Collect and utilize licensing, permitting, monitoring, and/or transportation information from the appropriate local, State, or Federal agencies and/or private organizations to facilitate emergency response.

Response Actions

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period of time.
2. Provide information and status on HazMat efforts to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 10 duty.
4. Notify ESF 10 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Evaluate and respond to ESF 10 mission/task requests including providing available resources equipment and personnel for fulfilling ESF missions. Maintain situational awareness of resources committed to an incident.
7. Consult incident specific annexes for specialized actions.

8. Support requests and directives resulting from a Governors State of Emergency Declaration and/or Presidential Disaster Declaration.
9. Assess the situation, as requested, to include:
 - a. Nature, amount and location of real or potential releases of hazardous materials.
 - b. Exposure pathways to humans and the environment.
 - c. Probably direction and time of travel of the materials.
 - d. Potential impact upon human health, welfare, safety and the environment.
 - e. Types, availability, and location of response resources.
 - f. Technical support, and hazmat and cleanup services needed.
 - g. Priorities for protecting human health, safety, welfare, resources, environment.
10. After reviewing reports, gathering and analyzing information and consulting with appropriate agencies, determine and provide, as available, the necessary level of assistance.
11. Provide personal protective equipment recommendations, as the incident requires.
12. Coordinate monitoring efforts to determine the extent of the contaminated area(s) and consult with appropriate support agencies to provide access and egress control to contaminated areas.
13. Coordinate decontamination activities with appropriate local, State, and Federal agencies.
14. Coordinate with appropriate local, State, and Federal agencies to ensure the proper disposal of wastes associated with hazardous materials incidents; and assist in monitoring or tracking such shipments to appropriate disposal facilities.
15. Coordinate with SEOC Logistics for the location and use of staging areas for the deployment of personnel, assets, and materials into the affected zones.
16. Conduct ongoing assessments of priorities and strategies to ensure adequate resources to support HazMat operational needs with a priority on life safety.
17. Prepare for the arrival of, and coordinate with, FEMA ESF 10, as appropriate.
18. Prepare damage assessment documents to be submitted to HSEM and other appropriate ESFs/agencies.
19. Evaluate the probability and time period of the recovery phase for the event. Continue development of an "After-Action Report" for ESF 10.
20. **Radiological Emergency Preparedness Actions**

Refer to the ESF 10 section of the NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies.

Recovery Actions

1. Maintain information and status of hazardous material activities to SEOC Operations via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Prepare for arrival of and coordinate with Federal HazMat personnel, as appropriate.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Ensure ESF 10 Lead and Support Agencies document event related costs for any potential reimbursement.

Mitigation

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.

Responsibilities

General

1. Agencies will provide Subject Matter Experts (SME's) to support ESF 10 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their hazardous material trained personnel, equipment and other resources.
3. Participate in the evaluation and mission assignment of ESF 10 resource requests submitted to the SEOC including resources that are available through mutual-aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)

1. Identify, train, and assign personnel to staff ESF 10 in the SEOC.
2. Notify all ESF 10 supporting agencies upon activation.
3. Provide staff and resources necessary to conduct impact assessment of the impacted area.
4. Establish and maintain a database of entities that sell, manufacture, store and/or transport extremely hazardous substances in the State.
5. Work with appropriate ESFs to ensure appropriate responses to hazardous materials responses involving transportation issues or those involving public works and engineering concerns.
6. Provide law enforcement assistance with criminal investigations at the site of a pollutant or hazardous materials discharge.

7. Assist in provision of plume modeling as requested.
8. Identify and provide liaisons with mutual aid teams, groups and associations.
9. Review files submitted by industry regarding presence of chemicals covered under the Emergency Planning and Community Right to Know Act (EPCRA) Tier II Program.
10. Provide technical assistance on hazardous material recognition and identification.

Support Agencies

1. Department of Environmental Services (DES)

- a. Pursuant to its authority under RSA 146-A: 4, for incidents involving oil spills that threaten surface water or groundwater, DES will assume primary jurisdiction of the cleanup operations.
- b. Upon consulting and concurrence with FMO, assume responsibility as Lead Agency for ESF 10 for oil spill incidents, including continued remedial actions. Serve as the State On Scene Coordinator.
- c. Maintain appropriate databases, permitting records and technical assistance on hazardous materials transporters and treatment, storage, disposal facilities, solid waste landfills and transfer stations located in the impacted area.
- d. Assist with the coordination of the segregation and disposal of household hazardous waste.
- e. Assist with health risk assessments on toxic and hazardous materials.
- f. Coordinate prompt remediation activities to restore contaminated sites to productive use and to protect the environment and public health.
- g. Provide environmental impact guidance.
- h. Review requests for emergency waivers for in situ burning of oil, the burning of oily waste, or burning of solid waste and debris after a disaster, as warranted by field conditions.
- i. Review requests for the use of chemical countermeasures as a response alternative.
- j. Provide Project Managers for sites where the emergency phase of work is completed, but additional remediation is still required.
- k. Work with ESF 6 to help arrange for provision of potable water to impacted populations when wells are contaminated by hazardous materials. Work with local officials to assist in restoring water and wastewater treatments to operational status.
- l. Determine what equipment and response actions can be utilized in or near environmentally sensitive areas and ensuring that additional damage is minimized.
- m. Review requests for emergency permits, as necessary, to allow for clearance, restoration, stabilization, etc. of areas in or near wetlands impacted by hazardous spills/incidents.
- n. Coordinate the sampling and analysis of contaminants, in soils, air, vegetation, and water.



- o. Coordinating the responsible party responses or the use of Federal/State contractors to control and contain a hazardous materials release to protect the public and environment.

2. Department of Health and Human Services/Division of Public Health (DPHS)

- a. Assign personnel and resources to support ESF 10 at incidents involving biological releases.
- b. Recommend personal protective actions and assisting in dissemination of this information to responders, workers and the public.
- c. Ensure sanitation measures and the safety of the public's food and water through investigation and/or analysis during hazardous materials incidents.
- d. Provide public health laboratory services as needed.
- e. Provide toxicologists, public health nurses, sanitarians, and epidemiological investigators as needed for incidents involving biohazards.
- f. Provide assessment, sampling and monitoring teams, as needed.

3. Department of Agriculture, Markets, and Food (DAMF)

- a. Provide collection, sampling and laboratory analysis to include analyzing and identifying contaminants such as pesticides and certain other toxic materials in soils, vegetation, and to some extent in water.
- b. Provide technical assistance to include securing representative samples of materials suspected of chemical contamination.
- c. Provide technical assistance for pesticide related incidents.
- d. Coordinate the removal of livestock killed or contaminated during a hazardous material release.

5. New Hampshire National Guard Civil Support Team (CST)

- a. Provide the criteria to coordinate the activation of CST during hazardous materials incidents when requested.

6. New Hampshire Fish and Game Department (NHFG)

- a. Coordinate and assist in identification of critical wildlife populations and endangered species and habitats at risk during a HAZMAT incident.
- b. Coordinate and assist in relocation of at risk wildlife and/or endangered species, as needed.

7. University of New Hampshire (UNH)

- a. Provide laboratory and analysis services.
- b. Provide an agrichemical database to include locations, types and quantities.

8. US Coast Guard (USCG)

- a. Conduct HAZMAT activities upon navigable rivers and Federal waterways as well as on vessels upon them.
- b. Authorize closures due to HAZMAT incidents of navigable rivers and Federal waterways.

Coordination with Other Emergency Support Functions:

ESF 10 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Notifying ESFs and Support Agencies of any pertinent information that may impact their ability of the to carry out missions/tasks.

Mutual Aid

Lead and Support Agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support Agencies should keep the Lead Agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

Attachments

Plans

1. National Oil and Hazardous Pollution Contingency Plan (NCP)
2. New Hampshire Statewide Fire and All Hazards Mobilization Plan, 2019

Listings/Maps

1. New Hampshire Hazardous Materials Coverage Teams
2. Pan AM Rail Line/USCG/EPA Boundary
3. Jurisdictional Boundaries for USCG & EPA in Maine & NH
4. Maintained by Lead & Support Agencies

Record of Update

Date	Title and Agency of ESF Lead Approving Update



NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION ESF 11 – AGRICULTURE, NATURAL & CULTURAL RESOURCES

2019

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Acronyms

AVMA	American Veterinary Medical Association
DAMF	Department of Agriculture, Markets and Food
DES	NH Department of Environmental Services
DHHS	NH Department of Health and Human Services
DNCR	Department of Natural and Cultural Resources
DPHS	NH Division of Public Health Services
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NCH	Natural, Cultural and Historic
NHFG	NH Department of Fish and Game
NHVMA	NH Veterinary Medical Association
NRF	National Response Framework
RSF	Recovery Support Function
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Expert
UNH/CE	University of New Hampshire Cooperative Extension
NAHERC	National Animal Health Emergency Response Corps
USDA	US Department of Agriculture



Lead Agency

NH Department of Agriculture, Markets and Food (DAMF)

Support Agencies

NH Department of Natural and Cultural Resources (DNCR)

NH Department of Health and Human Services (DHHS)/Division of Public Health Services (DPHS)

NH Fish and Game Department (NHFG)

NH Veterinary Medical Association (NHVMA)

University of New Hampshire Cooperative Extension (UNH/CE)

NH Department of Environmental Services (DES)

Introduction

Emergency Support Function 11 – Agriculture, natural and cultural Resources (ESF 11) organizes and coordinates the response to livestock, crops or plant disease, pest control, foreign animal disease, and other related incidents affecting the health, safety, and welfare of humans and animals before, during, and after a disaster or emergency. ESF 11 also provides guidance for protection of natural and cultural resources and historical properties (NCH) in New Hampshire. Domestic pets and services animals are coordinated through ESF 6 – Mass Care, Housing, and Human Services.

Purpose

The purpose of ESF 11 is to coordinate cooperation across state agencies regarding agriculture, natural and cultural resources issues and activities before, during, and after a disaster, emergency, or planned event in the State

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event affecting agriculture, natural or cultural resources in NH.

General

1. The Department of Agriculture, Markets and Food (DAMF) is the lead agency for ESF 11, but it is recognized that the Department Natural and Cultural Resources (DNCR) has significant responsibility, expertise, and resources for natural and cultural resources. Upon consultation with DAMF, the DNCR may assume the responsibilities of the lead agency.
2. DAMF, as the lead agency, must ensure, through coordinated annual planning, all ESF 11 agencies are:
 - a. Participating in reviews and maintenance of the ESF 11 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 11 in the SEOC; and
 - c. Coordinating, attending, and participating in ESF 11 meetings, training sessions, conferences, and exercises.



3. Maintain manual or automated listings of the following:
 - a. DAMF and support agency emergency points of contact that may need to be contacted by ESF 11 representatives; and
 - b. Available agriculture, natural and cultural resources (i.e., state, local, contract) such as types of equipment, qualified and trained personnel, vehicles, etc.
4. Coordinate ESF 11 activities in the SEOC during periods of activation by developing and maintaining the ESF 11 staffing schedule.
5. Coordinate evaluation and performance of mission/task requests.
6. Ensure the status of committed and uncommitted ESF 11 equipment and inventory resources is tracked during activation of the SEOC.
7. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.
8. If criminal or terrorist activity is suspected in connection with a disease event, ESF 13 -Law Enforcement will be advised immediately. They will work closely with the responding veterinary or plant diagnostics staff to ensure the proper handling and packing of any samples and the shipment of samples to the appropriate research laboratory for testing and forensic analysis.
9. Animal and plant disease and pest responses are conducted in collaboration and cooperation with state authorities, federal authorities, and private industries to ensure continued human nutrition and animal, plant, and environmental security and to support the local, state, and national economies and trade.
10. When addressing animal diseases, all animal depopulation activities are conducted as humanely as possible while stopping the pathogen spread and limiting the number of animals that must be destroyed. To the extent possible, depopulation decisions will be consistent with the *AVMA Guidelines for the Depopulation of Animals: 2019 Edition*.
11. Disposal methods for infected or potentially infected carcasses and plant host material will: balance their effectiveness in stopping pathogen spread; their practicality and expense of application; and their minimal impact on the environment. To the extent possible, disposal decisions will be consistent with NH DES regulations.
12. In connection with an emergency in which a pest or disease of livestock threatens any segment of agricultural production in New Hampshire, the Governor and Executive Council may draw from other appropriations or funds available. Said funds may be transferred to the agencies or corporations of DAMF as determined necessary for the arrest, control, eradication, or prevention of the spread of the pest or disease of livestock and for related expenses, including indemnity for producers. Provisions for said payments are found in RSA 436:45-68.
13. In the event of a plant health emergency, the Commissioner of Agriculture, Markets and Food may issue quarantines of premises and localities. The Commissioner may request the declaration of an extraordinary emergency by the Governor. The Governor and Executive



Council may draw from appropriations or funds available and use said funds as determined necessary for the arrest, control, eradication, or prevention of the spread of the pest or disease and may elect to provide compensation for economic losses incurred because of actions taken under the declaration of emergency. DNCR has additional authorities for plant pests and diseases as they pertain to forests, such as quarantine and control area designation (RSA 227-G and K).

14. Actions initiated under ESF 11 to protect, preserve, conserve, rehabilitate, recover, and restore natural and cultural resources are guided by the existing internal policies and procedures of the agencies providing support for the incident.
15. During emergencies that involve human evacuation and sheltering, animal evacuation, rescue, and sheltering should be conducted in conjunction with human evacuation and sheltering efforts. Animals should be sheltered near their owners to the extent possible.

Organization

1. **Organizational Chart (Command & Control):** ESF 11 shall function under the direction and control of the Health and Human Services Branch under the SEOC Operations Chief (*See Organizational Chart in SEOP Base Plan*).
2. **Field Operations:** ESF 11 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
3. **Federal Resources:** When ESF 11 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
4. **Contracts and Contractors:** Resources necessary to support ESF 11 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when there is an actual or anticipated SEOC activation requiring ESF 11 representation.
2. The lead agency will then notify the support agencies and determine coverage for the ESF 11 desk in the SEOC.
3. ESF 11 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 11 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.



3. Agencies are also expected to keep their lead agency updated on all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness through coordination with ESF 11 support agencies for current inventories of personnel, supplies, and equipment.
2. Establish and maintain liaison with the federal and border state agriculture, natural and cultural officials.
3. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training of ESF 11 on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
5. Annually review the Federal Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
6. Integrate NIMS principles in all aspects of planning for ESF 11.
7. Maintain notification systems to support emergency/disaster response.
8. Develop and/or maintain plans, procedures, etc. for the following activities:
 - i. The protection of animal and plant health and security, including the response to an outbreak of a highly contagious animal/zoonotic disease, an outbreak of a highly infective exotic plant disease, or an economically devastating plant pest infestation, whether accidentally or intentionally introduced.
 - ii. Sampling and analysis of plants/crops contaminated with chemical or biological agents.
 - iii. The protection of animal health to include ensuring the safety of the manufacture and distribution of foods and distribution of drugs given to livestock, poultry, and companion animals.
9. Develop protocols and maintain liaisons with elements of the USDA's National Animal Health Emergency Response Corps (NAHERC) and other out-of-state entities with similar response capabilities.
10. Develop and maintain a database of locations and contact information for animal and agricultural premises, cultural and natural resources, including supporting industries,



veterinary, medical and non-medical volunteers, and agencies that are able to provide care and rescue assistance.

11. Assist local governments in training of personnel and rescue organizations for agricultural response operations.
12. Work with local officials regarding the identification and eradication of invasive forest pests.
13. Work with arborists, urban foresters, and Urban Forest Strike Teams to provide training on assessing tree damage following an ice storm, wind event, etc.
14. Develop and maintain a list of emergency animal shelters and confinement areas, with personnel and resource information, in New Hampshire for livestock and poultry by county. When feasible, ESF 11 will assist emergency coordinators in identifying suitable facilities for shelters and confinement areas.
15. Coordinate natural, cultural, and historic resource identification and vulnerability assessments.

Response Actions

1. Assign and schedule sufficient personnel to cover an activation of the SEOC for an extended period.
2. Provide information and status on agriculture, natural and cultural resource efforts to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 11 duty.
4. Notify ESF 11 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Evaluate and respond to ESF 11 mission/task requests, including providing available resources, equipment, and personnel for fulfilling ESF missions. Maintain situational awareness of resources committed to an incident.
7. Consult incident-specific annexes for specialized actions.
8. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
9. After reviewing reports, gathering and analyzing information, and consulting with appropriate agencies, determine and provide the necessary level of assistance.
10. Support animal and livestock safety through coordination of emergency animal control, sheltering, rescue, and stabling for livestock and poultry, as well as rescue and transportation of livestock/poultry to shelters and coordinating triage and follow-up veterinary care for animals.
11. Coordinate the integration of veterinary medical assistance teams.
12. Coordinate resources to support animal rescue, evacuation, sheltering, and reunification.



13. Coordinate the eradication, destruction, removal, and proper disposal of contaminated plants, soil, animal waste, and animal depopulation operations with other ESFs as appropriate.
14. Coordinate the decontamination of animals, animal products, and cultural resources as needed to prevent disease and protect public health.
15. Coordinate with the appropriate local, state, and federal agencies to ensure the proper disposal of wastes associated with incidents, including ESF 10.
16. Provide Protective Action guidance, as the incident requires.
17. Coordinate resources to support response to livestock, large animals, and equine-related impacts, as well as assist with identification and location of housing and other related services.
18. Support surveillance and monitoring to determine the extent of any affected area and consult with appropriate support agencies to provide access and egress control to affected areas; request assistance from relevant response entities as required.
19. Coordinate with the Operations and Logistics Section and others on the location and use of storage sites as staging areas for the deployment of personnel, assets, and materials (including food, medical supplies, and agricultural chemicals) into the affected areas.
20. Coordinate with the Operations and Logistics Section and others on the location and use of facilities for operations within the control area or quarantine zone.
21. Determine critical needs and resources available within the state to preserve, conserve, rehabilitate, recover, and restore natural and cultural resources. Based upon findings, request assistance from federal assets and Heritage Emergency National Task Force.
22. Monitor response operations to protect NCH resources.
23. Determine resources available for NCH resource protection.

24. Radiological Emergency Preparedness Actions

Refer to the ESF 11 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Actions

1. Complete all state eradication and control activities in an animal disease event or plant disease/pest event.
2. Assist with recovery efforts for agricultural businesses in affected areas.
3. Coordinate salvage programs for forest products damaged by disease and pests or other disaster.
4. Maintain information and report status regarding agriculture, natural and cultural resources to SEOC Operations via WebEOC.
5. Continue to coordinate activities and requests with partner ESFs.
6. Prepare for arrival of and coordinating with FEMA ESF 11 personnel, as appropriate.



7. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
8. Ensure ESF 11 lead and support agencies document event-related costs for any potential reimbursement.
9. Refer to Recovery Support Function 6 – National and Cultural Resources.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures, including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.

Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 11 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their agriculture, natural and cultural assets.
3. Participate in the evaluation and mission assignment of ESF 11 resource requests submitted to the SEOC, including resources that are available through mutual aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

Department of Agriculture, Markets & Food (DAMF)

1. Identify, train, and assign personnel to staff ESF 11 in the SEOC.
2. Notify all ESF 11 supporting agencies upon activation.
3. Assign personnel to the ESF 11 duty schedule at the SEOC.
4. Provide staff and resources necessary to conduct impact assessments of the affected area(s).
5. Identifying, prioritizing, and coordinating resource needs related to animal and agriculture protection.
6. Provide information on status of agricultural crops for both humans and animals, producers, and resources.
7. Develop and implement plans for protection of animal health through coordination of animal/zoonotic disease prevention and outbreak; surveillance, to include tracking animal movement; diagnostics; control; and eradication consistent with agency mission.
8. Coordinate animal depopulation and any necessary removal and proper disposal of carcasses, animal waste, and other impacted materials.
9. Provide technical assistance on animal and plant disease recognition and identification.



10. Coordinating procurement of food, as well as arranging for and feeding distressed, disaster-impacted, and evacuated livestock.
11. Develop and maintain a database of veterinary medical and non-veterinary medical volunteers and agencies that will provide care assistance.
12. Provide agricultural product and producer support and sampling, as necessary and as capable.
13. Coordinate and provide information on decisions to be made about quarantining impacted human food and animal crops.
14. Coordinate with USDA/FSA to provide information for farmers whose crops and/or livestock may be impacted by the emergency.
15. Distribute scientific, procedural, and diagnostic information on animal disease and/or disaster impacts to animals to veterinarians practicing in New Hampshire.
16. Coordinate resources to evaluate and diagnose animals suspected of having infectious or contagious disease; impose quarantines and movement restrictions as necessary to prevent spread of disease; and ensure eradication of disease.
17. Prepare official notices to the farming community relative to disease outbreak and efforts to control it.

Support Agencies

1. Department of Natural and Cultural Resources (DNCR)

- a. Provide consultation, assistance, and response to contagious animal/zoonotic and plant diseases. In addition, DNCR has statutory authority to manage plant diseases when they affect or have the potential to affect the forests. Authority is under RSA 227-G and K.
- b. Provide technical assistance for wildlife and plant-related incidents, especially within Department-owned and operated reservations.
- c. Develop and maintain lists of forestry diseases and pests of national and jurisdictional significance.
- d. Develop field detection plots or other field methods to detect disease and/or pest threats to the state's forests.
- e. Survey forest disaster areas to delineate heavy, medium, and light damage; salvage volume; anticipate logging conditions; and market potential.
- f. Prepare and implement forest disaster plans to address salvage, harvesting, and marketing of forest products damaged by disaster.
- g. Provide laboratory and sampling assistance, as requested, as well as pre-screening and sorting of potential forest pathogens prior to submission to the official pest diagnostic network.



- h. Maintain a list of natural, cultural, and historical resources considered “significant” to the State of New Hampshire and the United States.
- i. Provide technical advice and guidance on procedures and protocols for preservation of historic resources.
- j. Prepare and implement plans for record and archival maintenance and recovery in a disaster/emergency for cultural and historic resources significant to New Hampshire and under the purview of the agency(ies).
- k. Provide preservation, scientific/technical, and records and archival management advice and information to help secure, prevent, or minimize loss of natural, cultural, historic resources (including documents) during disaster situations and stabilization, security, logistics, and contracting for recovery services for damaged resources.
- l. Function as liaison with Heritage Emergency National Task Force, Advisory Council on Historic Preservation, Council on State Archivists, and National Archives and Records Administration.
- m. Provide technical advice on mitigating impacts of operations and recommend response actions to minimize damage to natural and cultural resources.
- n. Provides preservation, scientific/technical, and records and archival management advice and information to help secure and prevent or minimize loss of NCH resources pertaining to documentary and archival records and historic documents.
- o. Provides preservation, scientific/technical, and records and archival management advice and information for stabilization, security, logistics, and contracting for the reestablishment of services for damaged NCH resources pertaining to documentary and archival records and historic documents.
- p. Manages, monitors, and assists in or conducts response actions to minimize damage to NCH resources.
- q. Provides assistance and expertise in addressing impacts to properties of traditional religious and cultural importance.
- r. Monitor response operations to protect sensitive resources.
- s. Provide technical advice on mitigating impacts of operations and recommends response actions to minimize damage to natural and cultural resources.
- t. Coordinate with ESF 3 on the removal of debris affecting NCH resources.
- u. Conduct surveys and evaluations for archaeological resources, historic structures, cultural landscapes, biological resources, wetlands, and critical habitat.
- v. Facilitate development and application of measures and strategies to protect, preserve, conserve, rehabilitate, stabilize, and guide the recovery of NCH resources.
- w. Assist in emergency compliance with relevant federal environmental laws, such as emergency permits/consultation for natural resources use or consumption, during emergency response activities.



2. Department of Health and Human Services (DHHS), Division of Public Health (DPHS)

- a. Confirm information that determines if an animal-related disease is or could become zoonotic.
- b. Identify human health risks associated with animal and zoonotic diseases. A zoonotic disease is one that can be transmitted between humans and non-human animals.
- c. Coordinate with DAMF to evaluate the risks and impacts of an animal or zoonotic disease on public health.
- d. Assist local medical facilities in gaining access to not readily available medications for treating and/or preventing zoonotic disease, if necessary.
- e. Provide advice regarding health effects of the disease outbreak and its management and prevention to the public and health care providers.
- f. Provide technical assistance on eradication operations, to ensure that the health and safety of workers is being protected.
- g. Assist DAMF in determining long-term impacts of catastrophic agricultural incident.
- h. Provide laboratory and diagnostic support, SMEs, technical assistance, surveillance and field investigators to assist in product tracing, inspection and monitoring and interdiction activities associated with ESF 11.
- i. Provide veterinary public health and clinical subject-matter expertise to support environmental public health, toxicology, bite/scratch injuries from animals, and zoonotic disease hazards; conduct veterinary/animal emergency needs assessments; respond to occupational safety and health issues associated with animal response; and help implement rabies quarantines, etc.

3. NH Department of Fish and Game

- a. Provide consultation, technical assistance, and response for animal health issues involving wildlife and wildlife diseases (disease outbreak, bio-terrorist attack, waste, and carcass disposal).
- b. Coordinate resources to assist in the capture of animals that have escaped confinement or have been displaced from their natural habitat because of an emergency.
- c. Coordinate resources needed to provide native or free-range wildlife species support within agency policy and statutory guidelines.
- d. Develop and implement plans to prevent and control aquatic invasive animal species problems in public waters and restore aquatic habitats impacted.
- e. Conduct regular monitoring and response to aquatic invasive animal species outbreaks.



- f. In collaboration with DNCR, maintain a list of natural resources considered significant to the State of New Hampshire and the United States.
- g. Provide laboratory and sampling assistance, as requested.
- h. Provide technical assistance and subject matter expertise concerning populations of threatened and endangered species of New Hampshire during response activities.
- i. Provide shellfish monitoring and regulation of shellfish for human consumption, to include inspection of shellfish in commercial markets, as well as seizure and destruction of contaminated shellfish stocks.
- j. Monitor impact to sensitive natural habitats and develop mitigation strategies during response operations.

4. NH Veterinary Medical Association (NHVMA)

- a. Assist in the development and implementation of plans to respond to the outbreak of a highly contagious animal/zoonotic disease.
- b. Provide instructional/educational material to veterinary members to assist them in participation with local/state animal emergency programs.
- c. Monitor livestock veterinary medical care status in affected areas and provide status reports to DAMF.
- d. Coordinate requests for livestock medical assistance (supplies or veterinary labor) in support of DAMF.

5. University of New Hampshire Cooperative Extension

- a. Develop and implement training programs for local emergency management officials and other interested persons, as resources are available.
- b. Develop and maintaining public service announcements for disaster planning and safety for animals and plants/crops and food through news releases, brochures, websites, or other means, as well as coordinating public messaging through ESF 15.
- c. Collect data and monitoring activities associated with damage assessment of livestock and equine populations and the economic impact of affected agriculture and forests.
- d. Provide personnel for damage assessment teams or observation teams, as requested and as personnel are available.
- e. Assist with containment, surveillance, and eradication efforts, as well as livestock relocation, to include disposition of displaced livestock and/or poultry that cannot be returned to their normal home or that have been separated from their owners.

6. Department of Environmental Services

- a. Identify sites and methodologies for advising the disposal of animal carcasses, contaminated plants, and other materials in need of disposal.
- b. Provide guidance regarding potential groundwater contamination due to burial of contaminated animal carcasses and runoff during decontamination procedures.



- c. Provide guidance to mitigate environmental impacts of response and recovery efforts.
- d. Assist with the decontamination of infected, contact, and suspect premises, animals, and materials.
- e. Provide assistance with laboratory and sampling activities.
- f. Develop and implement plans to prevent and control aquatic invasive plant species problems in public waters and restore aquatic habitats impacted.

Coordination with Other Emergency Support Functions

ESF 11 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Providing agriculture, natural and cultural resource support for other ESF responders and to meet needs as requested and as capable.

Mutual Aid

Lead and support agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc. with other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements, which may affect resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

Attachments

Plans/Procedures, Etc.

1. Foot-and-Mouth Disease Response Plan:
https://www.aphis.usda.gov/animal_health/emergency_management/downloads/fmd_responseplan.pdf
2. Foreign Animal Disease Preparedness & Response Plan:
https://www.aphis.usda.gov/aphis/ourfocus/animalhealth/emergency-management/ct_fad_prep_training_materials
3. State of New Hampshire Response to an Animal Avian Influenza (H5/H7) Emergency
4. New Hampshire National Veterinary Stockpile Plan
5. USDA Red Book: https://www.aphis.usda.gov/aphis/ourfocus/animalhealth/emergency-management/ct_fad_prep_training_materials
6. FAD Prep website for disease-specific response plans:
http://www.aphis.usda.gov/aphis/ourfocus/animalhealth/emergency-management/ct_fadprep/!ut/p/z1/04_iUIDg4tKPAFJABpSA0fpReYllmemJJZn5eYk5-



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7. Secure Food Supply Plans: <http://www.cfsph.iastate.edu/Secure-Food-Supply/>
8. AVMA Guidelines for the Depopulation of Animals: 2019 Edition: <https://www.avma.org/kb/policies/documents/AVMA-Guidelines-for-the-Depopulation-of-Animals.pdf>
9. DES Fact Sheet, WMD-SW-20, “Disposal of Dead Animals”, 2009: <https://www.des.nh.gov/organization/commissioner/pip/factsheets/sw/documents/sw-20.pdf>.

Mutual Aid Agreements

1. New England States Animal Agricultural Security Alliance (NESAASA) and New England Secure Milk Supply Plan
2. The Texas A&M University System Mutual Non-Disclosure Agreement
3. Northeast Fore Fire Protection Compact, <https://www.nffpc.org/en/>

Record of Update

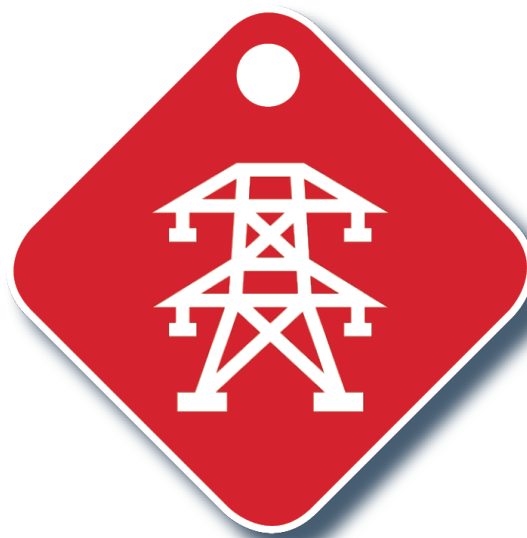
Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION

12 – ENERGY

2019

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Acronyms

DOE	Department of Energy
DOS	NH Department of Safety
DOT	NH Department of Transportation
EMAC	Emergency Management Assistance Compact
FEMA	Federal Emergency Management Agency
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
ISO-NE	Independent System Operator - New England
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NRC	Nuclear Regulatory Commission
NRF	National Response Framework
OSI	NH Office of Strategic Initiatives
PGANE	Propane Gas Association of New England
PUC	NH Public Utilities Commission
REP	Radiological Emergency Preparedness
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure
SS	Seabrook Station
USACE	US Army Corps of Engineers



Lead Agency

NH Public Utilities Commission (PUC)

Support Agencies

NH Office of Strategic Initiatives (OSI)

NextEra, Seabrook Station Nuclear Power Plant (SS)

Independent System Operator - New England (ISO-NE)

NH Energy Providers

Introduction

Emergency Support Function 12 (ESF 12) – Energy coordinates regulated fuel (electric, natural gas) utilities and non-regulated, deliverable fuels such as fuel oil, propane gas, kerosene, and transportation fuel utilities operating in the state to ensure the integrity of energy supply systems are maintained during emergency situations; that any damages incurred are repaired; and that services are restored in an efficient and expedient manner.

Energy includes producing, refining, transporting, generating, transmitting, conserving, building, and maintaining electric and natural gas energy system components. Damage to the system can have a rippling effect on supplies, distribution, or other transmission systems.

Purpose

Emergency Support Function 12 – Energy (ESF 12) provides a coordinated response in the restoration of energy services, support emergency response and recovery efforts, and normalize community functions in a disaster area. Support includes, but is not limited to, assessing energy and non-energy utility system damages as well as supplies and requirements to restore such systems; obtaining information on deliverable fuels, supplies and infrastructure; assisting local governments and the State in assessing emergency power needs and priorities and providing emergency information, education and conservation guidance to the general public concerning energy and utility services.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for, or an actual disaster situation, or planned event affecting energy resources.

General

1. PUC, as the lead agency, must ensure that, through coordinated annual planning, all ESF 12 agencies are:
 - a. Participating in reviews and maintenance of the ESF 12 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 12 in the SEOC; and,
 - c. Coordinating, attending, and participating in ESF 12 meetings, training sessions, conferences, and exercises.
2. Maintain manual or automated listings of the following:



- a. PUC and support agency emergency points of contact that may need to be contacted by ESF 12 representatives; and,
 - b. Available energy resources (i.e., state, local, contract).
3. Coordinate ESF 12 activities in the SEOC during periods of activation by developing and maintaining the ESF 12 staffing schedule.
4. Coordinate evaluation and performance of mission/task requests.
5. Ensure the status of committed and uncommitted resources is tracked during activation of the SEOC.
6. Ensure Unified Command is used to manage assets in the field due to the number and variety of government and private sector organizations that may be involved.

Organization

1. **Command & Control Structure:** ESF 12 shall function under the direction and control of the Infrastructure Branch under the SEOC Operations Chief (*See Organizational Chart in SEOP Base Plan*).
2. **Federal Resources:** When ESF 12 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief, and Logistics Chief, as required.
2. **Contracts and Contractors:** Resources that are available through ESF 12 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

3. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 12 representation.
4. The lead agency will then notify the support agencies and determine coverage for the ESF 12 desk in the SEOC.
5. ESF 12 agencies will make notifications to their appropriate regions, districts, local offices, etc.
6. The above notification process will be utilized for all phases of activation and activities in which the ESF 12 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented



5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Convene regular meetings of ESF 12 stakeholders to review and update this annex.
2. Develop and maintain internal agency operational plans and procedures, resource directories, and emergency contact lists to support ESF 12 activities.
3. Participate in State exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Integrate NIMS principles into all aspects of planning for ESF 12.
5. Maintain notification systems to support emergency/disaster response.
6. Maintain a system to recognize credentials of associated agencies/personnel.
7. Develop and maintain a database of locations and contact information for ESF 12 resources.
8. Maintain records reflecting local or mutual aid capabilities.
9. Through Seabrook Station, maintain communications with the Nuclear Regulatory Commission and other appropriate entities that may be involved in radiological emergencies.
10. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC) including training of ESF on EMAC/IEMAC responsibilities, and pre-identification of critical infrastructure assets, needs and resources that may be allocated to support other states/provinces.
11. Annually review the Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
12. ESF 12 personnel are responsible for integrating NIMS principles in all planning. All ESF personnel should complete all required NIMS training.
13. Evaluating the probability and time of the response and/or recovery phases for the event.

Response Actions

1. Assign and schedule sufficient personnel to cover an activation of the SEOC for an extended period.
2. Analyze affected areas to determine operational priorities and emergency repair procedures with utility field personnel.
3. Provide information and status on utilities to SEOC Operations via WebEOC.
4. Provide updates and briefings for personnel reporting for ESF 12 duty.
5. Notify ESF 12 counterparts in the threatened or impacted areas.
6. Evaluate and respond to ESF 12 mission/task requested.
7. Coordinate with other ESFs that may need support of ESF 12.



8. Consult incident specific annexes for specialized actions.
9. Support requests and directives resulting from a Governors State of Emergency Declaration and/or Presidential Disaster Declaration.
10. Provide energy emergency information, education and conservation guidance to the public in coordination with ESF 15 (Public Information).
11. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
12. Coordinate with the electric and natural gas utilities operating in the State to ensure the integrity of power supply systems are maintained during emergencies and any damages incurred are repaired and services restored in an efficient and expedient manner afterward.
13. Monitor and coordinate the availability of electric utility generating capacity and reserves, the availability and supply of natural gas, supply and transportation of generation and transportation fuels, and coordination of emergency power supply, excluding portable generators.
14. Monitor and coordinate the restoration of electric and natural gas services for normal community functioning.
15. Coordinate with utility representatives to determine emergency response and recovery needs.
16. Coordinate with ESF 6 (Mass Care) and local EOCs to identify emergency shelter power restoration status/needs and coordinate with ESF 12 support agencies and other ESFs with assistance in providing resources for emergency power generation.
17. Coordinate with utilities on the provision of temporary, alternate, or interim sources of emergency fuel, and power for impacted populations.
18. Assessing the situation, as requested, to include:
 - a. Impact of incident upon energy system damages and requirements for restoration;
 - b. Energy supply and demand;
 - c. Response and recovery needs of impacted systems;
 - d. Plans to assist federal, state, local and private sector officials in establishment of priorities to repair damage to infrastructure; and,
 - e. Restoration priorities and schedules established.
19. Support appropriate investigations and inspections, as needed.
20. Provide safety information for the public in coordination with PIO.
21. Coordinate and preparing for the arrival of federal assets, as requested.
22. Coordinate with ESF 7 for the location and use of storage sites as staging areas for the deployment of personnel, assets and materials (including specialized equipment, etc.) into the affected area.



23. Work with the Logistics Section Chief, or other appropriate SEOC personnel, in developing and implementing plan to meet the needs of emergency personnel into the impacted area.

24. Radiological Emergency Preparedness (REP) actions

Refer to the New Hampshire Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies.

Recovery Actions

1. Maintain information and status on the restoration of electric and natural gas services for normal community functioning to SEOC Operations via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Prepare for arrival of and coordinate with FEMA ESF 12 and Department of Energy (DOE) personnel, as appropriate.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Continue to monitor restoration operations until reliable services have been restored.
6. Ensure ESF 12 Lead and Support Agencies document event related costs for any potential reimbursement.
7. Continue to provide energy emergency information, education and conservation guidance to the public in coordination with the ESF 15 (Public Information).
8. Refer to the NH Recovery Annex, RSF 5 – Infrastructure Systems Recovery.
9. Assigning and scheduling sufficient personnel to cover continued activation of the SEOC, if required during recovery phase.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Identify potential emergency energy issues and collaborate to develop or recommend hazard mitigation plans, protocols, procedures, projects and/or policies to prevent or mitigate their effects.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SME's) to support ESF 12 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their energy assets.
3. Participate in the evaluation and mission assignment of ESF 12 resource requests submitted to the SEOC including resources that are available through mutual-aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Public Utilities Commission (PUC)

1. Identify, train, and assign personnel to staff ESF 12 in the SEOC.
2. Notify all ESF 12 supporting agencies upon activation.
3. Assign personnel to the ESF 12 duty schedule at the SEOC
4. Maintain communications with electric utilities in responding to and recovering from emergencies regarding electric generating capacity shortages, electric generating fuel shortages, transmission and distribution line outages, and electrical service outages affecting the public.
5. Develop protocols to establish priorities to repair damaged energy systems and coordinate the provision of temporary, alternate, or interim sources of natural gas supply and electric power.
6. Develop protocols to report the following:
 - a. State electric generating capacity
 - b. State electric demand
 - c. By county and other jurisdictions, number of customers impacted, and estimated restoration time
 - d. Status of major generating unit outages
 - e. Expected duration of event
 - f. Explanation of utility planned actions and recommendations of agency actions in support of utilities
7. Develop operating procedures to implement the ESF 12 Emergency Preparedness/Response/Recovery/Mitigation functions including, but not limited to:
 - a. Energy-related expertise – equipment and facilities;
 - b. Mutual aid data and points of contact;
 - c. Information on critical facilities that may be impacted and points of contact;



- d. Damage assessment and response plans and capabilities of public and private utility companies;
- e. Back-up mechanisms for monitoring performance of utilities in response to an emergency; and,

Support Agencies

1. Office of Strategic Initiatives (OSI)

- a. Assign personnel to support ESF 12 missions and responsibilities.
- b. Maintain wholesale inventories of all deliverable fuels (propane, oil, and kerosene) related facilities and assets.
 - i. Sea-3: propane
 - ii. Sprague: heating oil 2, kerosene, oil 6 and diesel-on road
 - iii. Irving: heating oil 2, kerosene, and diesel –on road
- c. Report on status of wholesale deliverable fuels related facilities.
- d. Assume some of Lead Agency responsibilities when incident is primarily deliverable fuels related.
- e. Coordinate responsibility for situations affecting supply of transportation of diesel fuel (coordinate with ESF 1).
- f. Provide information on heating fuel aid as the incident warrants. (Coordinate with ESF 6).
- g. Maintain communications with non-utility sector providers of on-road diesel fuels.
- h. Consult with other agencies and suppliers regarding shortages and disruption in the supply of transportation and delivery of oil and propane as it may affect the public.
- i. Assist in development of a listing of critical facilities and infrastructure that may receive priority in power restoration.
- j. Seek relaxation of energy-related statutes, legislation, regulations and laws from appropriate oversight agency/department to protect the public safety and meet disaster or emergency related needs.
- k. Direct efforts, in coordination with ESFs, in case of a shortage of automotive transportation only for on-road diesel, petroleum (oil and kerosene), or propane fuels needed for residential or significant commercial/industrial purposes.
- l. Coordinate activities with industry trade groups and associations as it relates to the impact of an emergency.
- m. Maintain contact with and report status of impact of emergency situation on State's delivery points and terminals (Sea3, Irving and Sprague)
- n. Coordinate with local petroleum suppliers and major oil companies to facilitate delivery of adequate amounts of emergency petroleum supplies, when authorized.
- o. Develop protocols to adequately report the following:



- i. Status of major terminals for petroleum and propane;
 - ii. Impact of disruption upon State economy and public safety; and,
 - iii. Explanation of suppliers' planned actions and recommendations of actions in support of suppliers.
 - iv. Status of natural gas pipelines to include private sector providers that connect to state maintained pipelines
 - p. Monitor/coordinate actions regarding post-event fueling operations.
 - q. Coordinate support for the execution of fueling plans to support evacuations and emergency operations.
 - r. Coordinate efforts to manage transportation fuels or non-utility fuel supplies in the event of a shortage required for residential, commercial, or industrial purposes.
2. **NextEra, Seabrook Station Nuclear Power Plant (SS)**
Special Note: The nuclear power plant is captured under this ESF due to its role as an energy provider to the State, however their responsibilities require interface with multiple ESFs and Command and Control in the SEOC during a radiological incident. **See also: New Hampshire Radiological Emergency Response for Nuclear Facilities Incident Annex**
- a. Provide information on status of power generation and impact of any emergency on-site or offsite.
 - b. Maintain communications with Nuclear Regulatory Commission.
3. **ISO New England**
- a. Provide minute-to-minute operation of New England's bulk electric power system, provide centrally dispatched direction for the generation and flow of electricity across the region's interstate high-voltage transmission lines and ensure the constant availability of electricity.
 - b. Development, oversight and fair administration of wholesale electricity marketplace.
 - c. Management of comprehensive bulk electric power system and wholesale markets' planning processes.
4. **NH Energy Providers**
- a. Owners and operators of investor-owned (private), and public utilities systems shall be responsible for the activation of plans for appropriate allocation of resources of personnel, equipment and services to maintain or restore utility service under their control.
 - b. Appropriate entities of the private sector are integrated into ESF 12 planning and decision-making processes. Owners and operators of private and public utilities systems shall be responsible for the maintenance and activation of emergency response plans for appropriate allocation of resources (personnel, equipment and services) to maintain or restore utility service under their control.



Resources

The following are potential resource needs to support ESF 12 missions/tasks.

Electric Utility Providers

1. Eversource
2. NH Electric Cooperative
3. Liberty Utilities
4. Unitil

Coordination with Other Emergency Support Functions

ESF 12 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Providing communications and alerting support for other ESF responders and to meet needs as requested and as capable.

Mutual Aid

Lead and Support Agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc. with other agencies, regions, states or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support Agencies should keep the Lead Agency informed of any such agreements which may impact resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

Attachments

Plans/Procedures

1. State Energy Emergency Response Plan (SEERP)
2. State Energy Assurance Plan
3. Fuels Strategy DRAFT
4. ISO-New England Plans/Procedures <https://www.iso-ne.com/>

MOUs/LOAs

1. Trade/Agency Compacts, MOUs/LOAs maintained by individual agencies
2. Propane Gas Association New England (PGANE)

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION

ESF 13 – LAW ENFORCEMENT

2019

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Acronyms

DNCR	NH Department of Natural and Cultural Resources
DOS	NH Department of Safety
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FMO	NH Division of Fire Safety, Office of the State Fire Marshal
HSEM	NH Division of Homeland Security and Emergency Management
IC	Incident Commander
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NHFG	NH Department of Fish and Game
NHIAC	NH Information and Analysis Center
NHNG	NH National Guard
NHSP	NH Division of State Police
NIMS	National Incident Management System
NRF	National Response Framework
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure
NIMS	National Incident Management System



Lead Agency

NH Department of Safety, Division of State Police (NHSP)

Support Agencies

NH Department of Natural and Cultural Resources (DNCR)

NH Department of Safety, Information and Analysis Center (NHIAC)

NH Department of Fish and Game (NHFG)

NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)

Other Law Enforcement Agencies, such as County Sheriffs, Department of Corrections, Department of Justice, and Liquor Commission, etc.

Introduction

Effective law enforcement is essential during emergencies or disasters, to ensure protection of lives and property. Emergency Support Function 13 – Law Enforcement (ESF 13) provides a framework for the coordination of state and local law enforcement personnel and equipment to support impacted local law enforcement agencies, in the event of an emergency or disaster. Local law enforcement officials are responsible for enforcement of laws, traffic control, investigation of crimes, and other public safety activities within their jurisdictions.

Purpose

The purpose of ESF 13 is to provide for coordination and use of law enforcement personnel and equipment in an emergency or disaster for general law enforcement.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event impacting law enforcement, security assets and/or requiring statewide coordination of law enforcement or security resources in New Hampshire.

General

1. As the lead agency for law enforcement assistance, NHSP will coordinate all general law enforcement assistance from state agencies.
2. The Sheriff or Chief of Police is responsible for law enforcement activities within his/her local jurisdiction and will retain command and control. When state law enforcement personnel and equipment are committed, a member of the NH State Police (NHSP) will be assigned to coordinate state activities with the local law enforcement officer in charge.
3. State law enforcement resources will be made available to local law enforcement Chiefs/Sheriffs upon request, depending upon availability.
4. Once the SEOC becomes partially or fully activated, state law enforcement agencies, including regional troop commanders, will coordinate their staffing assignments with ESF 13.
5. ESF 13 will receive and act on requests from local governments. Representatives from the law enforcement agencies will jointly decide on deployment of personnel and equipment.



Organization

1. **Command & Control Structure:** ESF 13 shall function under the direction and control of the Public Safety Branch under the SEOC Operations Chief. **(See *Organizational Chart in SEOP Base Plan*)**
2. **Operational Facilities/Sites:**
 - i. Headquarters – 33 Hazen Drive, Concord
 - ii. Troop A – 315 Calef Highway, Epping
 - iii. Troop B – 16 East point Drive, Bedford
 - iv. Troop C – 15 Ash Brook Court, Keene
 - v. Troop D – 139 Iron Works Road, Concord
 - vi. Troop E – 1864 White Mountain Highway, Tamworth
 - vii. Troop F – 549 Route 302, Twin Mountain
 - viii. Troop G – 23 Hazen Drive, Concord
 - ix. Marine Patrol, 31 Dock Road, Gilford
 - x. State Police Communications – 110 Smokey Bear Boulevard, Concord
3. **Field Operations:** ESF 13 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
4. **Federal Resources:** When ESF 13 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
5. **Contracts and Contractors:** Resources that are available through ESF 13 may, be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.
6. **Private Security/Volunteers:** No use will be made of private security agencies or volunteers unless they are sworn and trained special deputies or auxiliary police. Such personnel will be the responsibility of the public safety agency, which appoints and utilizes them.

Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 13 representation.
2. The lead agency will then notify the support agencies and determine coverage for the ESF 13 desk in the SEOC.
3. ESF 13 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 13 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.



2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure they are properly documented.
5. Lead and Support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the Lead Agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness through coordination with ESF 13 support agencies for current inventories of law enforcement personnel, supplies and equipment.
2. Establish and maintain liaison with the Federal and border state law enforcement officials.
3. Participate in State exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training of ESF personnel on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
5. Annually review the Federal Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
6. Integrate NIMS principles in all aspects of planning for ESF 13.
7. Maintain notification systems to support emergency/disaster response.
8. Develop and maintain internal agency law enforcement plans, procedures, resource directories, and emergency contact lists to support ESF 13 activities.
9. Conduct public education and outreach to the general public on law enforcement, public safety, and security issues.
10. Identify agencies, organizations, and individuals capable of providing law enforcement support services and associated resource inventories.
11. Maintain a system to recognize credentials of associated agencies/personnel.

Response Actions

1. Assign and schedule sufficient personnel to cover an activation of the SEOC for an extended period.
2. Verify inventories of available statewide law enforcement and security resources, including personnel as needed, and provide a summary listing to the SEOC Operations Section.
3. Provide updates and briefings for personnel reporting for ESF 13 duty.



4. Notify ESF 13 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Evaluate and respond to ESF 13 mission/task requests including providing available resources, equipment, and personnel for fulfilling ESF missions. Maintain situational awareness of resources committed to an incident.
7. Use existing law enforcement mutual aid structures to coordinate with other state and local agencies and other ESFs in the commitment or law enforcement/security resources from outside the affected area(s).
8. Consult incident-specific annexes for specialized actions.
9. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
10. Assist local law enforcement in patrolling evacuated areas, including safeguarding critical facilities, and control access to the disaster area as requested through ESF 13.
11. Assist local law enforcement in conducting investigations, as requested and coordinated through ESF 13.
12. Assist local law enforcement agencies in law enforcement operations, as coordinated through ESF 13.
13. Mobilize and pre-position resources, when it is apparent that state resources will be required.
14. Provide security for the SEOC, other emergency facilities, and response personnel, as requested.
15. On an ongoing basis, reassess priorities and strategies, according to the most critical law enforcement/security needs.
16. Track committed law enforcement/security resources and provide regular updates to the SEOC Operations Section on the status of all missions assigned to ESF 13.
17. Prepare damage assessment documents to be submitted to HSEM and other appropriate ESFs/agencies.
18. Evaluate the probability and time period of the recovery phase for the event. Continue development of an After-Action Report for ESF 13.
19. **Radiological Emergency Preparedness (REP) actions**
 - a. Refer to the ESF 13 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.



Recovery Actions:

1. Maintain information and status of law enforcement activities to SEOC Operations via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Prepare for arrival of and coordinate with federal law enforcement personnel, as appropriate.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Ensure ESF 13 lead and support agencies document event-related costs for any potential reimbursement.
6. Continue those operations necessary to protect people and property.
7. Assist with security of recovery personnel as necessary.
8. Assist in reconstitution of law enforcement agencies as necessary.
9. Assist in facilitating reentry of evacuees.

Mitigation Actions:

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures, including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.

Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 13 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their law enforcement personnel, equipment, and other resources.
3. Participate in the evaluation and mission assignment of ESF 9 resource requests submitted to the SEOC including resources that are available through mutual-aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Safety, Division of State Police (NHSP)

1. Identify, train, and assign personnel to staff ESF 13 in the SEOC.
2. Notify all ESF 13 supporting agencies upon activation.
3. Develop operating procedures to implement Law Enforcement Emergency Preparedness/Response functions.
4. Provide situational awareness on status of State Police facilities, assets, and operations.



5. Maintain routine law enforcement functions, including protection of life and property, enforcement of laws, conducting criminal investigations, and related tasks throughout the duration of the emergency.
6. Report the following information to the SEOC Planning Section as required:
 - a. Personnel and resource needs
 - b. Damage assessments
 - c. Exposure reports
 - d. Casualty reports
 - e. Evacuation status and traffic control reports
7. As requested, coordinate resources to support closing or restricting access to areas impacted by a disaster.
8. Coordinate resources to assist with traffic control as requested.
9. Coordinate resources to support warning and notification efforts.
10. Coordinate convoys or escorts for emergency materials, commodities, or vehicles.
11. Provide technical assistance to other ESFs and internal and external partners during emergencies/incidents that have law enforcement and/or public safety components.
12. Invoke, as needed, mutual aid agreements with State Police agencies in adjoining states.
13. Provide mutual aid data and points of contact.

Support Agencies

1. **Department of Natural and Cultural Resources (DNCR)**
 - a. Conduct law enforcement and public safety activities relative to state or agency-owned parks, reservations, and forests, including evacuations and closings.
 - b. Enforce various forest laws including wildland fire prevention, air quality, timber theft and trespass, deceptive forestry business practices, wetlands, basal area, timber tax, timber harvesting, and forest health.
 - c. Assist with establishing, implementing, and maintaining of emergency communications required for public safety and law enforcement.
2. **NH Department of Safety, Information and Analysis Center (NHIAC)**
 - a. Provide accurate and timely intelligence products such as bulletins, intelligence and informational briefings, and strategic assessments.
 - b. Provide direct analytical support for investigations involving precursor criminal activity.
 - c. Promote SEOC awareness of priority intelligence requirements and of indicators of threats to the State of New Hampshire.



3. Department of Fish and Game (NHFG)

- a. Conduct law enforcement and public safety activities relative to the state's fish, wildlife, and marine resources.
- b. Enforce off-highway recreational vehicle regulations.
- c. Assist with evacuations from forestlands and waterways in the impacted area.

4. NH Department of Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)

- a. Provide law enforcement as it relates to fire, building collapse, and carbon monoxide releases (other than from automobiles) that cause death.
- b. Provide fire/explosion origin & cause investigations, Line of Duty Death (LODD) or serious fire service injury investigations, fire code enforcement, and Fire/Life Safety education.
- c. Assist in prosecution of arson and fire-related criminal activities.

5. Other Law Enforcement Agencies, such as County Sheriffs, Department of Corrections, Department of Justice, and Liquor Commission, etc.

- a. Other law enforcement agencies not explicitly covered in this annex may have authorities, resources, capabilities, or expertise required to support ESF 13 activities. These agencies may be requested to support ESF 13 activities as needed such as:
 - i. Provide situational awareness on status of facilities, assets, and operations.
 - ii. Provide personnel and resources to affected areas as requested through ESF 13.
 - iii. Assist local law enforcement agencies in law enforcement operations as coordinated through ESF 13.
 - iv. Support convoys or escorts for emergency materials, commodities, or vehicles.

Coordination with Other Emergency Support Functions:

ESF 13 will coordinate with other ESFs through the SEOC by:

- 1. Notifying organizations of available resources.
- 2. Providing availability of subject matter experts for specialized requests.
- 3. Notifying ESFs and support agencies of any pertinent information that may affect their ability to carry out missions/tasks.

Mutual Aid

Lead and support agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states, or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements, which may affect resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.



Attachments

Plans/Procedures, Etc.

1. New Hampshire RSA 106-D New England State Police Compact

MOUs/LOAs

1. NESPAC – New England State Police Compact

https://www.cga.ct.gov/current/pub/chap_535.htm

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION 14 – VOLUNTEER MANAGEMENT

2019

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Acronyms

DAMF	NH Department of Agriculture, Market and Fools
DHHS	NH Department of Health and Human Services
DOS	NH Department of Safety
DOT	NH Department of Transportation
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NRF	National Response Framework
OPLC	NH Office of Professional Licensure and Certification
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure
USACE	US Army Corps of Engineers
VAL	Voluntary Agency Liaison
VOAD	Voluntary Organizations Active in Disasters
VolNH!	Volunteer NH!



Lead Agency

Granite United Way (GUW)

NH Department of Safety (DOS), Division of Homeland Security and Emergency Management (HSEM)

Support Agencies

Volunteer NH! (VolNH!)

NH Voluntary Organizations Active in Disaster (NH VOAD)

NH Department of Health and Human Services (DHHS)

NH Department of Agriculture, Markets and Food (DAMF)

NH Office of Professional Licensure and Certification (OPLC)

Introduction

For Emergency Support Function (ESF) 14 – Volunteer Management purposes, volunteer services is defined as assistance provided by personnel without charge to the government. Historically, the public has responded to disasters with offers of volunteer services. In large-scale disasters, public response is often significant, and the scope of this emergency function is to manage the volume of this assistance and ensure expeditious delivery of volunteer services to the affected area.

Purpose

The purpose of ESF 14 is to facilitate and coordinate communication with and activities of volunteer services to support relief efforts in disaster areas.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event requiring the management of volunteer services in NH.

General

1. HSEM and Granite United Way (GUW), as co-lead agency, must ensure that through coordinated annual planning, all ESF 14 agencies are:
 - a. Participating in reviews and maintenance of the ESF 14 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 14 in the SEOC; and,
 - c. Coordinating, attending, and participating in ESF 14 meetings, training sessions, conferences and exercises.
2. Maintain manual or automated listings of the support agency emergency points of contact that may need to be contacted by ESF 17 representatives.
3. Coordinate ESF 14 activities in the SEOC during periods of activation by developing and maintaining the ESF 14 staffing schedule.
4. Coordinate evaluation and performance of mission/task requests.



5. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.
6. ESF 8 - Health and Medical will manage request for medical volunteer services.
7. Any offer of veterinary services will be coordinated through ESF 11 – Agricultural, Cultural, and Natural Resources.
8. Local governments are encouraged to develop ESF 14 policies and procedures to certify and maintain a list of relief agencies in their municipalities.
9. Local governments are responsible for coordinating support for implementation of volunteer services, including developing agreements with volunteer organizations.
10. As needed, facilitate the designation of “agents of the state” for volunteers to be protected by claims and civil actions under a declaration of public health or public safety incident.

Organization

1. **Command & Control:** ESF 14 shall function under the direction and control of the SEOC Logistics Chief. (*See Organizational Chart in SEOP Base Plan.*)
2. **Federal Resources:** When ESF 14 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
3. **Contracts and Contractors:** Resources that are available through ESF 14 may best be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 14 representation.
2. The lead agency will then notify the support agencies and determine coverage for the ESF 14 desk in the SEOC.
3. ESF 14 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 14 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.



4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness through coordination with ESF 14 support agencies for current status and inventories of volunteer organizations.
2. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
3. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training of ESF personnel on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
4. Annually review the Federal Department of Homeland Security Core Capabilities and integrate tasks as appropriate.
5. Integrate NIMS principles in all aspects of planning for ESF 14.
6. Maintain notification systems to support emergency/disaster response.
7. Identify processes for volunteer recruitment and tracking.

Response Activities

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period.
2. Provide information and status on volunteers to SEOC Logistics via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 14 duty.
4. Notify ESF 14 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Activate and notify volunteer relief organizations when an emergency or disaster is threatening or has occurred, as directed by SEOC Logistics Chief.
7. Identify resources and coordinate the mobilization and pre-positioning of those resources once it is apparent that volunteer services will be required or as requested by the SEOC Manager.
8. Evaluate and respond to ESF 14 mission/task requests including providing available resources for fulfilling ESF missions.
9. Coordinate volunteer services to the impacted areas and maintain records of services being provided, the location of operations, and requirements for support.
10. Consult with other ESFs that may need the support of ESF 14.



11. Coordinate with NH VOAD as necessary.
12. Refer individuals requiring licensing to the appropriate agencies.
13. Consult incident-specific annexes for specialized actions.
14. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
15. Prepare for the arrival of and coordination with FEMA Voluntary Agency Liaison (VAL), as appropriate.
16. Prepare damage assessment documents to be submitted to HSEM and other appropriate ESFs/agencies.
17. Evaluate the probability and time period of the recovery phase for the event. Continue development of an After-Action Report for ESF 14.

18. Radiological Emergency Preparedness Actions

Refer to the ESF 14 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Activities:

1. Maintain information and status of volunteer resources to SEOC Logistics via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Prepare for arrival of and coordinate with FEMA Voluntary Agency Liaison (VAL), as appropriate.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Ensure ESF 14 lead and support agencies document event-related costs for any potential reimbursement.

Mitigation

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures, including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.

Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 14 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use volunteers.
3. Participate in the evaluation and mission assignment of ESF 14 resource requests submitted to the SEOC including resources that are available through mutual aid agreements, compacts, contracts, etc.



Agency Specific

Lead Agency

NH Department of Safety, Division of Homeland Security and Emergency Management (HSEM) Granite United Way (GUW)

1. Identify, train, and assign personnel to staff ESF 14 in the SEOC.
2. Notify all ESF 14 supporting agencies upon activation.
3. Assign personnel to the ESF 14 duty schedule at the SEOC.
4. Act as a liaison with NH VOAD member organizations and the FEMA VAL as needed.
5. Identify which NH VOAD partner organizations may be needed to support mission requests.
6. Provide mutual aid data and points of contact.
7. Coordinate the linkage of requestors to donors of volunteer services. Requestors and solicited and/or unsolicited donors of these services are responsible for arranging locations, accommodations, and times to report.

Support Agencies

1. **Volunteer NH! (VolNH!)**
 - a. Maintain contact with local volunteer groups to develop a common operating picture and situational awareness regarding available resources.
2. **NH Voluntary Organizations Active in Disasters (VOAD)**
 - a. Coordinate with ESF 14 personnel to ensure communication with NH VOAD agencies and organizations regarding their capacity to use volunteer resources.
 - b. Compile NH VOAD member organization points of contact to provide to ESF 14 for reference.
3. **NH Department of Health and Human Services (DHHS)**
 - c. Coordinate volunteer deployment of medical professionals and Medical Reserve Corp volunteers to disaster areas.
4. **NH Department of Agriculture, Markets and Food (DAMF)**
 - d. Coordinate volunteer deployment of veterinary professionals to disaster areas.
5. **NH Office of Professional Licensure and Certification (OPLC)**
 - e. Coordinate volunteer licensing responsibilities.

Coordination with Other Emergency Support Functions:

ESF 14 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Notifying ESFs and support agencies of any pertinent information that may affect their ability of to carry out missions/tasks.



Mutual Aid

Lead and support agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements that may affect resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated, as the situation warrants.

Attachments

Plans/Procedures, Etc.

1. New Hampshire RSA 508:17 Volunteers; Nonprofit Organizations; Liability Limited

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION

15 – PUBLIC INFORMATION

2019

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Acronyms

COO	Community Outreach Office
DOS	NH Department of Safety
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
IFO	Incident Field Office
JIC	Joint Information Center
JIS	Joint Information System
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NIMS	National Incident Management System
NRF	National Response Framework
PIO	Public Information Officer
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure



Lead Agency

Department of Safety, Division of Homeland Security & Emergency Management (HSEM)

Support Agencies

NH 211

All other State ESF and Support Agencies

Introduction

Generation of timely public information coordinated with the appropriate level of government is essential to avoid or minimize loss of life and property if a disaster is imminent or has occurred.

Purpose

Emergency Support Function 15 - Public Information (ESF 15) provides a framework for coordination and collaboration with appropriate, Federal, state and local agencies regarding public information needs, issues, and activities before, during, and after a disaster or emergency in the State to ensure the delivery of timely, accurate, and accessible public messages.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for, or an actual disaster situation, or planned event affecting the State of New Hampshire.

General

1. Coordinate ESF 15 activities in the SEOC during periods of activation by developing and maintaining the ESF 15 staffing schedule.
2. Coordinate evaluation and performance of mission/task requests.
3. Ensure Unified Command is used to manage assets in the field due to the number and variety of government and private sector organizations that may be involved.
4. ESF 15 will act as the central coordinating entity for receiving and disseminating public information during state disaster operations.
 - a. Information flow to the SEOC will occur directly from news media reports, social media, and from 211. Information will also flow from WebEOC inputs, the SEOC Planning Section, ESF 15 representatives in the SEOC, local officials, and Joint Information Centers (JIC)/Joint Information System (JIS) to the SEOC.
 - b. Information will flow from the SEOC in the form of media briefings, press conferences, press releases, social media messages, WebEOC, and Situational Awareness Statements.
5. ESF 15 will provide and/or coordinate press conferences, recorded messages, photographs, news accounts, statistics on injuries and fatalities, and other information to the news media as appropriate, to include information targeted for non-English speaking individuals and/or access and functional needs populations.
6. **Joint Information Center (JIC)**



- a. At the request of the SEOC Manager, a JIC may be activated. The JIC will serve as a single point to collect, verify, and disseminate information to the public.
- b. The State JIC will normally be located at the SEOC facility. However, based on the event or the site or hazard-specific plan, the State JIC may be located at a separate location or 'virtual.'
- c. In the event that the JIC is activated, all emergency public information activities, including media inquiries, will be coordinated through the JIC. The JIC will become the central coordination point for all emergency public information and external communications activities. To the extent possible, the JIC will be staffed with PIOs from all agencies and organizations involved in the event.
- d. There may also be other incidents that result in JICs being established and operated by another entity (such as nuclear power plants, certain law enforcement incidents, etc.) In this case, ESF 15 representatives will work within these other JICs, as appropriate, to coordinate public information.

7. Public Inquiry/Hotlines

- a. Depending upon the incident, Public Inquiry or "hot lines" may be activated to gather and provide information to the public. Call takers will be provided with the most up-to-date information available for public release. Public Inquiry personnel will document calls, including area of origination and types of calls/requests/comments. This information will be passed to the JIC to assist in determining appropriate messaging strategies to meet the needs of the public.

Organization

1. **Organizational Chart (Command & Control):** ESF 15 shall function under the direction and control of the SEOC Manager. (*See Organizational Chart in SEOP Base Plan*).
3. **Field Operations:** ESF 15 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
4. **Federal Resources:** When ESF 15 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the National Response Framework (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief, and Logistics Chief, as required.
5. **Contracts and Contractors:** Resources that are available through ESF 15 may, at times, best be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the Lead Agency points of contact when there is, or will be an SEOC activation requiring ESF 15 representation.
2. The Lead Agency will then notify the Support Agencies and determine coverage for the ESF 15 desk in the SEOC.



3. ESF 15 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 15 will be involved.
5. The JIC may be requested to support an incident that may not result in the activation of the SEOC.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their Lead Agency updated upon all activities and actions.
4. The Lead Agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure they are properly documented.
5. Lead and Support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the Lead Agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness through coordination with ESF 15 support agencies for current inventories of available resources.
2. Participate in State exercises or conduct an exercise to validate this Annex and supporting SOPs.
3. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC) including training of ESFs on EMAC/IEMAC responsibilities, and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
4. Annually review the U.S. Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
5. Integrate NIMS principles in all aspects of planning for ESF 15.
6. Maintain notification systems to support emergency/disaster response.
7. Maintain personnel, listings, and resource contacts in a state of readiness appropriate to existing and anticipated emergency conditions.
8. Ensure training and personnel rosters for assignment to the SEOC during activation. Prepare for sufficient personnel for an extended and/or 24-hour activation period.
9. Develop a public information program to educate the public regarding the effects of common, emergency, and disaster situations.



10. Develop procedures to organize and operate the SEOC media briefing area and/or a JIC.
11. Develop and maintain social media engagement procedures for ESF's during activations of the SEOC.
12. Encourage the public to develop disaster plans and kits.
13. Provide training and materials for public inquiry lines, including methods for collecting and documenting calls received and appropriate response.
14. Maintain a current list of media contacts.
15. Implement a comprehensive public information program to include news conferences, news releases, fact sheets for media and local organizations, updates for websites and social media accounts, and outreach to those with access and functional needs.

Response Actions

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period.
2. Provide information and status of public information to SEOC Manager via WebEOC. Obtain status reports, and keep the SEOC informed of progress of assigned tasks.
3. Provide updates and briefings for personnel reporting for ESF 15 duty.
4. Notify ESF 15 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Consult with other ESFs that may need support from ESF 15.
7. Consult incident specific annexes for specialized actions.
8. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
9. Evaluate and respond to ESF 15 mission/task requests including providing available resources, equipment, and personnel for fulfilling ESF missions. Maintain situational awareness of resources committed to an incident.
10. Provide EAS messages and news releases in common language and terminology to inform the public. Coordinate with established hotline systems.
11. Provide emergency information to the public to ensure public safety and health through a wide variety of methods.
12. Coordinate with news media regarding emergency operations and to disseminate emergency information to the public.
13. Execute a multi-agency/jurisdiction coordinated public information program.
14. Supplement local emergency management public information operations, as necessary.
15. Gather incident related information through direct communications links with operational units (on-scene personnel, local Emergency Management Directors and PIOs, local



government officials, and other local and state agencies/organizations) in the field and/or their appropriate coordinating entities.

16. Assess priorities and strategies to meet the most critical public information needs.
17. Monitor social media activity and media coverage of the incident and verify accuracy and consistency of information by consulting SEOC sources.
18. Ensure full coordination of activities with other groups within the SEOC to assist in the development and maintenance of a common operating picture.
19. Coordinate news conferences.
20. Coordinate with 211 to manage requests from the public for disaster related information.

21. Radiological Emergency Preparedness Actions

Refer to the ESF 15 section of the NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies.

Recovery Actions:

1. Continue public information activities to include updating the public on recovery efforts.
2. Ensure emergency information concerning safety and disaster assistance is provided to the public in coordination with each ESF utilizing available communications channels.
3. Maintain information and status of public information to SEOC Manager via WebEOC.
4. Continue to coordinate activities and requests with partner ESFs.
5. Prepare for arrival of and coordinate with FEMA ESF 15 personnel, as appropriate.
6. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
7. Ensure ESF 15 Lead and Support Agencies document event related costs for any potential reimbursement.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SME's) to support ESF 15 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their resources and contracts.
3. Participate in the evaluation and mission assignment of ESF 15 resource requests submitted to the SEOC including resources that are available through mutual-aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

Department of Safety, Division of Homeland Security & Emergency Management (HSEM)

1. Identify, train, and assign personnel to staff ESF 15 in the SEOC.
2. Notify all ESF 15 supporting agencies upon activation.
3. Assign personnel to the ESF 15 duty schedule at the SEOC.
4. Develop a public information program to educate the public regarding the effects of emergency and disaster situations.
5. Develop plans to coordinate with news media and external agencies for emergency operations, before, during and after an emergency.
6. Develop plans to conduct a multi-agency/jurisdiction coordinated public information program during emergency and disaster situations.
7. Maintain fact sheets, instructions and procedures, and other readily available pre-scripted information on a wide range of all- hazards topics to support the rapid dissemination of public information. Pre-scripted information is verified on a regular basis to ensure that it is current and accurate.
8. Coordinate with state and local Public Information Officers on the dissemination of news releases and other public information materials.
9. Develop and maintain social media plans and procedures for the SEOC.
10. Develop messages for specialized populations and those with access and functional needs.
11. Determine the organization and implementation strategy of a Joint Information System and establishment of a Joint Information Center.



Support Agencies

1. NH 211

- a. Serves as the State's primary information call center during times of emergency. 211 will respond immediately to field calls regarding the emergency and direct callers to services most appropriate for their needs.
- b. Provide situational awareness to the SEOC to include number of calls, nature of assistance requested, rumors, etc.

2. All other State Agencies

- a. Provide personnel to augment ESF 15 during emergencies and disasters.

Coordination with Other Emergency Support Functions

ESF 15 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Notifying ESFs and Support Agencies of any pertinent information that may impact their ability to carry out missions/tasks.

Mutual Aid

Lead and Support Agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support Agencies should keep the Lead Agency informed of any such agreements that may affect resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

Resource List

The following are the physical resources for ESF 15:

Facilities

1. Incident Planning and Operation Center
 - a. 9-1-1 Conference Room (designated for establishment of Joint Information Center)
 - b. Media Room
2. Seabrook Station Incident Field Office

Equipment

1. Joint Information Center Kit

Contracts

1. Increase public preparedness for natural and human made disasters
2. Public awareness campaign for "See Something, Say Something"



Attachments

Plans

1. JIS Plan DRAFT

Listings/Maps

1. Media Contacts Lists
2. Agency PIO Contact Lists

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION 16 – MILITARY SUPPORT

2019

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Acronyms

AASF	Army Aviation Support Facility
ANGB	Air National Guard Base
COOP	Continuity of Operations
CST	Civil Support Team
DCE	Defense Coordinating Element
DJS	Director of the Joint Staff
DoD	Department of Defense
DOMOPS	Domestic Operations
DOMS	Director of Military Support
DSCA	Defense Support of Civil Authorities
ECTC	Edward Cross Training Center
EPLO	Emergency Preparedness Liaison Officer
FMS	Field Maintenance Shop
HSEM	New Hampshire Division of Homeland Security and Emergency Management
JFHQ	Joint Force Headquarters
JOC	Joint Operations Center
JTF	Joint Task Force
LNO	Liaison Officer
LSA	Logistical Support Area
MAC	Mission Assignment Coordinator
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MRP	Mission Ready Package
NGSCA	National Guard Support to Civil Authorities
NHANG	New Hampshire Air National Guard
NHARNG	New Hampshire Army National Guard
NHFG	New Hampshire Fish and Game Department
NHNG	New Hampshire National Guard
NHSEOP	New Hampshire State Emergency Operations Plan
POD	Point of Distribution
QRF	Quick Reaction Force
REP	Radiological Emergency Preparedness
SAD	State Active Duty
SAR	Search and Rescue
SEOC	State Emergency Operations Center
SMR	State Military Reservation
SOP	Standing Operating Procedure
TAGNH	The Adjutant General of New Hampshire
USPFO	United States Property and Fiscal Office
YTP	Yearly Training Plan



Lead Agency

New Hampshire National Guard

Introduction

Emergency Support Function (ESF) 16 will coordinate National Guard Support of Civil Authorities (NGSCA) and Defense Support of Civil Authorities (DSCA) through the Director of Military Support (DOMS) office in accordance with the New Hampshire State Emergency Operations Plan (NHSEOP) and existing New Hampshire National Guard (NHNG) All Hazards Operations Plans.

The Governor has the authority to order all or any part of the NHNG (Army and Air) onto State Active Duty (SAD) to assist State and local officials. The Governor may request Federal Title 32 funding once the NHNG is ordered to SAD. When directed by the Governor, or designee, the Adjutant General of New Hampshire (TAGNH) will deploy military assets to assist civil authorities.

Title 10 military assets will be requested with DOMS coordination and the supervision of the Emergency Preparedness Liaison Officer (EPLO). Title 10 military resources include the reserve and active duty components of the United States Army, Navy, Air Force, and Marine Corps.

Purpose

The purpose of this annex is to provide a framework for coordination of military support to civil authorities throughout New Hampshire in times of a major emergency or catastrophic disaster.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event requiring military resources to assist in consequence management operations.

General

1. The NHNG is responsible for the coordination of all ESF 16 administrative, management, planning, training, preparedness, and mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF- 16 SOP and the NHNG All Hazards Plan.
2. Supporting agencies will assist the NHNG in planning and execution of the above.
3. ESF 16 will advise the SEOC Operations Chief on NHNG and/or military capabilities and assets, ongoing mission status, troop numbers, estimated costs, and operational considerations.
4. The SEOC Operations Chief will contact the DOMS directly with Emergency Support questions or requests. DOMS is responsible to return SEOC phone calls as soon as possible. If contact is required after hours and the DOMS is unavailable, SEOC should first attempt to contact the Joint Operations Center (JOC) 24/7 on-call phone and, if unable to reach the JOC, then call Pease Command Post for assistance.
5. Upon issuance of a Governor's Executive Order, TAGNH will mobilize and deploy military assets to the emergency, conduct NGSCA operations, and provide support to ESF 5, Emergency Management, as directed by HSEM.
6. As an emergency develops or upon the occurrence of a disaster, the NHNG will dispatch the ESF 16 support cell to the State Emergency Operations Center (SEOC). The Support Cell will



consist of a Mission Assignment Coordinator (MAC), Liaison Officer (LNO), and the DOMS when appropriate.

7. ESF 16, through planning cells under the authority of the Director of the Joint Staff (DJS), will assess and validate mission requests and coordinate with the NHNG Joint Operations Center (JOC) in order to determine appropriate military assets and ensure the timely execution of assigned missions.
8. Military Assistance
 - a. Military assets will normally be committed as a supplement and enhancement to civil resources, in order to cope with the loss of essential public services, provide humanitarian aid, and assist with property protection requirements caused by an emergency event.
 - b. Military assistance is limited to missions that, because of experience and/or the availability of needed resources, can be accomplished by the military more effectively than another agency of government.
 - c. Military units will maintain task force, unit, and/or detachment integrity at all times. This ensures that unit commanders have the ability to coordinate logistical and mission support requirements as well as maintain personnel accountability.
9. ESF 16 will coordinate closely with federal military organizations (Active Duty/Federalized Reservists) to include the Emergency Preparedness Liaison Officer (EPLO) and the Defense Coordinating Element (DCE) to ensure proper coordination of all missions and mutual support where appropriate.
10. NGSCA/DSCA operations will terminate as soon as civil authorities resume control of civil emergency response operations.

Organization

1. **Organizational Chart (Command & Control):** ESF 16 shall function under the direction and control of the Operations Chief. (*See Organizational Chart in SEOP Base Plan*).
2. **Operational Facilities/Sites:**
 - a. **NHNG Joint Force Headquarters (JFHQ)** JFHQ/State Military Reservation is where The Adjutant General (TAG) is located; 1 Minuteman Way, Concord, NH.
 - b. **NHNG Satellite Locations:**
 - i. Littleton, NH - Armory
 - ii. Plymouth, NH - Armory
 - iii. Lebanon, NH - Armory
 - iv. Franklin, NH - Armory
 - v. Hillsborough, NH - Armory
 - vi. Pembroke, NH - Edward Cross Training Complex (ECTC)
 - vii. Concord, NH – Army Aviation Support Facility (AASF)
 - viii. Concord, NH – State Military Reservation (SMR)
 - ix. Hooksett, NH – Field Maintenance Shop (FMS)
 - x. Manchester, NH - Armory



- xi. Milford, NH - Armory
- xii. Nashua, NH - Armory
- xiii. Center Strafford, NH – Regional Training Site
- xiv. Rochester, NH – Armory
- xv. Rochester, NH – USPFO Warehouse
- xvi. Somersworth, NH – Armory
- xvii. Portsmouth, NH – Armory
- xviii. Newington, NH – Pease Air National Guard Base (ANGB)

3. **Field Operations:** ESF 16 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
4. **Federal Resources:** ESF 16 will coordinate mission tasking with the DCE, when the State of New Hampshire requests Department of Defense (DoD) resources or assistance.

Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 16 representation.
2. The lead agency will then notify the support agencies and determine coverage for the ESF 16 desk in the SEOC.
3. ESF 16 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 16 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure they are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.



ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness for current inventories of personnel, supplies, and equipment.
2. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
3. Organize and staff ESF 16 with the capability to function on a 24-hour schedule.
4. Develop plans for the rapid alert, notification, and assembly of units to be called to SAD/ Title 32. Initial notification to the NH force will be conducted by the NH JOC and/or Pease Command Post.
5. Develop plans to provide support for Quick Reaction Force (QRF). The NHNG QRF consists of 30 full-time Army and 30 full-time Air guardsman. The QRF will deploy within 2-hours during normal duty hours and within 4-hours during non-duty hours. The QRF can provide service support operations such as:
 - a. Evacuation/Transportation
 - b. Traffic Control Points
 - c. Morale and Welfare Checks
 - d. Sand Bag Operations
 - e. Power Generation
 - f. Facility, administrative, and security support for Shelter Management Operations at National Guard Facilities
6. Ensure ESF 16 staff is trained on the NH State Emergency Operations Plan, JOC SOP, and MAC and LNO plans and procedures.
7. Integrate NIMS principles in all aspects of planning for ESF 16.
8. Maintain notification systems to support emergency/disaster response.
9. Synchronize bilateral training with SEOC and other state agencies.
10. All ESF 16 personnel must complete all required ICS/NIMS training, as outlined in the current NHNG JTF YTP.
11. Ensure procedures are in place to document costs for any potential reimbursement. The SAD cost estimate process must be documented in the NH-JOC SOP.
12. 12th Civil Support Team will continue to train with NH First Responders and participate in EM training exercises. The 12th CST is the NHNGs primary point of contact for New Hampshire's Radiological Emergency Plan (REP).



Response Actions

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period.
2. Provide information and status on National Guard efforts to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 16 duty.
4. Notify units in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Evaluate and respond to ESF 16 mission/task requests, including providing available resources equipment and personnel for fulfilling ESF missions. Maintain situational awareness of resources committed to an incident.
7. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
8. Coordinate valid mission tasks in support of current operations and general state operations and coordinate mission requests in support of ESF 5.
9. Coordinate with the NHNG JOC/JTF to identify and obtain required assets to efficiently accomplish the mission.
10. 12th CST is prepared to respond immediately to a validated request from the Governor, HSEM (ESF 5), or a local Incident Commander.

Recovery Actions

1. Maintain information and status of military resources to SEOC Operations via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
4. Ensure ESF 16 lead and support agencies document event-related costs for any potential reimbursement.
5. Continue to coordinate NGSCA/DSCA operations during the recovery period.

Mitigation Actions

1. Support and plan for mitigation measures, including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
2. Review, evaluate, and comment on proposed State Hazard Mitigation Plan amendments upon initiation and within review period.
3. Prepare for the arrival of DoD assets, if appropriate.
4. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.
5. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports, and action plans.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 16 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their resources and contracts.
3. Participate in the evaluation and mission assignment of ESF 16 resource requests submitted to the SEOC, including resources that are available through mutual aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

New Hampshire National Guard

1. The primary point of contact for ESF 16 is the NHNG Director of Military Support (DOMS). The SEOC can contact the DOMS directly or through the Joint Operations Center. Any requests for NHNG support will need to be coordinated through the DOMS. He/she should be contacted first, and he/she will be responsible to coordinate further with subordinate NHNG units to support the request.
2. Identify and assign NHNG personnel to staff ESF 16 in the SEOC.
3. Coordinate with ESF 5 upon activation.
4. Coordinate with JFHQ-JOC to provide NHNG personnel as required.
5. Upon issuance of a Governor's Executive Order, TAGNH will mobilize NHNG forces to SAD, deploy military assets to the emergency, and conduct DSCA operations to support state operations in the following areas:
 - a. Evacuation operations
 - b. Search and rescue operations
 - c. Transportation of supplies
 - d. Providing and operating power generation equipment
 - e. Route/debris clearance operations
 - f. Aviation operations
 - g. Security operations in support of law enforcement
 - h. Water supply operations
 - i. Communications support
 - j. Support to logistics staging area operations (LSA)
 - k. Support to firefighting and HAZMAT operations
 - l. Support to county Points of Distribution (POD)



6. Contact the supported agency's local point of contact for mission coordination and determine the number of personnel and type of equipment necessary for specific mission assignments.
7. Provide support to local law enforcement for security operations.
8. Contact National Guard partners regarding potential, likely, and existing EMAC requirements based on the agreed upon All Hazards Response Framework.
9. Assist the Logistics Cell in supporting Logistical Staging Areas (LSA) to include:
 - a. Coordinating, staffing, and equipping LSAs
 - b. Providing transportation to and assisting with material handling at LSAs
10. Provide representation on the Recovery Task Force.
11. ESF 16 lead and support agencies will maintain a list of personnel and equipment within the DOMOPS Viewer to support NGSCA/DSCA operations.

Resource List

The following are potential resource needs to support ESF 16 missions/tasks.

Equipment

NHNG equipment and mission ready force packages are outlined in the NHNG All Hazards Domestic Operations Plan and the NHNG DOMOPS Viewer.

Coordination with Other Emergency Support Functions

ESF 16 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Notifying ESFs and support agencies of any pertinent information that may affect their ability to carry out missions/tasks.

Mutual Aid

Lead and support agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states, or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements that may affect resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

Attachments

Plans/Procedures, Etc.

1. NH National Guard All Hazards Domestic Operations Plan (OPLAN 1000-19) can be accessed at <https://gko.portal.ng.mil/states/NH/JS/J3/SitePages/Home.aspx>
2. NHNG DOMOPS Viewer can be leveraged at <https://ngdomops.maps.arcgis.com>
3. ESF 16 Contact List



MOUs/MOAs

1. MOU between the NHNG and HSEM for use of NHNG SMR-JFHQ by HSEM as an alternate SEOC for the purpose of COOP. (On file in the DOMS office)
2. MOU between NHNG and NHF&G for provision of aviation support for SAR operations within NH.
3. All relevant MOUs/MOAs are on file in the NHNG JOC and the NH Department of Military Affairs and Veterans Services Office in Concord.

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION 17 - CYBERSECURITY

2019

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Acronyms

CDP	Cyber Disruption Plan
CISA	Cybersecurity and Infrastructure Security Agency
CISO	Chief Information Security Officer
DHS	Department of Homeland Security
DOD	Department of Defense
DOIT	Department of Information Technology
DOS	NH Department of Safety
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	NH Division of Homeland Security and Emergency Management
IC	Incident Commander
IEMAC	International Emergency Management Assistance Compact
ITSG	Information Technology Security Group
JIC	Joint Information Center
LOA	Letter of Agreement
MOU	Memorandum of Understanding
MS-ISAC	Multi-State Information Sharing and Analysis Center
NCCIC	National Cybersecurity and Communications Integration Center
NCIRP	National Cyber Incident Response Plan
NH-CIC	NH Cyber Integration Center
NHIAC	NH Information and Analysis Center
NHNG	NH National Guard
NHSP	NH State Police
NIMS	National Incident Management System
NIMS	National Incident Management System
NRF	National Response Framework
PIO	Public Information Officer
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure



Lead Agency

NH Department of Information Technology (DoIT)

Support Agencies

NH Department of Safety (DOS), Information and Analysis Center (NHIAC)

NH Cyber Integration Center (NH-CIC)

NH National Guard (NHNG)

NH Department of Safety, Division of Homeland Security and Emergency Management (HSEM)

Multi-State Information Sharing and Analysis Center (MS-ISAC)

Introduction

Cyber incidents may take a number of different forms: an organized cyberattack, an exploit such as a virus or worm, a natural disaster with significant cyber consequences, or other incidents capable of causing extensive damage to critical cyber infrastructure. Cyber incidents can occur at any time with little or no warning, may quickly overwhelm public and private sector resources, and result in secondary consequences that threaten life, safety, property, critical infrastructure, the economy, and/or the ability to deliver essential services. Cyber incidents may not be associated with specific geographical areas and may lack an easily identifiable signature. Cyber incidents may impede communications necessary for coordinating response and recovery actions.

While owners and operators of critical infrastructure systems can and should take precautions to protect their systems prior to the occurrence of a cyber incident, it is reasonable to assume that some owners/operators may have failed to or are unable to do so. Most cyber infrastructure is owned and operated by the private sector. Effective response to and recovery from a cyber incident will require cooperation and coordination between the public and private sectors. Rapid identification, robust information sharing, and coordinated investigative and response or remediation activities may limit the impacts of a cyber incident.

Purpose

In the event of a significant cybersecurity incident, ESF 17 provides a centralized entity for responding to a cyber incident that affects the State of New Hampshire. ESF 17 provides a means of defining, specifying, and maintaining the functions and resources required to ensure timely and consistent actions, communications, and response efforts. Additionally, ESF 17 ensures appropriate coordination and inclusion of necessary state, federal, and local agencies and private industry, in order to minimize the impact of a cybersecurity incident. Significant cybersecurity incidents may occur independently or in conjunction with disaster emergency operations and potentially could impact public health, safety, or critical infrastructure.



Concept of Operations

This annex will be activated at the direction of the DoIT Commissioner and HSEM Director when there is potential for or an actual disaster situation or a planned event affecting cybersecurity.

General

1. ESF 17 can be partially or fully activated, depending on the demands of an incident. The full activation of ESF 17 will be a joint decision between DoIT and HSEM, in accordance with the cyber severity matrix.
2. Not all cyber incidents will require standing up the SEOC, even if ESF 17 has been engaged. The State has resources and expertise that can be used to supplement local and private sector efforts. Federal assistance may be requested to support state and local efforts if an incident exceeds state and local capabilities. Depending on the magnitude of the incident, resources from other states or the federal government may not be available for use in New Hampshire for as long as 72 hours after a cyber incident is detected.
3. Core members of ESF 17 (i.e., DoIT CISO [or designee], ITSG, and NH-CIC) will be activated for any cyber event or incident, regardless of severity, at Level 1. This core group will be responsible for initiating the process of escalating response to address the needs of the incident.
4. DoIT CISO will coordinate the activities of ESF 17, as directed by the DoIT Commissioner and Incident Commander.
5. At the discretion of DoIT and HSEM, ESF 17 may receive a notification or situational awareness update during a low severity incident, but will not be activated beyond the core members.
6. Once an incident escalates from low to medium severity, ESF 17 will be partially activated.
7. During a partial activation, a small contingency of ESF 17 will implement response operations under the direction of ESF 17 leadership.
8. Membership of this contingency will be determined by DoIT and HSEM, at the time of activation, in order to meet the needs of the incident.
9. Once an incident escalates from medium to high severity, ESF 17 will be fully activated.
10. During a full activation, the State Emergency Operations Center (SEOC) will be operational and complete (or near-complete) membership of ESF 17 will be utilized.
11. DoIT and HSEM will virtually activate ESF 17 as needed, to support response activities.



Organization

1. **Command & Control:** ESF 17 shall function under the direction and control of the Information and Planning Section under the SEOC Planning Chief. *(See Organizational Chart in SEOP Base Plan.)*
2. **Operational Facilities/Sites**
 - a. New Hampshire Cyber Integration Center (NH-CIC-E and NH-CIC-W)
3. **Federal Resources:** When ESF 17 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Planning Chief, as required.

The National Cyber Incident Response Plan (NCIRP) outlines DHS/CISA statutory responsibilities. These include reporting suspected or confirmed cyber incidents, including when the affected entity may be interested in government assistance in removing the adversary; restoring operations; and recommending ways to improve security.

Report if the cyber incident may:

- a. Result in a significant loss of data, system availability, or control of systems
- b. Impact a large number of victims
- c. Indicate unauthorized access to or malicious software present on critical IT systems
- d. Affect critical infrastructure or core government functions
- e. Impact national security, economic security, or public health and safety

The DHS/CISA National Cybersecurity and Communications Integration Center (NCCIC), NCCIC@hq.dhs.gov, (888) 282-0870, provides the following:

- a. Information exchange
- b. Training and exercises
- c. Risk and vulnerability assessments
- d. Data synthesis and analysis
- e. Operational planning and coordination
- f. Watch operations
- g. Incident response and recovery

4. **Contracts and Contractors:** Resources that are available through ESF 17 may, at times, best be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.



Notification

1. DOIT will notify HSEM when a cybersecurity event or incident is classified at Level 1 on the State Cyber Severity Matrix.
2. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 17 representation.
3. The lead agency will then notify the support agencies and determine coverage for the ESF 17 desk in the SEOC.
4. ESF 17 agencies will make notifications to their appropriate regions, districts, local offices, etc.
5. The above notification process will be utilized for all phases of activation and activities in which the ESF 17 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure they are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness through coordination with ESF 17 support agencies for current inventories of available resources.
2. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
3. Support the Emergency Management Assistance Compact (EMAC) and the International Emergency Management Assistance Compact (IEMAC), including training of ESFs on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
4. Annually review the Federal Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
5. Integrate NIMS principles in all aspects of planning for ESF 17.
6. Maintain notification systems to support emergency/disaster response.
7. Maintain personnel lists and resource contacts in a state of readiness appropriate to existing and anticipated emergency conditions.



8. Ensure training and personnel rosters for assignment to the SEOC during activation. Prepare for sufficient personnel for an extended and/or 24-hour activation period.
9. Users of networked systems may prevent cyber incidents by proper usage of networks, systems, and applications in compliance with applicable information security policies.
10. Users of networked systems may prevent cyber incidents by creating, implementing, and maintaining policies, and procedures to secure networks, systems, and applications.
11. Ensure procedures and program/contact information are up-to-date. Discuss lessons identified from incidents and exercises and explore creative ways to leverage resources.
12. Communicate and share information with other lead and supporting agencies/organizations, and with other agencies/organizations, as appropriate.
13. Collaborate with other lead and supporting agencies/organizations and others, as appropriate, on prevention/protection/mitigation initiatives.
14. Develop and maintain operational plans and procedures, resource directories, and emergency contact lists to support ESF 17 activities, including response and recovery actions.
15. Ensure all lead and supporting agencies/organizations have at least primary and secondary points of contact and other pre-designated staff, as necessary, to support this annex and SEOC operations.
16. Ensure all lead and support agencies/organizations' responders are properly and regularly trained in WebEOC.
17. Ensure that HSEM's Operations Section has a current roster of lead and supporting agency/organization primary and secondary points of contact and that HSEM's Operations Section is promptly notified of staff changes. Contact information should be readily updated in WebEOC.
18. Ensure procedures are in place to quickly notify and communicate with primary and secondary points of contact each lead and supporting agency/organization, and for other personnel who may be called upon to support this plan.
19. Ensure that points of contact and support staff of lead and supporting agencies/organizations who may be called upon to support this annex or SEOC operations are and remain properly trained on ESF 17 and SEOC procedures and operations.
20. Develop coordination mechanisms, strategies, and requirements for post-incident assessments, plans, and activities that are scalable to incidents of varying types and magnitudes.
21. Conduct after action discussions of prior ESF 17 efforts and other studies to improve future operations.
22. Develop long-term strategies and plans in coordination with other relevant stakeholders to address key ESF 17 issues regarding cyber incidents.
23. Develop plans, procedures, and guidance delineating appropriate participation and available resources that take into account the differing technical needs and statutory responsibilities.



Response Actions

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period.
2. Provide updates and briefings for personnel reporting for ESF 17 duty.
3. Notify ESF 17 counterparts in the threatened or impacted areas.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Evaluate and respond to ESF 17 mission/task requests, including providing available resources, equipment, and personnel for fulfilling ESF missions. Maintain situational awareness of resources committed to an incident.
6. Consult Cyber Disruption Plan for specialized actions.
7. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
8. Oversee and track containment and restoration activities, including actions taken, resource assignments, and notifications.
9. Provide situational awareness and subject-matter expertise and solutions during a response.
10. Identify appropriate subject matter experts to recognize threats and vulnerabilities to IT networks, with respect to emergency management objectives and priorities for potential cyber-related events.
11. Identify appropriate subject matter experts to ascertain remediation and mitigation measures (e.g., plans, procedures, hardening measures, etc.) for threats and vulnerabilities, with respect to emergency management objectives and priorities for potential cyber-related events.
12. Make an initial determination of damage, compromise, and risk; identify immediate corrective actions to contain damage, minimize risk, and preserve evidence.
13. Engage appropriate subject matter experts to assess threat and risk levels and make recommendation for immediate action.
14. Monitor disruption events to determine scale and scope and to determine if the event is contained or escalating.
15. Gather and share information that may indicate the development of a larger or more regional-level disruption event.
16. Provide other cybersecurity experts or representatives in the region with situational awareness and assistance during a catastrophic incident as necessary and possible.
17. Help coordinate IT-related response activities pursuant to an Incident Action Plan.
18. Coordinate with emergency management support staff to procure critical cyber-related resources.
19. Provide situational awareness and subject matter expertise and solutions for an Incident Commander during a response, including:



- a. Assist Operations Staff in understanding technical and operational issues regarding cyber-related resources and networks.
 - b. Assist Planning Staff in the development of priorities and objectives of a long-term response to a large-scale cyber disruption incident.
- 20. Coordinate ESF 17 support to other ESFs regarding primary, secondary, or cascading impacts. Ensure that other ESFs have an understanding of these impacts and their relationship to potential, perceived, or actual threats.
- 21. Conduct ongoing reassessment of priorities and strategies to meet the most critical needs.
- 22. **Radiological Emergency Preparedness Actions**
 - a. Refer to the ESF 17 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Actions

- 1. Maintain information and status of cybersecurity infrastructure to SEOC Planning via WebEOC.
- 2. Continue to coordinate activities and requests with partner ESFs.
- 3. Coordinate replacement and restoration of damaged or destroyed equipment and facilities in the affected areas.
- 4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
- 5. Ensure ESF 17 lead and support agencies document event-related costs for any potential reimbursement.

Mitigation Actions

- 1. Participate in continuous employee education on cyber security.
- 2. Monitor network traffic for suspicious activity in coordination with DoIT, NHIAC, NHSP, and HSEM.
- 3. Know where sensitive data resides and be aware of the protection strategy, including encryption and monitoring.
- 4. Perform annual penetration testing and routine vulnerability assessments.
- 5. Prepare for worst-case scenarios.
- 6. Provide input to the State Hazard Mitigation Plan as needed.
- 7. Support and plan for mitigation measures, including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
- 8. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 17 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their cybersecurity assets.
3. Participate in the evaluation and mission assignment of ESF 17 resource requests submitted to the SEOC, including resources that are available through mutual aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Information Technology (DoIT)

1. Notify HSEM when a cybersecurity event or incident is classified at Level 1 on the State Cyber Severity Matrix.
2. Implement the state Cyber Disruption Plan, if appropriate.
3. Oversee the development of an incident-specific response strategy.
4. Monitor disruption events to determine scale and scope and to determine if the event is contained or escalating
5. Provide other cybersecurity experts or representatives in the region with situational awareness and assistance during a catastrophic incident, as necessary and possible.
6. Determine whether to activate cyber insurance policy or assign responsibility for doing so.
7. Oversee and track containment and restoration activities including actions taken, resource assignments, and notifications.
8. Conduct technical discovery, threat, and impact analysis in support of incident response.
9. Staffing the ESF 17 desk in the SEOC, as appropriate and as set forth in this Annex.
10. Identify, train, and assign personnel to staff ESF 17 in the SEOC.
11. Notify all ESF 17 supporting agencies upon activation.
12. Assign personnel to the ESF 17 duty schedule at the SEOC.
13. Provide staff and resources necessary to conduct impact assessments of the affected area(s).

Support Agencies

1. NH Department of Safety, Information and Analysis Center (NHIAC)

- a. Gather, analyze, and communicate pre-incident intelligence from multiple sources.
- b. Maintain critical infrastructure and key resources sector contact distribution lists.
- c. Provide accurate and timely intelligence products.
- d. Provide direct analytical support for investigations involving precursor criminal activity.



- e. Promote awareness of priority intelligence requirements and of indicators of threats to the State.
- f. Conduct threat information sharing both inside and outside the government, including best practices, investigative information, coordination of incident response, and incident mitigation.
- g. Assist in attributing the source of cyber-attacks through NHIAC resources and the network of fusion centers.

2. NH Cyber Integration Center (NH-CIC)

- a. Facilitate information sharing amongst state response partners.
- b. Provide real-time intelligence during a cyber incident.
- c. Support response operations as requested.
- d. Conduct technical discovery, threat, and impact analysis in support of incident response.
- e. Provide updates to the DoIT Commissioner and CISO, or designees, as requested.
- f. Provide subject matter expertise as requested.
- g. Participate in coordination calls to communicate relevant updates and concerns to leadership.
- h. Gather and share information that may indicate the development of a larger or more regional-level disruption event.
- i. Record observations during response operations to inform after action reporting.

3. NH National Guard (NHNG)

- a. Assist with pre-disaster planning and resource acquisition.
- b. Assist with emergency response by providing technical expertise and guidance as allowed by activation status.
- c. Inform the development of the state's technical response strategy (i.e., pre-incident planning).
- d. Provide incident response augmentation, cyber incident hunt teams, cyber incident mitigation and recovery actions.
- e. Share and synchronize actions and information with and among mission partners in order to protect United State Department of Defense (DOD) information networks, software, and hardware and enhance situational awareness to improve preparedness for DOD mission requirements, and to improve cybersecurity unity of effort.
- f. Engage in training activities during which mission partners participate or observe for the purpose of sharing best practices and enhancing DoD cyberspace-related knowledge, skills, and capabilities.



- g. Provide advice to mission partners that aids in the development of potential strategies, plans, and solutions for preventing, protecting, and defending against, responding to, mitigating the effects of, and recovering from cyber incidents.
- h. Support mission partners in their prevention of, protection against, mitigation against, and recovery from a cyber incident.

4. **NH Department of Safety, Division of Homeland Security and Emergency Management**

- a. Coordinate with DoIT Commissioner to activate the CDP.
- b. Support DoIT in the coordination of response to a significant incident.
- c. Assign responsibility for communications during a significant incident.
- d. Coordinate with the DoIT Commissioner to schedule and facilitate a coordination call with key stakeholders.

5. **Multi-State Information Sharing and Analysis Center (MS-ISAC)**

- a. MS-ISAC Security Operations Center, 866-787-4722, soc@msisac.org
- b. Incident response assistance in the following areas:
 - i. Emergency conference calls
 - ii. Forensic analysis
 - iii. Log analysis
 - iv. Mitigation and response recommendations
 - v. Reverse engineering
 - vi. Threat intelligence

Coordination with Other Emergency Support Functions

ESF 17 will coordinate with other ESFs through the SEOC by:

- 1. Notifying organizations of available resources.
- 2. Providing availability of subject matter experts for specialized requests.
- 3. Providing communications and alerting support for other ESF responders and to meet needs as requested and as capable.

Mutual Aid

Lead and support agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements that may affect resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.



Resource List

Contracts

1. New Hampshire Cyber Insurance

Attachments

Plans/Procedures, Etc.

1. State of New Hampshire Cyber Disruption Plan, 2018, Department of Information Technology and Department of Safety, Homeland Security and Emergency Management

Record of Update

Date	Title and Agency of ESF Lead Approving Update





NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION ESF 18 – BUSINESS AND INDUSTRY

2019

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Acronyms

DOS	NH Department of Safety
BIA	NH Business and Industry Association
DBEA	Department of Business and Economic Affairs
DOL	Department of Labor
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NHES	NH Employment Security
NIMS	National Incident Management System
NIMS	National Incident Management System
NRF	National Response Framework
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure



Lead Agency

NH Department of Business and Economic Affairs (DBEA)

NH Department of Safety, Division of Homeland Security and Emergency Management (HSEM)

Support Agencies

NH Employment Security (NHES)

NH Department of Labor (DOL)

Secretary of State (SOS)

Insurance Department

NH Business and Industry Association (BIA)

Private Sector Companies

Introduction

The physical safety and economic security of the citizens, business and industry of New Hampshire are issues of common concern to the public and private sectors. There are actions these entities can take to prepare for, respond to, and quickly recover from an impact to New Hampshire's business and industry. These actions will minimize business interruption and ensure the State's economic engine remains strong.

A significant portion of New Hampshire's economic and physical infrastructure is situated in and managed by the private sector. This segment of the economy must be represented during New Hampshire's disaster response to assist with risk communication, hazard/vulnerability assessments, loss prevention activities, lifeline protection, prioritization restoration, and business recovery.

Purpose

The purpose of Emergency Support Function 18 – Business and Industry is to provide a framework for coordination and cooperation among public and private sector partners before, during and after disasters, emergencies or planned events in New Hampshire. Close collaboration between public and private sector partners throughout all phases of emergency management improves community resilience and ensures effective use of resources during emergencies.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential or actual disaster situation or planned event affecting New Hampshire that requires coordination between public and private sectors.

General

1. HSEM and DBEA, as the Lead Agencies, must ensure that through coordinated annual planning, all ESF 18 agencies are:
 - a. Participating in reviews and maintenance of the ESF 18 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 18 in the SEOC; and,



- c. Coordinating, attending, and participating in ESF 18 meetings, training sessions, conferences, and exercises.
2. Maintain manual or automated listings of DBEA and Support Agency emergency points of contact that may need to be contacted by ESF 18 representatives, and;
3. Coordinate ESF 18 activities in the SEOC during periods of activation by developing and maintaining the ESF 18 staffing schedule.
4. Coordinate evaluation and performance of mission/task requests.
5. Ensure the status of committed and uncommitted resources is tracked during activation of the SEOC.
6. Ensure Unified Command is used to manage assets in the field due to the number and variety of government and private sector organizations that may be involved.

Organization

1. **Organizational Chart (Command & Control):** ESF 18 shall function under the direction and control of the SEOC Planning Chief. (See Organizational Chart in SEOP Base Plan.)
2. **Federal Resources:** When ESF 18 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Planning Chief and Logistics Chief, as required.
3. **Contracts and Contractors:** Resources that are available through ESF 18 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the Lead Agency points of contact when there is, or will be an SEOC activation requiring ESF 18 representation.
2. The Lead Agency will then notify the Support Agencies and determine coverage for the ESF 18 desk in the SEOC.
3. ESF 18 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 18 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their Lead Agency updated upon all activities and actions.



4. The Lead Agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure they are properly documented.
5. Lead and Support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the Lead Agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Cooperate with federal and State entities and continue to support sharing of information about physical and cyber threats, vulnerabilities, incidents, potential protective measures, and best practices.
2. Develop strategies in coordination with HSEM to incorporate private sector/business into ESF 18.
3. Participate in State exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC) including training of ESF on EMAC/IEMAC responsibilities, and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
5. Annually review the U.S. Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
6. Integrate NIMS principles in all aspects of planning for ESF 18.
7. Maintain notification systems to support emergency/disaster response.
8. Maintain a system to recognize credentials of associated agencies/personnel.
9. Assist SEOC planners with protection, response, restoration and recovery priorities, and plans for such private sector critical lifelines as:
 - a. Health and medical
 - b. Food processing, distribution, and sale
 - c. Electrical power generation and distribution
 - d. Communications
 - e. Transportation
 - f. Banking
 - g. Insurance
 - h. Fuel
 - i. Building trades industry/forest products
 - j. Large building supply retailers
 - k. Hospitality and related service businesses
 - l. Light and heavy manufacturing and distribution



Response Actions

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period.
2. Gather situational awareness and provide information on impacts, key events, status of response actions, and the like, in particular:
 - a. Status of businesses (open, closed, damaged, etc.) in and around impacted area.
 - b. Status of key commodities at stores (and in transit) in and around impacted area.
 - c. Status and needs of survivors and communities as reported by the private sector.
 - d. Significant issues that businesses are facing, particularly those for which the public sector can facilitate or expedite solutions, in particular issues relating to critical infrastructure or disruption to commodity supply chains.
3. Assist, receive reports, and analyze private sector damage assessment information, e.g., insurance industry reports.
4. Provide updates and briefings for personnel reporting for ESF 18 duty.
5. Notify ESF 18 counterparts in the threatened or impacted areas.
6. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
7. Provide broad assessments of visitor volume in impacted destination sites.
8. Coordinate with the Insurance Department for credentialing of adjusters.
9. Monitor and report on business/industry specific response, recovery, and restoration teams.
10. Assist SEOC planners with developing protection and response priorities and plans for private sector critical lifelines and other economic/business sectors.
11. Facilitate information sharing between government entities and private sector partners.
12. Provide referrals to ESF 14 for offers of volunteers or need for volunteer assistance.
13. Consult incident specific annexes for specialized actions.
14. Support requests and directives resulting from a Governors State of Emergency Declaration and/or Presidential Disaster Declaration.
15. Evaluate the probability and period of the recovery phase for the event. Continue development of an “After-Action Report” for ESF 18.
16. **Radiological Emergency Preparedness Actions**
Refer to the ESF 18 section of the NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies.



Recovery Actions

1. Maintain information and status of business and industry activities to SEOC Planning via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Coordinate with NH Insurance Department who will monitor the deployment/activities of insurance claims adjusters.
4. In coordination with State and Federal government, NH Insurance Association and the NH Insurance Department, assist in identifying and documenting economic and insurance impacts and losses.
5. In case of a Small Business Administration (SBA) eligible disaster, assist in communicating eligibility criteria to affected businesses.
6. Assist SEOC planners with restoration and recovery priorities and plans for private sector critical lifelines and other economic and business sectors.
7. Coordinate with business community needing assistance, as well as the business community who can donate support.
8. As requested, and as information is available, provide reports on impacts to affected businesses.
9. Conduct business registration for post-disaster reentry as requested.
10. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
11. Ensure ESF 18 Lead and Support Agencies document event related costs for any potential reimbursement.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Promote business continuity planning for private sector businesses to increase resilience and lessen the impacts of future emergencies.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SME's) to support ESF 18 in the SEOC.
2. Participate in the evaluation and mission assignment of ESF 18 resource requests submitted to the SEOC including resources that are available through mutual-aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Business and Economic Affairs (DBEA)

NH Department of Safety, Division of Homeland Security and Emergency Management (HSEM)

1. Identify, train, and assign personnel to staff ESF 18 in the SEOC.
2. Notify all ESF 18 supporting agencies upon activation.
3. Coordinate with ESF 18 partners and allies to provide information on known available business and industry assets.
4. Provide input on operational needs for restoration of business and industry during the emergency.
5. Assist in the identification of businesses and industry needing immediate assistance.
6. Provide tourist occupancy data and visitor volume estimates
7. Develop and maintain listings of commercial and industrial suppliers of services and products to include points of contact associated with business and industry related functions.
8. During response and initial recovery, assist HSEM in conducting business registration for post-disaster reentry.
9. Maintain situational awareness of business and industry operations and provide updates to SEOC.
10. Provide tourism business disruption estimates following a disaster.
11. Create estimates of tourist occupancy (i.e., percent of hotel rooms occupied in a given area) or worst case estimates of the number of tourists for disaster relief planning. Provide this information to SEOC as well as the private sector (hospitality industry).
12. Monitor and communicate, as requested, lodging vacancies reported by the industry.
13. Coordinate post-event marketing efforts to recover tourism business.

Support Agencies

1. NH Employment Security (NHES)

- a. Coordinate with businesses requesting volunteers to augment their work force or those providing volunteer workforce.



- b. Collaborate with local public-private partnerships and workforce development areas to assist affected customers and businesses in impacted areas.
- c. Coordinate employment opportunities with the business community to facilitate disaster recovery efforts.
- d. Coordinate employment opportunities with businesses and affected customers in need of temporary employment.
- e. Provide post-incident Disaster Unemployment Assistance as required.

2. NH Department of Labor (DOL)

- a. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities.
- b. Request U.S Department of Labor Dislocated Worker Grant (DOL DWG) provisions for displaced workforces as required.
- c. Provide technical assistance for workplace health and safety after a disaster

3. Secretary of State, Corporation Division

- a. Maintain a statewide database of registered businesses.
- b. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities.

4. Insurance Department

- a. Coordinate the licensing of emergency adjusters according to NH Department of Insurance current processes.
- b. Obtain and distribute identification badges to adjusters and coordinate insurance claim adjusters' entry into disaster areas for initial assessments.
- c. Maintain capability for monitoring and coordinating the deployment and activates of insurance claims adjusters working within the area of operations.
- d. Share emergency management and incident information with insurance carriers and adjuster staffs.
- e. Assist in identifying and documenting economic and insurance impacts and losses.

5. NH Business and Industry Association

- a. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities.
- b. Solicit local chambers of commerce for assessment of damages and economic injury, post-incident.
- c. Represent private businesses during emergencies and serve as a conduit to state government.
- d. Work with member organizations to develop a list of critical commodities that can be pre-positioned in advance of an event.



- e. As requested, coordinate private sector resources to support SEOC operations.
- f. As needed, obtain information from member organizations to provide to the SEOC.

6. Private Sector Companies

- a. Obtain resources as needed to support SEOC requests.
- b. Provide pertinent information on impacts to respective business and supply chains.
- c. As requested, coordinate private sector resources to support SEOC operations.
- d. Other businesses and organizations not explicitly covered in this annex may have authorities, resources, capabilities, or expertise required to support ESF 18 activities. These businesses/organizations may be requested to support ESF 18 activities as needed.

Coordination with Other Emergency Support Functions

ESF 18 will coordinate with other ESFs through the SEOC by:

- 1. Notifying organizations of available resources.
- 2. Providing availability of subject matter experts for specialized requests.
- 3. Notifying ESFs and Support Agencies of any pertinent information that may impact their ability of the to carry out missions/tasks.

Mutual Aid

Lead and Support Agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support Agencies should keep the Lead Agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

Record of Update

Date	Title and Agency of ESF Lead Approving Update

