

EMERGENCY OPERATIONS PLAN
ESF-5 Emergency Management

EMERGENCY SUPPORT FUNCTION 5

1. PURPOSE

The purpose of Emergency Management ESF 5 is to facilitate the coordination of emergency preparedness and response activities for the City of New Haven during any large scale incidents and/or disasters. It will also serve as the liaison for the coordination of all State and Government Response Agencies, Emergency Support Functions, the City of New Haven's Emergency Response Agencies, and the New Haven Emergency Operations Center. This ESF is critical to the successful execution of all planning, training, exercising, response, and recovery activities essential in handling emergencies requiring intervention from Mutual Aid partners including, but not limited to; all regional, state and federal agencies.

2. SCOPE

Emergency Management serves as the information and planning element during any large scale incident affecting the residents of the City, such as any natural or manmade disaster requiring a multi-agency response. Emergency Management will support the coordination, communication, and planning before, during and after any large scale incident. These activities may include, but are not limited to the following:

1. Proper notification of City, Regional, State officials.
2. Activation of the Emergency Operations Center.
3. Identification of populations with functional needs and determination of related health, medical, shelter, or other needs they require
4. Management & Coordination of resources, including, but not limited to: personnel, equipment, supplies, and funds.
5. Coordination of information and reporting.
6. Debris Management
7. Recovery operations.

3. SITUATION

A major disaster, man-made or natural can be of such severity and magnitude as to require a multi-agency and multi-jurisdictional response, including the City of New Haven and/or its regional partner communities. These situations may require wide area warning and notification of the public to include mobilization of transportation resources, implementation of traffic control and the opening of local shelter(s). These situations include:

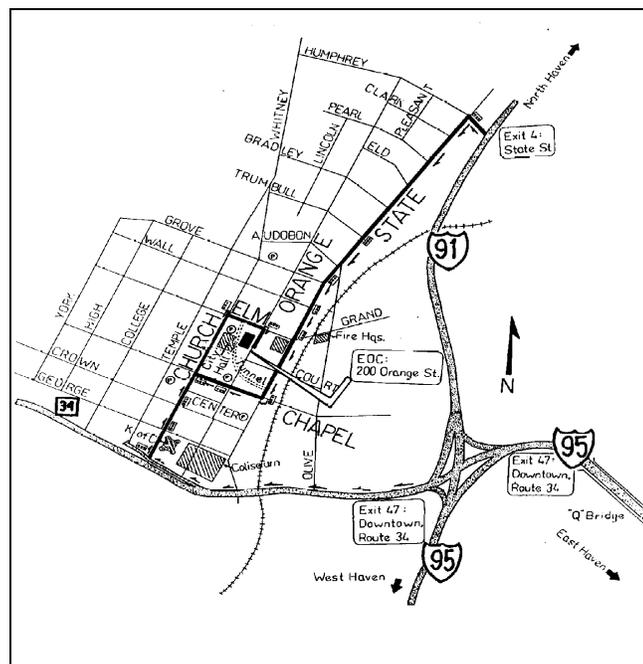
1. Hurricanes
2. Flooding
3. Extreme Cold Events
4. Power Outage
5. Terrorism
6. Public Health Emergencies

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The City of New Haven also serves as a HOST Community for the towns of Lyme and Old Lyme. In the event of a major evacuation in southeast Connecticut due to a release of radiation at the Millstone Nuclear Power Plant in Waterford, the State of Connecticut Radiological Emergency Preparedness Plan would be executed, thereby placing the City of New Haven to activate the HOST plan. (Please see HOST Community Plan).

4. EOC OPERATIONS

The New Haven County Emergency Operations Center (EOC) is located in the basement of the Hall of Records – 200 Orange Street, New Haven, CT.



4.1 EOC ACCESS

Access to the Emergency Operations Center during periods of activation can be obtained by the following methods.

Upon receiving notification of activation of the EOC **during normal business hours Monday – Friday 9:00 AM to 5:00 PM**, all personnel will enter the Hall of Records front entrance and report to the security officer located at the front desk. All personnel will utilize the elevator or stairway and descend to the Basement level and follow signs to the EOC. Additional instructions may be present to gain access to the center. Personnel with card key access may enter through the door marked **EOC** at the loading doors in the Pitkin Tunnel. Those with card key access may also enter the EOC after business hours.

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For access to the EOC **after business hours**, entry will be made through the Pitkin Tunnel. This limited access can be gained through the door marked **EOC** next to the loading doors. Personnel or external agencies should follow instructions located above the red phone box and await entry. Should personnel encounter any difficulty with access to the EOC, the main telephone is 203-946-8224. Cellular phone contact for the EOC is 203-410-0543.

5. NOTIFICATION / ACTIVATION

When the City is impacted by a major emergency or disaster, the Mayor or designee can order activation of the Emergency Operations Center (EOC) to facilitate a communications platform to support the coordinated response of city agencies and/or mutual aid companies. Upon opening of the EOC, the immediate notification of the Department of Emergency Management & Homeland Security Region 2 Coordinator shall be completed. The City's Mass Notification System may be activated for critical staff, CERT or notification to city residents for specific issues as deemed appropriate.

The City of New Haven Emergency Operations Center has been designated to operate at three different levels. The level of activation depends on the assessment of needs by the Director of Emergency Management or designee. He/she may activate the EOC at his/her discretion and will be in charge to insure all procedures for activation are implemented.

5.1 LEVELS OF ACTIVATION

5.11 Limited Activation (As required)

A limited activation of the EOC would be in response to a small scale incident, preparation of an incident, or an event that may require field personnel or resources needed to control the problem.

5.12 Partial Activation (As required)

A partial activation of the EOC would be in response to an incident or event that would require the staff and a limited number of other individuals report to the EOC. This may be due to a considerable amount of resources, an extensive amount of contacts with other agencies and organizations, and the capability of the incident to expand rapidly.

5.13 Full Activation (ERT List)

A full activation of the EOC would require the incident to be large scale and require all agencies and organizations be staffed in the EOC.

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5.14 Activation Procedures

In the event of the need of a Partial or Full Activation of the EOC the following steps would apply:

- Notify all Emergency Management Personnel on each specific Everbridge list that applies to the level of activation. This can be accomplished by the PSAP or EOC.
- Notify the City PSAP of the activation.
- Follow New Haven EOC Standard Operating Procedures.
- Full Security measures will be implemented on a 24-hour basis. The only persons allowed into the facility will be EOC staff, and EOC notification list personnel.

6. RESOURCE COORDINATION

- 6.1.1** The Emergency Management Director or Deputy will serve as the resource manager for all large-scale events. Any resource(s) that is/are needed between departments shall be coordinated through the EOC. Any needed resource(s) that the City is unable to provide, will be requested from DEMHS Region 2 and via WebEOC or through City contractors or agreements already established. Resource allocation will be determined by the critical need for the facility or City infrastructure that is damaged.
- 6.1.2** All agencies and organizations involved in the activation will provide **SITUATION REPORTS** to the EOC on a 6-hour basis, at a minimum, or as requested by the EOC Operations Officer. These reports may be made by telephone, email, or by radio communications through the New Haven PSAP if necessary. Information requests from the agencies and organizations should be made by telephone, through the PSAP/911, or WebEOC.
- 6.1.3** There may be a situation where the Region 2 Incident Management Team (IMT) may be needed to assist the Incident Commander during a prolonged event that may overwhelm the City's ability effectively manage a significant incident.

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All requests must be generated through the Emergency Operations Center and the incident Commander. The DEMHS Region 2 Coordinator shall make such notifications for IMT resources.

7. DISASTER DECLARATION

Upon receiving information of widespread damage, the Emergency Management Director will coordinate with the Mayor to ensure submission of the written Disaster Declaration to the Region 2 Office and the State EOC.

8. DAMAGE ASSESSMENT

The Office of Emergency Management will conduct an assessment of any local wide-spread damage to assess the scope of damage to City property, buildings, equipment and infrastructure to determine if the situation is beyond the combined capabilities of City and State resources. This will verify the need for the request of any Federal Assistance. This will be coordinated with the Mayors office, the EOC, and the State EOC. Any immediate needs that require immediate attention will be reported to the EOC for proper mitigation steps. The EOC shall ensure proper written documentation of declarations will be forwarded as required.

9. RECOVERY COSTS

The Office of Emergency Management will assist City departments during Disaster Operations to ensure documentation of all personnel and services utilized to mitigate the emergency conditions. All Emergency Service heads, including Parks and Public Works will document any and all services provided and provide documentation of costs during the event for reimbursement. All resources including time, material and equipment will be documented.

10. EAS ACTIVATION

The City will utilize the Everbridge Mass Notification System for warning residents and businesses New Haven of an impending threat or hazard. The EOC and/or PSAP can activate this system as required. Other means of notification can be utilized by local television and radio broadcasting. Weather alert monitors are located in the EOC as well as the National Weather Service Radio receiver. DEMHS will also issue weather alerts as necessary via internet, WebEOC or the 800mz radio located in the EOC.

11. STAFF RESPONSIBILITIES

The general duty assignments will be handled by EOC personnel. The situation can determine the number of assignments and detailed positions filled. More detailed instructions for each position are located in the EOC desks.

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11.1 EOC OPERATIONS OFFICER

The Operations Officer will be the Deputy Director of Emergency Management Operations or designee. The Operations Officer will be prepared at all times to brief the Mayor and other officials on the extent of injuries and damage in the City and the status of response and recovery operations. The Operations Officer will also be prepared to assume any other duties as assigned by the Mayor. They are responsible for all EOC activities during one shift. This includes:

- Insuring all incoming calls are properly handled; all problems and incoming information are routed to the proper agency for action; and that problems are followed until resolution.
- Maintaining a detailed general log of all activities and insuring department representatives maintain appropriate logs.
- Insuring their shift is properly staffed and for notifying personnel of the next shift to report.
- Providing the EOC staff on duty with necessary support (meals, supplies, etc.) and maintaining the EOC and its equipment (lights, phones, etc.) in working order.
- Maintaining communications with the Connecticut Department of Emergency Management & Homeland Security.
- Timely and accurate submission of any required reports to the State of Connecticut.

12. OPENING OF THE EOC

Opening of the center shall be obtained by notification of the New Haven PSAP to contact the Chief Administrative Officer or his/her designee. It will also require notification of the Deputy Director/Operations of Emergency Management.

- Notify appropriate departments and the Connecticut Department of Emergency Management & Homeland Security (DEMHS) Region 2 Coordinator that the EOC has been opened. (Contact the State EOC if contact cannot be made with the Regional Coordinator)
- “Log on” to the State of Connecticut WebEOC program if resources are required.
- Check all EOC equipment, in particular, communications and power systems.

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- Coordinate with the PIO for public announcement of the EOC opening.
- Ensure that adequate supplies, services and materials are available and make arrangements for food, fuel, etc. to support EOC personnel.
- Initiate necessary logging procedures.
- Verify the effectiveness of warnings to special groups or locations such as schools, hospitals, nursing homes, major industries, institutions and places of public assembly.

13. ACTIVATION OF VOLUNTEER CIVIL PREPAREDNESS FORCES

Activation of the City of New Haven Community Emergency Response Team (CERT) will be determined on a case by case basis. The Deputy Director of Emergency Management will make all notifications required from the current CERT roster of needed members.

Upon activation, all Department of Emergency Management & Homeland Security (DEMHS) CERT Standard Operating Procedures shall be initiated in accordance with the Department of Emergency Management & Homeland Security, including initial oral or email notification of activation to the DEMHS Region 2 Coordinator. Written request of activation must be received no later than 48 hours after the initial request is made.

14. EMERGENCY RESPONSE TEAM (ERT)

14.1 ACTIVATION

When the Office of Emergency Management becomes aware that an emergency response situation exists or an "increased readiness phase" is suggested, the Mayor will immediately be notified. If the Mayor determines the event requires a citywide response, the Emergency Response Team will be notified by the EOC using the Mass notification system (group identified either as Partial or Full EOC Activation) and directed to report to the Emergency Operations Center. The Chief Administrative Officer may also direct the team to convene. The ERT consists of the following personnel.

- Mayor
- Chief Administrative Officer
- Fire Chief
- Police Chief
- Public Works Director
- Public Information Officer
- Chief of Staff
- Emergency Management

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The ERT will meet to assess the nature and extent of the emergency situation and to recommend a course of action. At a minimum, the impact of the following will be considered.

- Injuries or fatalities
- City property damage
- Utility infrastructure damage
- Private property damage
- Other damage impacting recovery
- Media coverage
- Operational condition of City departments
- Legal responsibility of the City
- Support needed by the City
- Any response that has already begun

SUPPORT STAFF

On notification that the ERT is being activated, the Emergency Management Office will immediately contact an EOC Support Staff and direct them to report to the EOC.

This staff will consist of City employees or CERT personnel knowledgeable in the overall operation of the City and are selected in advance by the CAO or Deputy Directors. The Support Staff will be available to gather information, intake of information, initiate the response directed and begin minimal EOC operations until a full staff is assembled.

In addition to the members of the ERT and Support Staff, those initially responding emergency personnel assigned to the following positions are on call to report to the EOC. The first shift will be contacted by the Support Staff on direction of the CAO. The CAO will determine which departments are needed to respond to the current situation. If an individual in the first shift cannot be contacted the second shift representative from that agency will be called. Personnel in the second shift will serve as replacements for the first shift if EOC operations continue over an extended period.

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FIRST SHIFT

- CERT Personnel (As needed)
- Mayor
- CAO
- OEM Staff
- Asst. Fire Chief
- Asst. Police Chief
- Traffic & Parking Director
- OBIE Director
- LCI Director
- Parks Director
- PSAP Director
- PSAP Staff
- School Superintendent^{or} Designee
- Public Information Officer
- Health Director
- Health Emergency Response Coordinator
- Engineering Director
- Purchasing Agent / Director of Finance
- Community Services
- CERT Personnel (As Needed)

SECOND SHIFT

- CERT Personnel (As needed)
- Mayor's Executive Assistant
- Deputy CAO
- OEM Staff
- Fire Officer²
- PSAP Staff
- Police Supervisor²
- DPW Deputy Director
- LCI representatives
- Parks Deputy Director
- Deputy Controller
- Community Services representative²
- Legislative Services representative²
- Education COO Office
- PIO representative²
- Health Department
- Purchasing representative²
- Elderly Services representative²
- Disability Services representative²

¹ or designee

² assigned by department chief or director

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Department heads are responsible for notifying the individuals listed above by job position and the individuals they select to fill the assigned by department positions that they are subject to be called into the EOC. Department heads are also responsible for providing the Office of Emergency Management with names of the individuals they have selected and business, home, pager and cellular numbers for the members of their department assigned to the EOC.

In addition to City staff, personnel from the utilities, area service organizations, the hospitals, and other agencies may be assigned to work in the EOC. The Office of Emergency Management is responsible for maintaining contact lists for these organizations and will request support as directed by the CAO.

15. EMERGENCY PURCHASE ORDERS

In order to assure that the Office of Emergency Management has the ability to make emergency purchases on behalf of the City, the purchasing agent has identified 10 emergency purchase orders that are in the EOC for this purpose. A purchase order not to exceed \$5,000.00 can be signed in the EOC with verbal approval from the Emergency Management Director or designee. Any purchase order over \$5,000.00 must have written authorization from the Emergency Management Director or designee and the Purchasing Agent. A log of all purchases will be kept on file in the EOC and reported within 48 hours to the Purchasing Agent.

16. GROUPWISE AND INTERNET ACCESS IN THE EOC

All positions in the Emergency Operations Center are provided with a laptop computer. Each Laptop computer has a sign-on name as EOC. There are no passwords for laptops and users will just press the enter key. The browser will open to the home page for the City of New Haven.

Call takers desk-top computers have a sign-on name as EOC and the password is newhaven (all lower case).

Any City personnel can access their GroupWise new haven mail by simply logging in as you were at your own desk. If users are unable to access their work email, users may also enter into the browser www.nhmail.net to access their email account.

There is a WEP key for wireless access from the EOC as well. It is case sensitive and is shown here. (Cityofnewhaven093)

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**City of New Haven
Emergency Operations Center
Telephone Hunt Group Numbers and Extensions**

- | | | | |
|----|-------------------|-----|-------------------|
| 1. | 946-8221 (Pos #1) | 8. | 946-6017 |
| 2. | 946-6018 | 9. | 946-6016 |
| 3. | 946-6019 | 10. | 946-6013 |
| 4. | 946-6008 | 11. | 946-8214 |
| 5. | 946-8213 | 12. | 946-8212 (Pos #3) |
| 6. | 946-7260 | 13. | 946-8211 (Pos #2) |
| 7. | 946-6495 | 14. | 946-6497 |

Mayor's Office	Ext# 2628 (946-6912/946-6001)
Mayor	Ext# 2618
Chief of Staff	Ext# 2618
CAO	Ext# 2617
Deputy CAO	Ext# 2616 (946-7260)
Operations #1	Ext# 2621 (946-8224)
Operations #2	Ext# 2622 (946-8226)
Operations (Fax)	(1) 946-8215 (2) 946-8216
Mayor PIO	Ext# 2618
Chief of Staff	Ext# 2619
Fire Department	Ext# 2613 (946-6019)
Police Department	Ext# 2612 (946-6018)
Public Works Director	Ext# 2615 (946-6008)
Building Department	Ext# 2610
Health	Ext# 2605
Parks	Ext# 2611
Traffic and Parking	Ext# 2607 (946-6497)
AMR	Ext# 2603
UI	Ext# 2604
Red Cross	Ext# 2602
Education	Ext# 2609 (946-6495)
Yale P.D.	Ext# 2614
Call Taker #1	Ext# 2626
Call Taker #2	Ext# 2625
Call Taker #3	Ext# 2624

EOC Phone Call Transfer instructions: 1. Answer call 2. Press transfer 3. Dial extension number 4. Hang up hand-set