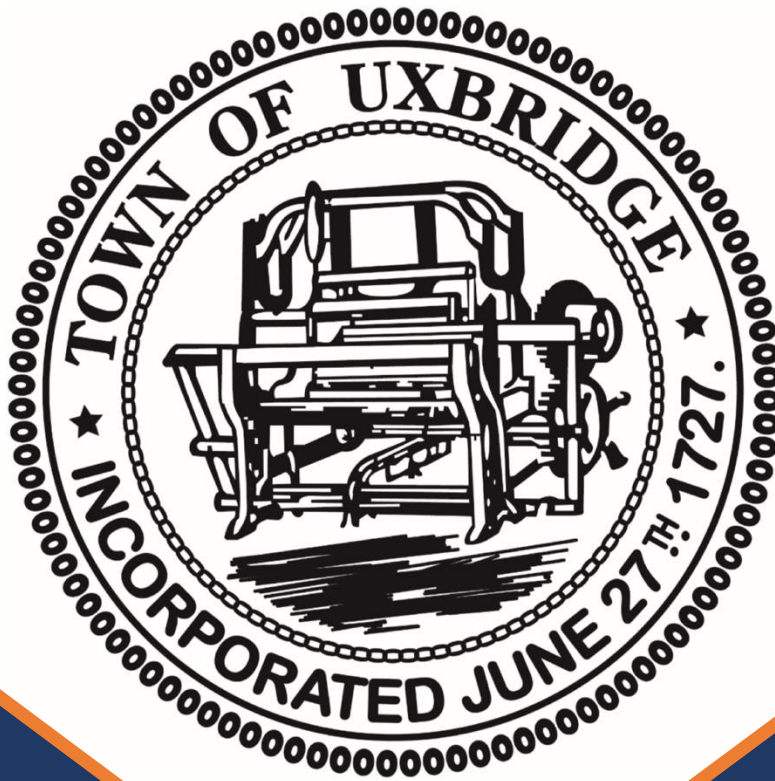


# COMPREHENSIVE EMERGENCY MANAGEMENT PLAN



Developed and Published by:  
The Town of Uxbridge  
21 South Main Street  
Uxbridge, MA 01569

March 2020  
Version 1.0

**EDCP Special Project**

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## Acknowledgment

Thank you to all the Town Boards, Town Department heads and staff that assisted in this project. A special thank you to the Police Department, Fire Department, Emergency Management, and Economic Development and Community Planning for the research and vital assistance they provided during the compiling of information that is contained in this Comprehensive Emergency Management Plan.

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## Disclaimer

The information contained in this report and all recommendations are based on the best available information at the time it was compiled and the experience and expertise of those involved in its development. This document was developed using the Massachusetts Emergency Management Agency's (MEMA) Commonwealth of Massachusetts Comprehensive Emergency Management Plan Base Plan dated January 2019.

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## PROMULGATION

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A primary role of government is to provide for the safety and welfare of its citizens. The welfare and safety of citizens is never more threatened than during times of disaster and other serious emergencies. A goal of emergency management is to ensure that effective multi-discipline and multi-jurisdictional mitigation, preparedness, response, and recovery plans exist so that the public welfare and safety are preserved.

The Town of Uxbridge Comprehensive Emergency Management Plan (CEMP) provides a framework for a community-wide emergency management system to ensure a coordinated response to emergencies and coordinated support of certain pre-planned events. The CEMP addresses the roles and responsibilities of all community departments, agencies, government organizations, volunteers and community partners that may be involved in response operations, and identifies how regional, state, federal, private sector, and other resources may be activated to address disasters and emergencies in the community.

It is intended that this plan and annexes conform to the terms and conditions of all Massachusetts Laws and Regulations and as amended, the Commonwealth of Massachusetts Comprehensive Emergency Management Plan, and such Federal Acts and Regulations as may be applicable. The Town of Uxbridge Comprehensive Emergency Management Plan assures consistency with current national and state policy guidance and describes the interrelationship with other levels of government. This plan will continue to evolve, responding to lessons learned from actual disasters and emergency experiences, from ongoing planning efforts, from training and exercise activities and continuing State and Federal guidance.

Therefore, in recognition of the emergency management responsibilities of the Town Manager and Emergency Management Director and within their authority vested by the citizens of the Town of Uxbridge, we do hereby promulgate the attached Town of Uxbridge Comprehensive Emergency Management Plan.

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Steven Sette  
Town Manager

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Marc Montminy  
Emergency Management Director

## APPROVAL AND IMPLEMENTATION

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This Comprehensive Emergency Management Plan (CEMP) for the Town of Uxbridge will become effective and considered approved upon signing by the Town Manager and the Emergency Management Director. When approved, this plan will supersede all previous plans for emergency management.

The Town Manager authorizes certain Town of Uxbridge officials to make certain modifications to this plan without the express written approval of the Town Manager. These modifications must be recorded in the Record of Changes section of this plan.

Authorized modifications include:

- Changes to contact information
- Updating links and special facilities

The following Town of Uxbridge officials have the authority to make the above-named changes.

- Police Chief
- Fire Chief
- DPW Director
- Health Director

---

STEVEN SETTE,  
TOWN MANAGER

---

DATE

---

MARC MONTMINY,  
EMERGENCY MANAGEMENT DIRECTOR

---

DATE



## RECORD OF CHANGES

---

Change #	Date	Part Affected	Date Posted	Who Posted

## SIGNATURE PAGE

---

The following Town of Uxbridge officials have reviewed the plan and acknowledge their Department's roles and responsibilities.

---

Steven Sette,  
Town Manager

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DATE

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Marc Montminy,  
Emergency Management Director

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DATE

---

Thomas Dion, Fire Chief

---

DATE

---

Marc Montminy, Police Chief

---

DATE

---

Benn Sherman, Director of Public Works

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DATE

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Dr. Kristin Black, Board of Health Director

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DATE

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Dr. Frank Tiano, Superintendent of Schools

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DATE

## INTRODUCTION

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When a disaster impacts a community, the community must organize to provide coordinated, comprehensive response and recovery actions and resources. Resource needs have to be determined and prioritized; response elements have to be identified and dispatched; reports and records have to be maintained in an organized fashion.

To guide response activities and ensure effective and efficient coordination, Town of Uxbridge has developed this Comprehensive Emergency Management Plan (CEMP). The Comprehensive Emergency Management Plan defines the scope of preparedness and emergency management activities in the community, and facilitates all hazard preparedness, mitigation, response, and short-term recovery activities, thereby setting the stage for a successful long-term recovery. The Town of Uxbridge CEMP describes the community's emergency management organization, including the roles, responsibilities, and operations of the Town of Uxbridge and all of its departments and agencies during a disaster, major emergency or planned event. The CEMP describes the relationship between the community and local, regional, State, and Federal emergency response structures. The CEMP:

- Formulates policies designated to protect life and property during incidents affecting or threatening life or property within the community;
- Provides guidance for strategic thinking and decision-making as it relates to emergency operations;
- Assigns department or agency roles and responsibilities to mitigate, prepare for, respond to, and recover from incidents threatening life or property within the community;
- Officially establishes The National Incident Management System (NIMS) and the Incident Command System (ICS) as the organizational structure to guide activities during an emergency affecting the community; and
- Identifies lines of authority and community policy related to emergencies and disasters.

The Town of Uxbridge activates its CEMP when the community must respond to an emergency situation that requires multi-agency coordination within the community, and/or may require support from other local, State and Federal entities. In addition, The Town of Uxbridge may activate the CEMP to coordinate multi-agency and/or multi-jurisdictional support of a pre-planned event.

The Town of Uxbridge CEMP does not supersede any departmental standard operating procedure (SOP) or responsibility for day-to-day operations. The CEMP supplements but does not supplant the responsibilities or duties of any department or agency. The CEMP also describes cooperation and integration of actions with other nearby communities and response entities. This plan is not intended to limit or restrict the initiative, judgment, or independent action required to provide appropriate and effective emergency response, disaster mitigation activities, preparedness, and recovery efforts.

The CEMP is based on the Federal Response Plan (FRP), the National Response Framework (NRF) and National Preparedness Goal, and is compliant with the National Incident Management System (NIMS), Incident Command System (ICS), and the Comprehensive Preparedness Guide (CPG) 101 Version 2 national standards. The CEMP is also compatible with the state-level Massachusetts Comprehensive Emergency Management Plan (CEMP).

All appointed and elected community officials, community departments, community volunteers and partner agencies should become familiar with this document to ensure efficient and effective execution of their emergency responsibilities. While the plan can help to establish the relationships, responsibilities, and general guidelines for community departments to use during an emergency, it does not replace the responsibility each department has in developing its own emergency protocols and testing its own plans. The CEMP is only one aspect of a prepared and resilient community.

## PURPOSE

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The purpose of the Town of Uxbridge Comprehensive Emergency Management Plan (CEMP) is to establish the overall framework for integration and coordination of emergency management and response activities and to facilitate coordinated response to any emergency or event in the community requiring multi-agency response or support. The CEMP identifies local agencies and partner organizations that provide command and coordination capabilities for an emergency or event, and describes how command and response components are organized and managed. The plan provides guidance to all departments and agencies in the community and details general roles and responsibilities of local departments and partnering stakeholders before, during, and following an emergency situation or event. It also provides for the systematic integration of additional emergency resources but does not replace other Federal, State or national emergency operations plans or procedures. It identifies lines of authority and organizational relationships for the management of emergency response actions, describes how people and property are protected in an emergency or disaster, and identifies legal authority.

Further, the purpose of this plan is to prescribe those activities to be taken by the community Chief Municipal Official as well as by other government and community officials to protect the lives and property of all of the citizens of the community in the event of a natural or human-caused emergency or disaster, including terrorism, and to satisfy the requirement that the community have an effective and operational emergency management plan.

The CEMP is comprised of this Base Plan, and a series of attachments, which provide an in-depth tool to build a strong emergency management plan.

The CEMP is intended to accomplish the following goals:

- Assign responsibilities to agencies, organizations and individuals for carrying out specific actions during an emergency or event;
- Detail the methods and procedures to be used by designated personnel to assess emergencies and take appropriate actions to save lives and reduce injuries, prevent or minimize damage to public and private property, and protect the environment;
- Provide a process by which emergency response personnel and local government staff can efficiently and effectively prevent, mitigate, prepare for, respond to, and recover from emergencies and disasters;
- Identify the responsibilities of local agencies and partnering stakeholder and organizations during emergencies or events; and
- Identify lines of authority and coordination for the management of an emergency or event.

## SCOPE

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This Plan encompasses all four phases of the emergency management cycle – preparedness, , mitigation, response and recovery – and applies to all community departments and agencies as well as other response agencies operating within the geographical boundary of the community. The plan is applicable to all organizations acting for or on behalf of the government of Town of Uxbridge in response to an emergency or in support of an event. Department or organization-specific plans may be developed by community agencies and/or partners to augment this plan to more efficiently detail and integrate actions related to agency- or venue-specific requirements.

This Plan addresses two different types of response scenarios:

- **Planned or Anticipated Incidents:** Incidents that can be planned for in advance such as a hurricane, a winter storm, extreme temperatures, major crowd events or VIP visits, etc. ; and
- **Immediate Response Incidents:** such as a major traffic accident, airplane crash, tornado, earthquake, fire, hazmat incident, active shooter, kidnapping, major crime, etc..

## SITUATION

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### Community Characteristics

**Geography:** The Town of Uxbridge is located in Worcester County in Massachusetts in the central portion of the Commonwealth. The community has a total area of 31.35 square miles of which 29.5 square miles is land and 1.89 square miles is water. The community is bordered by Millville, MA and Mendon, MA to the east, Burrillville, RI to the south, Douglas, MA to the west, and Northbridge, MA to the north. The community's peak elevation is 577 feet, with an average elevation of 270 feet.

**Population:** According to the 2010 United States Census Bureau, the population of the Town of Uxbridge is approximately 13,457, and includes 4,837 households. The population consists of approximately 23.1% under the age of 18, 16.5 % persons age 18 to 24, 21.7 % age 25 to 44, 21.7 % age 45 to 64, and 12.4% age 65 years of age or older. The median age was 39.3 years.

- **Access and Functional Needs:** About 1,313 people (10.6% of the population) in the Town of Uxbridge present with a disability affecting at least one of the following areas: sensory, cognitive, ambulatory, self-care, or independent living. Other groups with function-based needs that may not be captured in demographic data may include, but are not limited to, people who are morbidly obese, pregnant women, people who require prescription medication for daily well-being, and people who are transportation disadvantaged.
- **Language:** Of the 13,457 Uxbridge residents, 6.5% of the population speak a language other than English at home. Of these, about 230, or 1.7% of the population, speak English at a level less than "very well". Non-English languages spoken in the Town of Uxbridge include Spanish, French, German, Other European languages, and Asian Pacific Island Languages

**Roadway Infrastructure:** The Town of Uxbridge contains several primary and secondary roadways in addition to local and private roadways. Major routes include, Route 146 connecting Worcester I-290, I-90, I-295, and I-95 at Providence. Route 16 connects to Connecticut via I-395, and Boston via I-495. Route 122 connects to Northbridge and Woonsocket, RI Route 146A connects to N. Smithfield, RI. Route 98 connects to Burrillville, RI.

# THREAT, HAZARD AND VULNERABILITY ANALYSIS SUMMARY

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The Town of Uxbridge has completed a threat, hazard and vulnerability assessment for the jurisdiction by using the risk hazard matrix and assessing events that pose a significant risk to the town and its residents. The analysis identified the following potential hazards and threats, vulnerabilities and impacts to population, property and critical infrastructure.

## Natural Hazards

*Natural Hazards* are defined as naturally occurring events - such as riverine flooding, aerial flooding, hurricanes, tropical storms, coastal flooding, earthquakes, tornadoes, wildland fires, pandemics, and severe winter storms - that have the potential to harm people, property or the environment. The following is a summary of natural hazards can cause a significant impact in the Town of Uxbridge:

Flooding poses an inherent risk to the Town of Uxbridge due to the nearly 1.89 square miles of moving water throughout town. The Mumford, West, and Blackstone rivers are the three major rivers in town, the biggest being the Mumford and West, feeding into the Blackstone River.

There are 14 registered dams located in Uxbridge. One dam is Town-owned, four dams are owned by the Commonwealth, one dam is owned by the federal government, and the rest are privately owned. Three of the dams are classified as high hazard, they are:

Rivulet Village Pond Dam .....	Rivulet Street
Rice City Pond Dam .....	East Hartford Avenue
West Hill Dam .....	West Hill Dam Road

The Linwood Pond Dam, owned by the Town of Northbridge sits just 600 feet North of the Uxbridge town line and is classified as a high hazard dam. Dam failure or dam burst of the Linwood Pond dam would likely cause the uncontrolled release of impounded water into the highly populated portion of North Uxbridge.

Previous flood occurrences in Uxbridge have warranted the presentation of DPW emergency certificates, allowing for immediate action. Emergency Certificates have been presented for the following roads in the following years:

Albee Road.....	2018
Martin Street.....	2010
Homeward Avenue.....	2009
Hazel Street.....	2008

## Technological Hazards

*Technological Hazards* generally refer to hazardous materials such as petroleum, natural gas, synthetic gas, acutely toxic chemicals and other toxic chemicals at fixed facilities or in transport. The following technological hazards are capable of causing an impact in the Town of Uxbridge:



- Uxbridge has a daily routine of scheduled rail traffic from Providence and Worcester Railroad which travels between the City of Worcester to the North and the City of Providence, Rhode Island to our south.
- Uxbridge has two Natural Gas pipelines, which are both 600psi and 2 feet in diameter. These pipelines run through Uxbridge, feeding the Burrville, RI power plant on Sherman Farm road. One of the pipelines enters Uxbridge from Douglas in the Chocolog Road area by Blissful Meadows Golf Course, the other pipeline extends from Mendon. Both natural gas pipelines are owned by Spectra Energy.
- Mobil Gas also operates a petroleum pipe line which comes across from the north, crossing over through South Uxbridge to Providence, Rhode Island.
- A propane storage facility owned by Paraco is situated on Depot Street. The Paraco facility houses two separate thirty thousand gallon storage tanks, totaling sixty thousand gallons. Tier 2 facilities: There are 10 facilities in Uxbridge that have chemicals in reportable quantities onsite at any given time. The Fire Department maintains information on these facilities and the chemicals stored. Tier 2 facilities include:

Lenze America Corporation .....	630 Douglas Street
BJ's Warehouse Distribution Facility.....	869 Quaker Highway
Unilock35 .....	Commerce Drive
Koopmans .....	12 Douglas Street
Koopmans Warehouse.....	52 Commerce Drive
Verizon.....	16 Court Street
B and L Pools .....	303 North Main Street
Uxbridge Wastewater Treatment Plant .....	80 River Rd
Uxbridge Water Department.....	105 Blackstone Street
Vendetti Linwood .....	410 North Main Street

- Cannabis cultivation facilities are to be assessed on an individual basis and if appropriate, added to this list.

## Transportation Hazards

*Transportation Hazards* generally refer to hazards that exist on the various transportation networks in a community. These could include roadways, railways, waterways that may serve as routes for the transport of hazardous materials, or airfields in the communities. The Town of Uxbridge has the following transportation networks;

- Providence Worcester Railroad runs through Uxbridge and handles propane and a large amount of unknown freight.

- Route 146 from Providence to Worcester, which is fed from routes 295 off of 95 and route 90, 290, and route 20 from our north, handles a majority of the truck travel throughout town.
- Route 16, Hartford Avenue West, and Hartford Avenue East pose an increased hazard risk as they are main roadways that feed from the highway and other neighboring municipalities.
- The BJ's Warehouse Distribution Facility has increased truck traffic both up and down Route 146 and in turn, has created increased traffic flow through the town.

## Man-Made Hazards

*Man-Made Hazards* generally refer to hazards which are caused by humans, either accidentally or intentionally. These could include, but are not limited to, cyber threats, chemical, biological, radiological, nuclear, and high-yield explosive (CBRNE) threats, and terrorism. The following man-made hazards are capable of causing an impact in the Town of Uxbridge:

- Chemical spills from businesses in town or from the transportation of different chemicals around the town via the roadway or rail.
- Cyber threats, which may involve the town's networking system or any of the internet operating around our community, public or private.
- Radiological, involving transportation via motor vehicle.
- Chemical, biological, radiological, nuclear, and high-yield explosive (CBRNE) threats. Although not a high risk, the community and our planned community events may be vulnerable to any incidents involving chemical, biological, radiological, nuclear or explosive devices or weapons.

# CRITICAL FACILITIES AND INFRASTRUCTURE SUMMARY

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Below is a summary of critical infrastructure that are likely to be impacted by one or more of the hazards defined above.

## Utilities

Water supply and sewage-disposal services are provided by the Town of Uxbridge. The Town of Uxbridge's water is supplied by municipal ground water wells, which are located on Blackstone Street, as well as the well fields on Depot Street.

National Grid is the primary distributor of electric power to the town.

Eversource is the primary provider of natural gas.

## Special Facilities

Special facilities include schools, day care facilities, assisted living, camps, halfway houses, mobile home parks, rehabilitation centers, nursing homes, jails and prisons, and other buildings housing vulnerable populations. The Town of Uxbridge is home to the following special facilities:

### Rehabilitation Center

Lydia Taft Nursing and Rehabilitation..... 60 Quaker Highway

### Elderly Apartments

Crown and Eagle Apartment Complex.....99 East Hartford Avenue  
Centennial and Calumet Court.....31 Calumet Court  
Blanchard Apartments.....65 East Hartford Avenue

### Child Daycare Facilities

Precious Ones Daycare ..... 130 Douglas Street

### Private (In-Home) Child Daycare Facilities

Active child daycare licenses in Massachusetts are tracked by The Department of Early Education and Care (EEC). This information can be found on the ECC's Licensing Education Analytic Database (LEAD). [https://eeclead.force.com/EEC\\_ChildCareSearch](https://eeclead.force.com/EEC_ChildCareSearch)

Alves, Lori A. .... 84 Woodland Road  
Bedard, Cheryl ..... 195 Douglas Street  
Clinton, Nicole Ann ..... 58B Cross Street  
Cota, Kimberlle ..... 14 Taft Street

Eames, Karen Marie .....	578 Aldrich Street
Fortier-Grant, Brenda .....	155 Chestnut Street
Galas, Christina .....	70 Johnson Road
Hamilton, Krystal .....	15 Smith Street
Johnson, Patricia M. ....	77 Linwood Street
Kammerer, Anne .....	64 Blackstone Street
Parker, Katie .....	143 Brookside Drive
Kavanaugh, Donna L. ....	133 West Street
Keenan, Laurie .....	121 Rogerson Crossing
Koehne, Debbie .....	35 Glen Street
Lorange, Jean R. ....	5 Wendy Way
Mushel, Sarah .....	31 Giacamo Way

## **Educational Institutions**

Uxbridge High School .....	300 Quaker Highway
Taft Elementary School.....	16 Granite Street
Whitin Elementary School .....	120 Granite Street
Our Lady of the Valley School .....	75 Mendon Street

## **Special Needs Housing**

Evergreen Center (1) .....	716 East Hartford Avenue
Evergreen Center (2) .....	86 Chapin Street
OpenSky (1) .....	31 Church Street
OpenSky (2) .....	86 High Street
OpenSky (Day Facility Only) .....	5 South Main Street
Uxbridge Housing Authority.....	31 Veterans Parkway
Venture Community Services.....	670 Douglas Street

## **Places of Worship**

Cornerstone Church .....	5 East Hartford Avenue
Faith Fellowship.....	647 Douglas Street
Church of the Good Shepard.....	121 Linwood Street
St Mary's Church .....	77 Mendon Street
First Evangelical Congregational Church .....	Court Street
Congregation Maranatha.....	15 south Main Street
Valley Chapel .....	14 Hunter Road

## **Critical Facilities and Infrastructure**

Critical facilities and infrastructure include public safety buildings, bridges, tunnels, police and fire stations, water and waste water treatment plants, public works buildings, power plants, pumping stations, communication towers, and other critical infrastructure.

Uxbridge Town Hall .....	21 South Main Street
Uxbridge Police Headquarters .....	279 Douglas Street
Uxbridge Fire Headquarters.....	31 South Main Street
Uxbridge Fire South Station .....	222 Aldrich Street
Uxbridge Highway Department.....	147 Hecla Street
Uxbridge Water Department .....	105 Blackstone Street
Wastewater Treatment Facility.....	80 River Road
Uxbridge Senior Center .....	36 South Main Street
Richardson Water Tower .....	45 Richardson Street
Richardson Radio Tower .....	45 Richardson Street
AT&T Tower .....	630 Douglas Street
Police Station Radio Tower .....	279 Douglas Street
Blackstone Well Field (Wells 1-3) .....	105 Blackstone Street
Bernat Well Field (Wells 4-5) .....	Depot Street
Rosenfeld Well Field (Well 7).....	308 Quaker Highway

## Hazardous Materials Facilities

Hazardous facilities include buildings that maintain hazardous chemicals or materials on site, including fuel transfer stations, Tier II facilities, and any facility in or near the community that would be classified as otherwise hazardous.

Lenze America Corporation .....	630 Douglas Street
BJ's Warehouse Distribution Facility .....	869 Quaker Highway
Unilock.....	35 Commerce Drive
Koopmans.....	12 Douglas street
Koopmans Warehouse .....	52 Commerce Drive
Verizon .....	16 Court Street
B and L Pools.....	303 North Main Street
Wastewater Treatment Facility.....	80 River Road
Uxbridge Water Department .....	105 Blackstone Street
Vendetti Linwood.....	410 North Main Street

## Regional Health and Medical Facilities

Health and medical facilities include hospitals, clinics, treatment centers, hospice centers, mental health centers, renal care centers, respites, and any other applicable facility that provides critical medical or healthcare services.

Tri-River Medical Facility .....	281 East Hartford Avenue
Milford Regional Urgent Care .....	129 South Main Street, Milford
ReadyMED .....	340 East Main Street, Milford
MedPost Urgent Care .....	648 Old West Central Street, Franklin
Bellingham Urgent Care.....	1 Wrentham Street, Bellingham
ConvenientMD Urgent Care .....	245 Hartford Avenue, Bellingham
ConvenientMD Urgent Care .....	86 Taunton Street, Plainville

## **Veterinary Offices**

Uxbridge Animal Hospital ..... 555 Hazel Street  
VCA Blackstone Valley Animal Hospital ..... 615 Douglas Street  
Massachusetts Equine Clinic.....75 Locust Street

## **Nearest Hospital**

Milford Regional Medical Center ..... 14 Prospect Street, Milford, MA

## **Regional Hospitals (20 mile radius)**

Landmark Medical Center..... 115 Cass Avenue, Woonsocket, RI  
Umass Memorial .....55 North Lave Avenue, Worcester, MA  
Hubbard Regional Hospital ..... 340 Thompson Road, Webster, MA  
Saint Vincent Hospital ..... 123 Summer Street, Worcester, MA

## **Nearest Trauma Center**

UMass Memorial Medical Center..... 119 Belmont St, Worcester, MA  
Rhode Island Hospital.....593 Eddy St, Providence, Rhode Island

## **Access and Functional Needs Populations**

The needs of children, the elderly, and individuals with disabilities, chronic health conditions and other access and functional needs are an important planning consideration in the development of this CEMP. The following is the definition of Access and Functional Needs populations for the purposes of this plan:

*“Populations whose members may have additional requirements for support before, during, and after an emergency, including, but not limited to maintaining independence, communication and access to information, transportation and medical care. Access and functional needs populations may include individuals with disabilities, persons living in institutionalized settings, the elderly, children, people from diverse cultures, individuals who do not speak English fluently, and individuals without access to transportation.”*

Provisions for people with various function-based needs have been incorporated into this plan where applicable, thereby ensuring functional needs considerations are an integral part of this CEMP.

## PLANNING ASSUMPTIONS

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- The Town of Uxbridge and/or the Commonwealth have effective prediction and warning systems in place allowing Uxbridge to anticipate certain emergency situations that may impact the town.
- When anticipating or in response to an emergency situation, the Town's public safety departments are responsible for taking action, including the activation of this plan, to mitigate impacts, save lives, protect property and the environment, assist survivors, and restore essential services and facilities.
- The Town of Uxbridge officials, agencies and partners are familiar with the CEMP, understand their roles and responsibilities under the CEMP, maintain appropriate plans, policies, and procedures to carry out those responsibilities, and maintain a state of readiness. Day-to-day functions which do not contribute directly to the emergency operation may be suspended for the duration of an emergency/disaster. Resources that would normally be required for those daily functions will be redirected to tasks in support of the emergency response.
- The Town of Uxbridge will use its own resources in response to an emergency or disaster. Once local resources are exhausted (or near-exhausted), requests for assistance will be made.
- A large-scale emergency or disaster may overwhelm available local resources, leading to the need for support from local/mutual aid jurisdictions, private sector partners, State agencies, and the Federal government.
- The Town of Uxbridge anticipates support from surrounding communities and other response organizations should the resources of Uxbridge become exhausted. Adjacent communities and other government agencies will render assistance in accordance with the provisions of written intergovernmental and mutual aid support agreements in place at the time of the emergency.
- When resources of the Town of Uxbridge are fully committed and mutual aid from surrounding jurisdictions is exhausted, the Massachusetts Emergency Management Agency (MEMA) may coordinate the provision of additional assistance to address unmet needs.
- Disaster support from Federal agencies may take at least 72 hours to arrive.
- Facilities required to file Tier II reports develop, coordinate and provide copies of emergency plans annually to the Emergency Management Director and/or Fire Chief and/or other State departments and agencies as applicable and required by codes, laws, regulations or requirements.
- Whenever warranted, the Emergency Management Director may declare a local State of Emergency for the Town of Uxbridge in accordance with the provisions of Massachusetts General Laws.

- The Emergency Management Director has the authority to issue evacuation and/or shelter-in-place orders or recommendations for the residents and/or businesses of Uxbridge. Evacuation and/or shelter-in-place orders will be communicated to residents and businesses by all appropriate means.
- In the event that an evacuation of the community, or any part thereof, is ordered, the majority of the evacuees should be prepared to utilize their own transportation resources to evacuate. However, a percentage of the population does not have access to transportation and will require transportation assistance.
- Individuals with pets may bring their pets with them when they evacuate. Those with livestock or other farm animals will take appropriate measures to safeguard their animals via sheltering or evacuation as appropriate.
- The Town of Uxbridge and its response partners should be prepared to provide additional/enhanced assistance to individuals with access and functional needs, including but not limited to children, elderly, and individuals with disabilities and/or chronic conditions.



# CONCEPT OF OPERATIONS

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The concept of operations describes the sequence and scope of emergency response. The Uxbridge Emergency Management Director has the primary responsibility for coordinating emergency management activities in the Town of Uxbridge. These activities support the following priorities

- Minimize injury and loss of life
- Minimize property damage
- Minimize adverse environmental and economic impact
- Provide timely and accurate information to the public regarding emergency situations
- Provide for the immediate needs of disaster survivors
- Acquire, assess and disseminate emergency information
- Restore essential utilities and functions

## Overview

The Massachusetts Civil Defense Act requires that every city and town in the Commonwealth establish a local emergency management program and appoint an official to oversee the program (typically known as the Emergency Management Director (EMD)). The EMD and other local officials are responsible for directing evacuations, opening shelters, coordinating the actions of local departments and agencies, mobilizing local resources, activating mutual aid agreements with other cities and towns, and requesting State assistance in accordance with the plans and procedures developed by the local emergency management program.

## Training

The Town of Uxbridge highly recommends that all emergency services and supporting agencies, in the time of disaster, including the Board of Selectmen as well as all other Town boards and committees, to familiarize themselves with ICS and NIMS through free courses offered by the Emergency Management Institute under the Federal Emergency Management Agency (FEMA).

<https://training.fema.gov/emi.aspx>

### Courses Recommended:

- ICS 100 (Introduction to the Incident Command System)
- ICS 200 (Basic Incident Command System for Initial Response)
- ICS 700 (Introduction to National Incident Management System)

## Plan Activation

The CEMP and its associated annexes will be executed in whole or in part as directed by the Town Manager, the Emergency Management Director, or other duly authorized representative in response to an existing or an impending emergency. This plan may also be activated under the following circumstances:

- At the time of an actual disaster
- When the Town Manager has declared a local State of emergency.
- When the Governor of Massachusetts has declared a State of Emergency for areas that include the Town of Uxbridge; or
- When a Presidential Declaration of an Emergency or Disaster is issued for areas that include the Town of Uxbridge.

## Phases of Emergency Management

The Town of Uxbridge's comprehensive emergency management program addresses all phases of emergency management for all types of incidents, including prevention and mitigation, preparedness, response, and recovery.

### Prevention and Mitigation

Prevention involves identifying preventative, corrective or deterring measures and actions to prevent or limit bodily injury, loss of life or property damage from disasters and emergencies. It includes consideration of policy issues as well as structural projects within government and the private sector. Preventive measures are designed to provide more permanent protection from disasters; however, not all disasters can be prevented.

The goal of mitigation is to prevent future loss by eliminating or reducing risks. Mitigation activities link the recovery and preparedness phases in the emergency management cycle, and can occur before or after an emergency. The goals of pre-emergency mitigation activities are to prevent an emergency, reduce the chance of an emergency happening or reduce the damaging effects of unavoidable emergencies. The goal of post-emergency mitigation is to eliminate or reduce the impact of the hazards realized during the emergency. Post-emergency mitigation is part of the recovery process.

### Preparedness

Preparedness involves activities undertaken in advance of an emergency or disaster to adequately prepare for and develop the capability to respond to an emergency. Preparedness activities include planning, organizing, training, equipping, exercising, evaluating and implementing corrective actions for the emergency management program and organization.

Preparedness activities develop operational capabilities and enable an effective response to an emergency or disaster, and involve working with government partners, the private sector, and

non-governmental and volunteer organizations to coordinate pre-disaster education and planning activities, and lay the groundwork for coordinated disaster response.

## **Response**

Response is the actual provision of emergency services during a crisis including the coordination and management of resources to support emergency response operations. These activities help to reduce casualties and damage, and to speed recovery. Response activities include alerting and notifying the public, resource and logistical coordination, addressing immediate life safety issues, stabilization of the incident, and public information.

The Town of Uxbridge responds to emergencies by activating the Comprehensive Emergency Management Plan, activating the Emergency Operations Center, coordinating with public, private and volunteer response partners as needed, coordinating and managing resources in support of emergency response, and preparing for recovery activities.

## **Recovery**

Recovery activities may be both short-term and long-term, ranging from conducting damage assessments, removing debris, restoration of critical facilities/infrastructure and essential utilities such as water and power, to providing assistance to communities to rebuild homes and businesses. Recovery may also incorporate mitigation measures designed to prevent future occurrences of a given hazard. Recovery begins as soon as possible after an incident occurs and may commence during the response phase.

## DIRECTION, CONTROL AND COORDINATION

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### National Incident Management System

The Town of Uxbridge's Emergency Management organization is structured in accordance with the National Incident Management (NIMS) and the Incident Command System (ICS). NIMS integrates existing processes and methods into a unified national framework for incident management. This framework forms the basis for interoperability and compatibility that enable a diverse set of public and private organizations to conduct effective incident management operations.

It does this through a core set of concepts, principles, procedures, organizational structures (Incident Command System, multi-agency coordination, and joint information systems), terminology, and standards requirements applicable to a broad community of NIMS users. To ensure interoperability and compatibility, NIMS is based on an appropriate balance of flexibility and standardization. It provides a consistent and flexible national framework within which government and private entities at all levels can work together to manage domestic incidents, regardless of their cause, size, location, or complexity.

### Incident Command System

Emergency Management and incident response in the Town of Uxbridge is coordinated using the Incident Command System (ICS). ICS enables effective incident management by integrating a combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure. ICS is used to organize both near-term and long-term operations for a broad spectrum of emergencies, from small to complex incidents, both natural and manmade. ICS is used by all levels of government – Federal, State, regional and local – as well as by many private-sector and Non-Governmental Organizations (NGOs).

All activity undertaken under the CEMP shall be coordinated using the Incident Command System (ICS) and the National Incident Management System (NIMS) in accordance with Homeland Security Presidential Directive (HSPD) 5.

### Incident Command

Single Incident Commander - Most incidents involve a single incident commander. In these incidents, a single person commands the incident response and is the decision-making authority.

### Unified Command

A Unified Command involves two or more individuals sharing the authority normally held by a single incident commander. Unified Command may be used during larger incidents, or incidents involving multiple agencies or jurisdictions. A Unified Command typically includes a command representative from major involved agencies and/or jurisdictions. A Unified Command acts as a

single entity. It is important to note that in Unified Command the command representatives will appoint a single Operations Section Chief.

## **Area Command**

During a situation involving multiple incidents, an Area Command may be established to provide for Incident Commanders at separate locations. Generally, an Area Commander will be assigned - a single person - and the Area Command will operate to provide logistical and administrative support to the separate incidents and their incident commanders. Area Command usually does not include an Operations function.

## **Transfer of Command**

Responsibility can be transferred during an incident for several reasons. As the incident grows a more qualified person may be required to take over as Incident Commander to handle the ever-growing needs of the incident. Or, this may occur in reverse; when an incident reduces in size, the command can be passed down to a less qualified person, but still qualified to run the now-smaller incident. Other reasons to transfer command include jurisdictional change if the incident moves to a different location or area of responsibility, or the normal turnover of personnel due to extended incidents. The transfer of command process always includes a transfer of command briefing, IC to IC, which may be oral, written, or a combination of both. A Transfer of Command is posted and announced on all radio and communication networks.

## **Incident Coordination and/or Response Locations/Facilities**

Various types of operational support facilities are established in the vicinity of an incident, depending on its size and complexity, to accomplish a variety of purposes. The Town of Uxbridge may operate one or more of the following incident coordination and/or response facilities during an emergency or disaster:

- Incident Command Post
- Emergency Operations Center
- Staging Area
- Points of Distribution
- Evacuation Assembly Points
- Evacuation Transportation Hubs

## **Incident Command Post**

An Incident Command Post (ICP) is the field location where the Incident Commander operates, onsite response is directly coordinated, and onsite resource needs are identified and communicated. There is only one ICP for each incident or event, but it may change locations during the event. The ICP may be located in a vehicle, trailer, tent, or within a building. The ICP will be positioned outside of the incident scene and the potential hazard zone but close enough to the incident to maintain a visual presence and command status. The on-scene Incident Commander has tactical control of and authority over all resources at the scene.

## Emergency Operations Center

The Town of Uxbridge Emergency Operations Center (EOC) serves as the central point for coordination of the community's emergency management and response activities, maintaining situational awareness about the emergency situation, and facilitating requests for deployment of resources.

- Primary EOC: Uxbridge Police Headquarters  
279 Douglas Street  
Uxbridge, Ma, 01569

In the event that the primary EOC is rendered or deemed unusable, emergency operations will relocate to the alternate EOC.

- Alternate EOC: Uxbridge Fire Headquarters  
31 South Main Street  
Uxbridge, MA, 01569

The Emergency Management Director (EMD) often serves as the EOC Manager and has the responsibility and authority for managing the EOC and the community's emergency management organization during an emergency or disaster. The EOC Manager has the authority to make all routine decisions, and is charged with advising chief municipal officials when major decisions need to be made. The EOC Manager serves as a liaison with the State and Federal emergency agencies.

### EOC Goals

The following are the general goals for the emergency operations center. These goals can be adjusted by the EOC Manager in coordination with chief municipal officer and the incident commander, when the EOC is activated.

- Obtain and maintain situational awareness of the incident and ensure responders have a common operating picture.
- Establish an incident planning cycle.
- Mobilize and deploy resources and assets to support emergency response, guided by the set priorities.
- Establish a seamless transition into recovery operations.
- Provide emergency notification and warning to responders and residents.
- Assess and document impacts from events for recovery process.

### EOC Activation Levels

The Town of Uxbridge EOC has designated three activation levels that increase in intensity, ranging from modest emergency effects associated with Level 1, to catastrophic emergency effects associated with Level 3.

- Level 1: EOC minimally staffed with key personnel to monitor the situation
- Level 2: EOC partially staffed to monitor the situation, facilitate occasional resource requests, and maintain situational awareness

- Level 3: Fully staffed to monitor the situation, facilitate larger volumes of resources requests, and maintain situational awareness

## **EOC Equipment**

The Emergency Management Director or designee will ensure the equipment in the EOC is functional and ready to support an activation. This equipment includes:

- Laptops
- Phones
- Monitors
- Radios/Base Stations

This equipment is tested on a daily basis to ensure its readiness. Additionally, exercises of the EOC may be held on an annual schedule.

## **EOC Staffing**

The Emergency Management Director or designee will maintain a current list of EOC positions. The EMD will coordinate with department heads to identify and train staff to serve in EOC positions. Department heads or their designees will develop and maintain a contact list of personnel that would be available to fill needed positions within the EOC. This list should be readily available from the EMD, as well as attached to this plan. Each department will maintain these lists and provide a monthly status update to Emergency Management.

## **EOC Activation**

When a decision to activate the EOC has been made, staff needed to support EOC operations will be notified of an EOC activation via a telephone call and email, the primary notification system for EOC activations. This notification system will be activated by the EMD or designee. Each EOC member will be notified that the EOC has been activated, and will be provided with the time to report to the EOC and method to verify receipt of the notification. If necessary, a back-up notification system via an alert tone on Police and Fire radio frequency will be used.

## **EOC Deactivation**

The EOC Manager/EMD, in consultation with the Chief Municipal Official and the Incident Commander, is responsible for the decision to deactivate the EOC. As response phase operations wind down, EOC personnel and other staff will be released from the EOC when they are no longer needed to support response efforts.

## **Staging Area**

A staging area is a location where resources needed to support emergency response operations are aggregated and readied for deployment. A staging area, which could be co-located with an ICP, should be located close enough to the incident to allow a timely deployment of assets to

the area of the incident, but far enough away to be out of the immediate impact zone. There may be more than one staging area supporting an incident.

## Points of Distribution

Points of Distribution (PODs) are centralized locations where the public can obtain critical commodities following a disaster or emergency. PODs can accommodate vehicle traffic (drive-through), pedestrian traffic (walk-through) and/or mass transit traffic (bus or rail). Typical critical commodities provided to impacted populations through PODs can include but are not limited to, shelf-stable food, bottled water, ice, tarps and/or blankets.

## Shelters

The Town of Uxbridge has designated three facilities that can be used to shelter evacuees or displaced persons in emergency situations. Shelter facilities will be managed by one of the following: the EMD, Community Emergency Response Team, Police, Fire, and Emergency Medical Service and provide mass care services to evacuees and displaced persons. Shelter facilities will be activated at the direction of the EMD or EOC Manager; shelter facilities are not automatically activated during times of emergency; therefore, residents should obtain guidance and information from local officials on which shelters may be open.

The following facilities are designated as emergency shelters and may be activated during times of emergency

- |                        |                            |                          |
|------------------------|----------------------------|--------------------------|
| • Uxbridge High School | • Whitin Elementary School | • Uxbridge Senior Center |
| 300 Quaker Highway     | 120 Granite Street         | 36 South Main Street     |
| Uxbridge, MA, 01569    | Uxbridge, MA, 01569        | Uxbridge, MA, 01569      |

## Evacuation

The Emergency Management Director has the authority to issue evacuation orders or recommendations. The Governor also has the authority to make evacuation recommendations, and issue evacuation orders under a Gubernatorial Declaration of Emergency.

In the event that an evacuation is recommended or mandated, the population designated for evacuation will leave the affected area using their own private vehicles, or be transported from Evacuation Assembly Points with transportation assets coordinated/obtained by the Town of Uxbridge. Depending upon the hazard and other circumstances, shelters for evacuees may be located within or outside of the community.

Evacuees are expected to follow the direction and guidance of trained emergency workers, traffic coordinators, and other assigned emergency officials.

Evacuation routes should be pre-identified by the Emergency Management Director in coordination with other community officials.



## **Evacuation Assembly Points**

Evacuation Assembly Points (EAPs) are location(s) within the community that serve as assembly points for evacuees who do not have their own transportation. EAPs are typically located at cross streets, and within walking distance of nearby residences. The Town of Uxbridge will use buses or other vehicles to pick up evacuees from EAPs and transport them to either a shelter or to a local evacuation transportation hub. EAPs are locally designated and operated, and are likely not in enclosed facilities (similar to a bus stop concept). Support services are typically not provided at EAPs.

## **Evacuation Transportation Hub (T-Hub)**

In situations when residents may need to be evacuated outside of the community, the Town of Uxbridge will activate one or more Evacuation Transportation Hubs (T-Hubs) where large numbers of evacuees transported from EAPs throughout the community assemble and wait for transportation to either a State-operated Regional Reception Center (RRC) or a designated shelter outside of a community. T-Hubs are locally-operated, have adequate indoor facilities to stage evacuees, and adequate outdoor areas for vehicle staging and evacuee embarkation. The Commonwealth is responsible for providing buses or other vehicles to transport evacuees from local T-Hubs to RRCs or shelters.

# ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

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

## Organization

### Leadership

The Town of Uxbridge has designated emergency management leads that, depending on the severity of the event, may or may not be involved in emergency response and coordination activities. These leads include: The Emergency Management Director, key Uxbridge staff designated to support the emergency operations center, and response partners such as private sector organizations, volunteer organizations, as well as regional, State, and Federal partners. Some or all of these staff may help form an emergency management decision team, to help guide the community's response.

#### Chief Municipal Officer

The Town of Uxbridge has a Town Meeting form of government. The Town Manager serves as the chief municipal officer for the Town and is responsible for providing for the protection of lives and property of the citizens of the community.

The Town Manager provides leadership and direction in setting objectives and priorities during emergencies and disasters. The Town Manager may declare a local state of emergency, call for the activation of the CEMP, call for the activation of the emergency operations center (EOC) and/or direct the evacuation of populations from threatened areas. These decisions are typically made in consultation with the local Emergency Management Director.

If the Town Manager, in consultation with the Emergency Management Director (EMD), identifies the need for additional emergency response resources, requests for mutual aid/assistance agreement will be submitted to the mutual aid partners or to the Massachusetts Emergency Management Agency/State Emergency Operations Center.

#### Incident Commander/Unified Command

The Incident Commander serves as the on-scene commander for tactical response operations. The Town of Uxbridge may expand its incident command to unified command for incidents that require coordinated response among multiple on-site lead response partners. The Incident Commander/Unified Command receives its strategic guidance from the appropriate town officials, and as needed, coordinates with the Town Manager, the Emergency Management Director, and the Emergency Operations Center on response strategies and resource needs.

## Emergency Management Director (EMD)

The Massachusetts Civil Defense Act requires every city and town in Massachusetts to appoint an Emergency Management Director and establish an emergency management program.

The Emergency Management Director is responsible for maintaining and managing the activation of Uxbridge's comprehensive emergency management plan and operating the emergency operations center. On a day-to-day basis, the EMD coordinates emergency planning for the Town of Uxbridge, working with the leadership of the Fire Department, Police Department, Board of Health, Public Works, and others as required to share situational awareness and mobilize needed resources. In emergency response situations, the EMD manages EOC operations, facilitates emergency response coordination, and makes recommendations to and advises the Town Manager and appropriate town officials on available courses of action to inform decision-making.

## Emergency Management Organization

The Town of Uxbridge's Emergency Management Organization supports the functions of the emergency operations center, and is comprised of partners from government agencies, non-governmental organizations, and the private sector. The positions identified to support the emergency management organization and the EOC are designated as ***emergency positions***. Town of Uxbridge staff and emergency management partners will be identified and trained to serve in these emergency positions.

## Government Organizations

Most of the departments within the Town of Uxbridge's government have been assigned emergency responsibilities in addition to their normal duties to support emergency response and emergency operations center operations.

## Non-Governmental Organizations

Several non-governmental organizations, such as the American Red Cross, Salvation Army, and The Central Massachusetts Disaster Animal Response Team (CMDART), work with the Town of Uxbridge to support EOC operations and aid in shelter operations and mass care needs.

## Private Sector

Several private sector organizations support EOC operations and emergency response. These organizations include National Grid, Eversource and Charter.

## Commonwealth of Massachusetts

The Massachusetts Emergency Management Agency (MEMA) coordinates State level emergency operations. During an emergency or disaster, MEMA may provide direct support to the Town of Uxbridge and may serve as a conduit for resource management from other jurisdictions, State agencies, Federal agencies (through the Federal Emergency Management Agency), and/or from outside the state through the Emergency Management Assistance Compact (EMAC). MEMA administers recovery assistance programs issued by FEMA under presidential disaster declarations.

## EMERGENCY OPERATIONS CENTER ORGANIZATION

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An Emergency Operations Center (EOC) should be organized to best facilitate effective operations for the jurisdiction. The Town of Uxbridge's EOC is organized in a functional structure to ensure the ability to acquire, analyze, and act on information, and coordinate resources to effectively and efficiently support emergency response operations in a timely manner.

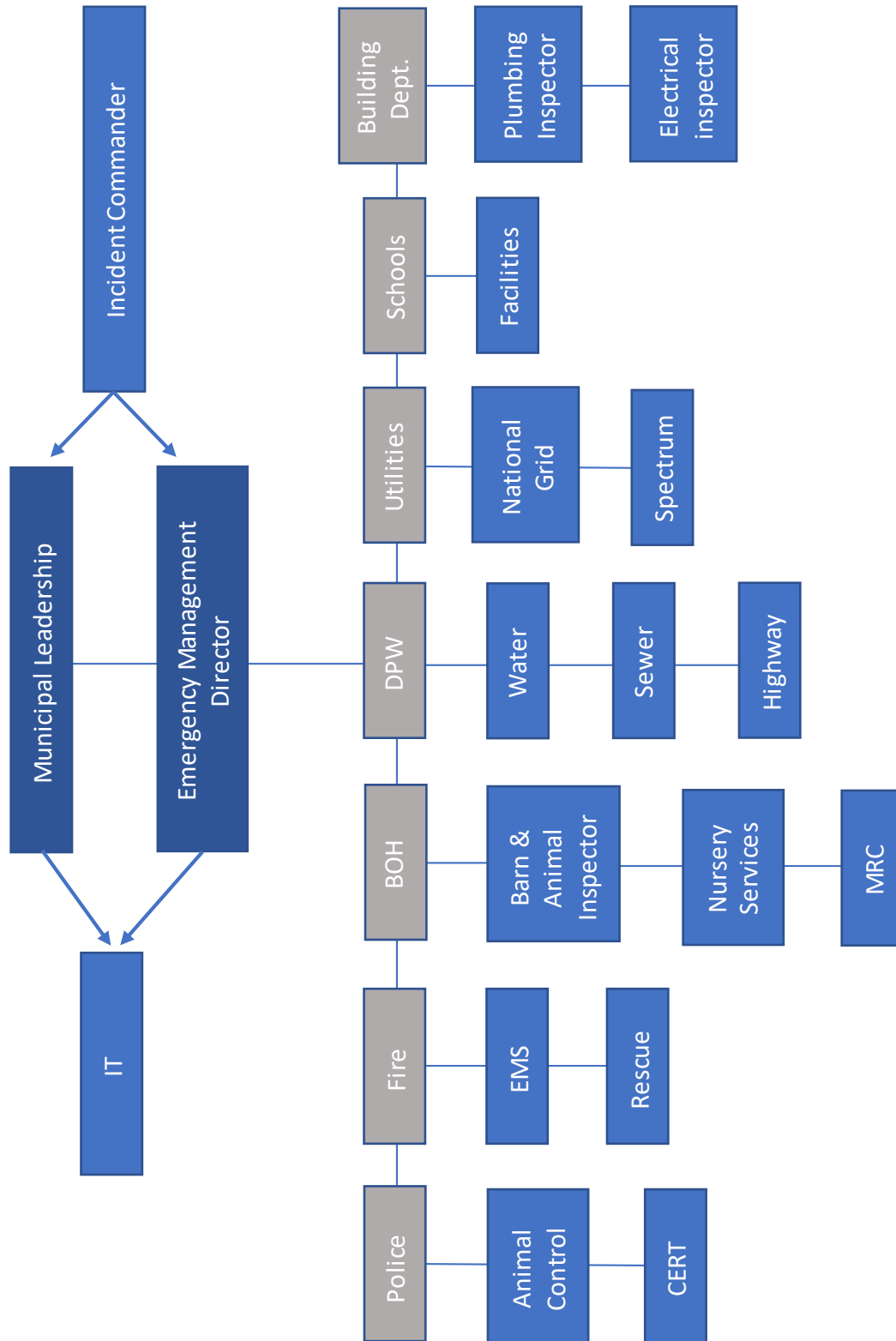
The Town of Uxbridge EOC is organized under a functional structure with designated emergency roles to facilitate activities. The key ICS positions and sections within the EOC are as follows:

- **EOC Manager:** The EOC Manager oversees all EOC activities, exercises overall direction and control of EOC operations, and provides policy, guidance, and direction to EOC emergency operations. The EOC Manager coordinates with incident command and response partners at the local, regional, State, and Federal levels to identify necessary resources for emergency response. The EOC Manager has primary responsibility for coordinating across each EOC Section and with the Chief Municipal Officer(s) and/or Decision Team, the Massachusetts Emergency Management Agency and/or State Emergency Operations Center, and EOC Managers from neighboring jurisdictions, as appropriate. The EMD typically serves as the EOC Manager.
- **Public Information Officer:** The Public Information Officer (PIO) is responsible for the provision of public information regarding an incident's cause, size, and current situation, in addition to the type and volume of resources committed in order to stabilize and mitigate an ongoing emergency. The PIO is also responsible for reporting on other matters of general interest to government agencies, the media, and the public and private sectors in the event of an emergency or disaster, utilizing both traditional and social media platforms.
- **Police Representative:** The Police Representative is responsible for coordinating law enforcement resources to support emergency response operations, and providing situational awareness to the EOC Manager and to the Police Department.
- **Fire Services Representative:** The Fire Resources Representative also functions as the Emergency Medical Services Representative and is responsible for coordinating fire services and EMS resources to support emergency response operations and provide situational awareness to the EOC Manager.
- **Public Health Representative:** The Director of Inspectional Services is the Public Health Representative and is responsible for coordinating public health and medical resources to support emergency response operations, and provide situational awareness to the EOC manager and to the Public Health Department.

- **Public Works Representative:** The Public Works Representative is responsible for coordinating transportation, public works and engineering resources to support emergency response operations, and providing situational awareness to the EOC Manager and to the Public Works Department.
- **Information Technology Department Representative:** The Information Technology Director or designee is responsible for ensuring communications capability essential to emergency operations and that the back-up systems and contingency communications are in place to protect vital data and documents in the event normal communications are disrupted.
- **Mass Care and Shelter Operations Representative:** The Mass Care and Shelter Operations Coordinator is responsible for coordinating resources to support shelter operations and mass care services, and providing situational awareness to the EOC Manager, partnering with non-governmental organizations, and operating shelters.
- **School District Representative:** The School Department Representative is responsible for coordinating resources to support school operations and/or evacuations, sharing information with schools, and providing situational awareness to the EOC Manager.
- **Public Utilities Representative:** Representatives from public utilities such as Charter and National Grid are responsible for coordinating with the EOC Manager and Emergency Management Director to keep them and the EOC informed of service disruptions, estimated recovery times, and restoration efforts.

Table 1 depicts the organization of the EOC.

**TABLE 1 EOC ORGANIZATION**



# ASSIGNMENT OF ROLES AND RESPONSIBILITIES

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## Chief Municipal Officer

### Prevention and Mitigation

- Coordinates with the EMD and others in the emergency management organization to identify risks and hazards in the community
- Reviews and approves hazard mitigation plan
- Authorizes mitigation strategies

### Preparedness

- Appoints Emergency Management Director (EMD)
- Approves the Comprehensive Emergency Management Plan (CEMP)
- Approves emergency management-related policies
- Ensures individuals are appointed to serve in critical emergency management organization positions
- Ensures emergency preparedness information and guidance is provided to residents
- Ensures emergency facilities and other emergency locations are in a state of readiness

### Response

- Responsible for overall response operations
- Receives recommendations from the Incident Commander, EMD and/or EOC Manager on emergency response decisions
- Ensures the Emergency Operation Center (EOC) is operational, staffed and functional
- When necessary, issues a local declaration of emergency
- Ensures emergency information and guidance is provided to residents
- Upon recommendation by the EMD and/or Incident Commander, issues evacuation orders or recommendations, when necessary
- Authorizes the activation of mass care facilities
- Coordinates with other elected officials at the State and Federal level
- Makes decisions on all non-routine matters

### Recovery

- Approves disaster recovery policies
- Serves as an advocate for constituent recovery efforts
- Hosts community meetings to ensure needs are being addressed and to provide information to residents



## **Emergency Manager**

### **Prevention and Mitigation**

- Coordinates with emergency management partners and community officials to identify risks and hazards in the community
- Coordinates the development and implementation of hazard mitigation plan and strategies

### **Preparedness**

- Facilitates and ensures the development and maintenance of the comprehensive emergency management plan
- Ensures the CEMP is reviewed, revised and adopted in accordance with plan maintenance policies
- Designates facilities to be used as an Emergency Operations Center (EOC) and an alternate EOC
- Ensures the EOC and alternate EOC remain in a state of readiness
- Develops and maintains EOC activation procedures to ensure the EOC can be activated quickly
- Maintains lists designated EOC personnel
- Maintains Standard Operating Procedures (SOP) for EOC operations
- Trains public officials and EOC personnel on EOC operations
- Oversees the planning and development of basic warning/notification functions
- Ensures swift access to supplies and equipment needed for emergency operations
- Coordinates with public health to ensure individuals with access and functional needs can be adequately supported during times of emergency
- Coordinates with appropriate community and emergency management partners to designate locations for sheltering, evacuation assembly and/or transportation hubs, staging areas, and points of distribution for critical commodities
- Coordinates and/or provides training, drills and exercises necessary to prepare community and emergency management partners to perform identified roles and responsibilities
- Recruits, trains and facilitates activation of Community Emergency Response Team program
- In cooperation with volunteer agencies, assists with the recruitment, registration and identification of volunteer emergency workers
- Promotes coordination among public and private agencies regarding emergency management
- Coordinates Continuity of Operations planning, and prepares standards and guidelines for developing, testing and exercising continuity of operations plans
- Manages the NIMS Compliance Program necessary to establish the Incident Command System (ICS) procedures to during a disaster

- Conducts community outreach and public emergency education programs
- Assists with the development of mutual aid agreements with other public and private agencies

### **Response**

- Activates EOC and initiates response procedures and activities
- Coordinates all EOC activities and associated emergency response activities of other agencies
- Coordinates with on-site Incident Command on resource needs
- Ensures situational awareness information is disseminated to pertinent emergency management and response partners
- Serves as the primary liaison with MEMA
- Ensures the coordination of resources to support emergency response activities
- Coordinates with public health and public works/transportation to facilitate the transportation of individuals with access and functions needs
- Coordinates the submission of all requests and responses for statewide mutual aid
- Directs and re-allocates community assets and resources during a disaster
- Coordinates requests for State and Federal assistance
- Coordinates resource management including donations of materials, equipment and services
- Makes recommendations to the Town Manager on evacuations
- Determines if a shelter(s) is to be opened and assists with selection of shelter site(s)
- Activates local public information hotline
- Demobilizes the EOC when appropriate to do so.
- Directs an after-action assessment of the disaster to determine what actions can be taken to mitigate future disaster effects.
- Maintains a database to identify lessons learned and corrective actions taken

### **Recovery**

- Initiates recovery activities including conducting initial damage assessments and compiling damage assessment data, providing the data to MEMA and FEMA when needed
- Coordinates with MEMA on State and/or Federal disaster assistance
- Coordinates with MEMA on opening Disaster Recovery Centers, when needed
- Works with the Chief Municipal Officer to establish a framework within which short-term and long-term recovery operations are coordinated.

## **Police Department**

### **Prevention and Mitigation**

- Coordinates with EMD to identify risks and hazards in the community

### **Preparedness**

- Ensures EOC representatives are trained
- Ensures that law enforcement mutual aid agreements are in place
- Coordinates with EMD on the designation of locations for sheltering, evacuation assembly and/or transportation hubs, staging areas, and points of distribution for critical commodities
- Maintains plans and/or standard operating procedures for providing resources and services needed during a disaster

### **Response**

- Provides EOC representative(s) to coordinate law enforcement resources to support emergency response operations
- Provides liaison and coordination with other law enforcement agencies, including Massachusetts State Police, and mutual aid organizations
- Provides security for the EOC
- As needed, provide resources for traffic control, crowd control and restricted area control, including patrolling evacuated areas
- As needed, provide resources for security to critical facilities including mass care shelters
- As needed, provide warning and notification support which may include the use of public address systems on vehicles
- As needed, provides communications support
- As needed, provides resources to support search and rescue operations
- As needed, issues restricted area passes to appropriate personnel
- As needed, assists with evacuations
- As needed, assists with enforcement of quarantine and protection orders
- Assesses impact of disaster on available equipment and resources
- Provides situational awareness about emergency response operations, resource status and other topics of interest to the EOC

### **Recovery**

- As needed, assist EMD with recovery activities

## **Fire Department**

### **Prevention and Mitigation**

- Provides fire code enforcement and fire prevention services including inspections and public education
- Ensures that hazardous materials safeguards are in place
- Ensure that Tier 2 facility reports are filed on an annual basis
- Coordinates with EMD to identify risks and hazards in the community

### **Preparedness**

- Ensures EOC representative is trained
- Ensures that fire services and hazardous materials response mutual aid agreements are in place and maintained
- Maintains readiness of all fire service equipment, supplies, procedures and mutual aid agreements needed for disaster response activities
- Maintains plans and/or standard operating procedures for providing resources and services needed during a disaster
- Coordinates with EMD on the designation of locations for sheltering, evacuation assembly and/or transportation hubs, staging areas, and points of distribution for critical commodities

### **Response**

- Provides EOC representative(s) to coordinate fire services resources to support emergency response operations
- As needed, provides fire response and control during a disaster
- As needed, requests and manages mutual aid for fire services response
- As needed, provides warning and notification support which may include the use of public address systems on vehicles
- As needed, provides resources to support search and rescue operations
- As needed, provides radiological monitoring and decontamination support
- As needed, ensures hazardous materials incident response, control and operations support
- As needed, provides primary or secondary emergency medical services
- As needed, assists in the triage of disaster victims
- As needed, provides communications support
- As needed, notifies and advises in-field response agencies of any dangers to personnel at or near the scene of the disaster
- Maintains fire protection for those areas of the community not affected directly by the disaster
- As needed, determines need for evacuations associated with hazardous materials risk and/or exposure

- As needed, assists with evacuation operations
- Assesses impact of disaster on available equipment and resources
- Provides situational awareness about emergency response operations, resource status and other topics of interest to the EOC

#### **Recovery**

- As needed, assist EMD with recovery activities including damage assessments

### **Public Works / Highway Division**

#### **Prevention and Mitigation**

- Inspects public and private water impoundment sites
- Maintains road, bridges, and waterways
- Coordinates with EMD to identify risks and hazards in the community

#### **Preparedness**

- Ensures EOC representative is trained
- Maintains readiness of all DPW equipment and personnel in connection with disaster response activities
- Provides fuel storage
- Coordinates with EMD on the designation of locations for sheltering, evacuation assembly and/or transportation hubs, staging areas, and points of distribution for critical commodities
- Maintains plans and/or standard operating procedures for providing resources and services needed during a disaster
- Maintains debris management plan
- Ensures written agreements are in place with emergency response organizations for use of equipment

#### **Response**

- Provides EOC representative(s) to coordinate public works and engineering resources to support emergency response operations
- As needed, provides staffing for resource distribution centers
- As needed, provides fuel for emergency generators
- As needed, coordinates the deployment of traffic control devices
- As needed, provides support to clear debris and/or remove snow
- Monitors community dams during a disaster
- Assesses impact of disaster on available equipment and resources
- Coordinates with the EMD to facilitate the transportation of individuals with access and functions needs
- Provides situational awareness about emergency response operations, resource status and other topics of interest to the EOC

## **Recovery**

- In coordination with the EMD, conducts damage assessment of roads, bridges and other facilities and infrastructure
- Coordinates record keeping related to damage assessment and recovery resources
- Provides debris clearance and disposal
- Coordinates with public health on water testing
- Provides road, bridge and other public facility repair
- Coordinates with utility companies to restore services
- Continues to provide EOC support until no longer needed
- Coordinates debris removal by government agencies and private contractors

## **Water / Sewer Division**

### **Prevention and Mitigation**

- Maintains Water/Sewer Division infrastructure
- Coordinates with EMD to identify risks and hazards in the community

### **Preparedness**

- Ensures EOC representative is adequately trained
- Maintains readiness of all water and sewer equipment and personnel in connection with disaster response activities
- Maintains plans and/or standard operating procedures for providing resources and services needed during a disaster

### **Response**

- Provides EOC representative(s) to coordinate resources to support emergency response operations or manage consequences
- Monitors status of and impacts to water and sewage systems
- Takes actions necessary to prevent contamination of water supply
- Ensures availability of adequate water resources for fire services
- As needed, coordinates resources to support restoration of water and sewage services
- Provides situational awareness about emergency response operations, resource status and other topics of interest to the EOC

### **Recovery**

- Coordinates with EMD to conduct damage assessments on water/sewer division facilities and infrastructure
- Coordinates with public health on water testing
- Provides repair of water/sewer department facilities

## **Emergency Medical Services**

### **Prevention and Mitigation**

- Coordinates with EMD to identify risks and hazards in the community

### **Preparedness**

- Ensures EOC representative is trained
- Ensures that mutual aid agreements for emergency medical services are in place
- Maintains plans and/or standard operating procedures for providing resources and services needed during a disaster
- Maintains readiness of all EMS equipment, supplies, procedures and mutual aid agreements needed for disaster response activities

### **Response**

- Provides EOC representative(s) to coordinate emergency medical services resources to support emergency response operations
- As needed, provides emergency medical services/pre-hospital care, triage and transportation of disaster victims
- Requests and manages mutual aid for emergency medical services operations
- As needed, assists in the evacuation of hospitals and nursing homes
- Coordinates the dispatch of ambulances and the number and types of injured to area hospitals
- Provides emergency medical service to areas of the community not directly affected by the disaster
- Provides situational awareness about emergency response operations, resource status and other topics of interest to the EOC

### **Recovery**

- As needed, assist EMD with recovery activities including damage assessments

## **Board of Health**

### **Prevention and Mitigation**

- Conducts public health inspections at public sector facilities
- Coordinates immunization programs
- Coordinates with EMD to identify risks and hazards in the community
- Facilitates education programs to the public on disease prevention

### **Preparedness**

- Ensures EOC representative is adequately trained
- Maintains readiness of public health personnel and equipment in connection with disaster response activities

- Maintains plans and/or standard operating procedures for providing resources and services needed during a disaster
- Coordinates with medical facilities to ensure readiness of supplies, equipment and personnel for use during a disaster
- Provides training to appropriate personnel in detection, evaluation and prevention of communicable diseases
- Provides protection of food and water supply
- Coordinates with EMD to ensure planning for and coordination of health/medical aspects of response to a disaster
- Coordinates pandemic planning with MA Department of Public Health and community public and private health care provider network
- Maintains procedures for mass and mobile medical countermeasures dispensing for mass prophylaxis or vaccination
- Advises on control of disease vectors such as insects and rodents
- Recruits, trains and facilitates activation of community Medical Reserve Corps (MRC)
- Coordinates with the EMD to ensure individuals with access and functional needs can be adequately supported during times of emergency

#### **Response**

- Provides EOC representative(s) to coordinate public health and medical resources to support emergency response operations or manage consequences
- Monitors status of and impacts to public health and healthcare facilities
- As needed, coordinates with the water/sewer department on any issues on water supply contamination
- As needed, provides resources to investigate and correct problems with sanitation conditions during a disaster
- As needed, coordinates safe waste disposal
- As needed, coordinates water and food inspection and associated laboratory testing
- As needed, advises on disease vectors such as insects and rodents
- As needed, Provides pest control
- As needed, coordinates necessary mortuary services with the Chief Medical Examiner, including operation of temporary morgues and identification and registration of victims
- Assists in the determination and elimination of health hazards in the disaster area
- Upon authorization from MA Dept. of Public Health, implements isolation and quarantine measures, as needed
- Issues health advisories, as needed
- Coordinates the activation and operation of medical countermeasures Emergency Dispensing Sites



- Coordinates the monitoring of food safety and general sanitation at mass care shelter facilities
- Orders testing of diseased animals
- Advises on public health hazards related to medical waste and other biohazards, hazardous materials and radiological materials during an emergency
- Liaises with State and Federal health and environmental agencies
- Coordinates with the EMD to facilitate the transportation of individuals with access and functions needs

#### **Recovery**

- Coordinates with EMD to conduct damage assessments as needed
- Coordinates with the debris removal agencies regarding any debris that may pose a public health hazard

### **Board of Health Additional Information**

Pursuant to Massachusetts General Laws, and also both State and local regulations, the Uxbridge Board of Health is responsible for disease prevention and control, health and environmental protection, and promoting a healthy community. The Board serves as the local arm of both the Mass. Department of Public Health and the Mass. Department of Environmental Protection. As such, its general duties include:

- Developing, implementing and enforcing health policies
- Overseeing inspections to maintain minimum standards for sanitation in housing and food service, and
- Assuring that the basic health needs of the community are being met.

The Uxbridge Board of Health partners with Region 2 Public Health Emergency Preparedness Coalition (PHEP). PHEP Region 2 represents 74 Cities and Towns across Central Massachusetts and builds local public health emergency preparedness and response capabilities. Funding for the Coalition planning activities is provided by the CDC and the MA Dept. of Public Health.

The Town of Uxbridge Board of Health has developed an Emergency Preparedness Handbook to accompany the Town of Uxbridge CEMP. The Emergency Preparedness Handbook provides residents a place to keep key family and contact information in case of an emergency. It encourages families to develop an action plan so everyone in the family knows what to do and where to go in an emergency. Essential emergency forms provided by the Uxbridge BOH are available on the Town of Uxbridge's Emergency Management webpage.

## **Infectious disease reporting & surveillance**

- Rabies surveillance
- Rabies specimen collection
- Pandemic response planning
- Health emergency response planning
- Health education

## **Information Technology Department**

### **Prevention and Mitigation**

- Coordinates with EMD to identify risks and hazards in the community

### **Preparedness**

- Ensures EOC representative is adequately trained
- Maintains readiness of IT personnel and equipment in connection with disaster response activities
- Maintains plans and/or standard operating procedures for providing resources and services needed during a disaster
- Ensures radio, telephone, computing resources and network communications capability essential to emergency operations are maintained
- Ensures emergency backup and contingency communications capability in the event normal communications are disrupted
- Ensures the protection of vital records through ongoing support processes for data backup, IT security measures and standard procedures for firewall management, intrusion detection, anti-virus protection and access control
- Assists agencies with Geographic Information Systems (GIS) technology services in supporting incident response, recovery and mitigation activities
- Provides authority and governance protocols for access to IT resources, systems, data and facilities that house IT assets and for invoking disaster recovery procedures on IT-supported equipment and systems

### **Response**

- Provides EOC representative(s) to support EOC and emergency response operations
- Provides technical assistance to the EOC as required to activate and maintain communications and information systems capabilities to support emergency operations
- Assists with providing emergency printing services and other printing as appropriate

## **Recovery**

- Assists with the recovery of electronic records and invokes recovery in accordance with the IT Department, Continuity of Operations plan

## **School Department**

### **Prevention and Mitigation**

- Implements school safety and security programs
- Conducts exercises and drills on the school safety and security programs
- Coordinates with EMD to identify risks and hazards in the community

### **Preparedness**

- Maintains plans for protection of students during a disaster
- Regularly practices through drills and other educational means, procedures for safe evacuation and relocation of students in case of an emergency
- Coordinates with the American Red Cross and the local emergency management organization regarding arrangements to use schools and/or school food stocks for mass care shelter and feeding

### **Response**

- Protects students in school by releasing them, sheltering them or evacuating and relocating them to safe areas during emergency/disaster
- Provides school buildings for public shelter
- Provides buses for evacuation of students during emergency/disaster
- Provides for the emergency care of students and employees during normal school hours
- Provides available facilities for medical dispensing sites

### **Recovery**

- Coordinates safe re-entry of students into school after the emergency has passed
- Assists in damage assessments of school facilities

## **School Department Additional Information**

The safety and wellbeing of the students, faculty, support staff, volunteers and community have always been a top priority in the Uxbridge Public Schools. Each school in the district has an Emergency Response Team (ERT) comprised of administrators, teachers and support staff. These teams meet regularly and complete practice exercises to be better prepared for an emergency situation.

Working together, the administrators, faculty, support staff, volunteers, law enforcement, fire, and community leaders have strengthened the efforts of district preparedness to enhance the

safety of the students. The School Department and supporting agencies have dedicated many hours to emergency preparedness.

Response details for specific events regarding the Uxbridge Public School System are outlined in the ERP (Emergency Response Plan).

### **The Uxbridge Public School Emergency Response Plan (ERP)**

The ERP includes the following response plans;

- Lockdown Procedures
- Shelter in Place
- Dangerous Person on School Grounds
- Active Killer Response
- Shooting / Stabbing on School Grounds
- Gun / Weapon on School Grounds
- Bomb Threat
- Reunification Procedures
- Physical Assault / Battery
- Sexual Assault / Battery
- Suicide Threat / Attempt
- Death of Student / Staff
- Child Abuse / Neglect
- Missing Child / Kidnapping / Custody Issues
- Body Fluid Spillage
- Injury or Medical Injury During School Day / School Sponsored Activities
- Poisoning
- HazMat Spill
- Gas Leak
- Bus Emergencies

## **Animal Control**

### **Prevention and Mitigation**

- Coordinates with EMD to identify risks and hazards in the community

### **Preparedness**

- Coordinates planning with appropriate public and private sector agencies which provide for protection of domestic animals, fish and wildlife during a disaster
- Forms emergency response teams to address activities necessary for the care of animals in an emergency such as evacuation, sheltering and medical treatment

### **Response**

- Coordinates the animal services and assistance necessary during a disaster including protection and care of injured animals and disposal of dead animals

### **Recovery**

- Coordinates return of domestic animals to owners after emergency has passed

## **Local Government Agencies**

### **Prevention and Mitigation**

- Coordinates with EMD to identify risks and hazards in the community

### **Preparedness**

- Develops and maintains emergency response procedures
- Negotiates and maintains mutual aid agreements
- Identifies sources of emergency supplies, equipment and transportation
- Establishes and maintains a list of succession of key personnel

### **Response**

- Protects and preserves vital records essential for the continuity of government and delivery of essential functions
- Provides EOC support

### **Recovery**

- Maintains records of disaster-related expenditures, including appropriate documentation
- Continues to provide EOC support until no longer needed
- Provides support for damage assessment activities

## **Other Agencies:**

- Community Relief Services
- CERT/MRC

- Local Volunteer Organizations
- Local Businesses
- Civic Groups, Faith-Based Organizations, Advocacy Groups

#### **Prevention and Mitigation**

1. Develops and maintains emergency response procedures
2. Negotiates and maintains mutual aid agreements

#### **Preparedness**

1. Identifies sources of emergency supplies, equipment and transportation
2. Establishes and maintains a list of succession of key personnel

#### **Response**

1. Provides EOC support

#### **Recovery**

1. Continues to provide EOC support until no longer needed
2. Provides support for damage assessment activities

## **Line of Succession**

The line of succession for the Emergency Manager will be as follows:

- 1) Emergency Management Director
- 2) Deputy Emergency Management Director
- 3) Fire Chief
- 4) Police Chief
- 5) Deputy Fire Chief
- 6) DPW Director

# INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

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## Situational Awareness

There are five elements that are the backbone of good situational awareness:

- Define your information requirements
- Determine how to gather information
- Decide who will analyze that information
- Determine how that information will be shared
- Choose the technology that will help communicate and manage the information

During the initial period of an emergency, efforts should be focused on gaining an understanding of the situation and establishing incident priorities. A well-defined, operational information collection capability is essential. Information collection provides situational awareness to leadership and promotes informed decision-making. The community has designated a process to collect, analyze and disseminate information during an emergency to both internal and external response partners as well as the public.

## Information Collection

Information will be collected from a variety of sources. The EOC Manager or his/her designee at the EOC will be charged with collecting information. The following list contains examples of potential sources of operational information:

- On-scene responders
- Community departments and agencies
- WebEOC and MEMA Situational Awareness Reports
- Public agencies and non-governmental partners
- Television, radio and print media
- Social media
- Victims of the emergency and the general public
- Subject matter experts

## Information Analysis

After information has been collected, it must be analyzed to determine its credibility and operational relevance. The EOC Manager or his/her designee will analyze information that is received and prepare intelligence reports for leadership.

## Dissemination

Message dissemination is categorized into internal messaging and public messaging. Internal messaging refers to messages crafted for responders and partners, while public messaging refers to messages crafted for public dissemination.

### Internal Messaging

EOC Manager or his/her designee in the EOC will assist in conveying information as necessary to responders, community departments and agencies and other partners. Additionally, EOC Manager or his/her designee will maintain and update the Incident Action Plan (IAP), which will contain critical information and intelligence updates.

Within 24 hours of an emergency event, the EMD will submit a Local Government Situation Report (see Attachment 3) to their Regional MEMA office. For a significant incident, the situation report should be followed by an Initial Damage Assessment as soon as specific damage information is available but not later than seventy-two (72) hours after the peak of the event.

### Public Messaging

Various methods of public information dissemination are available. The decision to use a particular medium will be based on the urgency and the intended audience. Some methods of distribution include:

- Press releases
- Press conferences
- Website updates
- Print, radio or televised announcements (Cable Access)
- Social media updates
- Local or regional public information systems such as Reverse 911 systems and web/application-based notification systems
- CodeRED
- Communication boards

To ensure one consistent and accurate voice, all public information releases will be coordinated through EOC Manager or his/her designee; typically, the PIO.

### Local Declaration of Emergency

In general, a Declaration of Emergency is made only by a Chief Elected Official or the EMD and may be used to allow spending of funds without a budget allocation, facilitate emergency procurement, or issue emergency orders such as evacuation, curfew, quarantine, or shelter in place orders.



A local Declaration of Emergency may be declared by the Chief Elected Official, EMD, or as permitted by local charter, bylaw or ordinance, or State law. Whenever a local emergency has been declared the EMD will notify the Massachusetts Emergency Management Agency (MEMA) through WebEOC or their regional office.

When all emergency activities have been completed, the EMD will coordinate with the Chief Elected Official to terminate the declared emergency. All community departments, agencies and organizations will receive notification of emergency declarations and terminations through the Town's communication system, CodeRED, and the Town of Uxbridge email system

## COMMUNICATIONS

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Communications are an important component of response and recovery operations. The ability of emergency management/response personnel from different disciplines, jurisdictions, organizations, and agencies to work together depends greatly on their ability to communicate with each other. To effectively transmit and receive information, emergency response partners supporting the community must have access to all available forms of communication. This section outlines the types of equipment/systems available for internal, external and public communication. Operational communications systems and capabilities, and effective communications, are essential to the success of any emergency operation. The community maintains and operates the following communications systems to ensure effective and operation communications between municipal personnel and with other jurisdictions.

Communications between community agencies occur through the use of several types of communications equipment including radios, cellular and landline phones, email, and satellite phones. In addition, the Commonwealth uses WebEOC and the Health and Homeland Alert Network (HHAN) for external notifications and to provide situational awareness. Public communications range from the Emergency Alert System to the community's website and social media.

The Town of Uxbridge's communication system is advancing as the needs of the town change.

### Alert and Notification

Emergency notification of community agencies is critical during times of emergency to ensure response partners have adequate time to prepare for an emergency and can assemble to respond to an emergency. The community has several means of notifying emergency response partners. In most situations, the community has the capability to warn departments and agencies on a 24-hour basis.

## Notification of Key Officials

When an emergency requires the notification of key community officials, the police, fire, and BOH services will utilize the following means as appropriate:

- Email
- Landline telephone
- Cellular Phone
- Satellite Phone
- 2-way radio systems (during normal business hours)
- Dispatch a vehicle for in-person notification
- Face-to-face communication
- CodeRED staff group

## EOC Communications

The community's EOC is equipped with, maintains and is capable of operating, the following communication systems:

- Digital Messaging
- Landline Telephony
- Satellite Telephony
- Radio Communication

The community conducts periodic communications tests to ensure that its systems are operational and its personnel are capable of operating the systems. More particularly, the EMD conducts an emergency communication test on a daily basis.

## Emergency Alert and Warning

Emergency alert and warning systems are designed to allow local authorities to warn the public of impending or current threats or emergencies affecting their area. Such public warning systems are essential to communicating critical emergency information to the public during times when other communications systems may not be dependable. Public warnings may be issued during severe weather, flooding, fire, hazardous material release, terrorist threat, water contamination, and any other threats to life, property, and safety. During these or any other type of emergency when the need to relay emergency public information is immediate the PIO will coordinate the development of public warning messages. The PIO will implement the dissemination of the messages via the public warning systems. Warning the public about an emergency or disaster includes various means of communication which are summarized in the table below:

## Public Warning

Public warning is accomplished using the following methods as appropriate:

- Emergency Alert System (EAS)
- Wireless Emergency Alerts
- Local Access TV Station
- Town Website Communications
- Sirens
- Social Media
- Variable Message Boards
- Fixed Message Boards
- Reverse Telephonic Notification Systems (Reverse 911)
- Code Red (requires individual subscription)

## Emergency Alert and Warning for Persons with Access and Functional Needs

Access and functional needs populations will be warned of emergencies by available methods, including the following:

- Visually impaired: EAS messages on radio, sirens, NOAA Weather Radio, reverse telephonic notification systems (locally based), route alerting (locally based), door-to-door notification (locally based)
- Hearing impaired: Captioned EAS messages on television, TTY on reverse telephonic notification systems (locally based), route alerting (locally based), door-to-door notification (locally based)
- Non-English speaking: Language messages on radio and/or TV, NOAA Weather Radio, route alerting, door-to-door, other.

## Public Information Officer

The Public Information Officer has the responsibility for taking following actions.

ACTIONS:

- Determine or create proper message content
- Select appropriate public warning system(s) for use
- Disseminate public warnings after receiving written approval from the EOC Manager or his/her designee
- During non-emergency times, information regarding emergency plans and actions to be taken by the public, in the form of [public information / education materials, will be

provided to the public via newsletters, brochures, publications in telephone directories, community CATV Local Access and the community web-site, etc.]

During an emergency, the potential for dissemination of false or misleading information is high. This can lead to operational difficulties for responders and confusion among the public. Misleading information can be produced from several sources. The community will establish a media monitoring and rumor control section in Uxbridge and staffed by other non-essential personnel.

## **ADMINISTRATION, FINANCE AND LOGISTICS**

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### **Finance and Administration**

Due to the nature of emergency situations, financial transactions and activities, including purchases and leases, often need to be executed quickly, and sometimes routine financial and accounting procedures need to be amended or bypassed, or authorized by law, regulation, and policy. Note that this in no way lessens the need to follow sound financial management and accountability.

A local declaration of a State of Emergency may, in some circumstances, allow the community to bypass normal budgetary and financial requirements in order to finance emergency response and recovery activities.

A Presidential Disaster Declaration, or a Presidential Emergency Declaration, may allow the community to apply for Federal disaster funding and to be reimbursed for eligible response and recovery costs.

Timely financial support for response and recovery activities could be crucial to successfully achieving response and recovery objectives. While innovative and expeditious means of procurement may be required during times of emergencies, it is still mandatory that lawful and sound financial and accounting principles and practices be employed in order to safeguard the use of public funds from the potential for fraud, waste, and abuse.

Each community agency is responsible for establishing effective administrative funding controls, segregation of duties for proper internal controls, and accountability to ensure that costs incurred are consistent with the missions identified in this plan. Extreme care and attention to detail must be taken throughout the emergency response period to maintain logs, formal records, and file copies of all expenditures, including personnel time sheets, in order to provide clear and reasonable accountability and justification for future reimbursement requests.

## Record Keeping

Detailed financial records should be kept for every emergency or disaster managed by the community. Having detailed and complete financial records are requirements for receiving Federal reimbursement under the Stafford Act for Presidentially declared disasters and emergencies. Documentation should include personnel hours, equipment costs, expenditures/procurements, costs incurred by the City/Town etc. Financial records are essential to a successful recovery effort.

All records relating to the allocation and disbursement of funds for activities covered in this plan must be maintained, as applicable, in compliance with the Code of Federal Register, Title 44, *Emergency Management Assistance*, and all Massachusetts statutes pertaining to State financial matters and emergency management powers and responsibilities.

## Record Retention

Retention of records involving emergencies/disasters will be maintained according to local policies for a period of not less than five (5) years from the date of occurrence by the Emergency Management Director. In addition, records regarding hazardous materials exposures will be maintained by the BOH Director and the Emergency Management Director for a period of not less than ten (10) years.

## Preservation of Records

It is the responsibility of the chief elected official to ensure that public records be protected and preserved in accordance with applicable state and local laws. Storage locations for various vital records are located below:

Location of Town Clerk's Original Records:	Town Hall
Form of Town's Original Records:	Hard Copy
Location of Town Clerk's Duplicate Records:	Town Hall
Form of Town Clerk's Duplicate Records:	Hard Copy
Location of Principal Assessor's Original Records:	Town Hall
Form of Principal Assessor's Original Records:	Hard Copy
Location of Principal Assessor's Duplicate Records:	Town Hall
Form of Principal Assessor's Duplicate Records:	Hard Copy
Location of Board of Health's Original Records:	Town Hall
Form of Board of Health's Original Records:	Hard Copy
Location of Board of Health's Duplicate Records:	Town Hall
Form of Board of Health's Duplicate Records:	N/A

The Town of Uxbridge is in the process of making records from the Town Clerk, Principle Assessor, and Board of Health available online via a cloud-based server.

## Reports

The use of reports will vary according to the type of emergency being handled.

### Messages

All requests for assistance and all general messages will be handled using the procedures and forms found in the Forms section of this plan.

### Local Government Situation Report

These reports are compiled by the EMD and forwarded to MEMA to keep state officials informed about the current status of operations. WebEOC may also be used to provide this information. Please see **Attachment 3** for a sample Local Government Situation Report.

Other forms may include the chronological log and daily staff journal log and financial tracking reports.

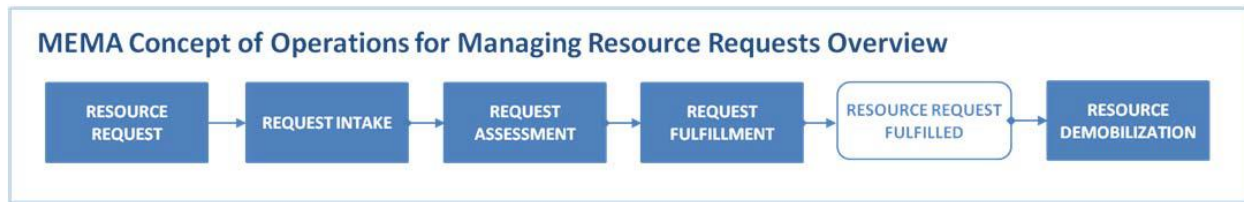
## Resource Management

The following are sources or potential sources for resources that may be available to the town in responding to disasters and emergencies:

- Personnel, equipment and facilities belonging to the community
- Resources available from other jurisdictions through local mutual aid agreements
- Resources available from the private sector through purchase, lease, or MOU
- Resources of the Commonwealth of Massachusetts including the National Guard through the Massachusetts Emergency Management Agency (MEMA)
- Mutual aid resources from other states via the Emergency Management Assistance Compact (EMAC), through MEMA
- Intrastate mutual aid available through the Statewide Mutual Aid Agreement
- Resources available from the Federal government under the National Response Framework (NRF), through MEMA

If existing community resources and mutual aid resources are exhausted, or if the community has a need for a resource that it neither has nor has access to, the EOC may submit a request for assistance to MEMA via phone or radio to MEMA's Regional Office or Headquarters, or through WebEOC. MEMA is responsible for coordinating support from all State agencies, including the National Guard, State Police, Department of Transportation, Department of Public Health, etc.

The figure below depicts the process by which MEMA receives, processes, tracks and fulfills requests from cities and towns, and other stakeholders for support.



## Mutual Aid

Mutual aid is the provision of services from one jurisdiction to another. A mutual aid agreement is an agreement among jurisdictions to allow emergency responders to lend assistance across jurisdictional boundaries. Some mutual aid agreements may be formal and/or may be activated with some degree of frequency, such as mutual aid provided in the fire services community. Other mutual aid agreements are informal, and/or activated infrequently and only under emergency circumstances. The Town of Uxbridge is party to the following mutual aid agreements:

The “statewide mutual aid agreement” established under Massachusetts General Laws chapter 40, section 4j to create a framework for the provision of mutual aid assistance among the parties to the agreement in the case of a public safety incident. The assistance to be provided under the agreement shall include, but not be limited to, fire service, law enforcement, emergency medical services, transportation, communications, public works, engineering, building inspection, planning and information assistance, resource support, public health, health and medical services, search and rescue assistance and any other resource, equipment or personnel that a party to the agreement may request or provide in anticipation of, or in response to, a public safety incident

The “statewide mutual aid agreement” established under Massachusetts General Laws chapter 40, section 4k to facilitate the provision of public works resources among the parties to the agreement in the case of a public works incident.

## TRAINING AND SIMULATED EVENT

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A critical component of this CEMP is the ability to conduct training and exercises in order to validate the CEMP’s contents. These events should take an all hazards approach. In addition, trainings and exercises could focus on specific areas, such as hazardous materials events. A training and exercise program should be developed to effectively implement the CEMP.

## Training

### All Hazards Training

An all hazards training program is a critical component to a community's emergency planning cycle. The following sections describe some of the various training opportunities an Emergency Management Program can take advantage of.

### MEMA Provided Training

MEMA's Training and Exercise Unit offers numerous classroom training opportunities throughout the calendar year. These all-hazards training programs cover various topics and offer unique perspectives on emergency management planning and response. Specific training programs can be found on MEMA's website.

<https://www.mass.gov/service-details/mema-training>

Some examples of training include:

- Incident Command Systems (ICS) 300
- Incident Command Systems (ICS) 400
- ICS for Elected and Senior Leaders
- Emergency Operations Center (EOC) Awareness and Operations
- Community Points of Distribution (C-POD)
- Homeland Security Exercise and Evaluation Program (HSEEP) Training

### Emergency Management Institute Training

The Emergency Management Institute (EMI) has a series of online Professional Development Training Programs designed to bolster the knowledge emergency managers need to possess. These online based classes can be found on FEMA's Emergency Management Institute Website, under their Professional Development Section.

### Hazardous Materials Training

Section 303 (c) (8) of EPCRA, OSHA 29CFR 1910.120 (HAZWOPER) and EPA 40CFR 311; require that those responsible for implementing chemical emergency plans be provided training opportunities that enhance local emergency response capabilities. The Local Emergency Planning Committee (LEPC) intends to utilize courses sponsored by the Federal and State governments, and private organizations in helping fulfill this requirement. The LEPC will also schedule courses that address the unique concerns and needs for the local hazardous materials



preparedness program. Employers are responsible for ensuring the health and safety of responding personnel, as well as the protection of the public and community served.

The LEPC will work in conjunction with the State Emergency Response Commission and community leaders to evaluate the hazardous materials training development needs of local emergency personnel. The LEPC will coordinate local training initiatives to ensure consistency with the Hazardous Materials Plans and will maximize training resources available from all levels of government and the private sector.

Employees who participate, or are expected to participate in emergency response shall be given training in accordance with the following paragraphs:

### **First Responder Awareness Level**

First responders at the awareness level are individuals who are likely to witness or discover a hazardous substance release and who have been trained to initiate an emergency response sequence by notifying the proper authorities of the release. They would take no further action beyond notifying the authorities of the release.

First responders at the awareness level shall have sufficient training or have had sufficient experience to objectively demonstrate competency in the following areas:

- An understanding of what “hazardous materials” is, and the risks associated with them in an incident.
- An understanding of the potential outcomes associated with an emergency when hazardous materials are present.
- The ability to recognize the presence of hazardous materials in an emergency.
- The ability to identify the hazardous materials, if possible.
- The understanding of the role of the first responder awareness individual in the employer’s emergency response plan including site security and control and the North American Emergency Response Guidebook.
- The ability to realize the need for additional resources and to make appropriate notifications to the communication center.

### **First Responder Operations Level**

First Responders at the operations level are individuals who respond to releases or potential releases of hazardous substances as part of the initial response to the site for the purpose of protecting nearby persons, property, or the environment from the effects of the release. They are trained to respond in a defensive fashion without actually trying to stop the release. Their function is to contain the release from a safe distance, keep it from spreading, and protect further exposures.

First responders at the operation level shall have received at least eight hours of training or have had sufficient experience to objectively demonstrate competency in the following areas in addition to those listed for the awareness level and the employer shall so certify:

- Knowledge of the basic hazard and risk assessment techniques.
- Know how to select and use proper personal protective equipment provided to the first responder operation level.
- An understanding of basic hazardous materials terms.
- Know how to perform basic control, containment and/or confinement operations within the capabilities of the resources and personal protective equipment available with their unit.
- Know how to implement basic decontamination procedures.
- An understanding of the relevant standard operating procedures and termination procedures.

### **Hazardous Materials Technician**

Hazardous materials technicians are individuals who respond to releases or potential releases for the purpose of stopping the release. They assume a more aggressive role than a first responder at the operations level does in that they will approach the point of release in order to plug, patch, or otherwise stop the release of hazardous substance.

Hazardous materials technicians shall have received at least twenty four (24) hours of training equal to the first responder operations level and in addition have competency in the following areas and the employer shall so certify:

- Know how to implement the employer's emergency response plan.
- Know the classification, identification, and verification of known and unknown materials by using field survey instruments and equipment.
- Be able to function within an assigned role in the Incident Command System.
- Know how to select and use proper specialized chemical personal protective equipment provided to the hazardous materials technician.
- Understand hazard and risk assessment techniques.
- Be able to perform advance control, containment, and/or confinement operations within the capabilities of the resources and personal protective equipment available with the unit.
- Understand and implement decontamination procedures.
- Understand termination procedures.
- Understand basic chemical and toxicological terminology and behavior.

### **Hazardous Materials Specialist**

Hazardous materials specialists are individuals who respond with and provide support to hazardous materials technicians. Their duties parallel those of the hazardous materials technician, however they may be called upon, where a more specific knowledge of the various substances is needed. The hazardous materials specialist would also act as the site liaison with Federal, State, local and other government authorities in regards to site activities.

Hazardous materials specialists shall have received at least twenty four (24) hours of training equal to the technician level and in addition have competency in the following areas and the employer shall so certify:

- Know how to implement the local emergency response plan.
- Understand the classification, identification and verification of known and unknown materials by using advance survey instruments and equipment.
- Knowledge of the State Emergency Response Plan.
- Be able to select and use proper specialized chemical personal protective equipment provided to the hazardous materials specialist.
- Understand in-depth hazard and risk assessment techniques.
- Be able to perform specialized control, containment, and/or confinement operations within the capabilities of the resources and personal protective equipment available.
- Be able to determine and implement decontamination procedures.
- Have the ability to develop a site safety and control plan.
- Understand chemical radiological and toxicological terminology and behavior.

### **Incident Command System**

*Incident Commanders*, who will assume control of the incident scene beyond the first responder awareness level, shall receive at least twenty four (24) hours of training equal to the first responder operations level and in addition have competency in the following areas and the employer shall so certify:

- Know and be able to implement the Town of Uxbridge's incident command system.
- Know how to implement the Town of Uxbridge's emergency response plan.
- Know and understand the hazards and risks associated with employees working in chemical protective clothing.
- Knowledge of the State Emergency Response Plan and of the Federal Regional Response Team.
- Know and understand the importance of decontamination procedures.

### **Trainers**

Trainers who teach any of the above training subjects shall have satisfactorily completed a training course for teaching the subjects they are expected to teach, such as the courses offered by the U.S. Fire Academy, FEMA Emergency Management Institute, U.S. EPA, Massachusetts Fire Academy or Massachusetts Emergency Management Agency; or they shall have the training and/or academic credentials and instructional experience necessary to demonstrate competent instructional skills and a good command of the subject matter of the courses they are to teach.

## **Exercise (Simulated Events)**

Similar to Training Programs, a strong Emergency Management Program should also involve exercise various plans and procedures, to ensure that training and the various plans are effective.

Section 303(c)(9) of the Emergency Planning and Community Right-to-Know Act (EPCRA) places a requirement on local jurisdictions to establish “methods and schedules for exercising the emergency plan”. In establishing training programs and schedules the emergency managers recognize the need for an integrated exercise program that will ensure community response agencies and facilities successfully perform their emergency roles and functions in accordance with the All Hazards Emergency Plan. An effective exercise program will also strengthen response management, coordination, and operations, plus reveal shortcomings and weaknesses that can be corrected prior to an emergency in order to improve and refine public safety capabilities.

## **Types of Exercises**

Exercises are generally classified in three major categories: Tabletop, Functional, and Full Scale. The Town may also consider preliminary exercises called *Orientations* to introduce participants to the plan and prepare for the exercise process.

Each of these exercises varies in activities and resources. Some require simple preparations and execution while others may be more complex and require greater efforts and resources. Each provides their own benefits and all should be considered in the overall development of an exercise program.

### ***Orientation (Exercise)***

*Orientations* are used to acquaint personnel with policies and procedures developed in the planning process, providing a general overview of the emergency plan and its provisions. Orientation is especially effective in ensuring that emergency personnel understand their roles and responsibilities and clarifying any complex or sensitive plan elements. While the orientation does not normally involve any direct simulation or role-playing, it is used to review plan procedures and informally apply them to potential emergency situations or past events familiar to everyone.

***Tabletop Exercise***

A *Tabletop Exercise* is primarily a learning exercise that takes place in a meeting room setting. Prepared situations and problems are combined with role-playing to generate discussion of the plan, its procedures, policies, and resources. *Tabletop Exercises* are an excellent method of familiarizing groups and organizations with their roles and demonstrating proper coordination. They are also good environments for reinforcing the logic and content of the plan and integrating new policies into the decision making process, since they allow participants to act out critical steps, recognize difficulties, and resolve problems in a non-threatening environment.

***Functional Exercise***

A *Functional Exercise* is an emergency simulation designed to provide training and evaluation of integrated emergency operations and management. It is more complex than the *Tabletop Exercise* and focuses on the interaction of decision making and agency coordination in a typical emergency management environment such as an Operating Center or command location. All field operations are simulated through messages and information normally exchanged using actual communications, including radios and telephones. It permits decision-makers, command officers, coordination and operations personnel to practice emergency response management in a more realistic environment, complete with time constraints and stress. It generally includes several organizations and agencies practicing interaction of a series of emergency functions such as direction and control, assessment, and evacuation.

***Full Scale Exercise***

The *Full Scale Exercise* evaluates several components of an emergency response and management system simultaneously. It exercises the interactive elements of a community emergency program, similar to the *Functional Exercise*, but it is different from the *Functional Exercise* in that it adds a field component. A detailed scenario and simulation are used to approximate an emergency, which requires on-scene direction and operations, and also includes coordination and policy-making roles at an emergency operations or command center. Direction and control, mobilization of resources, communications and other special functions are commonly exercised.

***Progressive Exercise Program***

Recognizing that the exercise types described in this plan are intended to build on one another, each one becoming more complex and comprehensive, the LEPC will establish a progressive exercise program by scheduling basic *Orientations* to introduce the plan and the specific policies and responsibilities established. *Tabletop Exercises* will then be held to implement actual coordination and leadership provisions of the plan, including emergency operations concepts that maybe new to many local personnel. These will be followed by *Functional Exercises* to integrate the plan's more complex sections under simulated emergency conditions.

The entire hazardous materials emergency response system will then be evaluated by a *Full Scale Exercise*.

### ***Exercise Schedule***

The specific exercise schedule will be developed after the CEMP has been reviewed and accepted by the community. A plan to evaluate Hazardous Materials Plans may also have to be approved by the State Emergency Response Commission. An exercise of this plan should be held annually.

**NOTE: If a real response situation has occurred, it may be counted as an exercise as long as an after-action report (AAR) is completed and the plan is updated with “lessons learned” from the incident.**

## **PLAN DEVELOPMENT AND MAINTENANCE**

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If a plan is to be effective its contents must be known and understood by those who are responsible for its implementation. The Emergency Management Director (EMD) will brief the appropriate community officials and department heads concerning their roles and responsibilities under this Plan. The EMD will arrange for appropriate training and exercises to maintain this plan.

The EMD is responsible for the administrative maintenance of this Plan and will ensure that this plan is reviewed and updated on an annual basis, and that all appropriate personnel and departments participate in the review.

In Addition to the annual maintenance of this plan, the EMD is responsible for the development of a new CEMP every five years from the publish date of the prior CEMP. The new CEMP will take into account for advancements in tech, changes in training, revisions to policy and procedures, governance, and practice.

The EMD is responsible for maintaining a training and exercise program that ensures that the Plan, including the EOC and people with emergency management responsibilities, is exercised at least once each year.

All departments are responsible for the development and maintenance of their respective segments of this Plan. All departments are responsible for annually reviewing their portion of this Plan, and updating it as necessary.

Following every exercise or significant real-world event, the Incident Commander, in collaboration with the EMD, and, if appropriate, Chief Elected Official, will ensure that a detailed After Action Report (AAR) and Improvement Plan is prepared. At least annually, this

Plan should be updated to incorporate lessons learned and best practices identified through training, exercises, and actual events/incidents.

## Additional Support Plans

**Site emergency plans** – This plan describes an organization’s policies and procedures for coping with emergency situation at a specific site.

**Point of Distribution plans**- This plan details how and where emergency supplies could be distributed to residents in the event of an emergency.

**SARA Title III plans** – SARA Title III Federal legislation mandates that a Local Emergency Planning Committee (LEPC) or Regional Emergency Planning Committee (REPC) develop emergency response plans for specific sites within their jurisdictions which have one or more “extremely hazardous substances” above a given threshold planning quantity. These plans are intended to protect the community in the event of off-site release occurs from such a site.

**Continuity of Operations Plan (COOP)** – This plan describes how a jurisdiction’s governmental operations will continue to function in the event of a disaster or emergency.

**Community Animal Response Plan** – The purpose of this plan is to protect the public health, the public food supply, domesticated and wild animal resources, the environment and the agricultural economy and to ensure the humane care and treatment of animals in case of an emergency or any situation that can cause an animal suffering.

## AUTHORITIES AND REFERENCES

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- A. Massachusetts Emergency Management Agency, Comprehensive Emergency Management Plan, Basic Plan and Related Annexes.
- B. Federal Emergency Management Agency, 1-10, “Guide for the Development of a State and Local Continuity of Government Capability.”
- C. Civil Preparedness Guide 1-8, “Guide for the Development of State and Local Emergency Operations Plans.”
- D. Civil Preparedness Guide 1-8A, “Guide for the Development of State and Local Emergency Plans.”
- E. Civil Preparedness Guide 1-20, “Emergency Operating Centers Handbook.”
- F. Civil Preparedness Guide 1-35, “Hazard Identification, Capability Assessment, and Multi-Year Development Plan for Local Governments.”

## References

### Federal

The Federal Civil Defense Act of 1950 (PL 81-920)

The Disaster Relief Act of 1974 (PL 93-288)  
Emergency Management and Assistance, 44 U.S. Code 2.1  
Homeland Security Presidential Directive (HSPD) 5, "Management of Domestic Incidents  
Public Law-288  
National Response Plan (NRP)  
National Response Framework (NRF)  
CPG-101  
National Preparedness Goal  
National Incident Management System (NIMS)  
Incident Command System (ICS)

## **Commonwealth of Massachusetts**

Massachusetts Civil Defense Act, Chapter 33  
Massachusetts Executive Order 144  
Executive Order #242, Comprehensive All-hazards Emergency Planning  
Executive Order #469, Designation of the NIMS as the State's Incident Management Standard  
Statement of Understanding between the State of Massachusetts and the American Red Cross  
Massachusetts EOC - Standard Operating Procedures  
State EOC Utilization Plan  
State Fire Mobilization Plan  
MEMA Continuity of Operations (COOP) Plan



## Attachment 1

### EOC Activation Team Checklist

	Notify all critical individuals of the EOC activation using the towns telephony system in conjunction with a redundant email
	Set-up the EOC stations, equipment (computers, television, smart board, projectors, maps, etc.) and the EOC communications
	Install and check all telephones
	Install and check all laptop computers
	Obtain EOC documents to be used during activation
	Establish WebEOC connection with the MEMA
	Establish an EOC personnel ID station (if needed)
	Assign security to EOC entrance and log all EOC access
	Command Staff review of EOC operating procedures
	Emergency Management Director briefs EOC personnel on situation

Each department shall be responsible for further notification and staffing in accordance with their department's Standard Operating Procedures. Staffing levels will be determined by the Emergency Management Director based on the scope and extent of the emergency.

## Attachment 2

### EOC Operational Capabilities Checklist

EOC Operational Capabilities Checklist		
	Primary EOC (Location) Example: Public Safety Complex	Alternate EOC (Location) Example: Town Hall
Generator (detail size, connections, fuel type, etc.)		
Date of Last Test		
Number Days of Fuel Supply		
Radio Communications (channels, frequencies, bands, equipment, etc.)		
Wall Charts (list what is in each EOC)		
Media Briefing Room (equipment, capabilities, etc.)		
Alternate Water Supply		
Food Storage (how much, expiration, for how many people)		
Number of Days of Food		
Sleeping Area (how many beds, comfort kits, etc.)		

## Attachment 3

### Town of Uxbridge Situation Report

**REPORT #:**

**DATE:**

**TIME:**

COMMUNITY: Town of Uxbridge

COUNTY: Worcester

MEMA Region: Central

REPORTED BY (name):

TITLE:

TELEPHONE:

CELL PHONE:

**1. INCIDENT DESCRIPTION:**

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2. LOCAL STATE OF EMERGENCY (circle):    NO    YES    Date:    TIME:

3. CASUALTIES (provide latest figures): Fatalities:    Injuries:    Missing:

4. EOC OPERATIONAL (CIRCLE):    YES    NO

5. EMERGENCY ORDERS (If any. Examples: evacuation ordered, snow emergency, driving ban, curfew, etc.):

**6. AGENCIES SUPPORTING/ON-SCENE MUTUAL AID (CIRCLE):**

Police

Fire

Public Works

Medical

Other

*Provide Detail:*

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7. SHELTER STATUS (Example: Shelter name, location, number of people, managed by Red Cross or Community, contact phone#, etc.):

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**8. DAMS/RIVERS STATUS:**

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9. ROADS/BRIDGES STATUS (Example: Blocked, washed out, flooded, closed, location):

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10. DAMAGE REPORT (Example: Minor, significant, or major damage for residences, municipal buildings, sewer plant(s), businesses and status of power outages, water supply, debris removal needed, telephone outages, etc.):

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11. REMARKS:

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12. ASSISTANCE REQUESTED (Example: size, amount, location, and type):

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Name/Title of Contact:

Phone number:

## **INSTRUCTIONS FOR COMPLETING THE LOCAL GOVERNMENT SITUATION REPORT FORM (LOGOSITREP)**

Local officials should provide Situation Reports whenever requested to do so by MEMA and/or when local emergency operations are undertaken. Situation Report information may be entered into WebEOC. Situation Reports should be provided anytime there is a significant change in the status of an item(s) listed on the Situation Report Form.

1. Incident Description: Provide a short narrative description of the event affecting the Town of Uxbridge, including specific locations and impacts.
2. Local State of Emergency: Indicate whether or not the chair of the Uxbridge Board of Selectmen has declared a Local State of Emergency, including date and time declared.
3. Casualties: Provide the best estimate of disaster related casualties. Provide latest cumulative figures, not an update from the previous Situation Report.
4. EOC Activation: Indicate if the local EOC is activated or closed.
5. Emergency Orders: Indicate any emergency orders or declarations issued by the chair of the Uxbridge Board of Selectmen (evacuation ordered, driving ban, curfews in effect, etc.).
6. Mutual Aid Received From: Indicate any mutual aid being received from other towns or cities (not the State).
7. Shelter Status: Indicate all public shelters that are currently open, name and location of shelter, the number of people in the shelter, and who is managing the shelter (Red Cross, local Fire Department, etc.).
8. Dams/Rivers Status: List the name of any rivers approaching flood state or currently flooding. List the name of any dams that are threatened or breached.
9. Roads/Bridges Status: Describe the observed impact on the local road system or bridges (both State and locally maintained) and the extent to which roads and bridges have been made impassable by downed trees, wires, snow and other debris.
10. Damage Report: Fill in damage observed; minor, significant, or major damage for residences, municipal buildings, sewer plant(s), businesses and status of power outages, water supply, debris removal needed, telephone outages, etc.).
11. Remarks: Provide any pertinent information which you feel State officials should be aware of regarding the situation in the community.
12. Assistance Requested: Indicate what type of assistance the community requires, if any, and a local point of

## STANDARD OPERATING PROCEDURES

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Standard Operating Procedures (SOP) are guidance documents for how The Town of Uxbridge will respond during a time of emergency. The following SOPs outline responsibilities for the Chief Elected Official, EMD, Fire Department Representative, Police Department Representative and DPW representative in the EOC during activation.

## Attachment 5

### Chair of Board of Selectmen

The ultimate responsibility for all emergency management activities is vested in the Chair of Board of Selectmen. He or she is responsible for all emergency management policies, and during emergency operations will have final responsibility for decision making concerning emergency management actions.

It is the responsibility of the Chief Elected Official to ensure an approved line of succession exists in case some individuals are unable to perform their duties during an emergency. It is ultimately incumbent upon the Chief Elected Official to ensure vital records are maintained. All required reports and records of emergency operations activities should be submitted to the Chief Elected Official as well as the Emergency Management Director (EMD).

#### ***Initial Actions***

- \_\_\_\_\_ Receive notification of emergency
- \_\_\_\_\_ Discuss with EMD the need to activate the Emergency Operations Center (EOC)
- \_\_\_\_\_ Review emergency management plan with EMD (consider developing ICS 202 Incident Objectives)
- \_\_\_\_\_ Maintain situational awareness and determine if there is an imminent threat
- \_\_\_\_\_ Report to the EOC if activated

#### ***EOC Activation***

- \_\_\_\_\_ Report to the EOC
- \_\_\_\_\_ Make sure all actions under Initial Actions are complete
- \_\_\_\_\_ Keep a log of all decisions made and actions taken (consider using form EOC Chronological Log)
- \_\_\_\_\_ Assign Public Information Officer
- \_\_\_\_\_ Issue initial public information statements if necessary
- \_\_\_\_\_ Authorize activation of community notifications system(s)
- \_\_\_\_\_ Identify someone to manage expenditures/finance if needed
- \_\_\_\_\_ Review the community Continuity of Operations Plan for line of succession guidance

#### ***EOC Operations***

- \_\_\_\_\_ Log all actions taken (EOC Chronological Log)
- \_\_\_\_\_ Discuss with EMD the need to declare a local state of emergency and declare if needed
- \_\_\_\_\_ Discuss anticipated resource needs with EMD
- \_\_\_\_\_ Authorize activation of shelters if needed
- \_\_\_\_\_ Prepare and coordinate public information releases
- \_\_\_\_\_ Authorize inspection of all damaged buildings for structural integrity
- \_\_\_\_\_ Inspect all arterial roads for damage, assess and address repair as needed
- \_\_\_\_\_ Conduct regularly scheduled briefings for EOC staff (form ICS 201 Incident Briefing)
- \_\_\_\_\_ Discuss with EMD relocation of EOC if necessary

\_\_\_\_\_ Coordinate or delegate actions re: donated resources and volunteer resource activities

***EOC Demobilization***

\_\_\_\_\_ Authorize re-entry of evacuees

\_\_\_\_\_ For evacuees who cannot return home arrange temporary housing in coordination with partner agencies

\_\_\_\_\_ Coordinate with volunteer agencies involved in disaster relief operations

\_\_\_\_\_ Maintain records of personnel, equipment, and supplies use for possible reimbursement

\_\_\_\_\_ Apply for State and Federal disaster relief funds if appropriate

\_\_\_\_\_ Address public health and sanitation issues

\_\_\_\_\_ Establish disaster recovery centers if needed

\_\_\_\_\_ Address legal and insurance matters



## Attachment 6

### Emergency Management Director SOP

The Emergency Management Director (EMD) advises the Chief Elected Official on courses of action available for decision making during the emergency. The EMD acts as the Emergency Operations Center (EOC) manager while the EOC is activated. They oversee those responsible, for the implementation of the plan, and ensure all are well-versed in their roles and responsibilities.

The EMD will periodically brief participating officials on their emergency management roles. The EMD will conduct mock exercises of incidents to provide practical and controlled experience in simulated conditions. He or she will call for an annual review with all involved officials and update the plan from lessons learned.

#### ***Initial Actions***

- \_\_\_\_\_ Receive notification of incident
- \_\_\_\_\_ Review emergency management plan with CEO (consider developing ICS 202 Incident Objectives)
- \_\_\_\_\_ Assess the situation and make appropriate notifications to activate and staff EOC
- \_\_\_\_\_ Establish a communications link with affected jurisdictions and volunteer agencies

#### ***EOC Activation***

- \_\_\_\_\_ Activate the EOC (attachment EOC Activation Team Checklist)
- \_\_\_\_\_ With the Chief Elected Official determine the need to declare a local state of emergency
- \_\_\_\_\_ Make sure all actions under Initial Actions are complete
- \_\_\_\_\_ Keep a log of all decisions made and actions taken (consider using form EOC Chronological Log)
- \_\_\_\_\_ Contact MEMA regional office to notify of EOC activation
- \_\_\_\_\_ Brief EOC staff on status of emergency (form ICS 201 Incident Briefing)
- \_\_\_\_\_ Prepare for 24-hour operations if necessary to include staffing, food/water, and facility operation
- \_\_\_\_\_ Determine readiness of communications and back-up communication systems
- \_\_\_\_\_ Telephone and radio networks, including cell phones
- \_\_\_\_\_ Fire and Police radios
- \_\_\_\_\_ 800 MHz systems
- \_\_\_\_\_ Phone systems of State agencies
- \_\_\_\_\_ Community notification system

#### ***EOC Operations***

- \_\_\_\_\_ Prepare an Incident Action Plan in conjunction with Incident Commander for all active resources
- \_\_\_\_\_ Maintain situational awareness to determine impact if any
- \_\_\_\_\_ Coordinate need for EOC security with Police Department

- \_\_\_\_\_ Implement shelter plan in coordination with partner agencies if needed
- \_\_\_\_\_ Manage requests from incident scene
- \_\_\_\_\_ Have Fire Department/Police form and dispatch search and rescue teams as required
- \_\_\_\_\_ Have Fire Department coordinate EMS teams as required
- \_\_\_\_\_ Work with Medical Examiner's Officer on matters pertaining to the disposition, handling, and identification of the deceased
- \_\_\_\_\_ Conduct needs assessment and aid individuals with access and functional needs
- \_\_\_\_\_ Determine the condition/capacity of hospitals and other healthcare facilities serving the community
- \_\_\_\_\_ Acquire status of utilities within the affected area
- \_\_\_\_\_ Validate status of critical resources to support operations
- \_\_\_\_\_ Periodically solicit reports from EOC staff to maintain Local Government Situation Report
- \_\_\_\_\_ Establish traffic control plan with Police Department if needed
- \_\_\_\_\_ Coordinate debris removal from main routes with Department of Public Works if necessary
- \_\_\_\_\_ Continue to monitor NWS alert system in coordination with MEMA
- \_\_\_\_\_ Identify transportation-related needs and contact transportation support partners if needed
- \_\_\_\_\_ Review mutual aid agreements
- \_\_\_\_\_ Submit resource request(s) for any unmet needs to the MEMA regional office
- \_\_\_\_\_ Coordinate with Police Department for security patrols of impacted area

#### ***EOC Demobilization***

- \_\_\_\_\_ Coordinate with local, State, and Federal agencies in damage assessment and cost of recovery activities
- \_\_\_\_\_ Inform the public of disaster recovery activities via community notification system
- \_\_\_\_\_ Continue to assist in the restoration of normal services and operations
- \_\_\_\_\_ Close shelters and coordinate re-entry of evacuees with partner agencies
- \_\_\_\_\_ Coordinate with Department of Public Works to ensure all streets are accessible
- \_\_\_\_\_ Periodically receive reports from EOC staff regarding situation recovery status
- \_\_\_\_\_ Coordinate with Police and Department of Public works to establish a traffic control plan
- \_\_\_\_\_ Maintain records of personnel, equipment, and supplies use for possible reimbursement
- \_\_\_\_\_ Conduct critical incident stress management activities
- \_\_\_\_\_ Establish disaster recovery centers for victims in conjunction with MEMA/FEMA if asked
- \_\_\_\_\_ Coordinate application for State and Federal disaster relief funds with CEO, if appropriate
- \_\_\_\_\_ Lift local state of emergency if declared
- \_\_\_\_\_ Initiate deactivation of EOC and notify Chief Elected Official and departments –
- \_\_\_\_\_ Close logs of all actions taken (EOC Chronological Log)
- \_\_\_\_\_ Contact MEMA regional office to notify of EOC deactivation
- \_\_\_\_\_ Debrief response personnel; prepare incident report, and update plan on the basis of lessons learned
- \_\_\_\_\_ Conduct an evaluation on the overall effectiveness of the community's response and recovery actions

## Attachment 7

### Fire Department Representative SOP

The role of the Fire Department in emergency/disaster situations is primarily fire-related incident control and management of any hazardous materials, including radiological. They also may lead search and rescue operations. During emergency response activities, if Fire Department resources become exhausted, additional support will be obtained through local mutual aid and then State agencies. The Fire Chief or his designee is responsible for coordinating all Fire Department operations.<sup>8</sup>

#### ***Initial Actions***

- \_\_\_\_\_ Receive notification of emergency
- \_\_\_\_\_ Review emergency management plan and checklist with CEO
- \_\_\_\_\_ Keep detailed logs of all actions taken by Fire Department during the incident (EOC Chronological Log)
- \_\_\_\_\_ Maintain situational awareness and how it may pertain to Fire Department operations
- \_\_\_\_\_ Determine the status of medical treatment site(s) to be used as triage areas or mass decontamination sites
- \_\_\_\_\_ Determine availability of EMS personnel, supplies, and equipment and if more is needed request mutual aid support
- \_\_\_\_\_ Determine availability of search and rescue personnel, supplies and equipment and if more is needed, request mutual aid support

#### ***EOC Operations***

- \_\_\_\_\_ Coordinate dispatch of EMS teams to the scene(s) as required
- \_\_\_\_\_ Coordinate dispatch of search and rescue teams to scene(s) as required
- \_\_\_\_\_ Coordinate evacuation for affected residents
- \_\_\_\_\_ Coordinate decontamination capabilities within the Fire Department and if insufficient notify EMD
- \_\_\_\_\_ Arrange for a representative of the Fire Department to team with Police and Department of Public Works representatives to identify and restrict access to all structurally unsafe buildings
- \_\_\_\_\_ If mass casualties have occurred work with EMD to contact mutual aid partners and establish triage site
- \_\_\_\_\_ Coordinate the set-up of the decontamination area for emergency responders and those affected if needed
- \_\_\_\_\_ Coordinate emergency power and lighting at the incident site upon request
- \_\_\_\_\_ Coordinate the identification of the condition of hazardous materials where they are stored or used
- \_\_\_\_\_ Identify resource shortfalls and coordinate additional contractor resources to assist in hazardous materials response, informing EMD of availability
- \_\_\_\_\_ Coordinate with Fire Department staff to determine if all critical equipment is operational

- \_\_\_\_\_ Coordinate door-to-door warnings with the Police Department if necessary
- \_\_\_\_\_ Route resource requests for unmet needs to the EMD
- \_\_\_\_\_ Periodically update EMD on incident status

***EOC Demobilization***

- \_\_\_\_\_ Support damage assessment activities as needed
- \_\_\_\_\_ Coordinate clean-up as required
- \_\_\_\_\_ Coordinate the return of all equipment to quarters or mutual aid partners
- \_\_\_\_\_ Coordinate the decontamination of firefighters, gear and equipment as needed
- \_\_\_\_\_ Coordinate inventorying of equipment and assess any operational issues experienced during the incident
- \_\_\_\_\_ Coordinate the release of mutual aid companies as they become available
- \_\_\_\_\_ Close logs of all actions taken (EOC Chronological Log) and submit paperwork to the EMD

## Attachment 8

### Police Department Representative SOP

The Police Department's role in an emergency will be an expansion of its normal daily routine. The Police Chief is responsible for coordinating law enforcement emergency activities. If, during emergency operations, local law enforcement capabilities are exceeded, support will be available through existing mutual aid agreements and from State and Federal law enforcement agencies. The Police Chief or his designee will integrate and manage outside law enforcement agencies which are brought in for assistance.

The Police Department is generally responsible for all traffic control and security services. In addition, during a large-scale incident, they may be asked to perform additional activities depending on the incident. If the EOC becomes activated, the Police Department will place a representative in the EOC to help coordinate activities with other community resources.

#### ***Initial Actions***

- \_\_\_\_\_ Receive notification of emergency
- \_\_\_\_\_ Review emergency management plan and checklist
- \_\_\_\_\_ Keep detailed logs of actions taken by Police Department during the incident (EOC Chronological Log)
- \_\_\_\_\_ Maintain situational awareness and how it may pertain to Police Department operations

#### ***EOC Operations***

- \_\_\_\_\_ Coordinate availability of emergency response equipment and place on standby
- \_\_\_\_\_ Coordinate the verification of communications capability within the affected area
- \_\_\_\_\_ Assign a liaison to Incident Command in the operational area
- \_\_\_\_\_ Coordinate the request of mutual aid from State Police as required
- \_\_\_\_\_ Establish security for EOC and other critical facilities and essential supplies if requested
- \_\_\_\_\_ Establish security for damaged public buildings if needed
- \_\_\_\_\_ Coordinate confinement and access control areas for security purposes
- \_\_\_\_\_ Coordinate dedicated access routes to these areas for Incident Response personnel
- \_\_\_\_\_ Coordinate the investigation of the cause of the incident as appropriate
- \_\_\_\_\_ Coordinate the securing of the scene, rerouting of traffic, and implementing crowd control measures
- \_\_\_\_\_ Organize the evacuation of the public and of special facilities if required
- \_\_\_\_\_ Coordinate road closures
- \_\_\_\_\_ Coordinate providing back-up communication if needed
- \_\_\_\_\_ Periodically update EMD on emergency response status
- \_\_\_\_\_ Coordinate door-to-door warnings with Fire Department
- \_\_\_\_\_ Route resource requests for unmet needs to the EMD

#### ***EOC Demobilization***

- \_\_\_\_\_ Support damage assessment activities as needed

- \_\_\_\_\_ Coordinate with State and Federal authorities to investigate the incident if needed
- \_\_\_\_\_ Coordinate restricted access to suspected unsafe structures pending evaluation by Building Inspector
- \_\_\_\_\_ Coordinate reentry of evacuees
- \_\_\_\_\_ Coordinate the return of all equipment to station or mutual aid partners
- \_\_\_\_\_ Coordinate inventorying of equipment and assess any operational issues experienced during the incident
- \_\_\_\_\_ Coordinate the release of mutual aid units as they become available
- \_\_\_\_\_ Close logs of all actions taken (EOC Chronological Log) and submit paperwork to the EMD

## Attachment 9

### DPW Representative SOP

In emergency situations the Department of Public Works is responsible for deploying available equipment and manpower. In the event that local resources are exhausted assistance may be requested from mutual aid partners or MEMA. The Department of Public Works is responsible for ensuring the community's roads and bridges are in passable condition. During a large-scale incident they may be asked to perform additional activities depending on the incident. If the EMD activates the EOC the Department of Public Works will place a representative in the EOC to help coordinate activities.

#### ***Initial Actions***

- \_\_\_\_\_ Receive notification of emergency
- \_\_\_\_\_ Review emergency management plan and checklist
- \_\_\_\_\_ Keep detailed logs of actions taken by the Department of Public Works during the incident (EOC Chronological Log)
- \_\_\_\_\_ Maintain situational awareness and how it may pertain to the Department of Public Works operations

#### ***EOC Operations***

- \_\_\_\_\_ Coordinate availability of emergency response equipment and place on standby
- \_\_\_\_\_ Coordinate the verification of communications capability within the affected area
- \_\_\_\_\_ Assign a liaison to Incident Command in the operational area
- \_\_\_\_\_ Coordinate the request of mutual aid from mutual aid partners and contractors as required
- \_\_\_\_\_ Coordinate providing essential supplies to the operational area if requested
- \_\_\_\_\_ Ensure dedicated access routes to operational areas are open for Incident Response personnel
- \_\_\_\_\_ Coordinate assisting the Police Department with traffic control if necessary
- \_\_\_\_\_ Coordinate assisting with evacuation of public and special facilities if required
- \_\_\_\_\_ Coordinate road closures if necessary
- \_\_\_\_\_ Periodically update EMD on emergency response status
- \_\_\_\_\_ Coordinate door-to-door warnings with other departments if necessary
- \_\_\_\_\_ Coordinate the rectification of immediate life-threatening hazards
- \_\_\_\_\_ Coordinate with EMD for site decontamination assistance from regional Hazmat Team
- \_\_\_\_\_ Coordinate identification of and restrict access to structurally unsafe buildings with Police Department
- \_\_\_\_\_ Coordinate the remediation and clean-up of any hazardous materials that may have entered well water or drainage systems
- \_\_\_\_\_ Coordinate the clearance and removal of debris as directed
- \_\_\_\_\_ Support Fire Department in search and rescue operations
- \_\_\_\_\_ Provide barricades and temporary fencing as requested

- \_\_\_\_\_ Coordinate emergency repairs to streets and bridges as necessary to support emergency operations
- \_\_\_\_\_ Coordinate with representative from the Fire Department to conduct preliminary assessment of damage to structures and utilities
- \_\_\_\_\_ Provide other public works and engineering support for emergency operations as necessary
- \_\_\_\_\_ Route resource requests for unmet needs to the EMD

***EOC Demobilization***

- \_\_\_\_\_ Support damage assessment activities as needed
- \_\_\_\_\_ Coordinate demolition of unsafe structures
- \_\_\_\_\_ Assist Public Health Services with emergency waste disposal and sanitation, as necessary
- \_\_\_\_\_ Assist other agencies with recovery operations and damage assessment activities
- \_\_\_\_\_ Coordinate with utilities to restore services
- \_\_\_\_\_ Coordinate the return of all equipment to garage or mutual aid partners
- \_\_\_\_\_ Coordinate inventorying of equipment and assess any operational issues experienced during the incident
- \_\_\_\_\_ Coordinate the release of mutual aid units as they become available
- \_\_\_\_\_ Close logs of all actions taken (EOC Chronological Log) and submit paperwork to the EMD



# BOARD OF HEALTH APPENDIX

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## Attachment 10

### Gathering Vital Information

#### **Town-wide Emergency Notification System – CodeRED**

This is a phone and email-based notification system that allows the Town to contact residents and notify them of an emergency situation in a relatively quick timeframe. Code Red registration forms are available in the Town Manager’s Office and online at <http://www.uxbridge-ma.gov>

#### **Town of Uxbridge social media pages**

**Police:** [www.facebook.com/UxbridgePolice](http://www.facebook.com/UxbridgePolice)

**Fire Department:** [www.facebook.com/UxbridgeFire](http://www.facebook.com/UxbridgeFire)

**DPW:** [www.facebook.com/UxbridgeDPW](http://www.facebook.com/UxbridgeDPW)

#### **Uxbridge Cable Access Channels**

191 Government (Emergency Notifications)

192 (Public/General Information)

194 (Education/School Information)

Online: [www.uxbridgetv.org](http://www.uxbridgetv.org)

#### **Local TV Stations**

WBZ Channel 4

WCVB Channel 5

WFXT Channel 6

WHDH Channel 7

WBTF Channel 10

#### **Local Radio Stations**

WTAG AM 58

WSRS FM 96.1

#### **Local Newspapers**

Telegram & Gazette

Uxbridge Times

Milford Daily News

**Town of Uxbridge Council on Aging:** (508) 278-8622

#### **NOAA Weather Radio Stations (For Warnings/Alerts)**

- Worcester (162.550)
- Boston (162.475)
- Providence (162.400)

## Attachment 11

### Key Emergency Contact Information

#### To be completed and retained by individual residents

**Local contact:**

Name:.....  
Address:.....  
Phone:.....  
Alt. Phone:.....

**Family Contact:**

Name:.....  
Address:.....  
Phone:.....  
Alt. Phone:.....

**Family Alternate Contact:**

Father:.....  
Mother:.....  
Other:.....  
Other:.....

**Out of Area Contact:**

Name:.....  
Address:.....  
Phone:.....  
Alt. Phone:.....

**Town Website:**

<http://www.uxbridge-ma.gov>

**Utilities:**

Electric (National Grid):.....800-322-3223  
Power Outage Info:.....800-465-1212  
Town Water (Public):.....508-278-8631  
Town Sewer:.....508-278-2887  
Oil Provider.....  
Telephone Provider.....  
Television Provider.....  
Internet Provider.....

**Other Important Information:**

Emergency:.....911  
Town Clerk:.....508-278-8600 x3  
Police:.....508-278-7755  
Fire:.....508-278-2787  
Board of Health:.....508-278-8600 x8  
Poison Control:.....800-222-1222  
Council on Aging:.....508-278-8622  
Doctor:.....  
Pharmacist:.....  
Medical Insurer:.....  
Medical Insurance No:.....  
Home Insurance:.....  
Auto Insurance:.....  
MASS 2-1-1 Information:.....211  
Hearing Impaired:.....711

## Attachment 12

### Individual/Family Disaster Preparedness Kit Checklist

72 Hour Preparedness Checklist			
72+ Hour Supply of Food and Water		Warmth and Shelter	
	1-2 gallons of water per person, per day for sanitation and drinking		Windproof / waterproof matches
	Canned meats and fish		Second method to start a fire
	Canned fruits and vegetables		Tent / shelter
	Canned soups and puddings		Wool-blend blanket
	Canned fruit juices		Emergency reflective blanket
	Dried fruit and nuts		Lightweight stove and fuel
	Bread, cookies, and crackers		Hand and body warmers
	Peanut butter and jelly		Poncho
	Don't forget – a hand operated can opener!	<b>Personal Sanitation</b>	
	Pet food		Personal toiletry items (soap, shampoo, toothbrush, ect.)
<b>First aid Kit and Supplies</b>			Extra clothing
	Bandages and gauze	<b>Communications</b>	
	Rubbing alcohol		Radio with batteries
	Gloves, tape, scissors		Whistle with neck cord
	Pain reliever	<b>Copies of important Documents</b>	
	Antihistamine		Driver's license

	Bottle of potassium iodine		Passport
	<b>Light Sources</b>		Birth Certificate
	Flashlight with extra batteries		Marriage Certificate
	Candles		Wills
	Light sticks		Insurance form
	<b>Additional items</b>		Credit card info
	Medications		Phone numbers
	Paper and Pen		<b>Tools</b>
	Comfort items such as games and books		Shovel
	Extra food and batteries		Hatchet or axe
	Mess kits		50ft nylon rope
	Camp stove		Pocket knife
	Insect repellent, sun block		Sewing kit
	Portable container		Plastic sheeting and duct tape
	Trash bags		<b>For children</b>
	Hand sanitizer, dish soap		Small toys
	Chlorinated bleach		Favorite security item
	At least \$50 in small bills		Paper and crayons

## FEMA EMERGENCY SUPPLY LIST

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All Americans should have some basic supplies on hand in order to survive for at least three days if an emergency occurs. Following is a listing of some basic items that every emergency supply kit should include. However, it is important that individuals review this list and consider where they live and the unique needs of their family in order to create an emergency supply kit that will meet these needs. Individuals should also consider having at least two emergency supply kits, one full kit at home and smaller portable kits in their workplace, vehicle or other places they spend time.

Recommended items to Include in a Basic Individual/Family Emergency Supply Kit	
	Water, one gallon of water per person per day for at least three days, for drinking and sanitation.
	Food, at least a three-day supply of non-perishable food.
	Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both.
	Flashlight and extra batteries
	First aid kit
	Whistle to signal for help
	Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place.
	Moist towelettes, garbage bags and plastic ties for personal sanitation
	Wrench or pliers to turn off utilities
	Can opener for food (if kit contains canned food)
	Local maps

## Additional Items to Consider Adding to an Individual/Family Emergency Supply Kit

	Prescription medication and glasses
	List of medications and doses (by individual)
	Infant formula and diapers
	Pet food and extra water for your pet
	Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container.
	ATM card, Cash, and change
	Emergency reference material such as a first aid book or information from <a href="http://www.ready.gov">www.ready.gov</a>
	Sleeping bag or warm blanket for each person. Consider additional bedding if you live in a cold-weather climate.
	Complete change of clothing including a long-sleeved shirt, long pants and sturdy shoes. Consider additional clothing if you live in a cold-weather climate.
	Household chlorine bleach and medicine dropper- when diluted nine parts water to one-part bleach, bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color safe, or bleaches with added cleaners.
	Fire Extinguisher
	Matches in a waterproof container
	Feminine supplies and personal hygiene items
	Mess kit, paper cups, plates and plastic utensils, paper towels
	Paper and pencil
	Books, games, puzzles or other activities for children

# MUTUAL AID LISTINGS

## Structural Companies

Alarm Level				
First (Working Fire)	Engine 1, 2, 3   Ladder 1   Rescue 1   A-1   A-2   Northbridge Ladder			Tanker Cross Reference
Second	Northbridge Douglas Mendon Dispatch Sutton Command to identify	Station 41, 508-234-2111 Station 42, 508-476-3333 Station 44, 508-478-2737 Station 40, 508-865-4449 who is covering station	Engine Engine Millville and Mendon Engines MedStar ambulance	**T1 **T1 **T2
Third	Engine Hopedale Blackstone Upton	Contact engine covering Station 47, 508-473-8444 Station 45, 508-883-1212 Station 36, 508-529-6162	station to respond to scene Engine Engine to station coverage Ladder	**T2  **T2
Fourth	Blackstone Sutton Grafton Burrillville Dispatch	Contact engine covering Station 40, 508-865-4449 Station 35, 508-839-4555 401-568-6255	station to respond to scene Engine Ladder Harrisville Engine	**T3 **T3 **T3
Fifth	Millbury Bellingham Milford	Station 34, 508-865-3521 508-962-4297 508-473-1212	Engine Engine Engine	**T4
Sixth	Woonsocket North Smithfield Burrillville Dispatch	401-766-1234 401-762-1135 401-568-6255	Engine Engine Engines from Pascoag and Oakland- Mapleville	
Seventh	Southbridge	Station 25, 508-764-5430	District 7 Central Structural Strike Team	
Eighth	Southbridge	Station 25, 508-764-5430	District 7 West 2 Structural Strike Team	
Ninth	Cumberland, RI Manville, RI Smithfield, RI Shrewsbury	401-333-2600 401-333-1111 401-949-1330 508-845-4561	Engine Engine Engine Engine	
Tenth	Southbridge	Station 25, 508-764-5430	District 7 West 1 Structural Strike Team	
<b>SPECIAL CALLS</b>	Upton Southbridge  Dept Fire Services Dept Fire Services Marshal / State Police	Station 36, 508-529-6162 Station 25, 508-764-5430  MEMA   508-820-2000 877-385-0822 508-820-2121	Air Supply District 7 units (Comm team, Tech Rescue, Dive, Foam, off-road tankers)  ISU, Rehab Hazmat Team Fire Investigator, Bomb Squad	

## Tankers

Tier Level		
One (Working Fire)	Uxbridge Tanker 1	
	Millville	Station 46, 508-478-2737
	Douglas	Station 42, 508-476-3333
	Mendon	Station 44, 508-478-2737
Two	North Smithfield, RI	401-762-1135
	Nasonville	Burrillville Dispatch, 401-568-6255
	Hopedale	Station 47, 508-473-8444
	Upton	Station 36, 508-529-6162
Three	Grafton	Station 35, 508-839-4555
	Sutton	Station 40, 508-865-4449
	Oakland-Mapleville Pascoag	Burrillville Dispatch, 401-568-6255
Four	Millbury W. Gloucester RI	Station 34, 508-865-3521 401-568-2533
Five	District 7 West 2 Tanker Strike Team	Station 25, 508-764-5430
Six	District 7 West 1 Tanker Strike Team	Station 25, 508-764-5430
Seven	MEMA – Tanker Task Force	Station 25, 508-764-5430
Eight	MEMA – Tanker Task Force	Station 25, 508-764-5430
Nine	MEMA – Tanker Task Force	Station 25, 508-764-5430
Ten	MEMA – Tanker Task Force	Station 25, 508-764-5430



## Brush Companies

Alarm Level			
First	Uxbridge Forestry 1, Forestry 2, Tanker 1, Engine 3		
Second	Northbridge Douglas Millville	Station 41, 508-234-2111 Station 42, 508-476-3333 Station 46, 508-478-2737	Engine to Station coverage at HQ Forestry, Tanker, Chief Officer Forestry, Tanker
Third	Sutton Mendon	Station 40, 508-865-4449 Station 44, 508-478-2737	Forestry, Tanker, Chief Officer Forestry
Fourth	Upton Burrillville Dispatch Hopedale	Station 36, 508-529-6162 401-568-6255 Station 47, 508-473-8444	Forestry, Tanker, Chief Officer Harrisville Forestry, Chief Officer Forestry
Fifth	Blackstone Burrillville Dispatch	Station 45, 508-883-1212 401-568-6255	Forestry Oakland-Mapleville and Pascoag Forestry units
Sixth	Millbury Grafton	Station 34, 508-865-3521 Station 35, 508-839-4555	Forestry Forestry
Seventh	Southbridge	Station 25, 508-764-5430	District 7 Central Brush Strike Team
Eighth	Southbridge	Station 25, 508-764-5430	District 7 West 2 Brush Strike Team
Ninth	Southbridge	Station 25, 508-764-5430	District 7 West 1 Brush Strike Team
<b>SPECIAL CALLS</b>	Sutton Southbridge Dept Fire Services	Station 40, 508-865-4449 Station 25, 508-764-5430 MEMA 508-820-2000	Comm unit District 7 units ISU, Rehab

## Ambulance

Alarm Level			
First	Uxbridge A-1 A-2		
Second	Northbridge Douglas Millville	Station 41, 508-234-2111 Station 42, 508-476-3333 Station 46, 508-478-2737	1-ALS 1-ALS 1-BLS
Third	Mendon Hopedale Upton	Station 44, 508-478-2737 Station 47, 508-473-8444 Station 36, 508-529-6162	1-ALS 1-ALS 1-ALS
Fourth	Blackstone North Smithfield Burrillville Dispatch	Station 45, 508-883-1212 401-762-1135 401-568-6255	1-ALS 1-ALS 2-ALS ambulances
Fifth	Southbridge	Station 25, 508-764-5430	District 7 Central Ambulance Strike Team
Sixth	Southbridge	Station 25, 508-764-5430	City Strike Team
Seventh	Bellingham Franklin Medway Hopkinton	508-962-4297 508-528-2323 508-533-3209 508-497-2323 Ext. 0	1-ALS 1-ALS 1-ALS 1-ALS
Eighth	Southbridge	Station 25, 508764-5430	District 7 West Ambulance Strike Team
Ninth	MEMA	508-820-2000	State Mobilization for EMS
<b>SPECIAL CALLS</b>	Southbridge UMASS Memorial	Station 25, 508-764-5430 800-322-4354	District 7 Communications Unit Life Flight

## Uxbridge High School Memorandum of Understanding

### **Memorandum of Understanding Emergency Dispensing Site Location Uxbridge High School 300 Quaker Highway**

The Uxbridge School District, having read and agreed with the Uxbridge Board of Health, hereby acknowledges its plan to serve as the location for an Emergency Dispensing Site (including the operation of satellites) for the Strategic National Stockpile in the event that the stockpile is requested to address a large-scale communicable disease outbreak or bioterrorism event, including but not limited to the following:

1. After meeting our obligations to our employees, students, and faculty will permit, to the extent of its ability and upon request of the Uxbridge Board of Health, the use of the physical facilities and equipment by the Uxbridge Board of Health within 24 hours of the request and for the time period being requested, for mass clinics for disease prevention and control activities, including but not limited to:
  - a. Office equipment, including telephones, copy machines, computers, fax machines
  - b. Tables, chairs, desks, cots, wheelchairs
  - c. Refrigerators/refrigeration units,
  - d. And, such other service and equipment necessarily required during said emergency.
  - e. Invoices and other records necessary to provide financial backup for any costs or expenses incurred in serving the QRHS Coalition.
2. Designate three points of contact in case of emergency:
  - a. An administrator who will serve as the primary point of contact. This person should have the authority to open up the building.
  - b. A janitorial point of contact who will work with the Uxbridge Board of Health personnel to move tables, chairs, etc.
  - c. A security point of contact that will interact with the Uxbridge Board of health and local law enforcement in making security plans.
3. Allow our facility to be visited by members of the local health department, local law enforcement, and if applicable, the National Guard for the development and maintenance of a site dispensing plan.
4. Allow our facility to be listed in a confidential annex to the local plan to distribute the Strategic National Stockpile (SNS).
5. Encourage personnel to become members of the Medical Reserve Corps to ensure adequate training for personnel willing to serve as distribution clinic volunteers.

# Public Health Emergency Preparedness Memorandum of Understanding

## Mutual Aid Agreement Among Public Health Agencies In Emergency Preparedness Region II

This Mutual Aid Agreement ("Agreement") is entered into by and between the public health agencies of the following cities and towns:

<i>Auburn, Massachusetts</i>	<i>Grafton, Massachusetts</i>
<i>Spencer, Massachusetts</i>	<i>Orange, Massachusetts</i>
<i>Millbury, Massachusetts</i>	<i>Groton, Massachusetts</i>
<i>Webster, Massachusetts</i>	<i>Ayer, Massachusetts</i>
<i>Dudley, Massachusetts</i>	<i>Upton, Massachusetts</i>
<i>Leicester, Massachusetts</i>	<i>Oakham, Massachusetts</i>
<i>Westborough, Massachusetts</i>	<i>West Boylston, Massachusetts</i>
<i>East Brookfield, Massachusetts</i>	<i>Hopedale, Massachusetts</i>
<i>Mendon, Massachusetts</i>	<i>Milford, Massachusetts</i>
<i>New Braintree, Massachusetts</i>	<i>Worcester, Massachusetts</i>
<i>Hubbardston, Massachusetts</i>	<i>Holden, Massachusetts</i>
<i>Northborough, Massachusetts</i>	<i>Petersham, Massachusetts</i>
<i>Millville, Massachusetts</i>	<i>Templeton, Massachusetts</i>
<i>New Salem, Massachusetts</i>	<i>Douglas, Massachusetts</i>
<i>Princeton, Massachusetts</i>	<i>Lancaster, Massachusetts</i>
<i>Brimfield, Massachusetts</i>	<i>Athol, Massachusetts</i>
<i>Warren, Massachusetts</i>	<i>Westminster, Massachusetts</i>
<i>Sutton, Massachusetts</i>	<i>Phillipston, Massachusetts</i>
<i>Winchendon, Massachusetts</i>	<i>Paxton, Massachusetts</i>
<i>Royalston, Massachusetts</i>	<i>North Brookfield, Massachusetts</i>
<i>Pepperell, Massachusetts</i>	<i>Wales, Massachusetts</i>
<i>Clinton, Massachusetts</i>	<i>Hardwick, Massachusetts</i>
<i>Dunstable, Massachusetts</i>	<i>Sterling, Massachusetts</i>
<i>Fitchburg, Massachusetts</i>	<i>Bellingham, Massachusetts</i>
<i>Boylston, Massachusetts</i>	<i>Bolton, Massachusetts</i>
<i>Oxford, Massachusetts</i>	<i>Brookfield, Massachusetts</i>
<i>Medway, Massachusetts</i>	<i>Barre, Massachusetts</i>
<i>Shrewsbury, Massachusetts</i>	<i>Northbridge, Massachusetts</i>
<i>Harvard, Massachusetts</i>	<i>Blackstone, Massachusetts</i>
<i>Rutland, Massachusetts</i>	<i>Sturbridge, Massachusetts</i>
<i>Shirley, Massachusetts</i>	<i>Uxbridge, Massachusetts</i>
<i>Southbridge, Massachusetts</i>	<i>Gardner, Massachusetts</i>



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### Section 1: Purpose

The purpose of this Agreement is to provide for mutual aid and assistance between the municipalities entering into the Agreement when the resources normally available to a municipality are not sufficient to cope with a situation which requires public health action. The health and well being of a community will best be protected through the concerted efforts of multiple public health agencies providing assistance to one another. The promotion and coordination of this assistance through this Agreement is desirable for the effective and efficient provision of mutual aid and assistance.

This Agreement is in no way intended to substitute for the ordinary public health activities of any city or town. The parties intend that designees from the Sending Agency will not operate as the sole personnel of the Receiving Agency.

## **Section 2: Authority**

Pursuant to M.G.L. Chapter 40, Section 4A, mutual aid agreements may be made among municipalities or municipal agencies, with the authorization of the City Council and Mayor in a city, and of Town Meeting in a town.

## **Section 3: Definitions**

**Authorized Representative** means an official of a signatory entity who is authorized to request, offer, or otherwise provide assistance under this Agreement. A member/designee of the public health agency, if so authorized shall be the authorized representative. If a member/designee of the public health agency is not authorized, the authorized representative shall be the chief executive officer or other officer so authorized; and this officer shall work jointly with a member/designee of the public health agency.

**Mutual Aid** means aid to another public health agency in the form of personnel, equipment, facilities, services, supplies, or other resources appropriate to public health programs, including but not limited to inspections; vaccination clinics; centers for the distribution of pharmaceuticals; administrative assistance; specimen collection, conveyance, and testing; consulting; environmental assessment; and other programs.

**Public Health Agency** means the appropriate and legally designated health authority of the city, town, or other legally constituted governmental unit within the Commonwealth having the usual powers and duties of the board of health or health department of a city or town.

**Receiving Agency** means the public health agency requesting mutual aid from another public health agency.

**Region** means one of the Emergency Preparedness Regions established by the Massachusetts Department of Public Health.

**Sending Agency** means the public health agency that provides mutual aid to another public health agency.

## **Section 4: Other Agreements**

This Agreement recognizes and does not supersede present and future mutual aid agreements or inter-municipal agreements among the signatories of this Agreement.



This Agreement does not limit any party jurisdiction's ability to enter into mutual aid agreements in the future with neighboring municipalities and public health agencies, whether inside or outside Massachusetts Department of Public Health, Region 2.

#### **Section 5: Requests for Assistance**

1. The public health agency of each party jurisdiction shall designate an authorized representative in accordance with Section 3. The authorized representative of a Receiving Agency may request the assistance of another party jurisdiction by contacting the authorized representative of that jurisdiction. The authorized representative of a Sending Agency may authorize the sending of mutual aid.
2. The provisions of this Agreement shall only apply to requests for assistance made by and to the authorized representative.
  - A. Requests may be verbal or in writing.
  - B. If verbal, the request shall be confirmed in writing at the earliest possible date, but no later than 10 calendar days following the verbal request.
  - C. Written requests shall provide the following information:
    - (1) A description of the function for which assistance is needed;
    - (2) The amount and type of personnel, equipment, materials, services, supplies, and/or other resources needed, and a reasonable estimate of the length of time they will be needed; and
    - (3) The specific place and time for staging of the Sending Agency's response and a point of contact at that location.
  - D. The parties recognize that especially during an emergency, the requirements for protection of the public health and safety may require work, services, or supplies beyond that contained either in an oral or written request (confirmation). Nothing in this Agreement should be construed to limit the ability of either agency or its personnel to respond in any manner necessary for the preservation of the public health and safety. To the extent such services or supplies are extended, the provisions of this Agreement shall apply.

#### **Section 6: Limitations**

1. The provision of mutual aid is voluntary. Neither the Sending nor Receiving Agency shall be required to deplete its own resources.
2. The extent of assistance to be furnished under this Agreement shall be determined solely by the Sending Agency, and the assistance furnished may be recalled at the sole discretion of the Sending Agency; provided however, that the Receiving Agency shall determine the scope of services to be delivered by the Sending Agency. Unless otherwise specified by the Receiving Agency in its request for assistance or otherwise, persons from the Sending Agency shall have the same legal enforcement authority in the receiving community as other persons serving in similar capacities in the Receiving Agency.

#### **Section 7: Supervision and Control**

1. Personnel sent to assist another community under this Agreement will continue under the command and control of their regular supervisors, but they will come under the operational control of the Receiving Agency. The Receiving Agency may use an incident command system (ICS) or unified command system.

2. Employees shall remain employees of their own agencies at all times. Each agency, sending or receiving, shall be responsible for its own employees' wages, benefits, and similar obligations.

#### **Section 8: Powers and Rights**

Each Receiving Agency shall afford to the personnel of any Sending Agency operating within the Receiving Agency's jurisdiction the same powers and rights as are afforded to like personnel of the Receiving Agency.

#### **Section 9: Liability**

1. Each party shall be liable for the acts and omissions of its own employees and not for the employees of any other agency in the performance of this Agreement to the extent provided by the Massachusetts Tort Claims Act, M.G.L. c. 258. Each party agrees to indemnify and hold harmless the other parties to this Agreement from liability resulting from the acts and omissions of its own employees, including travel, in the performance of this Agreement to the extent the indemnifier would otherwise be liable under a direct claim pursuant to M.G.L. c. 258.

2. By entering into this Agreement, none of the parties have waived any governmental immunity or limitation of damages which may be extended to them by operation of law.

3. This Agreement is by and between the municipalities which have executed it. Each states that it is intended for their mutual benefit alone and is not intended to confer any express or implied benefits on any other person. This Agreement is not intended to confer third party beneficiary status on any person.

#### **Section 10: Workers Compensation**

If applicable, each party jurisdiction shall provide for the payment of workers compensation and death benefits to the personnel of its own jurisdiction.

#### **Section 11: Reimbursement**

1. Under this Agreement, there is no expectation of automatic or contractual reimbursement for the provision of any mutual aid. However, the parties may develop compensation agreements separately or within the context of this Agreement.

2. In the event of an emergency requiring state or federal assistance, Sending and

2. In the event of an emergency requiring state or federal assistance, Sending and Receiving Agencies may apply for any type of state or federal assistance.

3. In any fiscal year in which a Sending Agency provides service to a Receiving Agency under this Agreement, both agencies shall keep records appropriate to record the services performed, costs incurred, and reimbursements and contributions received. Such records shall be available for, and shall be subject to, audit as is otherwise required by law for municipal financial records. Such records shall also be summarized in a financial statement that will be issued to the Receiving Agency, and to any other participant in the Agreement upon request.

#### **Section 12: Implementation**

1. This Agreement shall be binding and in effect after it is signed in accordance with the local charter or bylaws, and upon its approval by the legislative body, of any participating municipalities.

2. Additional parties may join this Agreement upon acceptance and execution of it.

#### **Section 13: Term of Agreement**

This Agreement is to remain in effect for twenty-five years from the date of execution, at which time it may be extended in accordance with Massachusetts's law. Any party may withdraw from this Agreement at any time by sending fourteen (14) days' prior written notice to all other parties. This Agreement shall continue to be in effect among the remaining parties.

#### **Section 14: Severability**

Should any portion of this Agreement be judged to be invalid by any court of competent jurisdiction, such judgment shall not impair or invalidate the remainder of this Agreement, and for this purpose the provisions of this Agreement are declared severable.

Town of Auburn

By: \_\_\_\_\_ Date: \_\_\_\_\_  
[Title and Agency]

Approved as to form:

\_\_\_\_\_ Date: \_\_\_\_\_  
[Name]  
City/Town Counsel

Approved by [Appropriate Executive Officer]:

 Date: 9/26/07



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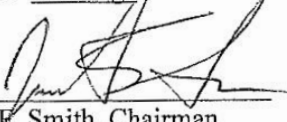
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Town of Uxbridge

By:   
James F. Smith, Chairman  
Uxbridge Board of Health

Date: May 4, 2011

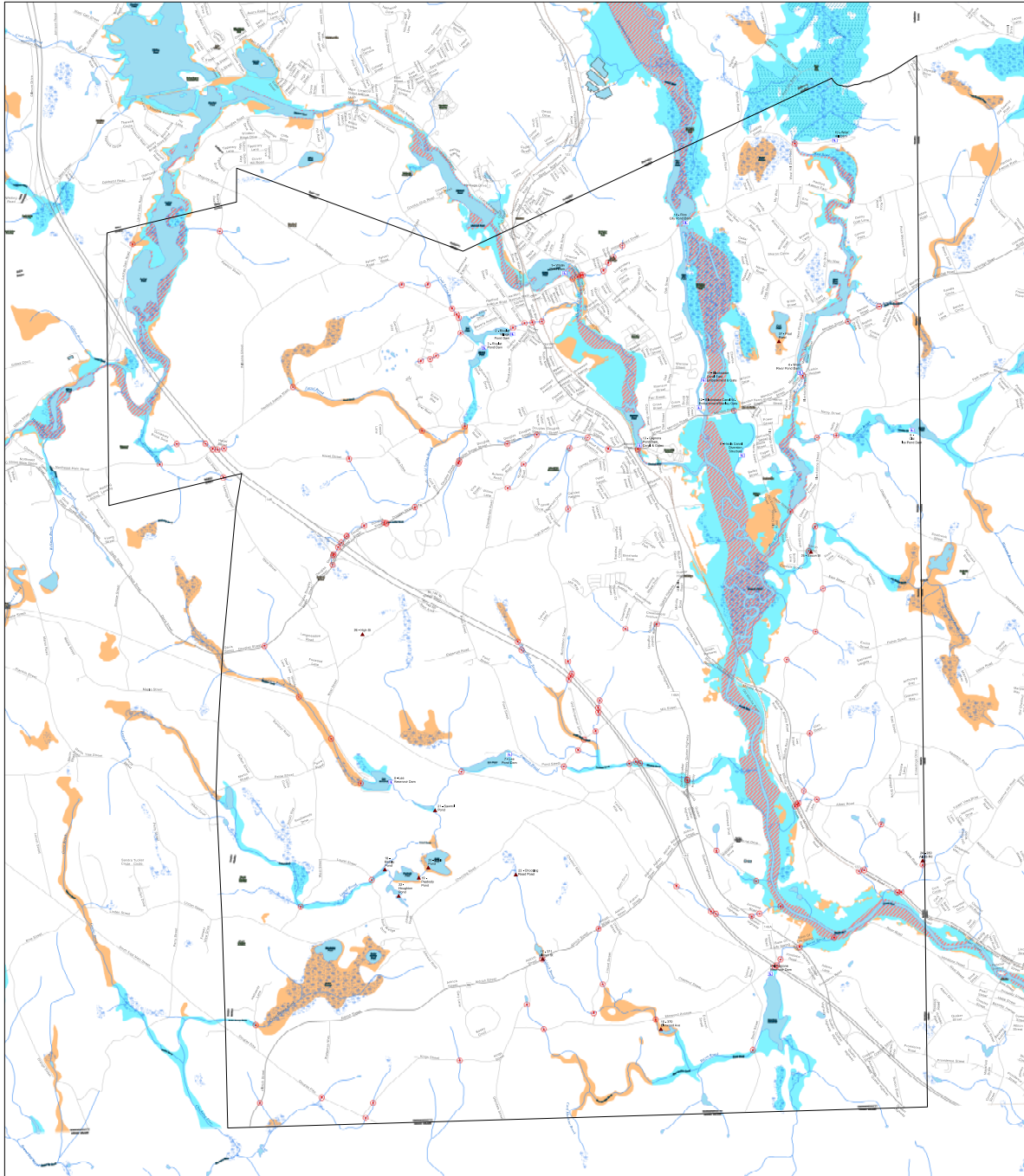
Approved as to form: \_\_\_\_\_ Date: \_\_\_\_\_  
[Name]  
City/Town Counsel

Approved by Town Meeting:

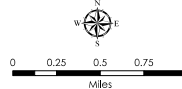
Town Meeting Warrant Article 18: Acceptance of MGL CH. 40, Sec. 4A – relating to intermunicipal agreements for the Board of Health. Town meeting action: Moderator declared motion carried unanimously. Date: 11/21/2006

# CRITICAL ARCGIS DATA

## Uxbridge Culverts and Dams



- Legend**
- Town Boundary
  - State-Registered Dams
  - Additional Dams
  - Road-Stream Crossings
  - Interstate
  - U.S. Highway
  - State Route
  - Non-numbered Road
  - Railroads - Active Service
- FEMA National Flood Hazard Layer**
- Regulatory Floodway
  - 1% Annual Chance of Flooding
  - X: 1% Drainage Area < 1 Sq. Mi.
  - 0.2% Annual Chance of Flooding
  - Stream
- Intermittent Shoreline
  - Manmade Shoreline
  - Ditch/Canal
  - Aqueduct
  - Channel in Water
  - Lake
  - Reservoir
  - Wetland
  - Submerged Wetland
  - Inundated Area



Data sources:  
MassGIS - Infrastructure, Hydrology, and  
Administrative Data  
ESRI - World Topographic Map - Base Map

UXBRIDGE, MA

**MUNICIPAL VULNERABILITY  
PREPAREDNESS  
PROGRAM**



FUSS & O'NEILL

## CONTACT DIRECTORY

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### Internal Directory

Department	Phone Number	Address
Animal Control	(508) 876-5826	275 Douglas Street
Assessor	(508) 278-8600 Op. 2	21 S. Main Street
Benefits	(508) 278-8600 Ex. 2008	21 S. Main Street
Board of Health	(508) 278-8600 Ex. 8	21 S. Main Street
Board of Selectmen	(508) 278-8600	21 S. Main Street
Building Department	(508) 278-8600 Ex. 5	21 S. Main Street
Cable Access	(508) 779-7350	300 Quaker Highway
Council on Aging	(508) 278-8622	36 S. Main Street
Economic Development	(508) 278-8600 Ex. 2018	21 S. Main Street
Facilities	(508) 278-8600 Ex. 2028	21 S. Main Street
Fire / EMS	(508) 278-2787	31 S. Main Street
Payroll	(508) 278- 8600 Ex. 2021	21 S. Main Street
Police	(508) 278-7755	275 Douglas Street
Public Works	(508) 278-8616	147 Hecla street
Town Accountant	(508) 278-8600 Ex. 2004	21 S. Main Street
Town Clerk	(508) 278-8600 Op. 3	21 South Main Street
Town Manager	(508) 278-8600 Ex. 2001	21 S. Main Street
Town Moderator	(508) 278-8600	21 S. Main Street
Treasurer / Collector	(508) 278-8600	21 S. Main Street
Public Library	(508) 278-8624	15 N. Main Street
Veterans Services	(508) 278-8600 Ex. 2037	21 S. Main Street
Board of Health	(508) 278-8600 Ex. 8	21 S. Main Street
Board of Selectmen	(508) 278-8600	21 S. Main Street

## MEMA Directory

### Emergency and Non-Emergency Numbers

- For community specific information about shelters, resources, and other local information, residents should contact their local **Emergency Management Director** or local public safety officials.
- Residents can also call **2-1-1** for non-emergency storm-related questions and for shelter and warming center locations.
- **For emergency support or coordination**, MEMA's 24x7 Communications Center can be reached at **508-820-2000**.

Executive Office	
Director	(508) 820-2010
Records Access Officer	(508) 820-1400
Human Resources	(508) 820-2060
Public Information Office	
Media Line	(508) 820-2002
MEMA PIO	(508) 820-2039
Region 3 & 4 Office	
Region 3 & 4 Manager	(413) 750-1406
Local Coordinator	(413) 750-1407
Local Coordinator	(413) 750-1404
Mitigation and Disaster Recovery	
Mitigation and Recovery Section Chief	(508) 820-1445
Hazard Mitigation Unit Supervisor	(508) 820-2053
Hazard Mitigation Grants Coordinator	(508) 820-1443
Hazard Mitigation Grants Coordinator	(508) 820-2034
Hazard Mitigation Planner	(508) 820-1422
Recovery Unit Supervisor	(508) 820-2033
Disaster Recovery Programs Coordinator	(508) 820-2055
Disaster Recovery Programs Coordinator	(508) 820-1424
Disaster Recovery Programs Coordinator	(508) 820-2003

## GLOSSARY OF TERMS

<b>AAR</b>	After Action Report
<b>BOH</b>	Board of Health
<b>CATV</b>	Community Access Television
<b>CBRNE</b>	Chemical, Biological, Radiological, Nuclear, or Explosive
<b>CEMP</b>	Comprehensive Emergency Management Plan
<b>CEO</b>	Chief Executive Officer
<b>CERT</b>	Community Emergency Response Team
<b>COOP</b>	Continuity of Operations Plan
<b>CPG</b>	Comprehensive preparedness guide
<b>CPG</b>	Civil Preparedness Guide
<b>C-POD</b>	Community Point of Distribution
<b>DPW</b>	Department of Public Works
<b>EAP</b>	Emergency Action Plan
<b>EAS</b>	Emergency Alert System
<b>EEC</b>	Early education and care
<b>EMAC</b>	Emergency Management Assistance Compact
<b>EMD</b>	Emergency Management Director
<b>EMI</b>	Emergency Management Institute
<b>EMS</b>	Emergency Medical Service
<b>EPA</b>	Environmental Protection Agency
<b>EPCRA</b>	Emergency Planning and Community Right-to-Know Act
<b>ERP</b>	Emergency Response Plan
<b>ERT</b>	Emergency Response Team
<b>FEMA</b>	Federal Emergency Management Agency
<b>FRP</b>	Federal Response Plan
<b>GIS</b>	Geographic Information System
<b>HHAN</b>	Health and Homeland Alert Network
<b>HSEEP</b>	Homeland Security Exercise and Evaluation Program
<b>HSPD</b>	Homeland Security Presidential Directive
<b>IAP</b>	Incident Action Plan
<b>IC</b>	Incident Command
<b>ICP</b>	Incident Command Post
<b>ICS</b>	Incident Command System
<b>IT</b>	Information Technology
<b>LEAD</b>	Licensing Education Analytic Database
<b>LEPC</b>	Local Emergency Planning Committee
<b>MEMA</b>	Massachusetts Emergency Management Agency
<b>MOU</b>	Memorandum of Understanding

<b>MRC</b>	Medical Reserve Corp.
<b>NGO</b>	Non-Governmental Organization
<b>NIMS</b>	National Incident Management System
<b>NOAA</b>	National Oceanic and Atmospheric Administration
<b>NRF</b>	National Response Framework
<b>NRP</b>	National Response Plan
<b>NWS</b>	National Weather Service
<b>PHEP</b>	Public Health Emergency Preparedness Coalition
<b>PIO</b>	Public Information Officer
<b>POD</b>	Point of Distribution
<b>REPC</b>	Regional Emergency Planning Committee
<b>RRC</b>	Regional reception center
<b>SARA</b>	Superfunds Amendments and Reauthorization Act
<b>SitRep</b>	Situation Report
<b>SOP</b>	Standard Operating Procedure
<b>T-Hub</b>	Transportation hub
<b>TTY</b>	Text Telephone
<b>WebEOC</b>	Web-Based Emergency Operations Center

[illegible]





