

Emergency Support Function 5 Emergency Management



Duty Officer Guidebook



Capitol Region Emergency Planning Committee (CREPC) RESF-5 DUTY OFFICER GUIDEBOOK

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Capitol Region Emergency Planning Committee (CREPC) RESF-5 DUTY OFFICER GUIDEBOOK

1.0 GUIDEBOOK PURPOSE

The purpose of the CREPC Duty Officer Guidebook is to provide ready access to reference material and standard operating procedures for the activation and utilization of the Regional Emergency Support Plan (RESP). This guidebook is not a substitute for firsthand knowledge of the capabilities of each of the Regional Emergency Support Functions (RESF) described in Section 8.0 of this document. The guidebook will give you a common starting point when confronted with an unusual situation/request or an incident that you may not have had any previous experience with. Appendix D provides the latest updated information on RESF contact points and emergency numbers. This guidebook is not designed to take away decision making, common sense, or practical application of RESP assets. The guidebook is designed to get the Duty Officer started on the road to an action-oriented response. You have an entire team of experts (each of the RESF Chairs) to assist you in the decision making process for initial actions.

2.0 ROLE AND RESPONSIBILITIES OF RESF-5

The purpose of RESF-5 Emergency Management is to facilitate regional emergency preparedness and response activities of local municipalities, tribal nations, or other supporting government, non-government and private departments, agencies and districts through the Capitol Region Emergency Planning Committee (CREPC) and the Department of Emergency Management Homeland Security (DEMHS) Regional Coordinator. RESF-5 role is the collection, processing, and dissemination of information about a potential or actual regional incident or event. Additionally RESF-5 serves as the coordination point for all regional resources.

RESF-5 is the emergency management element of the regional communication and coordination effort. The function is executed through CREPC and the Regional Integrated Communication System (RICS) in conjunction with the DEMHS Regional Coordinator.

The duty officer's mission is to interact with the local Incident Commander or his/her designee and coordinate the resource request the commander needs to mitigate the local incident. Additionally the duty officer will activate and manage the Regional Coordination Center upon its activation as outlined in section 6.0 of this document.

Each Duty Officer will be issued the following equipment to aid in the performance of his/her duties:

- Lap top Computer
- portable/mobile printer
- portable radio
- Copy of Duty Officer Guidebook

All equipment issued shall be returned to CREPC RESF-5 at termination of assignment.



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3.0 DUTY OFFICERS

Alpha Team:	Bill Austin	CR 501
	Bill Turley	CR 502
	Ronald Lee	CR 512
Bravo Team:	Don Janelle	CR 505
	Daniel Leger	CR 511
	Richard Riggs	CR 508
Charlie Team:	Ed Lescoe	CR 506
	Dan Dube	CR 509
	Michael Ciccarelli	CR 513
Delta Team:	George Dunn	CR 503
	William Perkins	CR 510
	To be filled	CR 515
Echo Team:	Don Moore	CR 507
	Jay Gonzalez	CR 504
	Jamie DiPace	CR 514

4.0 CONFIDENTIALITY (FOR OFFICIAL USE ONLY)

All information contained in the Duty Officer Guidebook is considered unclassified For Official Use Only (FOUO). Control of information is based on public sensitivity regarding the nature of the procedures and information contained within this document. All of the material contained within the duty officers guidebook is intended for the exclusive use of RESF-5 Duty Officer in the performance of his/her duties. Release of information to persons other than the RESF-5 Duty Officer will be on a need to know basis. FOUO information should be handled in a manner that provides reasonable assurance that unauthorized person will not gain access to the document.

Action Required: *You are personally responsible for the security of this document. Upon ceasing to be a Duty Officer (for any reason), this document is to be returned to the Chairperson of the Capitol Region Emergency Planning Committee (CREPC). Electronic versions are to be completely deleted.*



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5.0 REGIONAL EMERGENCY SUPPORT PLAN (RESP)

The purpose of the Regional Emergency Support Plan (RESP) is to provide a framework for DEMHS Region 3 communities and agencies to collaborate in planning, communication, information sharing, and coordination activities before, during, or after a regional emergency.

The goal of this effort is to enhance the ability of each municipality to meet its emergency management objectives, which can be described as:

- maximize the preservation of life and property
- correct or alleviate, as expeditiously as possible, serious disaster or emergency-related conditions which present continued threats to the health or welfare of the residents of Region 3, and
- facilitate a return to normalcy by all practical means.

The scope of this plan is deliberately broad, and is intended to include the activities and capabilities of all organizations that play a critical role in emergency response. An incident can be considered regional when *it involves multiple agencies from more than one CRCOG jurisdiction, or there are implications from a single incident/event that will affect the region as a whole.*

The term “**regional emergency**” is used to describe the actual occurrence of an incident that has demonstrated regional impacts. This phrase covers the all hazards spectrum of emergencies.

Emergency classifications are;

- Major regional incident (**MRI**), which may cause numerous fatalities, injuries, property loss, and disruption of normal life support systems; will have an impact on the regional economic, physical, and social infrastructures
- Disruptive regional incident (**DRI**), where there may not necessarily be life-threatening events occurring in regards to the general public
- Standard regional incident (**SRI**), where essential service problems may be occurring, but they are definable or limited in impact.

The following incident/event status levels have been modeled after the FEMA Incident levels for use in the RESP by all RESF’s and supporting agencies:

- **Level Five – Single agency/community incident**
- **Level Four – Regular mutual aid event**
- **Level Three – Region resources activated through the RESP (Standard Regional Incident – SRI)**
- **Level Two – Regional and State resources activated (Disruptive Regional Incident – DRI)**
- **Level One – Regional, State, and Federal Resources activated (Major Regional Incident – MRI)**

See Appendix A for full description of incident/event level/typing



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6.0 REGIONAL COORDINATION CENTERS (RCC)

The Regional Coordination Center (RCC) is a Multi-Agency Coordination Center (MAC) under NIMS. The RCC, if activated, will carry out the standard management, coordination, planning, and logistical functions in support of the region required under the NIMS/ICS in collaboration with the DEMHS Regional Office (CT-RCC 3, once activated). Three RCC's are strategically located within the region the Town of Manchester EOC, 321 Olcott St., the New Britain City Hall 27 West Main St., and the Windsor Locks Office of Emergency Management 50 Church St.. In addition, CREPC has the capability to establish a mobile RCC in a designated staging area.

6.1 NOTIFICATION

Initial request information will be provided to the RESF-5 Duty Officer and/or the RCC through the Regional Integrated Communication System (RICS) from the local designated authority as outlined in Region 3 RESP pg 13. and potentially through other RESF's.

6.2 ACTIVATION TRIGGERS

"Activation" means action taken by CREPC RESF-5 Duty Officer to provide resources to a regional emergency situation.

These are the conditions under which CREPC RESF-5 will activate the RCC:

- Upon notification from the National Terrorism Advisory System , which replaces the HSAS, of an "imminent threat" which will effect Region 3 Capitol Region. The level of activation will be propionate to the information received by DHS.
- Significant weather event pending or actually happening that will impact Region 3.
- Request for activation from the DEMHS Region 3 Coordinator.
- Opening of the SEOC to monitor/address Region 3 issues/incidents.
- Request for resource assistance by local designated authority as outlined in Region 3 RESP.
- Request from RESF Chair.
- Duty Officers assessment concludes that the resource request from a single incident will impact the resource capability of the region.
- A pre-approved planned event.
- A pre-approved planned training exercise.



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6.3 RCC ACTIVATION

When the decision to activate the RCC has been made, follow the steps outlined in Appendix B.

6.4 TRANSITION FROM DUTY OFFICER TO RCC MANAGER

Once you have sufficient personnel to fill the minimum required positions for a partial activation (see minimum staffing requirements in RCC Con Ops) and the resource requests and acquisitions are being completed by the Operations Support Section, you will transition from RESF-5 Duty Officer to RCC Manager.

Upon transitioning to RCC Manager refer to the RCC Manager Job Book to obtain your required equipment and operational performance guidelines.

6.5 TRANSFER OF COMMAND

Per the RCC Operations Handbook the RESF-5 Chair will, upon arrival, assume the position of RCC Manager. This is mandatory for full scale activation and recommended for a partial activation. The transfer of command will follow the NIMS/ICS format requiring the following:

Incoming RCC Manager	Outgoing RCC Manager
Assess situation with current Manager.	Assess situation with incoming Manager.
Receive briefing.	Deliver briefing.
Determine appropriate time for transfer of command.	Determine appropriate time for transfer command.
Notify others of change in command	Notify others of change in command
Reassign or demobilize current RCC Manager.	Accept new assignment or demobilize.

As part of assuming command the new RCC Manager must review the RCC Managers Job Book.



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7.0 REGIONAL INTEGRATED COMMUNICATION SYSTEM (RICS)

Key decision-makers, subject matter experts, and RESF committee and subcommittee chairpersons are notified of a potential or actual incident of regional significance through the Regional Integrated Communication System (RICS). “RICS” is the regional radio designation for Central Connecticut State University (Campus Police Department).

When an incident takes place, either with an address or without, the responding agency or discovering agency/authority will review the situation and size up the requirements to successfully mitigate the event.

If the event is of significant nature as determined by the incident commander (IC) or **designated authority**, he/she should notify RICS and advise the type of action requested. The action could range from **advisory notification only** up to **full activation** of the RESP.

The activation of RICS should follow this format:

- A designated authority or incident commander (or the agency’s dispatcher) calls RICS at **860-832-3477** anytime 24/7 and requests **specific resources** (for example, 25 medical transport units, 40 additional police officers, 10 engine companies, etc.) or the **activation of the RESP** where the RCC will anticipate resource needs without a specific request.
- If the Duty Officer makes an Everbridge notification, without using RICS, The Duty Officer shall immediately notify RICS of the notification and no further action may be required by RICS.
- RICS will broadcast the message over the “Intercity” radio frequency. See appendix D for information on the RICS RESP activation worksheet and messaging.
- The **DUTY OFFICER** for RESF-5 Emergency Management will determine, based on the request and situation, which emergency support functions will be activated (if any) and the need to establish a Regional Coordination Center (RCC).

After being notified by the Duty Officer, the RESF chairs shall be responsible for calling/notifying additional members of their particular emergency support function.

All Duty Officers must understand that RICS is a notification point for the RESP activation when requested. If the situation warrants, a Regional Incident Dispatch (RID) team and a command post may be activated by the Duty Officer in concert with the Chairperson of ESF 2 Communications. If this occurs, the RID team will assume the **operational communication responsibilities** for the event as described in Section 8.2 of this guidebook.

Additional requests for other activations of the RESP will still be directed to the notification telephone number of 860-832-3477 unless directed otherwise.



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7.1 RESP PROCEDURES FOR RICS

When an agency calls requesting activation of the **RESP** or for single resources:

The RICS Dispatcher shall:

1. Obtain the necessary information from the caller to complete the RICS RESP Activation Worksheet.
2. Notify the CREPC Duty Officer via the Everbridge notification system and forward the information on to him/her. (**Refer to monthly CREPC Duty Officer Schedule as to which Team is on call**), and make a general announcement over the Intercity Radio Network. (as scripted on the RICS RESP Activation Worksheet)
 - If needed, Duty Officer can be contacted via telephone (contact # listed in section 3)
 - If the assigned on call Duty Officers are unable to be contacted in a timely manner, approximately 5 minutes, continue down the list calling the next team of Duty Officers until contact is made with a Duty Officer.
3. Once the Duty Officer has made contact with RICS and is given the initial information, the RICS Dispatcher will wait for a call back or update via Everbridge from the Duty Officer and will take action as instructed. The RID Team/Regional Command Post units will NOT be automatically dispatched. This resource should be specifically asked for by the requesting agency if needed.
 - If the RICS Dispatcher is contacted by anyone (i.e. Regional Personnel or Assets), they are to advise him or her to stand down and not take action unless called upon.
 - When the incident has concluded an announcement shall be made over Everbridge and the Intercity Radio Network. (as scripted on the RICS RESP Activation Worksheet)
 - All actions taken by RICS shall be documented on the RICS RESP Activation Worksheet.



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The CREPC Notification and Alerting System

The **Everbridge system** is the region's notification system, and all duty officers shall be trained in the proper use of the system. To send a message you can use a telephone, a computer, or smart phone as long as you have internet connection for computer.

The Everbridge system is a robust notification system with many options. To simplify and quicken the notification process, two of the Everbridge options have been chosen for use by ESF-5 Duty Officers.

Option #1

Computer/Internet - WWW.everbridge.net/nns/quicklaunch

1. Establish internet connection using url above
2. Log in (using your I.D. & password)
3. Select a group
4. Select type of notification (standard or emergency)
5. Create message title
6. Type your message (remember to put a space between numbers)
7. Send message

Option #2

Telephone live operator - Call # (877) 220-4911

1. Operator will ask for your organization
2. Operator will ask for your member name alias or member I.D.#
3. You will not be asked for your password instead you will have to give the answer to your hint question
4. The operator will ask what type of notification you want
5. The operator will then ask you a series of questions to complete the message.

See Appendix C for information on Everbridge system .



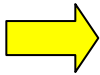
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8.0 RESPONSE CAPABILITIES SECTION

8.1 RESF-1 TRANSPORTATION

The main need on an immediate basis would be for buses to evacuate under emergency conditions. This need will be handled in the following manner:

WHEN RESF-1 CALLS FOR RESOURCES, THE CALL MUST GO THROUGH THE DEMHS COORDINATOR:



Connecticut Transit - Hartford Area **FULL SIZED PUBLIC TRANSPORTATION BUSES:**

The contact for Connecticut Transit: for 5-10 buses contact the dispatcher and request them.

WEEKDAYS - Monday through Friday (8:00 am to 5:00 pm) - Before 8AM or after 5PM call **Direct Dispatch**.

WEEKENDS and HOLIDAYS

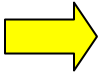
Hartford Dispatch - (860) 522-3191 (*Official Use Only - No Public*)

James Bradford can always be reached anytime (including Holidays and Weekdays) to get in touch with any of the above.

(1)

For 10-20 buses, the division supervisor must authorize the response.

For 50-200 buses, this is a Governor's decision.

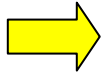


Middletown Area Transit – Middletown area

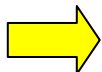


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 **New Britain Transportation – New Britain area**

 **Dattco – New Britain area**

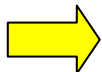
WHEELCHAIR LIFT EQUIPPED VEHICLES

 **Greater Hartford Transit District**
Provides transportation to the elderly and disabled population in the greater Hartford area. The District has 113 vehicles equipped with lifts to carry wheelchairs, and drivers who are sensitive to the needs of the elderly and special needs population.

Contact:
24/7 365 DAYS A YEAR

 **American Red Cross Middletown**

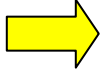
12 passenger vans

 **Dattco – New Britain area**



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OTHER TRANSPORTATION RESOURCES



ConnDOT Highway Operations Center:

Requests for variable message sign messages, highway advisory radio messages, signs, cones, trucks, more

Requests should go through Tom Gavaghan (see above) and also through _____ at ConnDOT .

The _____ is the 24/7 line for the Newington Highway Operations Center. As an alternative, **emergency personnel can use the toll-free _____ number only.** Highway Operations will then coordinate the response by the rest of the Department.



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8.2 RESF-2 COMMUNICATIONS

RESF-2 is responsible for all the elements of the communications mission as determined by the emergency incident, event, or the Regional Coordination Center (RCC). One of the means of communication is by the Intercity Mutual Aid channel.

The principle objective of the Intercity Mutual Aid (IMA) channel is to provide agencies with a real-time direct voice communications.

The purpose of this section is to delineate the authority, roles, and procedures for use of the Intercity Mutual Aid Channel by regional agency supervisory personnel. The scope of these directions, include all CREPC/Region 3 public safety agencies. These agencies have worked cooperatively to develop the IMA Channel and standard operating procedures, which will be used at the agency command level during critical incidents or at the discretion of the mayor or chief elected official.

Plain language is to be used when communicating on the IMA channel.

Each agency will use ICS as an operational guide at incidents where the IMA channel is activated.

Once the IMA channel is activated, information regarding an imminent danger condition should be communicated between dispatch/radio communications centers. The receiving communication center is required to acknowledge receipt of the emergency transmission/information. Additionally, each agency is responsible for disseminating this information to its respective personnel.

A limited activation is appropriate when the resources needed to mitigate an incident can be acquired by the local jurisdiction through mutual aid agreements or with limited assistance from the region through the RESF-5 Duty Officer. During these incidents, public safety or public service agencies may use the IMA channel.

A full activation is appropriate when the resource needs surpass the ability of the local jurisdiction and RESF-5 Duty Officer's ability to acquire and track. The activation of the Regional Coordinating Center (RCC) as order by the RESF-5 Duty Officer (DO) or RESF-5 chair will be needed to meet the resource needs of the region. During a large-scale incident, the use of the IMA will be per defined procedures until the RCC is fully staffed. Agency heads will be able to speak to each other for acquisition of resources. Once the RCC is fully staffed, the RESF-2 Duty Officer (or his designee) at the RCC will evaluate the communication needs of the incident and develop objectives to meet those needs. At this point, the IMA channel's function will be to shift to unified command, incident mitigation, and personnel safety. Use of the IMA channel may be requested whenever an agency's incident commander (IC), the highest-ranking officer of the controlling agency, determines the need to communicate directly with other agency representatives who have access to the channel.



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The Regional Area Frequency System (RAFS) is located in all law enforcement vehicles and at some law enforcement dispatch centers. This system is also unique since it is a three-site simulcast and has both UHF and 800 MHz radio bands tied together. A police hotline also exists that is a low band radio network. It is located at all of the region's law enforcement agencies and is operated daily and maintained by the user agencies.

The Tolland County Fire Mutual Aid is a regional dispatch center located in the Eastern section of the region and used daily for fire and EMS operations. The Tolland County Fire Mutual Aid Association maintains it. Tolland County Dispatch (TN) is the point of contact to acquire the region's DE-Con trailers.

The Colchester Emergency Communication Center is another regional dispatch center located in the Southeastern section of the region and is also used daily for all first responders in the section.

Locations of Region III communications assets:

1. **800 MHz Intercity Repeater**
50 Birch Mountain Road, Glastonbury
2. **UHF Intercity & UHF Calling Repeaters**
 - A. 115 Birch Mountain Road, Glastonbury
 - B. 375 Deercliff Road, Avon
 - C. Sunset Ridge, East Hartford (UHF Calling)
3. **VHF Intercity Repeaters**
 - A. 3114 Albany Avenue, West Hartford
 - B. Sunset Ridge, East Hartford (Backup)
 - C. 4 Volunteer Drive, Windsor Locks
4. **North Central CMED**
 - A. 120 Holcomb Street, Hartford
 - B. Box Mountain, Vernon
 - C. 325 Wyllis Street, Bristol
 - D. 200 Colt Highway, Farmington
 - E. 3114 Albany Avenue, West Hartford
 - F. 263 Farmington Avenue, Farmington
5. **RAFS Repeaters**
 - A. Birch Mountain Road, Glastonbury
 - B. Soapstone Mountain, Somers
 - C. Talcott Mountain, Avon
6. **ITAC Repeaters**
 - A. 3114 Albany Avenue, West Hartford
 - B. 3 Kelleher Court, Wethersfield



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7. **CSPERN Repeaters**
 - A. 32 Montevideo Road, Avon
 - B. West Street, Rocky Hill
 - C. 115 Birch Mountain Road, Glastonbury
8. **Tolland County Fire Mutual Aid**
 - A. Bald Hill and Kozley Road, Tolland
 - B. Gulf Road, Somers
 - C. Tolland Street, Tolland
9. **Middletown Control**

169 Cross Street, Middletown
10. **Colchester Emergency Communications**
 - A. Hartford Turnpike, Colchester
 - B. 49 O'Connell Road, Colchester
 - C. Public Works Drive, East Hampton
11. **RICS Dispatch**

1615 Stanley Street, New Britain
12. **Regional Coordinating Center**

321 Olcott Street, Manchester
13. **Intercity Control 1**

400 Main Street, East Hartford
14. **Intercity Control 2**

1 Hamilton Road, Windsor Locks
15. **Regional Communications Vehicles**

CP- 4: Enfield Police
CP- 6: Manchester Emergency Management
CP- 8: Newington Fire
CP-12: South Windsor Police
CP-17: Bristol



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16. **Mobile Decon/Repeater Trailers**

Bradley International Airport Fire, Windsor Locks
Bristol Fire
East Hartford Fire
Hartford Fire
Middletown Fire
Southington Fire
UCONN Health Center Fire, Farmington
Vernon Fire
West Hartford Fire
West Stafford Fire

17. **Mobile Cross-Band Units**

Enfield CP-4 Command Post
Manchester Fire/Rescue Command Vehicle
Manchester 8th Fire District Unit 8
Newington CP-8 Command Post
Simsbury Fire S-17
South Windsor CP-12 Command Post
South Windsor Fire Command Vehicle
Southington Town Command Post
West Hartford Hazmat Trailer
Windsor Locks Fire C-1, E-2, E-6, R-4, UT-1 (5)

18. **Regional HAZMAT Team Equipment:**

East Hartford Fire
Ellington Fire
Simsbury Fire
West Hartford Fire

19. **State Foam Trailer**

Hartford Fire Department, Station # 11 (see page 20 for further details)
Bradley Field Fire Department (see page 20 for further details)

20. **Radio Designations:**

C-15 Keith Victor
C-34 Mike Boucher
C-35 Chris Marvin



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8.3 RESF-3 PUBLIC WORKS

RESF-3 Public Works and Engineering is to develop and implement a system of resources and response capability to handle regional emergencies concerning infrastructure and utilities (such as water supply, wastewater, electric, natural gas), transportation (civil engineering, traffic control, GIS Information, fleet services, roads and bridges), solid waste and debris management, and logistics management in direct and indirect support of other RESF functions during and after a potential or actual regional emergency or event.

RESF-3 is intended to focus on the communication and coordination related to the following situations:

- Potential or actual disruptions of critical services that have a regional impact;
- Coordination of emergency restoration of critical public facilities, including the temporary and permanent restoration of utilities, transportation, debris management, and support of other RESF functions.
- Coordination of emergency contracting and/or distribution to support public health and safety, such as providing for potable water, ice, power, and/or other temporary support to public health and safety.
- Coordination of monitoring, tracking and modeling of water and wastewater events, including debris removal, which may affect the water supply.

During RCC activation RESF-3 will provide a Logistics Section Chief and will also be represented in the operations support section to provide the services mentioned above.



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8.4 RESF-4 FIREFIGHTING

RESF-4 Firefighting is to provide for the rapid mobilization, deployment, and utilization of regional fire resources when resources when requested in the Capitol Region, DEMHS Region 3.

A more detailed description of fire fighting resource mobilization and coordination within the state of Connecticut, including Region 3, can be found in the "*Connecticut Fire Service, Fire -Rescue Disaster Plan*".

RESF-4 is intended to focus on developing and implementing a regional response capability for the fire resources. RESF-4 identifies, requests, mobilizes, and coordinates the response of specific firefighting resources within DEMHS Region 3.

During RCC activation RESF-4 will provide a representative to be part of the Operations Support Section if fire resources are needed.

The lead agency for RESF-4 is the Capitol Region Fire Chiefs Association. The current President is Fire Chief William Austin (cell 860-883-7951) from West Hartford, the Vice-President is Will Perez (cell 860-250-4891) from East Hartford Fire and the Secretary-Treasurer is Tom Lapierre (cell 860-883-5014) Newington Fire Department.

Task Force 51- Cromwell Fire Dispatch

Berlin	Pumper
Newington	Pumper
Rocky Hill	Pumper
Rocky Hill	Aerial
Wethersfield	Aerial
Cromwell	Rescue

Task Force 52- Bradley Dispatch

BDL Int'l Airport	Pumper
Windsor Locks FD	Rescue
Windsor	Quint
East Granby	Pumper
Suffield	Pumper
Blue Hills	Ladder
Bloomfield Center	Pumper
Bloomfield EMS	Ambulance

Task Force 53- Enfield Fire Department

Hazardville	Pumper
Shaker Pines	Pumper
Thompsonville	Pumper
North Thompsonville	Aerial
Enfield	Quint
Enfield	Rescue



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Task Force 54- Farmington Police

UConn	Rescue
Avon	Engine
Burlington	Engine
Canton	Aerial
Farmington	Engine
Simsbury	Aerial

Task Force 55- New Britain Public Safety Complex

New Britain	Rescue
New Britain	Ladder
Bristol	Engine
Southington	Engine
Plainville	Engine
(If Needed)	
Plainville	Ladder
Bristol	Ladder

Task Force 56- East Hartford Public Safety Complex

East Hartford	Rescue
Hartford	Ladder
West Hartford	Ladder
East Hartford	Engine
Hartford	Engine
West Hartford	Engine

Task Force 57- Glastonbury Public Safety Dispatch

Glastonbury	Rescue
Glastonbury	Ladder
Manchester	Ladder
Manchester 8 th Dist.	Engine
Colchester	Engine
South Windsor	Engine

Task Force Middletown TBD ADMIN: ?

Task Forces of Tolland County

- TC Tact Group 1
- TC Tact Group 2
- TC Tact Group 3
- TC Tact Group 4
- TC Tact Group 5



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TANKER STRIKE TEAMS

Task Force 54 from the Farmington Valley provides the regional Tanker Strike Team. The purpose of the Tanker Strike Team is to serve as a local resource to the fire departments within the Farmington Valley and as a regional asset to the Capitol Region Emergency Planning Committee (CREPC) under Regional Emergency Support Function #4 (RESF-4) Firefighting. The Tanker Strike Team consists of five (5) apparatus (Tanker or Engine Tanker) from each of the participating towns of Avon, Burlington, Canton, Farmington, and Simsbury. The initial response would deliver 13,400 gallons of water with the ability for an additional 5,700 gallons through additional tankers in the region.

The Tanker Strike Team is available and can be requested through the Farmington Dispatch Center or via the intercity main frequency, the Hot Line or the Farmington Dispatch Center routine call phone number

FOAM TRAILERS

The dispatch point for the foam trailer units placed around the State is RICS 860-832-3477.

The eight units are stationed in the following Fire Departments: Danbury Fire, Fairfield Fire, Hartford Fire, New Haven Fire, Norwich Fire, Waterbury Fire, Willington Fire, and Winsted Fire.

Request for the Bradley Field Foam Trailer is CSP Troop W dispatch



Capitol Region Emergency Planning Committee (CREPC) RESF-5 DUTY OFFICER GUIDEBOOK

8.5 RESF-5 EMERGENCY MANAGEMENT

RESF-5 Emergency Management is to facilitate regional emergency preparedness and response activities of local municipalities, tribal nations, other government and private departments, agencies and districts through the Capitol Region Emergency Planning Committee (CREPC) and the DEMHS Regional Coordinator's office. RESF-5 role is the collection, processing, and dissemination of information about potential or actual regional emergency's. RESF-5 serves as the coordination point for all regional resources.

RESF-5 provides the core management and administrative functions in support of the Regional Coordination Center (RCC). There are three (3) designated RCCs in the Capitol Region. The principal RCC is located in Manchester with backups in New Britain and Windsor Locks.

RESF-5, through the Duty Officer or the Chairperson of CREPC, is responsible for the implementation of the RESP and the activation of the designated RCC.

RESF-5 is responsible for providing trained and experienced staff to fill appropriate positions in the RCC, when activated. CT IMT 3 Incident Management Team can be called in to assist in filling positions or as an IMT team assigned to develop Incident Action Plans. RESF-5 supports the response teams activated, monitors the developing incident, develops situational awareness of the incident, develops incident documentation and incident action plans in accordance with NIMS, and coordinates the demobilization and stand-down operations of the incident.

RESF-5 operates the Training and Exercise Planning Workgroup (T&EPW) and is responsible for coordination of all exercises in the Capitol Region. Contact for this sub-committee is Dan Scafe (860-522-2217)



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The following check list may be some assistance for the duty officer (D/O). The checklist is not intended to supplant, supersede or replace your own previous experience or knowledge.

When notified of an incident by the Regional Integrated Communication System (RICS), the lead D/O should consider the following:

- ☐ If a request for activation is not clear or specific, immediately contact the on scene Incident Commander (I/C) or individual activating the RESP and gather the necessary information.
- ☐ Determine the I/Cs immediate resource needs.
- ☐ Contact the RESF-2 D/O informing him/her of the incident.
- ☐ Contact your Assistant D/Os.
- ☐ Determine any additional emergency resources needed.
- ☐ Determine any Staging Area(s).
- ☐ Inform the proper agencies of the need to respond and or the location of the Staging Area.
- ☐ Determine if an RCC and/or Incident Management Team (IMT) will be activated (partial or full) and determine what additional RESFs should be notified.
- ☐ Inform RICS of the staging area.
- ☐ Determine if the incident has the potential to last beyond one Operational Period.
- ☐ If the incident is going beyond one Operational Period, suggest the IC consider development of an Incident Action Plan (IAP).
- ☐ Offer RESF-5 services as the Planning Branch Chief until the IMT arrives and
- ☐ Suggest to the IC that RESF-5 could begin the IAP development process.
- ☐ As CREPC resources begin to arrive, designate a Liaison Officer.
- ☐ Have the Liaison Officer coordinate with the Local assets and the arriving CREPC assets.
- ☐ Potential additional notifications:
 - ☐ DEMHS AREA COORDINATOR
 - ☐ CREPC CHAIRMAN
 - ☐ RELIEF D/O's



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CREPC RADIO DESIGNATIONS

RESF-1 – Transportation
RESF-2 – Communications
RESF-3 – Public Works
RESF-4 – Fire Fighting
RESF-5 – Emergency Mgt. CR 501 thru CR 515
RESF-6 – Mass Care
RESF-7 – Resource Mgt
RESF-8 – Public Health/EMS
RESF-9 – Search & Rescue.
RESF-10 – HazMat
RESF-11 – Animal Protection
RESF-12 – Energy
RESF-13 – Police
RESF-14 – Recovery
RESF-15 – Media
RESF-16 – Volunteer Mgmt.
RESF-17 – Military **
RESF-18 – Donation Mgmt.
RESF-19 – Special Needs
RESF-20 – Faith Based Orgs.
RESF-21 – Collegiate Serv.

* Multiple radios within the same RESF/Unit are identified in the following manner:

The Unit number followed by a letter designation, for example: Unit 285 Delta

** Not used By CREPC

The following list is the International Telecommunications Union endorsed phonetic alphabet:

ALPHA,	NOVEMBER
BRAVO,	OSCAR,
CHARLIE,	PAPA
DELTA,	QUEBEC
ECHO,	ROMEO
FOXTROT,	TANGO
HOLEL,	UNIFORM
INDIA,	VICTOR
JULIETT,	WHISKEY
KILO,	X-RAY
MIKE,	YANKEE,
	ZULU



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COMMUNITIES WITH SATELLITE PHONE CAPABILITY IN REGION 3

Satellite phone	Municipality	Contact person	Contact number
Yes	Bradley Field FD		
Yes	Hartford		
Yes	Bloomfield		
Yes	East Hartford		
Yes	Manchester/RCC		
Yes	Middletown		
Yes	Portland		
Yes	Southington		
Yes	Vernon		
Yes	Windsor		
Yes	West Hartford		

Vendor:

Skybase Communications
2419 Fleischmann RD Suite 4,
Tallahassee FL 32308



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DEMHS CONTACT INFORMATION

Regional Coordinators:

DEMHS REGION 1 149 Prospect Street, Bridgeport, CT 06601

Robert Kenny (203) 696-2640 – Phone (203) 334-1560 - Fax robert.kenny@ct.gov

DEMHS REGION 2 1111 Country Club Rd, Middletown, CT 06457

Roy A. Piper (860) 685-8105 – Phone (860) 685-8366 - Fax roy.piper@ct.gov

DEMHS REGION 3 360 Broad Street, Hartford, CT 06105

Thomas Gavaghan (860) 529-6893 – Phone (860) 257-4621 - Fax thomas.gavaghan@ct.gov

DEMHS REGION 4 15-B Old Hartford Road, Colchester, CT 06415

Anthony Scalora (860) 537-7560 – Phone (860) 537-7564 - Fax anthony.scalora@ct.gov

DEMHS REGION 5 452-D Bantam Road, Litchfield, CT 06759

Thomas Vannini (860) 626-7950 – Phone (860) 626-7951 - Fax thomas.vannini@ct.gov

Emergency Management Director

William Hackett Phone (860) 256-0818 e-mail william.j.hackett@po.state.ct.us



Capitol Region Emergency Planning Committee (CREPC) RESF-5 DUTY OFFICER GUIDEBOOK

8.6 RESF-6 MASS CARE

RESF-6 Mass Care, Emergency Assistance Housing, and Human services is to coordinate efforts to provide sheltering, feeding, and emergency first aid when requested. RESF-6 is also responsible for operating a Disaster Welfare Information (DWI) System to collect, receive and report information about the status of victims and assist with family reunification within the disaster area.

RESF-6 also coordinates with the State Emergency Operations Center (SEOC) and RESF-18 Donations Management on bulk distribution of emergency relief supplies.

Katherine McCormack
RESF-6 Co-chair Chris Baker
of Operations Management.

is the chairperson for RESF-6 Mass Care. The
is the American Red Cross Assistant Director

When to call the American Red Cross Disaster Services:

Residential Fires Resulting in a need for... <ul style="list-style-type: none">➤ Food➤ Clothing➤ Place to Stay➤ Medicine➤ Counseling	Disasters Natural and man-made... <ul style="list-style-type: none">➤ Floods➤ Hurricanes, Snow, Ice Storms, Tornadoes➤ Weapons of Mass Destruction events➤ Radiological Accidents➤ Transportation Emergencies
Canteen Service Extended Responses... <ul style="list-style-type: none">➤ Expected to last 4 hours or more➤ Incident involving extreme heat or cold	Preparedness Activities related to ... <ul style="list-style-type: none">➤ Mass Care➤ LEPC Meetings➤ Exercises➤ Trainings➤ Individual, Family, Business and Community Preparedness and Planning

Red Cross contact number 1-877-287-3327



Capitol Region Emergency Planning Committee (CREPC) RESF-5 DUTY OFFICER GUIDEBOOK

8.7 RESF-7 RESOURCE MANAGEMENT Bruce Lockwood working on this section.

RESF-7 is to collect, process, and disseminate information concerning emergency resource support and logistics management, and to coordinate resource support and logistics among state, regional, and local jurisdictions, agencies and organizations during a regional incident

All requests for resources when utilizing the Region 3 RESP will be made through the RESF-5 duty officer or through RESF-5 once the RCC has been established. RESF-7 will utilize the existing resource inventories with the remaining RESF's to fill requests. All requests will be tracked using ICS forms in preparation for potential transfer to the Region 3 IMT.



Capitol Region Emergency Planning Committee (CREPC) RESF-5 DUTY OFFICER GUIDEBOOK

8.8 RESF-8 PUBLIC HEALTH AND MEDICAL

RESF-8 Public Health and Medical Services facilitates communication, coordination and cooperation among local municipalities and supporting agencies concerning regional health and medical services issues and activities in relation to a regional emergency.

RESF-8 serves as the principal Region 3 planning agent for public health and medical preparedness and response, ensuring that all key stakeholders have representation. RESF-8 ensures that public health and medical plans are integrated at the local, regional and state levels, and that the plans can be made operational at the regional level to maximize life safety. RESF-8 does not replace local incident command, but focuses on enhancing medical and public health response through coordination of information and assets. RESF-8 establishes the ability to collect, analyze, synthesize, and disseminate information concerning regional health, mental health, and medically related issues, including disease surveillance.

RESF-8 is composed of seven separate sections with planning and operational responsibilities:

Local Public Health Section	Behavioral Health Section
EMS/CMED Section	Hospitals Section
Medical Reserve Corps (MRC)-2 Units	MMRS Section
Long-term Care Facilities Section	

RESF-8 assets include:

- Mobile cabana unit (MACU) to support MRC deployment
- 55- bed integrated tent system for field deployment in support of the MRC
- Pharmaceutical stockpile for the protection of first responders and their families
- Large mobile cache of medical supplies to support MRC deployment

RESF-8 maintains 24/7/365 Duty Officer coverage to assure speedy response. To access the RESF 8 Duty Officer, call RICS at 860-832-3477.

When assigned to the RCC RESF-8 will be responsible for staffing the Operations Support Section, if needed, and will be the Medical Unit leader responsible for the ICS 206 Medical Plan.



**Capitol Region Emergency Planning Committee (CREPC)
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Region 3 Bed Inventories and Morgue Capacities as of March, 2011:

Hospital	Licensed Beds	Staffed Beds	Routine Morgue Capacity	Morgue Capacity w/Surge
Bradley Memorial Hospital	84	50	2	2
Bristol Hospital	152	85	2	2
Connecticut Children's Medical Center	123	123	0	0
Hartford Hospital	867	780	10	16
Johnson Memorial Hospital	98	90	3	4
Manchester Memorial Hospital	283	132	4	6
MidState Medical Center	150	150	6	9
Middlesex Hospital	275	186	6	6
New Britain General Hospital	362	290	6	6
Rockville General Hospital	118	80	2	2
St. Francis Hospital and Medical Center	617/651 with bassinets	540	12	16
UConn Health Center (John Dempsey)	224	224	8	N/A



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CAPITOL REGION MEDICAL RESERVE CORPS OPERATIONAL LEVELS

- Tier 1** MRC in training status
- Tier 2** Call to MRC Commander for alert status only
- Tier 3** Partial MRC medical activation and MACU Unit 1 (cabana unit) response
- Tier 4** Full MRC medical activation
MACU Unit 1 response
MACU Unit 2 and 3 response (Two-tent modules light force operation)
Logistical support activation (1st Connecticut Foot Guard)
Shower, toilet, food, water, and laundry support
- Tier 5** Full MRC medical activation
MACU Units 1, 2, and 3 responses
MACU Unit 4 (six-tent modules heavy force operation)
Logistical support activation (1st Connecticut Food Guard)
Shower, toilet, food, water, and laundry support
Decontamination operational support
Additional response assets as determined by the MRC Commander



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8.9 RESF-9 SEARCH AND RESCUE

RESF-9 Search and Rescue to facilitate communication and coordination concerning technical rescue capabilities during a regional incident requiring the specialized equipment and training of Search and Rescue (SAR).

RESF-9 is intended to focus on developing and implementing a regional response capability for SAR resources.

RESF-9 search and rescue capabilities include four (4) program areas as follows:

CERT: Canine search and rescue, HAM radio teams, mountain bike search and rescue, equestrian search and rescue, and ground search teams. (All CERT teams will have a minimally recognized standard or certification to be considered a resource. Members should have CPR, First Aid, Compass/GPS and navigation, crime scene preservation, communications, field dress and equipment requirements, NIMS/ICS training, and a background check as a minimum.) Individuals in leadership positions should have completed Search Management training.

FIRE: High angle recovery, rescue, swift water recovery, ice recovery, ground searchers, dive teams, and canine search.

POLICE: Canine units, ground searchers, dive teams, high angle recovery, and marine division

OTHER RESOURCES: Department of Environmental Protection, Boy Scouts, orienteering teams, Civil Air Patrol, Connecticut Canine Search and Rescue and Manchester Mountain Bike Search and Rescue teams, First Company Governor's Horse Guard Mounted Search and Rescue, Manchester EmComm, and Manchester CERT.

The Enfield Fire Department can provide a Special Operations vehicle (Rescue 6) that is equipped with equipment for trench rescue, confined space rescue, collapse rescue, hazmat, etc. This equipment includes, but is not limited to, various hand tools, pneumatic tools including a full array of Paratech strut equipment, electric tools, hazmat equipment, 2kW & 7kW generators, Petrogen cutting torch, and Snake eye search camera. The special operations team includes 15 personnel. The normal response with the vehicle would be 4 to 6 members.

This vehicle can be requested through Enfield Dispatch at _____ Any request should specify the vehicles desired. The Heavy Rescue often supports the Special Operations vehicle and vice versa.

The Town of Manchester CERT team is equipped with a self-contained communications vehicle that is based on ham radio. Portable redundant communications or base communications using the ham radio spectrum does not rely on any other means of communication. When all other forms of communication fail, the ham bands will continue to operate. The vehicle and comms team can be reached through the Manchester Dispatch _____.



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Connecticut Canine Search and Rescue team is equipped with a mobile command/operations support vehicle radio communications on VHF and ham radio frequencies. The operation support vehicle (OSV) also has mapping and broadband capabilities, a 7kw generator and is air conditioned and heated for canine and team rehabilitation. In addition to the OSV CCSAR has a Zumro inflatable shelter with a 70,000btu tri-fuel heater for cold weather conditions. CCSAR has three small craft for water searches including two Jon boats with motors and a Mark III Zodiac with a jet drive outboard engine. The team also has a number of team member owned items to support its operations including, side scan sonars, remote operated color underwater cameras, a UTV, portable generators, and various other equipment items utilized in search and rescue operations.



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8.10 RESF-10 HAZARDOUS MATERIALS

RESF-10 Oil & Hazardous Materials is to provide for the rapid mobilization, deployment and utilization of regional hazardous materials resources during a incident in DEMHS Region 3, the Capitol Region.

RESF-10 is intended to focus on developing and implementing a regional hazardous materials response capability through the fire service. The system developed will be a component of the regional Emergency Response Plan (RESP).

CREPC has a collaborative regional Hazardous Materials Team (CRHMRT). It is divided into 4 sub teams, two identical teams on each side of the Connecticut River. The Teams are based in West Hartford and Simsbury (west of the river) and East Hartford and Ellington (east of the river). Another resource is the Hartford Bomb Squad.

RESF-10 maintains 24/7/365 Duty Officer coverage to assure speedy response. To access the RESF 10 Duty Officer, call RICS at 860-832-3477.



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8.11 RESF-11 ANIMAL PROTECTION (AGRICULTURE)

RESF-11 Animal Protection is to provide emergency animal protection services during a incident in the Capitol Region.

RESF-11 Animal Protection is intended to focus on the development and implementation of the animal response and evacuation system. The scope of this system should be to plan and organize pre-event, event, and post-event requirements. Mission support teams (emergency response teams) will be established that are regionally oriented under the Citizens Corps Council concept. Actions of R3ART may include retrieval, shelter, control, feeding, preventive immunizations of animals and emergency veterinary care.

During a RCC activation RESF-11 may be assigned to the Operations Support Section.

A. Background:

The CTSART R3 CERT is the operational arm of the Region 3 RESF-11. The primary mission is to provide co-located evacuation shelter for the household pets of evacuated citizens. All volunteer responders are CERT, ICS and NIMS trained and have signed the Code-of-Conduct attached below. Self-deployment is expressly prohibited.

B. Team Leaders:

Dr. Arnold L. Goldman
Dr. Howard Asher
Dr. Peter Conserva

(Call in descending order until contact made. Each Team Leader has a full set of keys to all trailers.)

C. Responders:

There are 81 CERT-trained volunteers affiliated with the CTSART R3 CERT. Each Team Leader and RICS have the complete volunteer responder contact list and this list is available upon request of RESF- 5.

D. Shelter Equipment:

Trailer 2: contains 175 cages and all necessary ancillary equipment and is "**FIRST DUE.**"

Trailer 1: contains 175 cages and the freestanding shelter.

Trailer 3: is unmarked and contains 400 cages.

(Trailers are CREPC-owned equipment and should be deployed in the order above: 2-1-3.)

E. Team Leader Duty Schedule: under development

F. Equine equipment:

Equine Trailer: The "Equine Response Unit" contains equine hoisting and confinement equipment. (Deployment by arrangement with Dr. Conserva and requires local fire department training.)

G. Veterinary Medical Response:

The capability to provide on-scene veterinary medical care is a resource under development under the auspices of the CR-MRC.



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8.12 RESF-12 ENERGY

The Energy ESF is reserved for state and Federal operational areas. It is not used at the Regional or local levels of government operations.



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8.13 RESF-13 SAFETY AND SECURITY (LAW ENFORCEMENT)

RESF-13 Public Safety and Security is to enforce the law, control traffic, protect the citizens, and provide for the safety and well-being of the public during a incident in Region3, the Capitol Region.

RESF-13 will develop and implement a regional incident response capability to mobilize law enforcement personnel. The system developed will be a component of the Regional Emergency Support Plan (RESP) as well as facilitating interaction with the state disaster plan and federal response plan. The Capitol Region Chiefs of Police Association (CRCOPA) is staffed by the Capitol Region Council of Governments and currently has a police Mutual Aid Compact and Immediate Response Resource Directory. This agreement affects 33 municipalities in the Capitol Region. The directory denotes the law enforcement resources available to member towns and cities for both preplanned and major events and emergency incidents/disasters.



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8.14 RESF-14 ECONOMIC RECOVERY

Not used at this time.



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8.15 RESF-15 EDUCATION AND PUBLIC INFORMATION

RESF-15 External Affairs is to provide accurate, authoritative, and timely information to the news media and public both before and after a potential or actual regional emergency. External Affairs focuses on communication of regional information to the public through the media, employers, schools, and community organizations. Essential information will be delivered before and during an event in the region.

RESF 15 External Affairs develops and implements the policies, responsibilities, and concept of operation for the RESF 15 elements before, during, and after a regional emergency. The RESF-15 function at the regional coordination center (RCC), in coordination with the DEMHS Regional Office, during an actual emergency as well as in the field gathering information. The RCC is a component of the Regional Emergency Support Plan (RESP) and facilitates interaction with the state disaster plan, and Federal Response Framework. RESF 15 supports both the RESP and the chief administrative officers from the municipalities directly affected by the emergency or the regional experts in the other emergency support functions.

The mission of RESF 15 is to provide accurate, consistent, and easy-to-understand information before, during, and after a public emergency and to coordinate communication among affected agencies. Specific objectives include:

- o Coordinate regional information and message development between involved agencies, the **RCC and the DEMHS Regional Office.**
- o Convey the nature of the regional incident to the public.
- o Provide critical information to the media and public about the regional response capability.
- o Provide critical information about public support activities such as shelter, transportation, and recovery assistance.
- o Minimize rumors through providing accurate authoritative regional information.

During an RCC activation RESF-15 is responsible for interfacing with the public, media, and/or other agencies with incident related information. Only one RCC External Affairs Officer will be designated. As directed, the External Affairs Officer will be part of a Joint Information System (JIS) connecting the incidents within the region and state. The RCC PIO will be the regional representative in the Joint Information Center once it has been activated.



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8.16 RESF-16 VOLUNTEER MANAGEMENT

NAME OF PROGRAM	GEOGRAPHIC AREA	POINT OF CONTACT	CONTACT PHONE	AREA OF SPECIALITY
Andover CERT	Andover, Coventry Tolland County	Sylvia Dake Emergency management Coordinator		EOC support, Emergency Shelter operation
Avon CERT	Avon	Ken Sedlak		EOC support, Emergency Shelter operation
Bristol CERT	Bristol	Harley Graime		Undetermined
East Haddam	East Haddam	Craig Mansfield EMD		Undetermined
East Hartford CERT	East Hartford and region	Dan Dube		EOC Support, Emergency shelter operation and Salvation Army Canteen
Ellington	Ellington	Donald Davis		Undetermined
Enfield CERT	Enfield	Dan Vindigni		EOC support, Emergency Shelter operation, Emergency Communications
ESPN CERT	Bristol	Gerard Arrotti		Undetermined
Granby F.D.	Granby	Joseph Killen		Undetermined
Hartford CERT	Hartford	Lieut. Lionel Thompson		Multiple areas specific to Hartford
Manchester CERT	Manchester and region	Donald Janelle		EOC Support, Emergency Shelter operation, Emergency Communications and Canine, mountain bike and foot search specialists.
Middletown	Middletown	George Dunn		EOC support, Emergency Shelter operation, Emergency Communications



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New Britain CERT	New Britain	Mike Berry		EOC support, Emergency Shelter operations, Emergency lighting, and Emergency communications
Portland	Portland	Ronald Lee		Undetermined
Southington CERT	Southington	Peter Kurtz		Undetermined
Vernon	Vernon	Al Sheridan		Undetermined
West Hartford CERT	West Hartford	William Austin		EOC Operations and ID production Unit
Windsor Locks	Windsor Locks	Victor Puia		Undetermined



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8.17 RESF-17 MILITARY (STATE FUNCTION ONLY)

The Military ESF is reserved for state and Federal operational areas. It is not used at the Regional or local levels of government operations. All four (4) Connecticut State Militia Companies are trained as community emergency response teams (CERT) and accounted for in other ESF's.

8.18 RESF-18 DONATIONS MANAGEMENT (*Not Used at this time*)



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8.19 RESF-19 SPECIAL NEEDS MANAGEMENT

The term “special needs” population is experiencing a rapidly changing definition in today’s society. The Americans with Disabilities Act (ADA) provides broad non-discrimination protection for individuals with disabilities in employment, public services, and public accommodations and services operated by private entities. Although the ADA does not include provisions specifically discussing its application to disasters, its non-discrimination provisions are applicable to emergency preparedness and responses to disasters. Title II of the ADA provides that *no person qualified with a disability shall be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity or be subjected to discrimination by any such entity* (42 U.S.C. 12131 and 12133). Thus emergency services operated by a state or local government cannot discriminate against individuals with disabilities.

Other key regulatory initiatives or legislation add to the focus on special needs citizens during a major disaster. Executive Order 13347, the Department of Justice Guide, FEMA Guidance, The Nationwide Plan Review Phase 2 Report, and the Post-Katrina Emergency Management Reform Act of 2006 all have varying degrees of impact on emergency management preparation for handling citizens in the special needs category.

Executive Order 13347, “Individuals with Disabilities in Emergency Preparedness,” was issued on July 22, 2004. This executive order ensures that the Federal Government appropriately supports safety and security for individuals with disabilities.

The FEMA guidance basically provides a venue to fund full compliance with “reasonable ADA requirements in a new facility” and fund ADA relevant repairs to existing facilities with certain limitations.

The Nationwide Plan Review Phase 2 Report directed the Secretary of the Department of Homeland Security to report the status of catastrophic planning in all 50 states and the nation’s 75 largest urban areas (H. R. 109-241, 109th Congress, 1st Session, 2005).

The Post-Katrina Emergency Management Reform Act added the position of Disability Coordinator to the Federal Emergency Management Agency (FEMA), to ensure that the needs of individuals with disabilities are being properly addressed in emergency preparedness and disaster relief (6 U.S.C. 321b{a}).

CREPC currently has three (3) major special needs initiatives that all Duty Officers should be familiar with. These are; establishing a special needs registry (or similar directory) in each of the 41 CREPC municipalities; training first responders in the emergency handling of special need citizens; and the “Here I Am” public information and education initiative. Points of contact on special needs questions are to be determined.

ESF 19 personnel have special skills that can be useful during actual events. They can provide a list of interpreters for the deaf and can provide information to shelters and first responders relating to evacuating persons with disabilities. They have a communication network with the other special needs contacts within the other four regions, and they have a developed directory of resources.



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8.20 RESF-20 FAITH-BASED DISASTER SERVICES

RESF-20 Faith Based Organizations is to facilitate the operational and logistical support of faith based shelter and commodity distribution centers during a potential or actual regional emergency.

RESF-20 Faith Based Organizations is the interfaith element of the regional communication and coordination effort. The function is executed through RESF 2 Communications and the Regional Integrated Communication System (RICS).

RESF 20 Faith Based Organizations is responsible for the exchange, analysis, reporting and dissemination of regional information concerning the operational and logistical missions in place at various faith based facilities. Essential elements of information (EEI) concerning all areas of functional needs operations will be assembled and provided to the RCC.



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8.21 RESF-21 COLLEGIATE DISASTER SERVICES

Steve Caron working on this descriptive section



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9.0 ADMINISTRATIVE SECTION

This document has been updated with all current information available, all subsequent additions, deletions, or amendments to this document shall be noted in the table below.

DATE OF REVISION	PERSON MAKING MODIFICATIONS	NATURE OF MODIFICATIONS
September 1, 2009	Donald Janelle	Complete updating of document
April 2011	William Perkins III	Review and update
September 1 2011	William Perkins III	Update Duty Off List



Capitol Region Emergency Planning Committee (CREPC) RESF-5 DUTY OFFICER GUIDEBOOK

10.0 LIABILITY SECTION

All CREPC members, organizations, agencies, elements, and individuals agree and accept the mutual aid philosophy of helping when and where they can. It is understood by all entities that no responsibility to respond exists when the operational readiness of the responding entity would be jeopardized.

In addition Connecticut General Statutes 28-1, Sections 166, 167, and 168 were amended by Public Act 03-278 to provide the following update.

Section 166

(d) “Civil preparedness” means all those activities and measures designed or undertaken (1) to minimize or control the effects upon the civilian population of major disaster, (2) to minimize the effects upon the civilian population caused or which would be caused by an attack upon the United States, (3) to deal with the immediate emergency conditions which would be created by any such attack, major disaster or emergency, and (4) to effectuate emergency repairs to, or the emergency restoration of, vital utilities and facilities destroyed or damaged by any such attack, major disaster or emergency. Such term shall include, but shall not be limited to, (A) measures to be taken in preparation for anticipated attack, major disaster or emergency, including the **establishment of appropriate organizations, operational plans and supporting agreements**; the recruitment and training of personnel; the conduct of research; the procurement and stockpiling of necessary materials and supplies; the provision of suitable warning systems; the construction and preparation of shelters; shelter areas and control centers; and when appropriate, the nonmilitary evacuation of the civilian population; (B) measures to be taken during attack, major disaster or emergency, including the enforcement of passive defense regulations prescribed by duly established military or civil authorities; the evacuation of personnel to shelter areas; the control of traffic and panic; and the control and use of lighting and civil communication; and (C) measures to be taken following attack, major disaster or emergency, including activities for fire fighting, rescue, emergency medical, health and sanitation services; monitoring for specific hazards of special weapons; unexploded bomb reconnaissance; essential debris clearance; emergency welfare measures; and immediately essential emergency repair or restoration of damaged vital facilities.

(e) “Civil preparedness forces” means any organized personnel engaged in carrying out civil preparedness functions in accordance with the provisions of this chapter or any regulation or order there under. All the police and fire forces of the state or any political subdivision of the state, or any part of any political subdivision, including all the auxiliaries of these forces, shall be construed to be a part of the civil preparedness forces. *The Connecticut Disaster Medical Assistance Team (CT-DMAT 1) and the Medical Reserve Corps, under the auspices of the Department of Public Health, the Connecticut Urban Search and Rescue Team (USAR) under the auspices of the Department of Public Safety, and the Connecticut Behavioral Mental Health and Addiction Services and the Department of Children and Families, and their members, shall be construed to be a part of the civil preparedness forces while engaging in authorized civil preparedness duty or while assisting or engaging in authorized training for the purpose of eligibility for immunity from liability as provided in Section 28-13 and for death, disability and injury benefits as provided in Section 28-*



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14. Any member of the civil preparedness forces who is called upon either by civil preparedness personnel or state or municipal police personnel to assist in any emergency shall be deemed to be engaged in civil preparedness duty while assisting in such emergency or while engaging in training under the auspices of the Office of Emergency Management or the state or municipal police department, for the purpose of eligibility for death, disability and injury benefits as provided in Section 28-14.

(f) “Mobile support unit” means an organization of civil preparedness forces created in accordance with the provisions of this chapter to be dispatched by the Governor or state director of emergency management supplemental civil preparedness forces in a stricken or threatened area.

(g) “Civil preparedness emergency” or “disaster emergency” means an emergency declared by the Governor under the provisions of this chapter in the event of serious disaster or of enemy attack, sabotage or other hostile action within the state or a neighboring state, or in the event of the imminence thereof.

(h) “Local civil preparedness emergency” or disaster emergency” means an emergency declared by the chief executive officer of any town or city in the event of serious disaster affecting such town or city.

Section 167

Not later than January 1, 2004. The Office of Emergency Management shall prepare and submit to the General Assembly a state emergency preparedness plan. Such plan shall provide for responding in the event of a national, regional or statewide emergency.

Section 168

Any paid or volunteer firefighter, police officer or emergency medical service personnel who successfully completes a training course in the use of automatic pre-filled cartridge injectors may carry and use such injectors containing nerve agent antidote medications in the event of a nerve agent exposure for self-preservation or unit preservation. Such training course shall be approved by the director of the Office of Emergency Management and provided by the Connecticut Fire Academy, the Capitol Region Metropolitan Medical Response System (MMRS) or the Federal Government.



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Appendix A

Incident Types

Incidents may be typed in order to make decisions about resource requirements. Incident types are based on the following five levels of complexity. (Source: U.S. Fire Administration)

Type 5 - The incident can be handled with one or two single resources with up to six personnel.

- Command and General Staff positions (other than the Incident Commander) are not activated.
- No written Incident Action Plan (IAP) is required.
- The incident is contained within the first operational period and often within an hour to a few hours after resources arrive on scene.
- Examples include a vehicle fire, an injured person, or a police traffic stop.

Type 4 - Command staff and general staff functions are activated only if needed.

- Several resources are required to mitigate the incident.
- The incident is usually limited to one operational period in the control phase.
- The agency administrator may have briefings, and ensure the complexity analysis and delegation of authority are updated.
- No written Incident Action Plan (IAP) is required but a documented operational briefing will be completed for all incoming resources.
- The role of the agency administrator includes operational plans including objectives and priorities.

Type 3 - When capabilities exceed initial attack, the appropriate ICS positions should be added to match the complexity of the incident.

- Some or all of the Command and General Staff positions may be activated, as well as Division/Group Supervisor and/or Unit Leader level positions.
- A Type 3 Incident Management Team (IMT) or incident command organization manages initial action incidents with a significant number of resources, an extended attack incident until containment/control is achieved, or an expanding incident until transition to a Type 1 or 2 team.
- The incident may extend into multiple operational periods.
- A written IAP may be required for each operational period.

Type 2 - This type of incident extends beyond the capabilities for local control and is expected to go into multiple operational periods. A Type 2 incident may require the response of resources out of area, including regional and/or national resources, to effectively manage the operations, command, and general staffing.

- Most or all of the Command and General Staff positions are filled.
- A written IAP is required for each operational period.
- Many of the functional units are needed and staffed.
- Operations personnel normally do not exceed 200 per operational period and total incident personnel do not exceed 500 (guidelines only).
- The agency administrator is responsible for the incident complexity analysis, agency administrator briefings, and the written delegation of authority.

Type 1 - This type of incident is the most complex, requiring national resources to safely and effectively manage and operate.

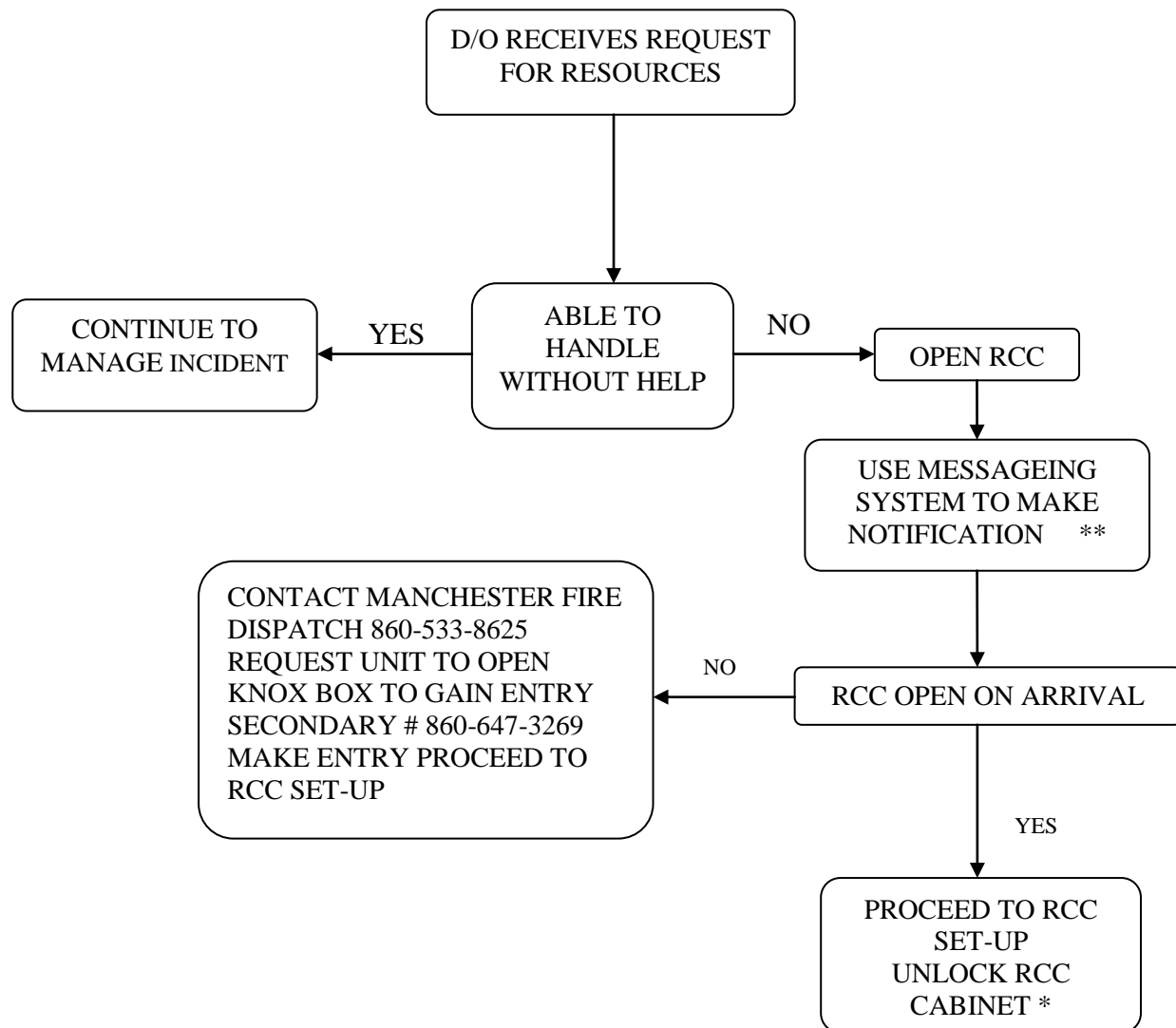
- All Command and General Staff positions are activated.
- Operations personnel often exceed 500 per operational period and total personnel will usually exceed 1,000.
- Branches need to be established.
- The agency administrator will have briefings, and ensure that the complexity analysis and delegation of authority are updated.
- Use of resource advisors at the incident base is recommended.
- There is a high impact on the local jurisdiction, requiring additional staff for office administrative and support functions.



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Appendix B

RESF - 5 D/O Manchester RCC Activation



* CABINET LOCATED IN REAR COORDIOR NEAR CONFERENCE ROOM.

** MAKE NOTIFICATION TO RESF-5, 2 AND MANCHESTER CERT TO ASSIST IN SET-UP.

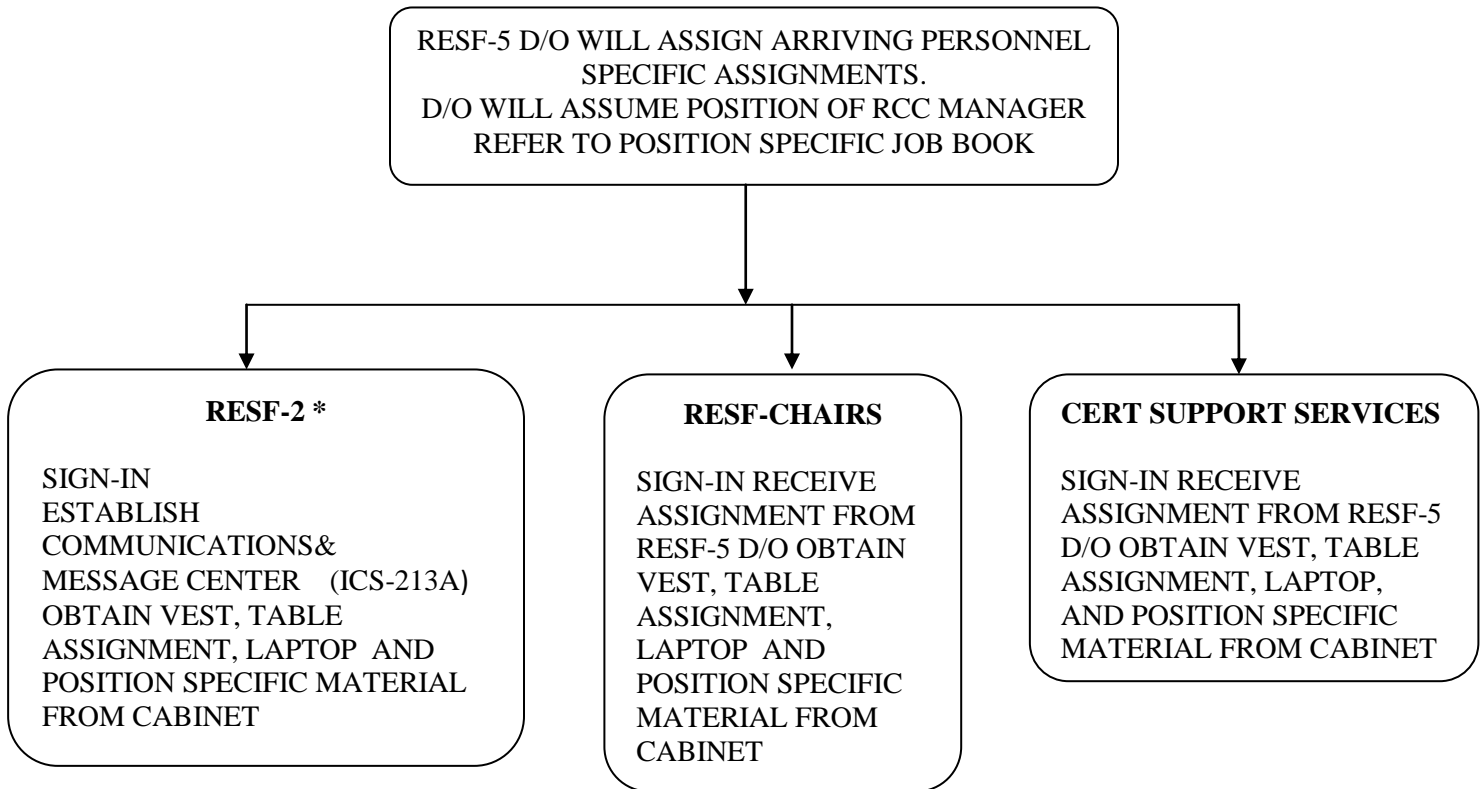
REQUEST ONLY THOSE RESF CHAIRS THAT ARE NECESSARY TO MANAGE INCIDENT.

NOTIFY DEMHS REGION 3 COORDINATOR TOM GAVAGHAN CELL # 860-250-2548.



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RCC SET UP



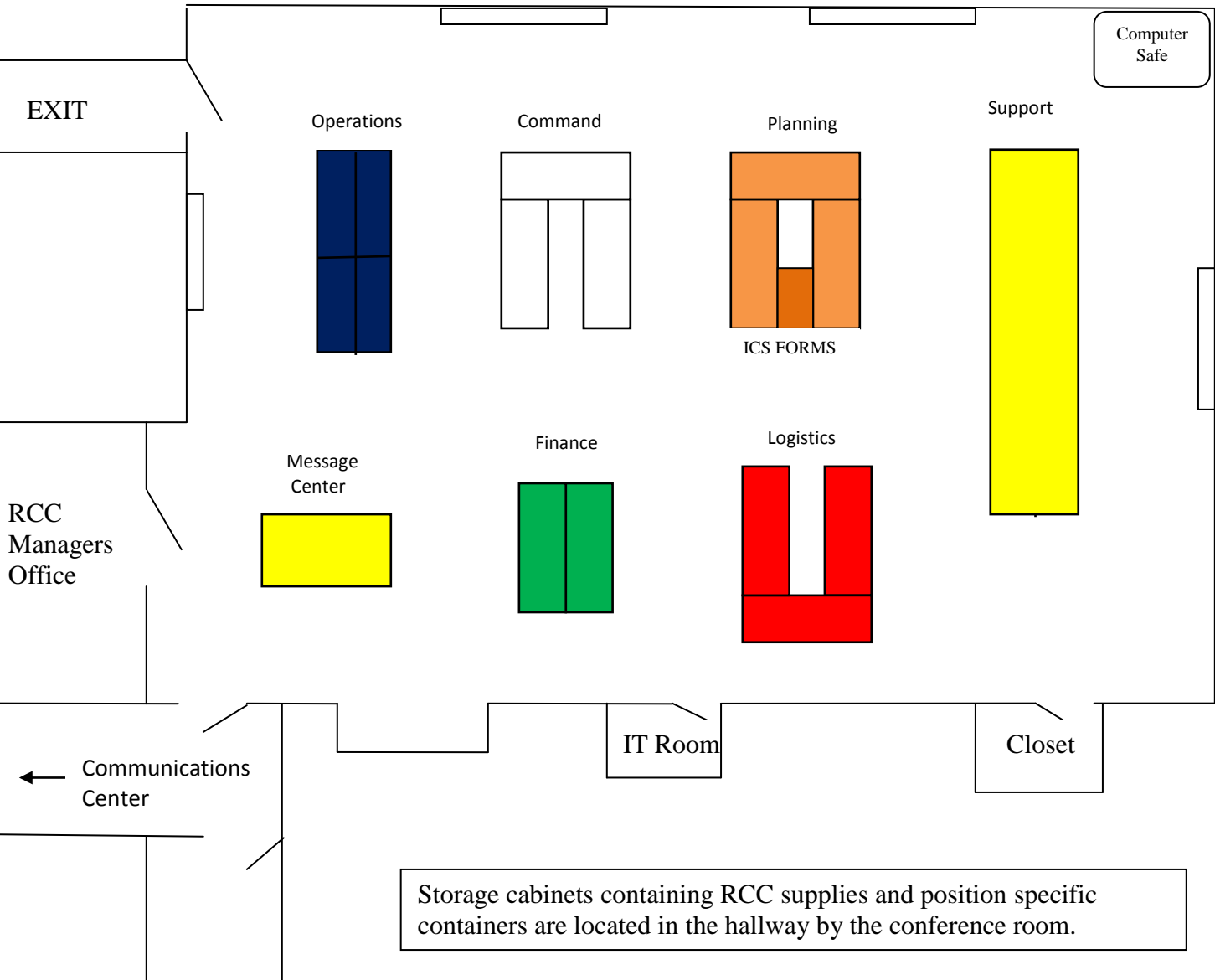
* If CERT team members are not available to staff Message center RESF-2 will be responsible for that assignment.
IN MANCHESTER CERT WILL ASSIST IN SET-UP OF OVERHEAD PROJECTORS AND ACT AS SCRIBE.

RCC supplies, position specific totes, and job books are located in the RCC cabinet in rear hallway next to conference room. Vest are located in closet in RCC. (have facilities unit get exit doors between main RCC and rear hallway opened doors are alarmed and require a key to open.)



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RCC Area Set-Up





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Appendix C

Quick launch

Send Notification - Windows Internet Explorer

https://www.everbridge.net/nns/quicklaunch/login.action?sessionId=c0a8a20130d636896bac6d81425c837697630abd3bf2.e38PbN0Sc3mMai0La3et

File Edit View Favorites Tools Help

Send Notification

HOME LOG OUT

Perkins, William D
(Organization Leader)
Capitol Region Council of Governments send notification
229620011

2

3

Select Group

- ☐ ALL
- ☐ 860-285-1864
- ☐ Administration
- ☐ BEHAVIORAL HEALTH
- ☐ Bomb Squad
- ☐ CREPC Leadership
- ☐ EMS
- ☐ English (US)
- ☐ ESF-1
- ☐ ESF-10
- ☐ ESF-10 Duty Officer
- ☐ ESF-11
- ☐ ESF-13
- ☐ ESF-14
- ☐ ESF-15
- ☐ ESF-16
- ☐ ESF-19
- ☐ ESF-20

Create Message

Select Notification Type: Emergency or Standard

Select a Pre-Recorded Message

Create New Message

Message Title: Create message title

Type your message: Type your message

Characters remaining Email/Fax 2500 SMS 120

Estimated # of SMS messages: 1

Language: English(US)

send message

4

Delivery Options

- ☒ Confirm
- ☐ Escalate

Voice Mail Preference

- ☐ No Message
- ☒ Message Only
- ☐ Message with Confirmation Info

Delivery Methods

- ☒ All Paths
- ☐ All Voice Paths
- ☐ All Text Paths
- ☐ Call-In

Broadcast Results Delivery:

E-mail:

Fax:



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Appendix D

CREPC Chair
CREPC Vice Chairperson
CREPC Vice Chairperson

Brian Havern
Mark Sirois
Laurie Scottie

ESF Contacts

ESF 1	Transportation	Karen Olson	
ESF 2	Communications	Keith Victor	
ESF 3	Public Works	Dave Gofstein	
ESF 4	Firefighting	Will Perez	
ESF 5	Emergency Mgt.	Duty Officer	860-832-3477 (RICS)
ESF 6	Mass Care and Housing	K. McCormack	
ESF 7	Resources	Bruce Lockwood	
ESF 8	Health and EMS	John Shaw	
ESF 9	Search and Rescue	P. Vernesoni	
ESF 10	Hazmat	Gary Allyn	
ESF 11	Animal Protection	Dr. Arnie Goldman	
ESF 12	Energy	n/a	
ESF 13	Safety and Security (LE)	Mark Sirois	
ESF 14	Recovery	Laurie Ann Scotti	
ESF 15	Public Information	Ed Lescoe	
ESF 16	Volunteer Management	Dan Dube	
ESF 17	Military	n/a	
ESF 18	Donations Management	TBD	
ESF 19	Special Needs Management	Stephen Thal	
ESF 20	Disaster Interfaith Services	Evelyn McMahon	
ESF 21	Collegiate Disaster Services	Steve Caron	



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RESP ACTIVATION WORKSHEET
(Information RICS will request when calling)

Agency: _____

Incident Location: _____

Nature of the Incident: _____

Requesting Person / Agency: _____

Contact Method / Number: _____

Services Requested: _____

Staging Area: _____

Any Questions Contact RICS (CCSU PD)
Emergency: 860-832-3477
Routine: 860-832-2375



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Appendix E

COMMUNITY EMERGENCY RESPONSE TEAMS (CERT) Workers Compensation Information

Background:

On July 20, 2006, the Office of the Attorney General for the State of Connecticut issued a legal opinion that confirms that volunteer members of the Community Emergency Response Teams (CERT) are covered under the State of Connecticut Workers' Compensation Program, when certain statutory conditions are met.

Under Title 28 of the Connecticut General Statutes, specifically §28-14, CERT members who: (1) have been recruited by the Local Citizens Corps; (2) have satisfied the requirements of Conn. Gen. Stat. §28-12 (the loyalty oath provisions), and; (3) are not employees of the state, municipalities or political subdivisions of the state, are construed to be state employees, and are afforded the protection provided for under Connecticut General Statutes Chapter 568 [workers compensation law] and §5-142 [disability compensation and death benefits provision], while participating in approved training for or engaged in civil preparedness duties, if participation in the training and/or event has been pre-approved by the Commissioner of the Department of Emergency Management and Homeland Security (DEMHS). The following are guidelines established for the local emergency management community to follow to ensure that the CERT volunteer members' training and/or participation in an event or disaster are covered under the opinion issued by the Office of the Attorney General.

Procedures for Approval Process:

1. Responsibilities of Local Emergency Management Director SOP: 5.4. Whenever the local Emergency Management Director (EMD) or local civil preparedness director deems it necessary to activate the members of the CERT either for training, or in the case of an actual emergency, he/she will submit the request in writing by e-mail or fax to their respective Regional Coordinator. The request will contain the date and anticipated times of the activation, names of the CERT members involved, and the reason for the activation or training request, including details of the proposed activities to be taken, especially in a training situation. By submitting the names of the Team members, the local EMD is certifying that these members have received appropriate training under the Local Citizens Corps organization, and have been sworn in under Conn. Gen. Stat. §28-12, or are in training to be sworn in under that section. If the request is an imminent emergency, the local EMD will orally request the approval of the Regional Coordinator and then follow up with a written request as soon as possible, but not more than 24 hours after the initial request is made. The local EMD will maintain a log (See attached Sample) of all requests submitted to DEMHS, for review by either the Office of Attorney General and or by DEMHS.



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The local EMD will maintain a roster of current CERT members, including their names, contact information, and training received. Annually, the local EMD will provide an updated copy of this roster to the DEMHS Teams Coordinator.

2. Responsibilities of DEMHS Regional Coordinator The Regional Coordinator will review the request of the local EMD and forward the request with a recommendation of approval or denial, based upon the information submitted by the local EMD, to: --DEMHS CERT Teams Coordinator (but see number 3, below) --DEMHS Training Supervisor--State Director of Emergency Management. The Regional Coordinator will maintain a log (see attached Sample) of all requests submitted to DEMHS.

3. Responsibilities of DEMHS CERT Teams Coordinator The DEMHS CERT Teams Coordinator will then forward the request to the DEMHS Office of the Commissioner, with a copy to the Director of Emergency Management, with the CERT Teams Coordinator's recommendation of approval or denial. **In the absence of the DEMHS CERT Teams Coordinator, the Regional Coordinator will send the request directly to the Office of the Commissioner, to present the request to the Commissioner for approval or denial. The Office of the Commissioner will provide a copy of the paperwork as soon as possible to the DEMHS CERT Teams Coordinator.**

¹ Under Conn. Gen. Stat. §28-1(5), training conducted under the auspices of the Connecticut Department of Emergency Management and Homeland Security, the Department of Public Safety, including the Division of State Police, or a municipal police department will be considered "civil preparedness duty" for the purpose of eligibility for death, disability and injury benefits as provided in Conn. Gen. Stat. §28-14.

PETER J. BOYNTON
COMMISSIONER

DATE



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Appendix F

Capitol Region Emergency Managers Listing

Andover Sylvia Dake 200 Bear Swamp Road Andover 06232 (860) 498-1692
andoverfirstselectman@comcast.net

Avon James DiPace 60 West Main Street Avon 06001 (860) 409-4300
<mailto:jdipace@town.avon.ct.us>

Berlin Matt C. Odishoo 240 Kensington Road Berlin 06037 (860) 828-7018
modishoo@town.berlin.ct.us

Bloomfield Captain Jeffery Blatter 785 Park Avenue Bloomfield 06002 (860) 242-5501
j.blatter@bloomfieldpolice.org

Bolton James Rupert 222 Bolton Center Road Bolton 06043-7636 (860) 649-8066 x105
jim.rupert@boltonct.org

Bristol Richard B. Ladisky 111 North Main Street Bristol 06010 (860) 582-5407
richladisky@ci.bristol.ct.us

Burlington Bob Gleason 775 George Washington Tpke Burlington 06013 (860) 655-8187
mailto:bobg114@yahoo.com

Canton Adam Libros P. O. Box 168 Collinsville 06022 (860) 693-7857 x1
alibros@townofcantonct.org

Colchester N. Reed Gustafson 215 Halls Hill Road Colchester 06415-1230 (860) 537-7285
mailto:firemarshal@colchesterct.gov

Coventry Noel Waite 1712 Main Street Coventry 06238 (860) 742-4064
nwaite@coventryct.org

Cromwell Frederic D. Curtin, Jr. 41 West Street Cromwell 06416 (860) 632-3422
fcurtin@cromwellct.com

East Granby Ted Eisch 9 Center Street/P.O. Box 1858 East Granby 06026 (860) 653-2576
mailto:tede@egtownhall.com

East Haddam Craig Mansfield 7 Main Street/P.O. Box K East Haddam 06423 (860) 873-5103
mailto:ehaddamemgmt@aol.com

East Hampton Richard Klotzbier 68 William Dr. East Hampton 06424 (860) 652-5953
mailto:rklotzbier@easthamptonct.org



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East Hartford Daniel Dube 31 School Street East Hartford 06108 (860) 291-7411
DDube@ci.east-hartford.ct.us

East Windsor Blaine Simpkins 11 Rye Street Broad Brook 06106 (860) 623-8122
firemarshal139@aol.com

Ellington Donald Davis 55 Main St., PO Box 187 Ellington 06029-0187 (860) 870-3182
ddavis@ellington-ct.gov

Enfield Dan Vindigni 820 Enfield Street Enfield 06082 (860) 253-6350
dvindigni@enfield.org

Farmington Paul J. Melanson 319 New Britain Avenue Unionville 06085 (860) 675-2454
<mailto:melansonp@farmington-ct.org>

Glastonbury Robert DiBella 2155 Main Street Glastonbury 06033 (860) 652-7576
robert.dibella@glastonbury-ct.gov

Granby Michael L. Ortengren 102 Cortland Way North Granby 06060 (860) 653-0580
mj1167@cox.net

Hartford Assistant Chief Carlos M. Huertas 275 Pearl Street Hartford 06103 (860) 757-4500
<mailto:HuerC001@hartford.gov>

Hebron Randy Blais 15 Gilead Street Hebron 06248 (860) 228-3022 x29
<mailto:Rblais@hebronct.com>

Manchester Robert Bycholski / Don Janelle 75 Center Street Manchester 06040 (860) 647-3266
(860) 647-5259 robert@manchesterct.us djanelle@manchesterct.us

Marlborough Ann M. Kilby 26 North Main St, PO Box 29 Marlborough 06447 (860) 250-4440
<mailto:piesco@comcast.net>

Middletown Bruce Driska 675 Randolph Road Middletown 06457-4107 (860) 250-5661
<mailto:Bruce.Driska@cityofmiddletown.com>

New Britain Mark Carr 27 West Main Street, Rm. 505 New Britain 06051 860-978-4160
mcarr@ps.ci.new-britain.ct.us

Newington Chris R. Schroedar 1485 Main Street Newington 06111 (860) 667-5910
cschroeder@ci.newington.ct.us

Plainville Larry Sutherland One Central Square Plainville 06062-1900 (860) 793-0221 x218
<mailto:sutherland@plainville-ct.gov>



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Portland Robert Shea 33 East Main Street Portland 06480 (860) 883-0778
<mailto:rshea@portlandct.org>

Rocky Hill Michael Custer 699 Old Main Street Rocky Hill 06067 (860) 258-7636
mcuster@ci.rocky-hill.ct.us

Simsbury Kevin J. Kowalski 871 Hopmeadow Street Simsbury 06070 (860) 658-1971
kjk157@sbcglobal.net

Somers Joseph Tolisano 600 Main Street Somers 06071-2119 (860) 465-0075
<mailto:tolisanoj@easternct.edu>

South Windsor Matthew B. Galligan 1540 Sullivan Avenue South Windsor 06074 (860) 644-2511
x200 <mailto:matthew.galligan@southwindsor.org>

Southington Charles I. Motes 75 Main Street, P.O. Box 610 Southington 06489 (860) 276-6276
<mailto:motesc@southington.org>

Stafford Frank A. Prochaska 2 Main Street Stafford Springs 06076 (860) 684-3777
<mailto:sgt.prochaska@cox.net>

Suffield John Woods 83 Mountain Road Suffield 06093 (860) 668-3838
jwoods@suffieldtownhall.com

Tolland John Littell 21 Tolland Green Tolland 06084 (860) 871-3677
<mailto:jlittle@tolland.org>

Vernon Michael J. Purcaro 75 Hockanum Blvd. # 1137 Vernon 06066 (860) 871-7468
<mailto:mpurcaro@vernon-ct.gov>

West Hartford William H. Austin 95 Raymond Rd West Hartford 06107 (860) 561-8300
whaustin@westhartford.org

Wethersfield Mike Turner 505 Silas Deane Hwy Wethersfield 06109 (860) 721-2853
<mailto:mike.turner@wethersfield.com>

Windsor Charles Petrillo, Jr. 275 Broad Street Windsor 06095-2906 (860) 285-1823
petrillo@townofwindsorct.com

Windsor Locks Victor Puia 50 Church Street Windsor Locks 06096 (860) 623-4144
<mailto:vicpuia@cox.net>

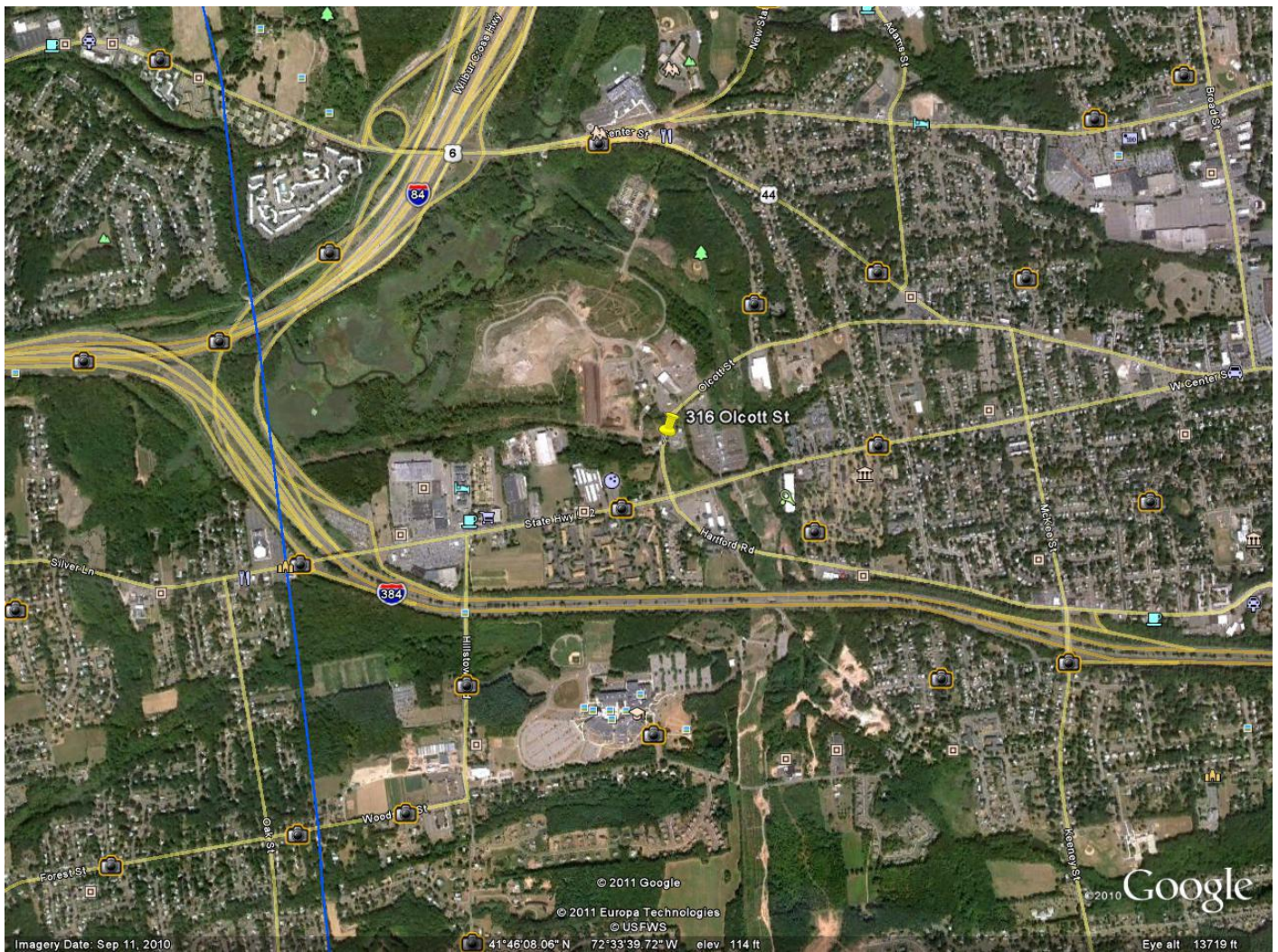


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Appendix G

Maps to RCC locations

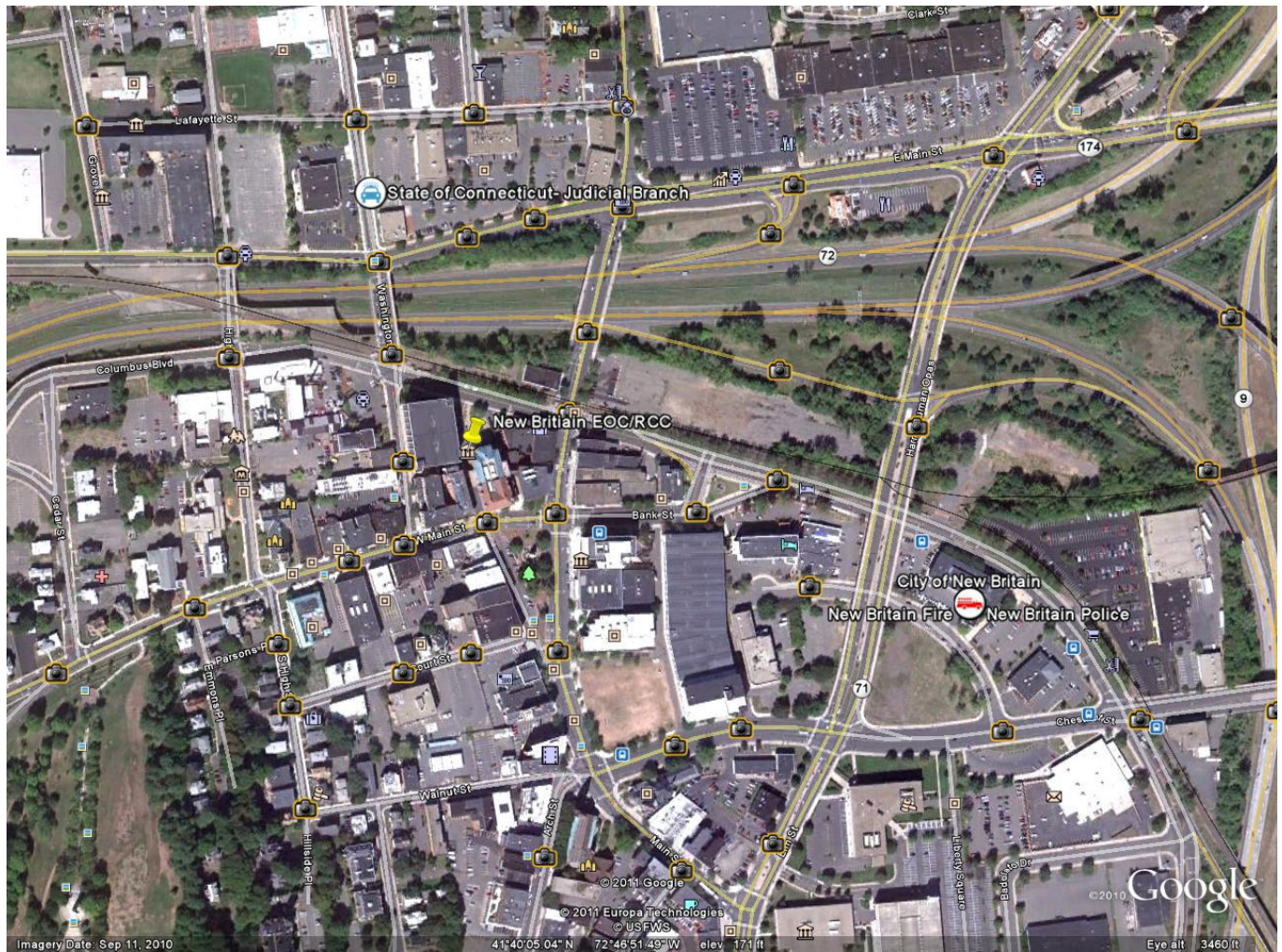
To Manchester RCC 321 Olcott Street





Capitol Region Emergency Planning Committee (CREPC) RESF-5 DUTY OFFICER GUIDEBOOK

To New Britain RCC 27 West Main Street





Capitol Region Emergency Planning Committee (CREPC) RESF-5 DUTY OFFICER GUIDEBOOK

To Windsor Locks RCC 50 Church Street

