

Art. 16

AROOSTOOK COUNTY EMERGENCY MANAGEMENT AGENCY
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MEMO

TO: Ryan D. Pelletier, County Administrator
FROM: Darren R. Woods, EMA Director
RE: Updated Emergency Operations Plan
DATE: June 2023

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Attached are the updates to our County Emergency Operations Plan (EOP).

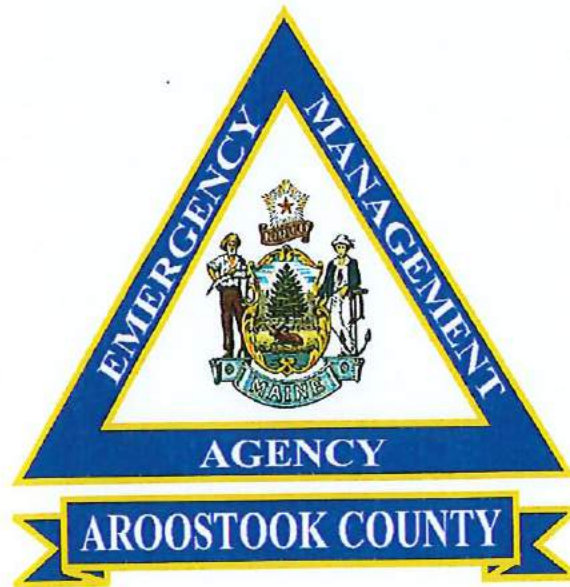
Most of the changes are minor ones and are highlighted.

I did want to mention that we are working with a healthcare planning committee through the Maine CDC District Coordinating Council to update our regional Pandemic Plan which would be a part of the EOP.

Let me know if you have questions.

AROOSTOOK COUNTY EMERGENCY OPERATIONS PLAN

2023 Updates



Aroostook County Emergency Management Agency
158 Sweden Street, Caribou, ME 04736

Aroostook County Emergency Operations Plan

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The Emergency Operations Plan for Aroostook County provides elected officials, emergency managers, emergency responders, volunteers, and citizens with a guideline of the County emergency management program. It consists of a Basic Plan, which summarizes the policies, responsibilities, and procedures used, functional annexes that cover specific areas in detail, and attachments that cover hazard-specific actions.

PROMULGATION DOCUMENT elected.

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JOB AIDS

MOU'S

CONTACTS

CANADIAN COORDINATION

VOAD

Aroostook County Emergency Operations Plan

PROMULGATION DOCUMENT

Date: June 2023

To all Recipients:

Transmitted herewith is the revised Emergency Operations Plan for Aroostook County. This plan supersedes any previous plans promulgated for this purpose. It provides a framework for the County to use in performing emergency functions before, during, and after a natural disaster, technological incident, or a hostile attack, and provides basic format for Local Community Emergency Operation Plans (EOP's).

This Emergency Operations Plan includes four phases of emergency management.

- (1) **Mitigation**; activities which eliminate or reduce the chance of occurrence or the effects of a disaster.
- (2) **Preparedness**; activities describing how to respond should an emergency or disaster occur and working to increase resources available to respond effectively.
- (3) **Response**; immediate activities which prevent loss of lives and property and provide emergency assistance; and
- (4) **Recovery**; short- and long-term activities which restore order and lifelines.

The Aroostook County Emergency Management Agency is responsible for the development and maintenance of the Aroostook County Emergency Operations Plan. This plan is in accordance with existing Federal and State statutes. It will be tested, revised, and updated as required. All recipients are requested to advise the Aroostook County Emergency Management Agency regarding recommendations for improvement.

The Emergency Operations Plan for Aroostook County has been reviewed and approved.

County Commissioner

Date

County Commissioner

Date

County Commissioner

Date

County Administrator

Date

County EMA Director

Date

Aroostook County Emergency Operations Plan

RECORD OF CHANGES

The Emergency Operations Plan for Aroostook County is reviewed each year to determine if the plan is current. Minor changes are recorded on the table below and inserts are prepared for inclusion in distributed copies.

Plan Component	Corrections/ Deletions
Basic Plan – Basic Plan References	Page 12
Annex B - Communications	Page 5
Annex C – Alert & Warning	All Pages
Annex D – Public Information	Page 1, 4, 6, 7
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Annex M – Aroostook COG Plan	Page 7
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Job Aid - Communications	Page 1, 5

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DISTRIBUTION INFORMATION

A complete copy of the Plan may be found at:

MAINE EMERGENCY MANAGEMENT AGENCY (MEMA)
72 State House Station, Augusta, Maine 04333

AROOSTOOK COUNTY EMERGENCY MANAGEMENT AGENCY
158 Sweden Street, Caribou, ME 04736

BASIC PLAN REFERENCES

This reference listing provides a quick and accurate reference to the location of the following plans and procedures that support this Emergency Operations Plan.

DOCUMENTS & SOURCES	LOCATION
State of Maine Comprehensive Prep. Guide (CPG 101)	EOC Plan Shelf
2010 - Census Data for Aroostook County	Plans & Planning Data Files
2019 - Aroostook County Hazardous Materials Response Plan	EOC Plan Shelf
2011 - Hazard Analysis	EOC Plans Shelf
On-going - DOJ Domestic Preparedness Assessment	EMA Director's Files
2006 - Aroostook County WMD Assessment	EOC Plans Shelf
2016 - Aroostook County All-Hazard Mitigation Plan	EOC Plans Shelf
Emergency Operations Center Job Aids	EOC Plans Shelf
State of Maine Statutes	http://janus.state.me.us/legis/statutes/
Municipal Officer Lists & Communication Rosters	EMA Admin Computer
Mutual Aid Agreements (Fire, ARC, MSP/ SCSO, EMA, CMP, Verizon)	Plans & Planning Data Files
Shelter Operations (Reports, Agreements & Requirements)	EOC Plans Shelf

Aroostook County Emergency Operations Plan

BASIC PLAN

I. PURPOSE

The purpose of this Plan is to assign responsibility to government organizations for the actions necessary for preparedness, response and recovery actions to natural disasters, technological accidents, and hostile attacks. Additionally, this plan identifies personnel, organizations, and property available for use during the response and recovery operations. It sets forth the actions to be taken in meeting needs and in implementing state and federal assistance, if required.

The Plan utilizes the emergency functions of Direction and Control, Communications, Warning, Emergency Public Information, Evacuation, Mass Care, Health and Medical, and Resource Management to provide specific information and direction for emergency operations.

The Plan includes hazard specific operations for Flooding, Wildfires, Severe Winter Storms, Severe Summer Storms and Hurricanes, Transportation-related Mass Casualty Incidents, Hazardous Material Incidents, Terrorism and Weapons of Mass Destruction Incidents, Utility Failures, Earthquakes, Disease and Epidemics, and Blight and Infestation.

II. SCOPE

This Emergency Operations Plan was designed to be implemented in times of emergency to provide guidance to personnel and volunteers before, during, and after an emergency. This plan contains specific circumstances in which this plan will be implemented as well as specific roles and responsibilities of personnel and organizations which have been predetermined. This plan also outlines hazards specific to Aroostook County and mitigation strategies for these hazards.

III. SITUATIONS AND ASSUMPTIONS

A. SITUATION

Aroostook County covers approximately 6400 square miles and is bordered by the Country of Canada on the North, East, and West; and by the counties of Penobscot, Washington, Piscataquis, and Somerset on the south. The western half of the county is unpopulated and heavily forested. The bulk of the approximate 71,870 (2010 Census) population is located in the eastern third and northern sections of the county, specifically in the communities of Presque Isle, Caribou, Madawaska, and Houlton.

Agriculture, forestry, and wood products production are the key industries within Aroostook County. Potatoes are the primary agricultural crop followed by broccoli, grains, and peas. Wood processing for lumber, pulp, and paper products are the largest industries followed by potato processing facilities.

There are four major watersheds within the county: the St. John, Aroostook, Prestile, and the Meduxnekeag.

Aroostook County based on the information above and the climatic conditions for the region could be affected by any of the following identified hazards:

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Hazard Event	Ranking
Flood	1
Hazardous Material	2
Transportation Accidents	3
Severe Winter/Summer Storms	4
Power Failure	5
Wildfire	6
Epidemic/Pandemic	7
Dam Failure	8
Cyber Attack	9
Drought	10
Earthquake	11
Civil Disorder	12
Terrorist Attack	13

- 1) **Flood-** Flooding, in varying degrees, is an annual event. Each spring, runoff from melting winter snows will usually damage some municipal-maintained roadways and storm drainage systems, sometimes causing a catastrophic event. Severe flooding, such as that caused by a dam breach or ice jams, that could damage a large number of residential, public, commercial, or industrial facilities is unlikely.
- 2) **Hazardous Materials Incidents (Transportation and Fixed Facility)** – Chemicals and hazardous materials are used and transported within the county. Possibility of incidents involving these materials is great.
- 3) **Transportation Accidents** – Passenger buses, military and civilian aircraft (both cargo and passenger) travel within Aroostook’s borders. Anytime this machinery is present, accidents can occur.
- 4) **Severe Winter/Summer Storms** – Both winter and summer seasons present the possibility of dangerous storms, rain events, tornados/microbursts or blizzards that would affect all or part of the county. Both winter and summer storms can knock down electrical and communication utility lines, block roadways with debris, force residents into shelters and overtax the municipal snow/ice/debris removal programs.
- 5) **Power Failure** – The possibility of widespread or localized loss of power could be serious if it were to occur during the winter.
- 6) **Wildfire** – Due to large expanses of woodland, approximately 85% of the county is threatened with the possibility of major forest fire.
- 7) **Disease Outbreak** – Including severe outbreaks such as epidemic or pandemics – can be either natural, such as a SARS outbreak, or intentional, such as a terrorist attack

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involving smallpox. In 2019-2020, there was a world-wide epidemic of COVID-19. This event had catastrophic social, health and economic impacts to the region, the state, the United States and the world.

- 8) **Dam Failure** – There is a possibility of dam failure in several parts of the county, resulting in flash flooding of low-lying areas.
- 9) **Cyber Attack** – A threat on the local, regional or national internet infrastructure. We have no experience in determining the likelihood of such an attack, however this could be a catastrophic social and economic disaster in its greatest form, by shutting down communications, the electrical power grid, transportation, water and sewer utilities, industry and commerce. This could impact the supply of food, water, heating fuel, and other supplies. Our society today would be very vulnerable to this type of hazard.
- 10) **Drought** – A period of drought would severely affect the agricultural stability of the county, with disastrous economic effects, urban populations could be affected as well, but to a lesser extent.
- 11) **Earthquake** – Aroostook County contains a seismic fault line that runs from Allagash to Madawaska. Earthquakes on a minor scale have occurred in the county. A large-scale quake is possible.
- 12) **Civil Disorder** – Economic, social, or political issues could at any time trigger widespread or localized conflict.
- 13) **Terrorist Attack** – Due to the lack of dense population or critical infrastructure, a Terrorist Attack is remote, especially one involving chemical, biological or radioactive agents. An attack by a homegrown terrorist using conventional explosives or small arms is conceivable on a local government building or a major public event. School violence is classified in this plan as a subset of the Terrorism hazard. **School violence** has occurred within Aroostook County on a limited scale. There have been several incidents in which injury or death were narrowly avoided. It is likely to be only a matter of time before a deadly incident occurs. Violence may come in the form of a hostage taking, shooting, or bombing. The County has several colleges, high schools, tech schools and elementary schools.

The County will continue to be exposed to the hazards identified in the County Hazard Identification and Vulnerability Analysis. The likelihood and impacted geographic areas from the identified hazards are listed below, along with the critical facilities and populations that may be affected.

A growing concern is the possibility of a Terrorist Attack, especially one involving Weapons of Mass Destruction or WMD, such as nuclear, biological, chemical and explosive materials. The actual likelihood of such an attack in Aroostook County is remote, though not to be considered improbable. There are several industrial facilities that are probable targets. In addition, a very large tourist population is present during the summer months.

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Events involving disease could be natural, such as a SARS outbreak, or intentional, such as a terrorist attack involving small pox. Aroostook County has not experienced an epidemic in many years but could be susceptible if any other location in the United States experiences an outbreak.

Blight and infestation have been present in Aroostook County in the form of Spruce Bud Worm. Spruce Bud Worm epidemic tends to be a cyclic event, occurring about once every 25 years.

Each municipality has an Emergency Management Agency (EMA) Director/Liaison. Emergencies generally occur at the local level and affect one or more communities. The cumulative effect or geographic distribution determines the declaration of a "state disaster".

The County government supports a full time Emergency Management Director, a full time Deputy Director, a full time Planning Associate and a part time Planning Assistant. Most municipalities have an appointed Emergency Management Director; others have a liaison officer as a point of contact appointed from one of their municipal officers serving in that capacity.

The Aroostook County Emergency Management Agency is part of the Statewide Mutual Aid Agreement that can provide manpower assistance to operate the County Emergency Operations Center during a County Emergency. Assistance will be limited if the emergency is statewide. The Maine Emergency Management Agency and State EOC will provide assistance as needed and as available.

B. Assumptions

Emergencies generally occur at the local municipal level and may affect one or more communities. The cumulative effect or geographic distribution determines the designation of "state disaster". Aroostook County must demonstrate a minimum threshold in public damages and the State must also meet a minimum threshold to request a Stafford Act Public Assistance (PA) Presidential disaster declaration, which would be done through the Governor of Maine, with the assistance of the Maine Emergency Management Agency. If Aroostook County is the only region with damages, Aroostook must meet both the state and county threshold amounts.

County government officials recognize their responsibilities regarding public safety and will assume those responsibilities in the implementation of this emergency management plan. Positions have been created within the County Emergency Operations Center and will be filled as needed by County employees and volunteers.

If properly implemented, this plan will reduce or prevent disaster-related deaths, injuries, or property losses.

IV. CAPABILITY ASSESSMENT

This plan describes the jurisdiction capabilities as they pertain to emergency situations. It outlines specific capabilities as they pertain to related hazards. These capabilities can be found

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in the hazard specific annexes. These capabilities include personnel, training, equipment, programs, facilities, volunteer organizations and other resources. The yearly assessment and upkeep of these capabilities are the responsibility of the municipalities and organizations to which they belong.

V. MITIGATION OVERVIEW

This plan provides guidance for activities designed to reduce or eliminate risk to persons, property, and critical infrastructure before, during, and after an emergency. There are several hazards specific to mitigation strategies and programs in place to help deal with the hazards. These strategies and programs can be found in the hazard specific annexes. Specific strategies and plans are in place to protect critical infrastructure, facilities, and high-risk targets. Aroostook County has an approved Hazard Mitigation Plan dated 2016 which is good until 2021.

VI. CONCEPT OF OPERATIONS

A. Activation

The Aroostook County Emergency Management Agency (EMA) Director is accountable to the Board of Commissioners and reportable to the Maine Emergency Management Agency Director for decisions and actions taken. The Aroostook County Board of Commissioners is legally responsible for the functions of County government. The County Commissioners have delegated the authority to activate and terminate this plan to the Director of the Aroostook County Emergency Management Agency in an emergency or the Deputy Director in the Directors absence.

B. Sequence of Actions

Under most circumstances, response to emergencies is initiated at the local level with local resources the first to be committed. Use and coordination of resources and the management of the situation are a local public safety responsibility.

When several municipalities are involved or when the local resources are not enough, the County EMA coordinates information from the communities involved, arranges for assistance from within the County, maintains emergency communications, and reports data and requests for further assistance directly to the State Emergency Operating Center.

With the support of relevant county and local agencies, and through its communications network, the County EMA is responsible for the central collection, organization, evaluation and documentation of situation and damage assessment data.

Heads of departments and agencies are responsible for emergency functions as specified in this plan. Department heads retain control over their employees and equipment. Each agency is required to develop Standard Operating Guidelines (SOGs) to follow during response operations. The local elected officials make a formal emergency declaration when the magnitude of the emergency situation warrants the full use of resources to save lives and protect property.

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C. Requests for Assistance

Should local resources be inadequate during emergency operations, assistance will be requested according to mutual aid agreements and emergency negotiated understandings. Assistance may take the form of equipment, supplies, or personnel. Assistance may come from other jurisdictions, the private sector, or voluntary organizations. All agreements and understandings are entered into by appropriate officials and formalized in writing whenever possible.

When it is determined that an emergency is beyond the control and resources of County government, requests are made through EMA channels to the State EMA. The Governor of the State of Maine may declare that a disaster exists within certain or all parts of the County and that State resources be made available to save lives, protect property and aid in disaster recovery.

D. Interjurisdictional Responsibilities

PLANNING AREAS: By state statute, each municipality is responsible for the development of a municipal emergency operations plan (EOP). The chief elected officials are responsible for the safety and welfare of the residents of their jurisdiction. The County EMA shall be responsible for planning and coordinating emergency response between the State EMA and municipal EMAs, as well as between local municipalities within the county. Jurisdictions in the County that do not have their own plan are covered under the County plan. The State EMA plans and coordinates with other State agencies, county EMA's and the Federal Emergency Management Agency (FEMA).

OPERATIONAL AREAS: Each municipality in the County is considered an operational area for emergency and disaster response and recovery. The County is considered an operational area for a county-wide operation, an incident involving more than one municipality, or one involving a neighboring county.

MUTUAL AID AREAS: The State of Maine has created a "Statewide Mutual Aid Agreement". Municipalities and agencies that did not want to be part of this agreement would have to opt out. To date, no municipality or agency has opted out. Beyond that, communities do have additional aid agreements between them. In Aroostook, this also includes some agreements that span across the US/Canadian Border.

STATE AREAS: The State is divided into sixteen counties, each with an EMA Director who coordinates the emergency management activities between the municipalities within the county and serves as a key contact for the Maine Emergency Management Agency (MEMA).

E. Continuity of Operations

The Lines of Succession for the Aroostook County government begin with the County Commissioners. If for some reason, none of the commissioners are available for policy direction, then the Aroostook County Administrator shall assume policy decision making for the County. The line of succession in each department or agency is according to the SOPs established by each department. More information may be found in the Aroostook County Continuity of Operations and Government Plan.

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F. Emergency Facilities

The County Emergency Operating Center (EOC) is in the EOC/ Training Room within the Aroostook County Emergency Management Agency, 158 Sweden Street, Caribou. Communications equipment and map displays are permanently installed. The EOC has access to kitchen and bathroom facilities and is supplied with electricity by its own emergency generator.

There is an Alternate EOC in Aroostook County. The Alternate EOC is at 1636 New Sweden Road, Stockholm, at the North Lakes Fire Station.

G. Preservation of Records

Each agency/department is responsible for maintaining all legal documents affecting the organization and administration of emergency management functions. It is the responsibility of County officials to ensure that all records are secure and protected from damage.

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Most departments have emergency functions that complement normal duties. Each department must develop and maintain its own emergency management procedures. Organizations that are not a part of government also have responsibilities.

Emergency Operation Center Staff Assignments:

The County EOC will be staffed primarily by employees of the County of Aroostook. An EOC assignment list is in the AKEMA Agency Handbook located in the storage cabinet in the EOC. The County EOC staff members are provided training by the County EMA, which includes the National Incident Management System (NIMS), including Multi-Agency Coordination and Incident Command. Training is also provided in the use of EOC status boards as well as in specific staff responsibilities. Periodic functional and tabletop EOC exercises are also completed by the EOC staff.

VIII. DIRECTION, CONTROL, AND COORDINATION

In the event of an emergency the County EMA Director has the authority to activate the EOP and maintains general supervision and control of all operations during the emergency. In the event of a multijurisdictional incident the County EMA Director and Deputy Director have the responsibility to coordinate resources and personnel between jurisdictions. If it is necessary, the County EMA will request and coordinate resources, personnel, and funds from the Federal Government.

IX. INFORMATION COLLECTION AND DISSEMINATION

This plan identifies information collections and dissemination sources and strategies. Information is collected in a variety of ways including on site personnel, surveillance, historical data, electronic

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data, and educated projections. Information is disseminated in a variety of ways including verbal, electronic, and graphic. The County EOC has the authority to disseminate information regarding emergencies to the public and media.

X. ADMINISTRATION, FINANCE AND LOGISTICS

The County Commissioners and the Director of Aroostook County EMA are responsible for coordinating response to a multi-jurisdictional emergency and assisting in appropriate recovery efforts. This plan is activated and terminated at the discretion of the EMA Director in consultation with the County EOC.

Responsibility for submitting reports to the State EOC rests with the County EMA Director. County agencies are responsible for providing reports of response activities, damages, and other related materials to the County EOC.

Records of expenditures and financial obligations in emergency operations are maintained by County and municipal agencies using their own bookkeeping procedures. Programs for documenting and recovering costs for organizations and the public are the responsibility of County and municipality agencies.

The County EMA and County Commissioners are responsible for coordinating needed resources including facilities, personnel, and equipment. The County EMA is also responsible for keeping lists of available equipment and resources.

XI. PLAN DEVELOPMENT AND MAINTENANCE

Revisions: A continuous file of recommended changes or improvements will be maintained by the Aroostook County EMA. The EMA office reviews this plan annually and ensures that all procedures, policies, data and responsibilities are current and reflect actual assignments.

Supporting Documents: County agencies are responsible for the development and maintenance of their organizational policies and procedures.

Deficiencies: Deficiencies in this plan should be summarized, in writing, and submitted to the Aroostook County EMA Office.

Availability: This plan is available at the Aroostook County Emergency Management Agency upon request.

XII. AUTHORITIES AND REFERENCES

A. Authorities

Title 37B, Chapter 13, Maine Revised Statutes Annotated (MSRA), the Maine Emergency

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Management Act, as amended (L.D.2084 effective 7/25/2002).

Public Law 920-81, the Federal Civil Defense Act of 1950, as amended.

Public Law 99-499, the Superfund Amendments and Reauthorization Act of 1986 (SARA).

Public Law 100-707, Robert T. Stafford Disaster Relief & Emergency Assistance Act.

B. References

Federal Emergency Management Agency. Objectives for Local Emergency Management. CPG 1-5, July 1984.

Federal Emergency Management Agency. Guide for All Hazard Emergency Operations Planning. SLG 101, September 1996.

Federal Emergency Management Agency. Hazard Identification, Capability Assessment, and Multi-Year Development Plan for Local Governments. CPG 1-35, October 1987.

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ANNEX B - COMMUNICATIONS

I. PURPOSE

The Communications annex provides information on establishing, using, maintaining, augmenting, and providing backup for all types of communication devices needed during emergency response operations. The annex describes the communication systems in place and the responsibilities and procedures for using them.

II. SCOPE

The Communications annex covers programs and processes concerning communications before, during, and after an emergency.

III. SITUATIONS AND ASSUMPTIONS

A. Situation

1. The need to communicate between government officials, emergency responders and the emergency management officials can occur at any time. Which communication medium is used will vary with each incident depending on location, equipment interoperability, reliability, timeliness and what is being communicated.
2. The primary means of communication between the Aroostook County Emergency Operations Center (EOC) and the Incident Commander and First Responders will be by 2-way radio, cell phone and phone lines, Ham Radios will be used as a first backup and satellite phones will be used as a secondary backup.
3. The primary means of communication between the County EOC and established Municipal EOCs will be radio via County EM frequency. Local shelters will be by phone. If phones are not working, HAM Radios will be tried, followed by satellite phone and runners. Messages that are not urgent may be sent by internet e-mail, if available.
4. The County EOC will communicate with the State EOC by landline phone, 2-way radio (provided State frequency), HAM Radio, or the Internet.

B. Assumptions

1. Communication systems and equipment are established and maintained in operational condition. These systems will include the telephone system, the Internet, HAM Radios, and the County and Municipal radio system.
2. During a major disaster or utility outage event, the telephone system may become inoperative and cell phone system may become overused. Certain radio frequencies may also be overused if a great many emergency responders are trying to communicate on the few radio frequencies that are available.

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ANNEX B - COMMUNICATIONS

3. The County ARES/RACES team will provide HAM Radios and operators when requested.
4. Maine National Guard communications capabilities may be requested if needed during a communications outage or during a terrorist event involving weapons of mass destruction. National Guard assets will include satellite communications.

IV. CAPABILITY ASSESSMENT

The capabilities of the communication systems include predetermined protocols, telephone systems, cellular phone systems, 2-way radios, HAM Radio systems, satellite telephone systems, and secure phone systems.

V. MITIGATION OVERVIEW

Communication activities have been put in place to mitigate an emergency situation. These activities focus on keeping/restoring communication services and devices during an emergency.

VI. CONCEPT OF OPERATIONS

A. Telephone System: When functioning, the telephone system will be used by the Aroostook County EOC and Aroostook County Sheriff's Department to communicate with one another, with the control centers of other emergency management and response organizations, with private relief organizations, and the local media. The other emergency management and response organizations include the State EOC, municipal EOCs, municipal officials, fire, police and EMS departments, mass care shelters, utility companies, hospitals, and other County EOCs and RCCs. The telephone system will be used for voice communications, fax transmissions, pager activations, and internet transmissions.

B. Cellular Telephone System: Though very convenient, the cellular phone system is not considered to be a reliable communication method during an emergency. However, when functioning, the cellular phone system will be used by the Incident Commander, First Responders, County EOC, and County Sheriff's Department to communicate when a landline phone is not available. The cellular phone system will be used for voice communications and pager activations. Each county and municipal department procures, maintains and operates its own cellular phone handset assets. The County EOC will have communication with the Incident Commander (IC) on scene with the County ICS frequency which normally functions as the County Homeland Security Alert Notification Systems.

C. Emergency Radio Network: The emergency 2-way radio network will be used by all emergency responders when in the field to communicate with one another and with the Aroostook County Sheriff's Department and EOC. The radio net is not secure and must not be used to transmit sensitive or classified information. The radio system will be used for voice communications and radio-pager activations. Several radio frequencies are retransmitted using

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ANNEX B - COMMUNICATIONS

repeaters which allow for an individual radio operator to communicate to any other location in the county. However, most frequencies are not supported by repeaters and transmit from radio to radio; thereby greatly reducing the range of radio transmissions. Each county and municipal department procures, maintain, and operates its own radio assets.

D. Ham Radio Network: The HAM Radio network will be used by licensed and trained HAM Radio operators from the County ARES/RACES Team. The HAM Radios have exceptional range and clarity; however, these radios and their operators are very limited in number. The radio net is very unsecure and will not be used to transmit sensitive or classified information. The HAM radio system will be used for voice communications and message traffic. Due to the limited number, HAM Radios will be primarily used to provide communication between the County EOC, the mass care shelters, the hospitals and State EOC. A few sets may be used in the field to establish communication between the Incident Commander and the County EOC or with deployed Community Emergency Response Teams (CERT'S). The County ARES/RACES team is trained to deploy to these facilities and provide communications, locally, regionally, statewide, and worldwide. The team has privately owned equipment, County owned portable radios, and County owned mobile base stations that can be distributed as needed to increase communications.

E. Satellite Telephones: Aroostook County does have a satellite phone system in use at this time. Satellite phones are very convenient in that they can transmit from nearly any location to any other on the planet. The phone number is 8816-414-55403.

F. Secure Telephones: Aroostook County does not maintain any classified-information capable secure telephones. Maine military installations do have these assets.

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The following EOC Staffing Positions are tasked with Annex B Communications duties during an emergency event and EOC Activation:

County Commissioners: Has the overall responsibility to provide policy and financial support to maintain the County communication system assets.

EMA Director: Oversees and tracks status, reliability, and inventory of all County EOC Communication systems. Has the authority to activate all county communication systems.

Warning Coordinator: The Aroostook County EMA oversees and tracks status, reliability, and inventory of all County Communication systems and has the authority to activate all county communication systems.

Communications Officer: Will test and operate all EOC communications systems, supervise EOC radio operations and will receive and release all radio messages. Located in Message Center.

Damage Assessment Coordinator: Will maintain communication with all municipal, county, and state damage assessment teams in the field.

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ANNEX B - COMMUNICATIONS

Medical Emergency Services Coordinator: Will maintain communication with all EMS teams in the field and with the local hospitals and pharmacies.

Facility Maintenance Manager: Will contact the local telephone company when telephone service is out in the County EOC.

Fire & Rescue County Coordinators: Will maintain communication with all municipal fire departments at their stations or in the field.

Protection Services Officer: Will maintain communication with all municipal, county, state, and federal law enforcement departments at their stations or in the field.

Public Information Officer: Will maintain communication with all local media networks, County PIO's and the Aroostook County Integrated Warning Team.

Resource Officer: Will maintain communication with the local telephone utility companies, with the cellular phone providers, radio equipment suppliers and maintainers, and internet service providers.

Shelter Coordinator: Will maintain communication with all shelters established in the County.

VIII. DIRECTION, CONTROL, AND COORDINATION

It is the responsibility of the municipalities and communication companies to maintain their local communication systems. Should a disaster occur which overwhelms their capabilities or cover several municipalities, the County EMA shall provide assistance and coordinate resources to help maintain/restore communications systems.

IX. INFORMATION COLLECTION AND DISSEMINATION

During an emergency, information is collected through many sources including onsite personnel and electronic data. The communication companies can provide technical information on the communication systems and can provide experienced personnel to handle the maintenance/restoration of the communication equipment.

X. ADMINISTRATION, FINANCE, AND LOGISTICS

A. Accounting & Reimbursement: All major communication system or equipment purchases must be pre-approved by County Warrant signed by the County Commissioners. A payment request and copies of all bill statements for smaller costs, such as repairs for handheld radios, purchases of batteries and accessories for phones and radios will be provided to the County EMA office for payment.

B. WebEOC: This online portal is operated by MEMA for the State, County and town EOC's and

Aroostook County Emergency Operations Plan

ANNEX B - COMMUNICATIONS

other EMA partners. The County EOC Manager or Information Manager will submit incident status information, requests for resources and damage assessment information through WebEOC at <https://gateway.maine.gov/eoc7>. A username and password are required to enter. These are provided by MEMA.

C. **HAN:** The Health Alert Network is an online portal operated by the Maine Center for Disease Control and Prevention. This portal provides current public health situation reports, alerts and other information. HAN is MEMA's primary means of communicating all alerts to the county EMA directors. HAN is located at <https://www.mainehan.org>. A password is required.

Ext.	Description	Cell/Phone No.
324	Director's Office	551-2502/493-6324
323	Deputy Director's Office	551-2501/493-6323
326	Planner	493-6326
335	Community Outreach Planner	493-6335
360	EOC – EMA Office	493-6360
361	EOC – EMA Office	493-6361
363	EOC – EMA Office	493-6363
340	EOC – EMA Office	493-6340
325	Radio Desk – EMA Office	493-6325
327	Planning Desk – EMA Office	493-6327
220	Sheriff's Office	1-800-432-7842/532-7319
300	Cty Commissioner's Office	493-3491
	Satellite Phone (AKEMA)	8816-514-15137
	FAX / Radio Desk Analog Phone (AKEMA)	493-4357
	Analog Phone (Planning Desk)	492-1074

E. Equipment Repair Policy: Computer and telephone maintenance/repairs are requested in person, in writing or by email to the Facilities Manager. The County of Aroostook has a contracted information technology (IT) service provider.

F. Support Agreements & Mutual Aid Agreements:

1. MOU's can be found in their own binder located in the County EMA office.
2. Aroostook County uses Aroostook Technologies of Presque Isle, ME (207) 762-9321 and Radio Communications Management (RCM) of Presque Isle (207) 540-1544 for radio maintenance, repair, and procurement. The EMA Director is authorized to contact Aroostook Technologies and RCM to commit funds for emergency repairs.

D. Communication Rosters: All telephone, radio, pager, and internet contact information for Basic Plan – Annex B

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ANNEX B - COMMUNICATIONS

government offices, emergency management agencies, emergency response organizations, private relief organizations, utility companies and the local media are maintained by the County EMA Administration Secretary on the County EMA Administration computer and files.

XI. PLAN DEVELOPMENT AND MAINTENANCE

REVISIONS: A continuous file on recommended changes or improvements will be maintained by the Aroostook County EMA. The EMA Director reviews this annex annually and ensures that all procedures, policies, data and responsibilities are current and reflect actual assignments.

SUPPORTING DOCUMENTS: County and municipal agencies are responsible for the development and maintenance of their organizational policies and procedures.

XII. AUTHORITIES AND REFERENCES

SLG 101, September 1996, Guide for All-Hazard Emergency Operations Planning.

Emergency Management Agency & Central Maine Power Company Operating Guideline for a Communication/Coordinating Plan, June 10, 2003.

Aroostook County Emergency Operations Plan

ANNEX C – ALERT & WARNING

I. PURPOSE

The Warning annex establishes a system to alert emergency response agencies and to warn the public of any probable or immediate hazard situation and the actions to be taken to safeguard life and property. The annex describes the warning systems in place and the responsibilities and procedures for activating and using them.

II. SCOPE

The Warning annex covers programs, processes, and systems pertaining to emergency alerts for emergency response agencies and the public.

III. SITUATIONS AND ASSUMPTIONS

A. Situation

The need to alert government officials and warn the public is common to all hazards and can occur at any time. Available warning time will vary with each hazard from no time to several days. The County and Municipal governments are responsible for notifying not only its own jurisdiction, but also adjacent jurisdictions that could be exposed to the in-progress hazard.

B. Assumptions

The Aroostook County warning systems will survive and withstand the initial effects of the hazard.

Once the County has completed its warning procedures, the Aroostook County municipalities will complete any and all warning notifications, as required.

Warning systems and equipment are established and maintained in operational condition. These systems will include the Emergency Alert System (EAS), National Oceanic & Atmospheric Administration (NOAA), Integrated Public Alert & Warning System (IPAWS), Aroostook County Integrated Warning Team (IWT) radio and television stations, telephone systems, emergency radios, pagers, and social media.

Some people located in the hazard areas may ignore, not hear, or not understand issued warnings. No system is going to reach everyone in the County.

Tourists and other visitors may not be aware of local warning systems or procedures. Language barriers may prevent warning message comprehension.

Local radio stations are willing to transmit warning announcements.

Aroostook County Emergency Operations Plan

ANNEX C – ALERT & WARNING

IV. CAPABILITY ASSESSMENT

The capabilities of the warning systems include radio stations, television public alerts, Emergency Alert Systems (EAS), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, Integrated Public Alert & Warning System (IPAWS), social media, and mobile sirens/PA systems used by emergency personnel. NOAA radios have been pre-positioned at public gathering points and emergency services throughout Aroostook County.

V. MITIGATION OVERVIEW

Warning activities have been put in place to alert emergency agencies and the public of emergencies that may turn disastrous ahead of time. This allows for faster mitigation of the emergency.

VI. CONCEPT OF OPERATIONS

A. Government Alerting

The methods used to notify Aroostook County and Municipal Officials and alert Emergency Response Organizations include activating our Integrated Warning Team, initiating the Aroostook County Fan-Out Procedures, using NOAA, activating the radio-pagers of local emergency responders, and contacting local radio and television stations.

The Aroostook County Sheriff's Department dispatchers will immediately contact the County Commissioners, EMA Director, and Sheriff by phone or radio.

The Aroostook County Emergency Management Agency will initiate the County Fan-Out procedures when there is a need to alert municipal officials regarding hazard information. The need to alert will be decided by the EMA Director, or if the EMA Director is not available the Deputy Director.

Fan-outs are multi-directional from the point of origin. When initiated at the Federal or State level, alerting occurs through the County to the municipalities. Alerting initiated at the County level goes to the State and municipal levels. Alerting initiated at municipal levels goes to the local Emergency Director to pass to the local municipal officials and citizens and emergency service agencies and the County.

If an emergency is in progress, then the Sheriff's Department dispatchers have the authorization to alert, by radio pagers, any and all county and municipal emergency responders.

Upon authorization by the Aroostook County EMA Director, the Commissioners, Sheriff, local radio, and television stations may be contacted for the purpose of initiating an Emergency Alert System (EAS) broadcast of warning announcements.

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ANNEX C – ALERT & WARNING

The Aroostook County Sheriff's Department (phone 207-532-3471, fax: 207-532-7319 or 1-800-432-7842) is located at 25 School Street in the Town of Houlton and is staffed on a 24-hour basis.

Should the Aroostook County Sheriff's Department be unavailable or inoperable, then Aroostook EMA in Caribou may be used as a backup for Aroostook County. The Maine State Police Barracks at Houlton will be used as a backup for all 911 telephone traffic. The County EMA office has an IP phone that can be plugged in that will duplicate the ACSO dispatch phone.

Aroostook County operated and/or supported radio/repeater system consists of an antenna at the EMA Office (Caribou), Fort Hill (Caribou), Charette Hill (Fort Kent), Cyr Mountain (Madawaska), Recycling Center (Van Buren), and Garrison Hill located in Houlton. All dispatching is controlled by the Aroostook County EMA or Aroostook County Sheriff's Department. This is a simulcast system that utilizes one frequency and PL tone for the entire system.

Emergency Alert information may be received through the NAWAS system at the Aroostook County Warning Point from the State Warning Point or from another County. Upon receipt of a NAWAS warning, the EMA Director shall be notified.

The National Warning System (NAWAS) is a 24-hour continuous private line telephone system used to convey warnings to Federal, State and Local governments, as well as the military and civilian population. Originally, the primary mission of the NAWAS was to warn of an imminent enemy attack or an actual/accidental missile launch upon the United States. NAWAS still supports this mission but the emphasis is on natural and technological disasters. NAWAS allows issuance of warnings to all stations nationwide or to selected stations as dictated by the situation. The primary NAWAS warning point for Aroostook County is located at the Aroostook County Sheriff's Department, with an alternate located at the Aroostook County Emergency Management Agency.

Title VI of the Robert T. Stafford Disaster Relief and Emergency Assistance Act authorizes the use of the NAWAS to support the All-Hazards emergency response mission of the Federal Emergency Management Agency (FEMA)

B. Public Warning

The methods and warning devices used by Aroostook County to disseminate emergency warnings to the general public include the Emergency Alert System, the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, Integrated Public Alert Warning System (IPAWS), social media, local radio, local TV and mobile sirens/PA systems operated by local emergency responders.

Aroostook County Emergency Operations Plan

ANNEX C – ALERT & WARNING

FEMA's Integrated Public Alert and Warning System (IPAWS) is an internet-based capability that government authorities can use to issue critical public alerts and warnings. Ideally, IPAWS is used to alert multiple alerting systems. At this time, MEMA is only authorizing the County EMA officials to access the **Wireless Emergency Alerts (WEA)** and the only individuals authorized to activate that system are the **EMA Director and Deputy Director**.

WEA is an alert system that allows wireless phones and other enabled mobile devices to receive geographically-targeted, text-like messages alerting them of imminent threats to safety in their area. WEA enables the County EMA officials to target emergency alerts within Aroostook County through cell towers that broadcast the emergency alerts for reception by WEA-enabled mobile devices. Requests for a local IPAWS activation will be validated by the County EMA Director or Deputy. Requests may come from local Public Safety Officials, municipal Emergency Management Directors, or a municipal chief executive official.

The **EAS** is initiated by the EMA Director or his/her subordinate. The Director will initiate the EAS by contacting the Maine Emergency Management Agency, which is the State Primary Source. If unable to contact MEMA, the Director will contact the National Weather Service Forecast Office at Caribou to initiate the EAS. MEMA activates the State EAS by transmitting the EAS signals that are relayed through the State EAS Relay Network. The Network then alerts local broadcast stations and cable systems in the effected areas.

The **NOAA Weather Radio system** serves the entire county. It provides weather information and emergency warning of hazard situations such as severe weather, national security and nuclear power incidents. The County EMA Director will contact the National Weather Service Forecast Office in Caribou, Maine to initiate the system for Aroostook County.

If the emergency warrants the need, the Aroostook County EMA Director may request that the Aroostook County Sheriff utilize his/her personnel and vehicles PA/Siren systems for the purpose of performing mobile warnings within the communities.

Each municipality in the County is responsible for the dissemination of emergency public warnings. The mobile sirens/PA systems and door-to-door sweeps are operated and performed by their local emergency responders. The municipalities will operate their warning systems as outlined in their own respective procedures and guidelines. Other organizations such as plants, schools, medical facilities, etc. are responsible for the development of warning systems to meet their needs.

The attention or alert warning is a 3 to 5-minute steady signal. It is used as authorized by the local government executive officers and EMA directors to alert the public of emergencies. Upon hearing this warning, the public may turn on the radio or television and listen for essential emergency information. Vehicles with public address systems shall advise the public of the specific hazard and the protective actions that may be taken when notified.

Aroostook County Emergency Operations Plan

ANNEX C – ALERT & WARNING

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The following EOC Staff Positions are tasked with Warning duties during an emergency event:

County Commissioners/Administrator: Can request EMA to activate all county alert and warning systems. This responsibility will be performed by the EMA Director or Deputy Director.

EMA Director: Oversees, directs and tracks progress of all Alert and Warning actions. Has the authority to activate all county alert and warning systems.

Warning Coordinator: The Aroostook County Sheriff's Department will initiate and verify the necessary alerts and warnings during an emergency situation. The Sheriff's Department will monitor the NAWAS national and state circuits on a 24-hour basis and relay all warnings to the EOC. The Sheriff may ask the EMA Director to activate warning systems at their disposal.

Communications Officer: Will test and operate all EOC communications systems, supervise EOC radio operations and will receive and release all radio messages.

Damage Assessment Coordinator: Will coordinate all damage assessment of damaged alert and warning systems during the incident.

Medical Emergency Services Liaison: Will coordinate and verify that all medical units (EMS, Hospital and Pharmacies) have received and understood all alert and warning information.

Fire & Rescue County Liaison: Will coordinate and verify that all fire service units have received and understood all alert and warning information.

Law Enforcement Liaison: Will coordinate and verify that all law enforcement units have received and understood all alert and warning information.

Public Information Officer: Will work with local media to provide emergency information to the public.

Resource Officer: Will locate and acquire additional alert and warning systems, as needed to support the notification, response and recovery operations.

Shelter Coordinator: Will coordinate and verify that all shelter managers have received and understood all alert and warning information.

Aroostook County Emergency Operations Plan

ANNEX C – ALERT & WARNING

VIII. DIRECTION, CONTROL, AND COORDINATION

It is the responsibility of the Aroostook County EMA for initiating the County Fan-Out procedures. It is then the responsibility of the municipalities for activating alert systems and alerting emergency agencies and personnel. It is the responsibility of the Aroostook EMA for initiating the Emergency Alert System, the Integrated Public Alert & Warning System, and the National Oceanic and Atmospheric Administration (NOAA) Weather Radio system in order to alert the public of the emergency.

IX. INFORMATION COLLECTION AND DISSEMINATION

During an emergency, information is collected through many sources including onsite personnel and electronic data. Data on possible disasters comes from a variety of sources including the National Weather Service, Department of Homeland Security, Forestry Service, Police departments, and Fire departments.

X. ADMINISTRATION, FINANCE, AND LOGISTICS

The individuals carrying out the fan-out are required to report all alert notifications received, actions taken, and times of completion to the EOC. Verbal and written reports of alert notifications are provided to the EMA Director and the Sheriff. Report NAWAS system malfunctions to MEMA or the phone company as soon as possible.

Records of expenditures and financial obligations in emergency operations are maintained by County and municipal agencies using their own bookkeeping procedures. Programs for documenting and recovering costs for organizations and the public are the responsibility of County and municipality agencies.

XI. PLAN DEVELOPMENT AND MAINTENANCE

REVISIONS: A continuous file on recommended changes or improvements will be maintained by the Aroostook County EMA. The EMA Director reviews this annex annually and ensures that all procedures, policies, data and responsibilities are current and reflect actual assignments.

SUPPORTING DOCUMENTS: County and municipal agencies are responsible for the development and maintenance of their organizational policies and procedures.

XII. AUTHORITIES AND REFERENCES

Currently, there are no agreements with the local Media, nor are there any contracts for emergency services with local communication system contractors.

Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Aroostook County Emergency Operations Plan

ANNEX D - EMERGENCY PUBLIC INFORMATION

I. PURPOSE

Aroostook County must be able to disseminate official information and instructions to the public before or during a potential or actual emergency or hazard event. This annex describes the means, organization, and process by which this information will be provided by the Aroostook County government in a timely and useful manner.

II. SCOPE

The Emergency Public Information annex covers processes and procedures for the dissemination of needed information to the public.

III. SITUATION AND ASSUMPTIONS

A. Situation

1. The Aroostook County EMA office has determined that an immediate release of emergency public notification must be accomplished for hazardous materials incidents and terrorist attacks using weapons of mass destruction (WMD). This will be accomplished using the Emergency Alert System, the Aroostook Integrated Warning Team (IWT), Integrated Public Alert and Warning System (IPAWS), and/or the NOAA Weather radio.
2. An earthquake that causes structural damage or a wide-scale utility outage will not provide an opportunity to alert the public before the event. Instead, the Aroostook County EMA office will provide recovery information to the public through the use of internet, broadcast and print media.
3. Because flooding situations, wildfire incidents, the approach of severe weather, or agricultural conditions involving blight and infestation are not immediate dangers, the EMA office may have hours or days in advance to get the public's attention. The office may use the broadcast and print media, the Emergency Alert System, the NOAA Weather Radio, social media, county Public Information Officers, or county and municipal emergency responders using sirens and public address system to warn the public of the approaching dangers and to provide preparedness or recovery information.
4. It is unlikely that a transportation-related mass casualty incident will create a danger to the county residents and visitors. There may be inconveniences, such as re-routed traffic during such an event. The EMA office will provide information to the broadcast media, social media and print media to keep the public informed on the incident.
5. County officials will most likely learn of disease outbreaks and epidemics from the medical community. The County EMA office will assist the State or local medical officials with coordinating and releasing information to the public during and after the outbreak.
6. Emergency contact information is in the first few pages of the area telephone directories.

Aroostook County Emergency Operations Plan

ANNEX D - EMERGENCY PUBLIC INFORMATION

B. Assumptions

1. The percentage of non-English speaking residents is so low that a means of warning residents in other languages will not be undertaken by the County EMA office. Although, there may be some tourists that do not speak English, they will most likely be with families or groups that have the capability of translating. Therefore, no consideration has been made in the County emergency public information program for non-English languages.
2. Local broadcast and print media will cooperate with emergency managers to assist with warning the public of hazard events and providing information on preparedness and recovery.
3. Landline and cellular telephone communications may be sporadic or impossible during a disaster event. Local broadcast stations without emergency power may be off the air.
4. A major disaster event such as a large regional wildfire, a large scale or unusual transportation-related mass casualty incident, a very large hazardous materials incident, or a terrorist attack involving WMD agents could bring into Aroostook County many out-of-state television media personnel. These media personnel could overwhelm the County Public Information program. Augmentation to the program will need to be requested from the State government.
5. The huge number of seasonal tourists could create difficulties due to the tourist's general lack of preparedness, the tremendous traffic congestion, and the overwhelmed public services and emergency responders.

IV. CAPABILITIES ASSESSMENT

The capabilities for the dissemination of information to the public include a Public Information Officer, public information systems (radio, television, news conference, etc.) and procedures for the dissemination of information.

V. MITIGATION OVERVIEW

The dissemination of information to the public is necessary to effectively mitigate an emergency. Giving the public information on emergency events can lessen the public's fears and preserve law and order. Also giving the public information on what to expect from a disaster can prevent continuous inquiries from the public, which gives personnel more time to work on more vital activities. Giving the public information on evacuation plans/routes can make evacuation activities run more smoothly and efficiently.

Aroostook County Emergency Operations Plan

ANNEX D - EMERGENCY PUBLIC INFORMATION

VI. CONCEPT OF OPERATIONS

A. Generals

1. At the start of any immediate or approaching disaster event, the Aroostook County Sheriff's Department shall immediately contact the County Emergency Management Director by all means possible. The County EMA Director or, at the request of the Director, the Sheriff's Department shall contact the municipal emergency management director of the municipalities impacted by the disaster to inform them of all disaster information.
2. The County EMA Director shall initiate the release of emergency public information during an immediately dangerous situation such as a hazard materials release or a terrorist attack involving WMD agents. If the Director is not available, the EMA Deputy Director shall assume this responsibility. If neither the Director nor Deputy is available, the municipal EMA Director from the municipality in which the event is occurring shall notify the Maine Emergency Management Agency directly to activate the EAS and/or NOAA systems.
3. The County EMA Director may activate the Emergency Operations Center (EOC) during an immediate or phased disaster event, at which time the Public Information Officer (PIO) shall be present. The Public Information Officer shall report to and shall work from the EOC. Should it become necessary, a Media Center may be established in order to release emergency public information to the broadcast and print media.
4. It is the policy of the Aroostook County government that there shall be only one release point for emergency public information; and this shall be the County EMA office.
5. Emergency public information activities shall be prioritized as follows:
 - a. Production and Dissemination of Information
 - b. Response to Public Inquiry
 - c. Monitoring and Control of Rumors
 - d. Media Relations

Emergency public information is instructional and focuses on such things as warning, protective measures, and the general progress of events. Rumors are controlled by using a public inquiry telephone line, monitoring the media and confirmation of emergency public information before it is released to the media.

B. Phased Activity: Increased Readiness during a Forecast Event

1. Review Emergency Operations Plans, EOC Job Aids, and Agency checklists and complete any preparedness activities.
2. Contact the PIO to report to the EOC.
3. Establish and maintain contact with the broadcast and print media.

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ANNEX D - EMERGENCY PUBLIC INFORMATION

4. Provide disaster preparedness information and brochures to the public for the forecasted hazard event.
5. Monitor the media.
6. The message content of “forecasted” emergency public information released should identify the hazard, estimate the time of impact, suggest property protection measures, list typical supply items needed for at least three days, provide evacuation instructions if necessary, inform on how often that public information will be released, and list any telephones numbers for further information.

C. Limited Warning Available

1. Determine if evacuations or sheltering-in-place will be accomplished and release this information to the public.
2. Activate the EAS, **IPAWS** and/or NOAA Weather radio warning systems.
3. The message content of “immediate danger” emergency public information released should identify the hazard, identify the areas at risk, advise on personal protection measures, list the actions being taken by emergency response personnel, inform on how often that public information will be released, and list any telephones numbers for further information.

D. Recovery

1. Continue to release emergency public information focusing on restoration of essential services, travel conditions, restrictions, and assistance programs available.
2. Monitor media reports and telephone inquiries for accuracy and respond as appropriate to correct rumors.
3. The message content of “recovery” emergency public information released should report on the current situation assessment and government actions, provide survival instructions to those still affected, identify where and how to get help, list health information, identify restricted areas, inform on how often that public information will be released and list any telephones numbers for further information.

E. Internal Coordination

1. Aroostook County shall assign a primary Public Information Officer and assistant PIOs, as necessary. The primary PIO shall be the only point of dissemination of official emergency public information to the media from the County government. The County EMA Director shall review and approve all emergency public information before the PIO disseminates it. All

Aroostook County Emergency Operations Plan

ANNEX D - EMERGENCY PUBLIC INFORMATION

emergency public information shall be verified for its accuracy by the EMA office or the incident commander.

2. Should the incident be of such complexity that a Media Center is required, the Media Center shall be in the Aroostook County EOC, Caribou, Maine. The media shall receive press releases and briefings during a major emergency from the Media Center.

3. Local media representatives who are known by the County EMA office will be provided a "Media Badge" that will allow them access to the Media Center. Media representatives not known to the County EMA office must provide a telephone number to their main office in order to authenticate their credibility. They will provide identification and will allow a (background check by the Aroostook County Sheriff's Department as deemed necessary) to be completed on them prior to receiving a Media Badge.

4. In the event that a major or unusual disaster should occur and attract a convergence of national media outlets, the County does not have the facility, financial, or personnel resources to deal with the numbers of media that will arrive. A request for public information resources shall be immediately made to the Maine Emergency Management Agency. If the disaster is a criminal and/or terrorist incident, the public information responsibility shall be handed off to the Maine Department of Public Safety. The Aroostook County government will assist the Maine DPS PIO with personnel and facilities. For such an emergency event, the Media Center shall be relocated to the County Commissioner's Conference Room in the Court House, 144 Sweden Street, Caribou, ME.

F. Interjurisdictional Coordination

1. Each municipality is responsible for providing emergency public information for any disaster events that are solely within their jurisdiction. The municipality may request emergency public information resource assistance from the County EMA office. The municipality must request the use of the EAS and/or NOAA Weather radio system through the County EMA office, unless they are unable to make contact with the County EMA office.

2. The County is responsible for providing and coordinating emergency public information for disasters that involve all or parts of the County. The County EMA office may request that municipal PIOs become a part of the County emergency public information system and assist at the County EOC and/or County Media Center. The County will request the use of the EAS through the Maine Emergency Management Agency. The NOAA Weather Alert system may be activated through coordination with the Caribou National Weather Service.

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Aroostook County Emergency Operations Plan

ANNEX D - EMERGENCY PUBLIC INFORMATION

A. Organization

EMA Director □			
Public Information Officer □			
Assistant PIO for Information Gathering and Production	Assistant PIO for Monitoring and Rumor Control	Assistant PIO for Public Inquiry □	Assistant PIO for Media Center Setup

All assignments may be handled by one person in a small event. This chart breaks out the areas of responsibility should the size of the event require additional manning.

B. Assignment of Responsibilities

The following are Emergency Public Information responsibilities required during an emergency.

EMA Director or Deputy Director:

1. Initiates immediate emergency public warning information through the EAS and/or NOAA Weather systems or by Radio Pagers.
2. **Initiates the IPAWS as needed.**
2. Approves releases of public information to the media.
3. Determines the location of the Media Center.
4. Acts in the role of the PIO when the emergency is small scale.

Public Information Officer (PIO):

1. Produces and disseminates emergency public information.
 - a. Researches and verifies information for news releases.
 - b. Provides press/news releases and emergency information to the media.
 - c. Serves as the primary Spokesperson before the Media.
 - d. Schedules news conferences, interviews, and other media access.
2. Receives and responds to public inquiries.
3. Monitors and controls rumors.
 - a. Assigns personnel to monitor broadcast and print media reports.
 - b. Sets up phone banks and hotlines, as necessary.
4. Media Relations
 - a. Supervise the Media Center.
 - b. Coordinate media tours of the EOC and disaster sites.
5. Maintains a chronological record of media contacts and releases of information.

Aroostook County Emergency Operations Plan

ANNEX D - EMERGENCY PUBLIC INFORMATION

VIII. DIRECTION, CONTROL, AND DISSEMINATION

It is the responsibility of the Aroostook EMA Director to approve the dissemination of information and when to initiate the EAS, IPAWS and/or NOAA Weather systems. It is then the Public Information Officer's responsibility to disseminate the information.

IX. INFORMATION COLLECTION AND DISSEMINATION

During an emergency, information is collected through many sources including onsite personnel and electronic data. Data on possible disasters comes from a variety of sources including the National Weather Service, Department of Homeland Security, Forestry Service, Police departments, and Fire departments. Information is disseminated through the Emergency Alert System and the National Oceanic and Atmospheric (NOAA) Weather Radio system.

X. FINANCE

Records of expenditures and financial obligations in emergency operations are maintained by County and municipal agencies using their own bookkeeping procedures. Programs for documenting and recovering for organizations and the public are the responsibility of County and municipality agencies.

XI. ADMINISTRATION AND LOGISTICS

The Public Information Officer shall maintain a chronological record of media contacts and releases of information and a copy of all press releases.

Staffing for the Emergency Public Information program shall include the volunteer County Public Information Officer and municipal PIOs requested to augment the staff.

Emergency Public Information Facilities shall include:

FACILITY	LOCATION	POINT OF CONTACT
EOC	County EMA Office	County EMA Director
Media Center	County EMA Office	County EMA Director

XII. PLAN DEVELOPMENT AND MAINTENANCE

The County Emergency Management Director is responsible for the development, coordination, and maintenance of this annex, and shall do so annually. The County Emergency Management staff shall develop and coordinate EOC job aids and agreements.

XIII. AUTHORITY AND REFERENCES

Aroostook County Emergency Operations Plan

ANNEX D - EMERGENCY PUBLIC INFORMATION

The Maine EAS Plan divides the state into four Notification Region Areas. The County Director may request activation of EAS by contacting the Maine Emergency Management Agency or, if unable to reach MEMA, the State Police. Municipalities contact the County EMA to request activation of EAS.

The County Director has the authority to order the activation of the NOAA Weather Radio system using protocols set with the Caribou National Weather Service Center.

Agreements regarding the dissemination of public service announcements during emergency situations exist with between the Maine Emergency Management Agency and local Radio/Television stations.

EMERGENCY PUBLIC INFORMATION

A. Review of the means to disseminate public information.

1. County Website
2. Social Media (Facebook and Twitter)
3. Emails to EMA Director, Fire Chiefs, Town offices, school officials and larger groups
4. Emails and faxes to area newspapers
5. Phone calls to local TV and Radio stations
6. Phone call to 211

B. Where to go to find additional emergency public information.

1. Aroostook County EMA Facebook account
2. Aroostook County EMA website: <http://www.arostookema.com/akema>
3. MEMA website: <http://www.maine.gov/mema>
4. Phone number 211 (general assistance, locations of shelters and warming centers)
5. Phone number 493-4328 (Aroostook County EMA)

c. Types of Information to Release

1. Description of severity and duration of hazard
2. Evacuation Instructions
3. Shelter-In-Place Instructions
4. Locations to avoid or road detours
5. Overnight shelters and warming centers established
6. Property protection measures
7. 3-day disaster supply kits
8. Where to find additional information
9. Safety measures

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ANNEX E – Population Protection & Prevention

I. PURPOSE

The Aroostook County government must be able to assist the municipal governments with the orderly and coordinated evacuation of the residents and visitors of Aroostook County, should the need arise.

II. SCOPE

The Population Protection annex provides information on the processes and procedures for evacuations and sheltering in place activities.

III. SITUATION AND ASSUMPTIONS

A. Situation

1. An immediate evacuation of residents and visitors may be required for hazardous materials (hazmat) incidents and terrorist attacks using weapons of mass destruction (WMD). The Aroostook County EMA office has determined that an immediate evacuation of residents and visitors must be accomplished for hazardous materials incidents and terrorist attacks using weapons of mass destruction (WMD). This event could take place at any location within the county. Evacuation information will be released using the Emergency Alert System, the NOAA Weather radio, Integrated Public Alert Warning System and/or the County Integrated Warning Team, with the assistance of municipal and county law enforcement personnel.
2. A post-disaster evacuation may be required following a severe earthquake that causes structural damage to evacuate people from damaged structures. This event could take place at any location within the county. The Aroostook County EMA office will coordinate evacuation efforts with the municipal emergency responders.
3. Because flooding situations, wildfire incidents, the approach of severe weather, or agricultural conditions involving blight and infestation are not immediate dangers, the EMA office may have hours or days in advance to evacuate the public from the endangered areas. These events could take place at any location within the county. The County EMA office may use the broadcast and print media, the Emergency Alert System, social media, the NOAA Weather Radio, or county and municipal emergency responders using sirens and public address system to warn the public of the approaching dangers and to provide evacuation information.
4. It is unlikely that a transportation-related mass casualty incident will create an evacuation requirement to county residents and visitors. Neither should disease outbreaks, nor epidemics require evacuations.
5. During an evacuation, special attention will need to be made for the evacuation of nursing homes, hospitals, and schools and for the release of evacuation information to visitors of the County. Residents of nursing homes and hospitals have special medical and transportation needs that must be met; some of these residents could die during evacuation. School children will need to be reunited with their parents, without causing further traffic congestion and confusion.

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6. A need for residents to shelter-in-place may be required for hazardous materials (hazmat) incidents and terrorist attacks involving chemical and radiological materials. Such an event could take place at any location within the county, and sheltering-in-place will depend on the time of the day, wind direction and speed. Shelter-in-place information will be released using the Emergency Alert System, Integrated Public Alert Warning System, the NOAA weather radio, local radio and/or television stations and the assistance of municipal and county law enforcement personnel.

B. Assumptions

1. There will be some spontaneous evacuation before it is recommended and some residents will refuse to evacuate, regardless of the threat. The County and municipal governments have no legal authority to enforce evacuations unless the authority is delegated to them by the Governor.

2. It is not expected that large number of county residents and visitors will need to be evacuated because of flooding, severe winter storms, severe summer storms, transportation-related mass casualty incidents, utility failures, earthquakes, disease & epidemics, or blight & infestation. Large numbers of evacuees may result from large-scale wildland fires, hurricanes, hazardous materials incidents, and the terrorist use of weapons of mass destruction. For the purpose of this annex, evacuations will only be reviewed for these last four disaster events.

IV. CAPABILITY ASSESSMENT

The capabilities for population protection and prevention include vehicles such as private vehicles, buses, ambulances, boats, and planes for evacuation, and general survival provisions such as food, temporary water/waste systems, and temporary shelters. As well as specialized equipment, procedures and programs designed to protect or prevent threats and/or hazards.

V. MITIGATION OVERVIEW

Population protection and prevention activities have been put in place in order to mitigate an emergency. These activities focus on evacuation and sheltering in place the public during and/or after an emergency. As well as identification of threats and hazards and informing personnel of prevention and protection methods.

VI. CONCEPT OF OPERATIONS

1. For emergencies that take place within single municipality and do not overtax the municipal emergency responders, the evacuations will be handled by that community. The County will become involved when the scope or severity is so great to require greater assistance and coordination, when the event becomes multi-jurisdiction, or when the municipalities request assistance from the County EMA office.

2. Emergency evacuations will be required during hazardous materials incidents and the terrorist use of weapons of mass destruction. The Incident Commander of the hazmat incident or the WMD attack shall have the authority to order evacuations to relocate those in danger. The

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Municipal or County EOC will coordinate the evacuation efforts with the Incident Commander. The Incident Commander will control all access to the evacuated area using fire department, law enforcement, and public works personnel.

3. Regional evacuations with advance warnings will be required for very large-scale wildland fires and hurricanes. Wildfires will mostly likely have multiple hours of advanced warning for evacuations. Hurricanes will mostly likely have several days of advanced warning for evacuations. The Municipal Officers have the authority to order evacuations within their communities; however, they must coordinate their order with the County EMA office so that the County EMA Director may organize the evacuations among all the municipalities that are affected. The most likely evacuees of wildfires will be home and camp owners and these people will require sheltering. Because Maine has only ever experienced Category 1 hurricanes, the most likely evacuees will be summer visitors and very few of these people will require sheltering.

4. Private vehicles and school buses are the primary means of transportation for the general public. Hospital and nursing home residents will need to be transported in ambulances and handicapped assessable buses. County Jail inmates will need to be transported by secure vans.

5. Each school in the County shall have an emergency plan identifying where the children from that school will be evacuated to during an emergency. This evacuation point shall have telephone communications to speak to the local emergency management director, to parents, and to the radio and television media, plenty of vehicle access for parents to pick up their children and enough space to temporary shelter the number of children from that school. **Parents shall be notified of the school reunification point once it is established.**

6. The County EMA Office will utilize the broadcast and print media, **social media**, the Emergency Alert System, and/or the NOAA Weather Radio to keep the general public informed on the evacuation activities and the actions that they should take.

7. **Inter-jurisdictional Relationships:** The Aroostook County EMA will coordinate multi-municipal evacuations and will coordinate with Penobscot and Washington Counties for emergency services support and hosting of evacuees. Each municipality has authority over emergency operations within its boundaries, including evacuation of its residents. Evacuation coordination is provided by the Emergency Management Director in each municipality. The County EMA coordinates evacuation in jurisdictions that do not have emergency management capabilities.

A. Prevention:

1. Aroostook County and its constituent municipalities create and maintain processes for managing and ensuring operational and threat awareness.

2. Aroostook County and its constituent municipalities create and maintain processes for sharing information between Fusion Center(s) and Emergency Operation Center(s).

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ANNEX E – Population Protection & Prevention

3. Aroostook County and its constituent municipalities create programs and processes to integrate prevention activities with response and recovery operations.

B. Protection:

1. Aroostook County and its constituent municipalities create processes for managing critical infrastructure and key resources identification and protection efforts involving all threats and hazards.

2. Aroostook County and its constituent municipalities create programs and processes to integrate protection activities in support of response and recovery operations.

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The following Evacuation responsibilities are required during an emergency event:

Incident Commander: Provide direction on scene traffic control and securing the perimeter of the evacuated area.

Emergency Management Director: Oversee all evacuation operations, coordination and will determine evacuation routes.

Public Information Officer: Update the broadcast media on evacuation information and instructions.

Warning Coordinator: Provide evacuation information and instructions to emergency responders.

Medical Emergency Services Coordinator: Coordinate the evacuation of special care facilities with the medical personnel from those facilities and with EMS units.

Law Enforcement Liaison and Fire & Rescue Liaison: Contact municipal, county and state police officers and municipal firefighters to coordinate evacuation assignments.

Resource Officer: Coordinate use of both public and private transportation.

Sheriff's Department: Provide property protection, and assist in coordination of evacuation when requested. Enforce law and ensure order. Provide traffic control.

VIII. DIRECTION, CONTROL AND COORDINATION

Local municipalities have the responsibility to conduct public protection activities. The County will become involved when the scope or severity is so great to require greater assistance and coordination, when the event becomes multi-jurisdiction, or when the municipalities request assistance from the County EMA office.

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IX. INFORMATION COLLECTION AND DISSEMINATION

During an emergency, information is collected through many sources including onsite personnel and electronic data. The County EMA Office will utilize the broadcast and print media, the Emergency Alert System, and the NOAA Weather Radio to keep the public informed on protection activities.

X. ADMINISTRATION, FINANCE AND LOGISTICS

A. Administration

The County EOC will record the constant status of the evacuation and number of evacuees on the EOC Status Boards. Evacuation routes will be indicated on the appropriate EOC map boards or electronic displays. Evacuation notices will be filed with the EMA Planning Associate.

Emergency services personnel in the field will report their evacuation activities to their department. The respective departments will keep their municipal EOC informed. Municipal EOC's will update the County EOC of their activities. The County EOC will inform the State EOC of the county status.

B. Finance

Records of expenditures and financial obligations in emergency operations are maintained by County and municipal agencies using their own bookkeeping procedures. Programs for documenting and recovering costs for organizations and the public are the responsibility of County and municipality agencies.

C. Logistics

1. If residents of one or more municipality within the County are evacuated, their host areas may have a lack of adequate resources to support the evacuees. The County EOC Resource Officer will coordinate the transportation of essential consumer goods (foods, fuel, and medicine) to the host area(s) using existing transportation vehicles.

2. Municipal and County emergency responders may require additional manpower, water, food, vehicles, generators and fuel to maintain sustained operations. The County EOC will coordinate assistance from one municipality to another, may purchase additional supplies and distribute the supplies to the emergency responders needing the supplies, and will request additional manpower, vehicles, equipment and supplies from the State EOC.

XI. PLAN DEVELOPMENT AND MAINTENANCE

The County Emergency Management Director is responsible for the development, coordination and maintenance of this annex, and shall do so annually. The County Emergency Management staff shall develop and coordinate EOC job aids and agreements.

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XII. AUTHORITIES AND REFERENCES

Federal Emergency Management Agency. Transportation Planning Guidelines for Evacuation of Large Populations, CPG 2-15, September 1984.

Federal Emergency Management Agency. Guide to Hurricane Preparedness Planning for State and Local Officials. CPG 2-16, December 1984.

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ANNEX H: RESOURCE MANAGEMENT

I. PURPOSE

Aroostook County must be able to identify and utilize all available resources that can be used to respond and recover from an emergency or disaster incident to save lives and property. This annex describes the means, organization, and process by which Aroostook County will find, obtain, allocate, and distribute resources to satisfy needs that are generated by an emergency or disaster.

II. SCOPE

The Resources Management annex covers the utilization and management of resources before, during, and after an emergency.

III. SITUATION AND ASSUMPTIONS

A. Situation

1. The Aroostook County EMA office has determined that management of local, county and state resources are always vital that the Aroostook County Emergency Operations Center (EOC) is activated. During all hazard events, the municipal government will provide emergency responders, public works, and general welfare support to its residents and guests. Mutual aid agreements between municipalities will be implemented in order to further increase available emergency resources. Aroostook County will provide law enforcement support through the Aroostook County Sheriff's Department and emergency management support through the Aroostook County Emergency Management Agency.
2. **Flooding** conditions will require additional resources such as watercraft, sandbags and sand, pumps, generators, and heavy equipment. Since the County does not maintain these resources, the County EOC will work with other County agencies to meet that need and forward unmet resource needs to the State EOC.
3. **Wildland fires** will require additional resources such as wildland firefighters, helicopters, pumps, and heavy equipment. Since the County does not maintain these resources, the County EOC will work with other County agencies to meet that need and forward unmet resource needs to the State EOC.
4. **Severe Winter Storms** will require additional resources such as generators, snowplow trucks and heavy equipment. Since the County does not maintain these resources, the County EOC will work with other County agencies to meet that need and forward unmet resource needs to the State EOC.
5. **Severe Summer Storms and Hurricanes** will require additional resources such as watercraft, sandbags and sand, pumps, generators, and heavy equipment. Since the County does not maintain these resources, the County EOC will work with other County agencies to meet that need and forward unmet resource needs to the State EOC.

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6. **Transportation-related mass casualty incidents** will require additional resources such as watercraft, divers, additional ambulances, LifeFlight helicopters, generators, pumps, and heavy equipment. Since the County does not maintain these resources, the County EOC will work with other County agencies to meet that need and forward requests for unmet resource needs to the State EOC. EMS Services and hospitals will request additional ambulances from neighboring communities and counties. The State EOC will contact Maine State Police Special Services Search & Rescue Team for divers.
7. **Hazardous Material Incidents** will require additional resources such as hazmat response teams and spill cleanup contractors. The County has access to and may request the Maine DEP and the Aroostook Regional Response Team (RRT 1), Aroostook Regional Decontamination Strike Team (DST 1); and/or Houlton Regional Decontamination Strike Team (DST 2). The County EOC can request follow-on HazMat Response Teams from the State EOC. The transporter of the HazMat will acquire a Spill Cleanup Team.
8. **The Terrorist Use of Weapons of Mass Destruction (WMD)** will require additional resources such as the Regional Response Teams, the Maine National Guard Civil Support Team and spill cleanup contractors.
9. **Utility Failures** will require additional resources such as transmission line crews and trucks, generators and heavy equipment. Since the County does not maintain these resources, the County EOC will forward unmet resource needs to the State EOC. Utility companies are responsible for repairing all utility failures.
10. **Earthquakes** will require additional resources such as pumps, generators and heavy equipment. Since the County does not maintain these resources, the County EOC will forward unmet resource needs to the State EOC.
11. **Disease and Epidemics** will require additional resources such as public health and medical personnel, laboratories and facilities. Since the County does not maintain these resources, the County EOC will forward unmet resource needs to the State EOC.
12. **Blight and Infestation** will require additional resources such as entomological and agricultural personnel, laboratories and facilities. Since the County does not maintain these resources, the County EOC will forward unmet resource needs to the State EOC.
13. The Aroostook County government provides regional law enforcement, decontamination expertise, emergency management and regional communications. All other personnel, communications, vehicles, equipment and supply resources are provided by the municipalities, State, or private organizations.
14. Aroostook EMA has a RACES team of amateur radio operators who can assist the EOC and IMAT with emergency communications.

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B. Assumptions

1. An up-to-date disaster resources database is maintained by the Aroostook County EMA office.
2. All local fire departments, police departments, EMS and medical services, and public works departments will sustain themselves during the first 24-48 hours of an emergency. Residents will be able to sustain themselves for at least 72 hours. Resource support from outside the County may take 2-3 days to arrive and be ready for deployment.
3. Local hospitals, nursing homes and schools and the County Jail have the personnel and transportation resources to evacuate their special needs populations.
4. Unsolicited donations and unaffiliated volunteers will arrive and will need to be managed. The amount of donations and volunteers will be greatly increased by focused and sustained national media coverage.
5. Mutual Aid Agreements may not be fulfilled by all parties due to the impacts of the disaster on the other parties. Contract service agreements may also not be fulfilled due to the impacts of the disaster on the contractor.
6. The Aroostook County EMA has signed mutual aid agreements with the fifteen other counties to assist with Emergency Operations Center (EOC) and specialized response teams during a county emergency. Assistance will be limited if the emergency is statewide. The Maine Emergency Management Agency (MEMA) and State EOC will provide assistance as needed and as available. A Statewide Mutual Aid Agreement has been authorized by the Maine Legislature and is overseen by MEMA.
7. The Aroostook County EMA EOC Team may be called in to assist operations as needed. **The list of names, positions and contacts can be found in the Aroostook County EMA Book of Lists.**
8. Emergency service agencies will exhaust their own resources, including mutual aid agreements, before requesting resource support from the County EMA. The County EMA can provide incident management and communication resources. The County EMA will consolidate resource requests and forward them to MEMA for any resource requests that it cannot fill by the County. A sample resource request form is provided at the end of this annex.

IV. CAPABILITY ASSESSMENT

The capabilities for the management of resources include well-trained personnel/managers/directors, adequate number/quality of resources, and predetermined procedures and processes for the management of resources.

V. MITIGATION OVERVIEW

In order to mitigate an emergency quickly and effectively processes and procedures for effective resource, management is key. These processes outline the who, what, when, where and how's related to the use of resources and personnel.

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VI. CONCEPT OF OPERATIONS

A. Disaster Resources Allocation Priority

1. Disaster victims in immediate threat of injury and death
2. The sustained health of disaster victims.
3. Protection of water, land, and air quality.
4. Protection of public property.
5. Protection of private property.
6. Recovery Operations.

B. Last Resort:

Emergency service agencies will exhaust their own resources, to include mutual aid agreements, before requesting resource support from the County EOC. The County EOC will consolidate all resource requests and forward them to the State EOC.

C. Sequence of Events

1. **EOC Activation:** The Aroostook County EMA Director will activate the County EOC in accordance with guidance in the Basic Plan. A Resource Officer will be assigned at the time of EOC activation. Depending on the scope of the disaster, the Resource Officer may assign a Donations Manager, a Requirements Coordinator, a Supply Officer and a Distribution Officer. The Resource Officer will identify receiving areas and warehouses as soon as possible.
2. **Processing Requests:** The Resource Officer or Requirements Coordinator will coordinate with municipal EOCs, emergency responders and damage assessment teams to identify what unmet resource requirements exist, the quantity of resources needed and why these resources are required. Additionally, the Resource Officer or Requirements Coordinator will need to determine who needs the resource, where it is needed, and at what time it is needed. All municipal and county-wide requestors must submit their resource requirements to the County EOC Resource Officer in order to acquire resources from the State and Federal governments.
3. **Resource Prioritization:** Because response resources may be scarce in the first hours of a major emergency, the EMA Director and Resource Officer will determine a prioritization schedule of resource needs. This list will be provided to the requesting municipalities and agencies and to the State EOC.
4. **Resource Status:** The Resource Officer or Supply Officer will log and track resource requests as "Pending", "Enroute", "Available", "Assigned", and "Returned". Any resources requested or funded at the County level will be ordered by the Resource or Supply Officers.
5. **The Resource Officer or Distribution Officer:** Will coordinate transportation of the resources from the supplier to the requestor. The Distribution Officer should ensure that high priority

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resources are dispatched quickly to where they need to be and that incident commanders and site checkpoints are notified of incoming resources.

6. **Donations:** During the disaster event, unsolicited donations and unaffiliated volunteers will arrive and will be managed by the Resource Officer or Donations Manager. The Donations Manager will need to work with the other EOC staff members and the American Red Cross to determine who can use the donations and volunteers.

7. **Expenditure Records:** will be provided to the Finance Officer (EMA Secretary, County Treasurer, or County Financial Analyst).

8. **Resource Officer or Supply and Distribution Officers:** Will ensure that resources no longer needed by the requestors are returned to the suppliers in the best condition possible.

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

EMA Director <input type="checkbox"/>			
Resource Officer <input type="checkbox"/>			
Donations Manager	Requirements Coordinator	Supply Officer	Distribution Officer

All assignments may be handled by one person in a small event. This chart breaks out the areas of responsibility should the size of the event require additional manning.

B. Assignment of Responsibilities

The following Resource Management responsibilities are required during an emergency event:

EMA Director: Assigns a Resource Officer or completes the tasks themselves. With the Resource Officer, develops a resource priority schedule.

Resource Officer: Responsible for identifying and coordinating requirements, ordering and managing resources, coordinating the transport of the resources and accepting and managing donations and volunteers. Monitors resource shortages and advises on need for action. Identifies facilities that may be used to store resources and donations.

Public Information Officer (PIO): Disseminates public information to ensure that offers of donations and volunteers are not inappropriate to requirements.

Finance Officer: Oversees the financial aspects of meeting resource requests, including record-keeping and budgeting.

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Sheriff's Department: Provides escort and security, as needed, for the storage and distribution of resources.

VIII. DIRECTION, CONTROL, AND DISSEMINATION

It is the responsibility of the EMA Director to manage and coordinate resources during an emergency. It is also the EMA's responsibility to create and review the procedures and protocols for the management of resources.

IX. INFORMATION COLLECTION AND DISSEMINATION

During an emergency, information is collected through many sources including onsite personnel and electronic data. The EMA Director will disseminate information regarding the management of resources when and to whom it is necessary.

X. ADMINISTRATION, FINANCE AND LOGISTICS

A. Administration

Reports and records: The County EMA office maintains "Town Information Sheets" in hardcopy files and computer files for use by the EOC. This file is a MS Word document file. The Maine Forest Service ranger in Aroostook County maintains a "Fire Suppression Guide" that contains the municipal fire department resources in the County. The "State of Maine Request for Assistance" form will be used by municipal requestors and the County EOC Resource Officer to log the status of resource requests. These forms will be kept in the Resource Officer's EOC Binder. All phone calls, e-mail, faxes or mailings of Resource information will be logged in this binder.

County Financial and Procurement Policy: Currently, there are no written policies for the emergency expenditure of county funds on products and services required during the emergency phase. There is a verbal agreement between the County Clerk and the EMA Director that funds may be expended by the Director after coordination with the County Administrator.

Hiring and Personnel Policies: Aroostook County does have a County Personnel Policy Guidebook. The County Department Heads, to include the EMA Director, have the authority in coordination with the Human Resources Manager to hire temporary employees as needed, with the final approval of the County Commissioners.

B. Finance

Records of expenditures and financial obligations in emergency operations are maintained by County and municipal agencies using their own bookkeeping procedures. Programs for documenting and recovering costs for organizations and the public are the responsibility of County and municipal agencies.

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C. Logistics

Staffing: The Resource Officer duties may be handled by a single person or by a staff depending on the scope of the emergency or disaster event. If alone in the role, the Resource Officer will work from the County EOC. If the Resource Officer has a staff as identified in Section IV, part A, then the Resource Staff will work in coordination with other EOC Staff. Staffing for the Resource Officer program shall include the volunteer Resource Officer and volunteer staff.

Facilities:

FACILITY	LOCATION	POINT OF CONTACT
EOC	County EMA Office	County EMA Director
Resource Staff Work Space	County Complex Maintenance Office	Maintenance Director
Donations Warehouse	Portable Rental Storage Trailer	See Resource Listing
Volunteers Staging Area	American Red Cross Office	ARC Coordinator
Cash Donations Center	American Red Cross Office	ARC Coordinator

XI. Resource Tracking

The Aroostook County Emergency Management Agency (AKEMA) uses multiple tools to keep track of resources in the county. These include the “Book of Lists” that is updated annually to include information on local contacts, personnel and equipment.

XII. Donation Management

Donations management will be handled by Maine Emergency Management Agency (MEMA) as stated in their Donations Management plan. This could include MEMA sending personnel directly to the Aroostook EOC that would handle all aspects of donations management including but not limited to goods and funding.

XIII. Commodities Distribution

The County Emergency Management has agreements with five property owners that have agreed to let us use their large lots for **commodity points of distribution (POD)**. These POD’s are the locations where we would receive commodities and set up to distribute directly to the public during times of disaster where there is a specific unmet need where we need to step in and provide direct assistance.

1. Allagash Town Office – 1063 Allagash Road (398-3198)
2. Ashland School – 180 Presque Isle Road (435-3661)
3. Caribou High School – 308 Sweden Street (496-6311)
4. Fort Kent Pavilion – Riverside (834-3090)
5. Houlton Catholic Church – 110 Military Street (532-2871)
6. Madawaska Multi-Purpose Building – 160 7th Ave (728-6351)
7. Mars Hill – Big Rock Mountain – 37 Graves Rd (425-6711)
8. Presque Isle Fairground – 84 Mechanic Street (227-4690)

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9. Sherman Irving – 18 Main Street (365-4485)
10. St. Agatha School – 368 Main Street (543-7334)
11. St. Bruno's Catholic Church – 171 Main St., Van Buren (868-2718)
12. Van Buren Industrial Drive

XIV. Volunteer Management

During an incident that includes the use of a large number volunteers (more than a one community local incident) those resources will be managed through the logistics division of the EOC. This could include (if needed) the use of the Volunteers Active in Disaster liaison at MEMA or more local direction such as a Red Cross representative in the EOC.

The volunteers associated with the Aroostook County Emergency Management Response Teams (ARES & Animal Sheltering) will be managed through the EOC logistics section utilizing pre-designated team leaders.

XV. Private Sector Coordination

The Aroostook EOC will work with private sector partners as needed. This could include information sharing or resource sharing. Aroostook EMA reaches out to the private sector businesses and citizens through the use of local media, social media and attends meetings to provide preparedness information and discuss how this type of event would be coordinated.

XVI. PLAN DEVELOPMENT AND MAINTENANCE

The County Emergency Management Director is responsible for the development, coordination and maintenance of this annex, and shall do so annually. The County Emergency Management staff shall develop and coordinate EOC job aids and agreements.

XVII. AUTHORITY AND REFERENCES

Title 37B, Chapter 13, Maine Revised Statutes Annotated (MSRA), the Maine Emergency Management Act, as amended (L.D.2084 effective 7/25/2002).

Public Law 100-707, Robert T. Stafford Disaster Relief & Emergency Assistance Act.

Federal Emergency Management Agency. Guide for All Hazard Emergency Operations Planning. SLG 101, September 1996.

Cooperative Agreement between the Maine State Police and Aroostook County Sheriff's Department.