



**Londonderry**  
*New Hampshire*

# Local Emergency Operations Plan

2017

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## **NOTICE OF PROMULGATION**

### **LONDONDERRY, NH LOCAL EMERGENCY OPERATIONS PLAN**

The publication of the Londonderry, NH Local Emergency Operations Plan represents a concerted effort on part of the Town of Londonderry to provide a mechanism for effectively responding to and recovering from the impact of natural or human-caused disasters or emergencies.

The stated purpose of this Plan and associated supporting documents is to facilitate the delivery of Local government, community and mutual aid resources, and to provide needed assistance and relief to disaster victims and the community, at large. This Plan represents the Community's best intentions to manage emergencies/disasters within the framework of community-wide cooperation and coordination.

The Londonderry, NH Emergency Operations Plan is adopted effectively this day, the \_\_\_\_\_ of \_\_\_\_\_, 2017.

\_\_\_\_\_  
**Kevin H. Smith, Town Manager**

\_\_\_\_\_  
**Darren O'Brien, Fire Chief  
Emergency Management Director**

\_\_\_\_\_  
**James Roger, Deputy EMD**

## **FOREWORD**

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The Londonderry, NH Local Emergency Operations Plan (LEOP) establishes a framework for the local government and its partners to provide assistance in an expeditious manner in event of a perceived, potential or actual disaster or emergency. The Londonderry, NH Emergency Management Agency appreciates the continuing cooperation and support from all departments and agencies and from the volunteer and private organizations which have contributed to the local level of preparedness and to the development of this Plan. The Londonderry Emergency Management Agency continually works alongside these entities to address the responsibilities outlined in this LEOP, provide a forum for discussion, and an opportunity to participate in planning and exercise activities to help ensure the local prevention, preparedness, response, recovery and mitigation capabilities are effective and efficient.

The purpose of the LEOP is to provide strategic and operational guidance aimed at facilitating the delivery of all types of local emergency management assistance to the residents and visitors of the Londonderry and others with whom there are mutual aid agreements/compacts in place, and to help reduce the consequences of disasters and emergencies. This Plan outlines the planning assumptions, policies, concept of operations, organizational structures and the roles and responsibilities of all those involved in coordinating federal, regional, state and local activities.



## **LETTER OF AGREEMENT**

This letter of agreement (LOA) is signed by Londonderry, NH departments committed to supporting LEOP concepts, processes, and structures and carrying out their assigned functional responsibilities to ensure effective and efficient incident management, including designating representatives to staff interagency coordinating structure.

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**Kevin H. Smith, Town Manager**

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**Tom Dolan, Chairman Town Council**

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**Darren O'Brien, Fire Chief - EMD**

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**William Ryan Hart, Chief of Police**

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**Janusz Czyzowski, Director, Public**

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**Richard G. Canuel, Building  
Inspector, Health Officer**

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**Collene Mallious, Town Planner**

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**Nathan S. Greenburg School  
Superintendent**

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**Doug Smith, Finance Director**

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**Town Clerk**

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**Town Treasurer**

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## RECORD OF REVISIONS OR CHANGES

*Table is subject to change, general information should be captured in the table.*

CHANGE NUMBER	DATE	SUBJECT AREA	INITIALS
1	March 1, 2004	Adoption of EOP	
2	July 2009	Update of EOP	
3	2017	Format to new template	

*\*When any changes are made to the LEOP, fill in the above table. This will help each department see who made changes and when the Plan was last reviewed.*

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**PROPOSAL FOR CHANGES, CORRECTIONS, ADDITIONS & DELETIONS FORM**

**To: Londonderry, NH Emergency Management Director  
C/O Fire Chief Darren O'Brien, 280 Mammoth RD., Londonderry**

**Re: Local Emergency Operations Plan**

**Proposal for Changes, Corrections, Additions & Deletions**

Any user of this Plan is encouraged to recommend changes that the user feels may enhance or clarify a particular portion of this Plan. Suggested changes should be submitted to the Londonderry Emergency Management Director (EMD) at the above address for consideration. The EMD will respond with a written form, as to whether or not the suggestion will be implemented and, if not, why it will not be implemented. The format of the suggested changes should be:

Of the areas below

DATE: \_\_\_\_\_ I \_\_\_\_\_

Base Plan \_\_\_\_\_ Annex \_\_\_\_\_ ESF Appendix: \_\_\_\_\_

Incident Specific Annex/Documents \_\_\_\_\_

Section: \_\_\_\_\_

Paragraph/Subparagraph: \_\_\_\_\_

Page Number: \_\_\_\_\_

Currently  
Reads: \_\_\_\_\_

Proposed Change: \_\_\_\_\_

Other Comments:

Submitted by (Name): \_\_\_\_\_

Agency/Organization: \_\_\_\_\_

Contact (Phone or e-mail): \_\_\_\_\_

## CHAPTER I – INTRODUCTION

The Londonderry, NH Emergency Operations Plan, hereafter referred to as the EOP, is designed to address the response to consequences of any disaster or emergency situation that would affect the population and/or property within the Town of Londonderry, NH. The EOP is applicable to natural disasters such as earthquakes, hurricanes, and tornadoes; manmade incidents such as civil disturbances; and technological situations such as hazardous materials incidents (including Terrorism), power failures, nuclear power plant incidents, and national security emergencies.

The EOP describes the basic mechanisms and structures by which Londonderry would respond to potential and/or actual emergency situations. To facilitate effective response operations, the EOP incorporates a functional approach that groups the types of assistance to be provided into Emergency Support Functions (ESFs) (i.e., communications and alerting, transportation, etc.). Each ESF is assigned a primary or co-primary agency, which has been selected based upon statutory authority, current roles and responsibilities, resources, and capabilities within the particular functional area. Other agencies have been designated as support agencies for one or more of the ESF(s) based upon their expertise, resources, and capabilities to support the functional areas. The primary agency is responsible for developing and maintaining the ESF documents and for coordinating related tasks during emergency operations.

It is the intention of the Town of Londonderry to maintain compliance with the National Incident Management System. (NIMS)

The EOP establishes Londonderry's strategy to prevent, protect, prepare for, respond to, recover from, and mitigate the impacts of a wide variety of disasters and other emergencies that could adversely affect the health, safety and/or general welfare of the residents and guests of Londonderry.

The priorities that guide the emergency management practice for Londonderry are:

- *Reduce the loss of life and property of residents, property owners, businesses and visitors due to natural, technological, and/or man-made disasters*
- *Incident stabilization*
- *Environmental conservation*
- *Assist the Town of Londonderry in recovering from emergency situations through an immediate and coordinated restoration and rehabilitation of affected persons, businesses and properties*

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## PURPOSE AND SCOPE

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### PURPOSE

The primary purpose of the **LEOP** is to initiate, coordinate, and sustain an effective local response to disasters and emergency situations. Secondary to this is to make each organization and department aware of its responsibility in all-hazard emergency operations. This plan, upon being implemented by Londonderry will provide the basis for coordinating protective actions prior to, during, and after any type of disaster. The **LEOP** is designed to:

1. The LEOP establishes policies and procedures, and procedures, it describes strategies, assumptions, objectives, and how this plan supports the five phases of emergency management (Prevention, Mitigation, Preparedness/Protection, Response and Recovery), what Federal operations the LEOP follows: National Incident Management System (NIMS), Incident Command System (ICS), Emergency Support Function (ESF), Department of Homeland Security's (DHS) National Response Framework (NRF).
2. Establish a concept of interagency operations and multi-jurisdictional mechanisms for local government involvement in coordination of incident support activities in order to facilitate a timely and effective local response. This includes coordination structures and processes for disasters or other emergencies requiring emergency support to residents, guests and visitors.
3. Assign specific functional responsibilities to appropriate departments and Agencies.
4. Coordinate actions necessary to respond to an emergency and coordinate the links between local governments, neighboring states, and federal response including public and private incident management integration.
5. Unify the efforts of government, volunteers, and the private sector for a comprehensive approach to reducing the impacts of emergencies and disasters.
6. Establish policies and procedures, describe strategies, assumptions, objectives, and how this plan supports the five phases of emergency management (Prevention, Mitigation, Preparedness/Protection, Response and Recovery), what Federal operations the LEOP follows: National

Incident Management System (NIMS), Incident Command System (ICS), Emergency Support Function (ESF), Department of Homeland Security's (DHS) National Response Framework (NRF).

**SCOPE:**

The scope address the jurisdictional boundaries of the plan, the agencies and/or departments that have a role in implementing the plan as well as the actions that may be taken during the various phases of the emergency

- a) This is an operations-based Plan that follows NIMS, ICS, and NRF guidelines, incorporates the ESFs, other functional groups, as well as incident specific actions.
- b) The EOP also calls for regularly scheduled exercises and training to identify and enhance the capabilities of local relevant stakeholders when managing with emergency situations. It defines the responsibilities of local agencies, non-governmental organizations (NGOs) and partners from both the public and private sector. In addition, the EOP recognizes and incorporates the various jurisdictional and functional authorities of local departments and agencies, and private-sector organizations during an incident.
- c) **Development of "Standard Operating Procedures" (SOPs) is the responsibility of each individual agency identified within the LEOP.**

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## CONSTRUCTION OF THE PLAN

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The Londonderry LEOP includes the following:

### **BASE PLAN**

The Base Plan describes the structure and processes designed to integrate the efforts and resources of the federal, State, regional and local governments, the private sector and non-governmental organizations (NGOs). The Base Plan includes planning assumptions, roles and responsibilities, concept of operations, incident management actions, and Plan administration and maintenance instructions.

### **ANNEX A: EMERGENCY SUPPORT FUNCTIONS (ESFs)**

The Emergency Support Functions describe the responsibilities and general concepts for emergency management activities and obligations maintained by each individual function. These responsibilities include reduction of the immediate hazard, saving lives and property, incident stabilization, environmental and economic conservation and restoration of pre-incident conditions.

The Emergency Support Functions are comprised of 16 specific functional areas, they are:

- Transportation (ESF #1)
- Communications and Alerting (ESF #2)
- Public Works & Engineering (ESF #3)
- Firefighting (ESF #4)
- Information and Planning (ESF #5)
- Mass Care and Shelter (ESF #6)
- Resource Support (ESF #7)
- Health and Medical (ESF #8)
- Search and Rescue (SAR) (EF #9)
- Hazardous Materials (HAZMAT) (ESF #10)
- Food and Water (ESF #11)

- Energy (ESF #12)
- Law Enforcement and Security (ESF #13)
- Public Information (ESF 14)
- Volunteer and Donation Management (ESF #15)
- Animal Health and Shelter(ESF #16 )

#### **ANNEX B: INCIDENT/HAZARD SPECIFIC**

Some disasters or emergencies require unique approaches to prevention, preparedness, response, recovery and mitigation at some, or all levels. This Annex constitutes a collection of materials intended to address specific incidents/hazards. It includes specialized guidance, processes and administration to meet those needs based upon the individual characteristics of the incident.

#### **ATTACHMENTS/APPENDICES**

Attachments and Appendices provide additional relevant and/or more detailed supporting information for each section of the LEOP. This includes glossaries, acronyms, statutory authorities, and other documents.

## **PHASES OF EMERGENCY MANAGEMENT**

Emergency management operations are carried out within five distinct phases: prevention, mitigation, preparedness, response, and recovery.

*Define the **emergency management phases**.*

#### **PREVENTION**

Prevention means identifying, deterring or stopping an incident from occurring to protect property and lives.

#### **MITIGATION**

Mitigation includes actions that are taken before an emergency to eliminate or reduce the risk to human life and property from natural, technological and/or civil hazards. The goal of mitigation activities is to lessen the impact of a disaster or emergency and to



**Figure 1: Phases of Emergency Management**



reduce the costs of response and recovery operations.

#### **PREPAREDNESS / PROTECTION**

Preparedness/Protection actions are pre-emergency activities that attempt to prepare organizations to effectively respond to disasters or emergencies. This phase involves training, exercising, planning, and resource identification and acquisition. When these tactics are effectively created and implemented before an event there may be a reduction in the cascading events of a disaster or emergency.

#### **RESPONSE**

Response actions are taken immediately prior to, during, or directly after a disaster or emergency to save lives, minimize damage to property and enhance the effectiveness of recovery. Response begins when an emergency or disaster is imminent and/or immediately after it occurs.

#### **RECOVERY**

Recovery includes both short-term and long-term activities. Short-term recovery aims at returning infrastructure systems back to operating standards. Long-term recovery works to return the site to “near normal” conditions after a disaster or emergency. Long-term recovery also includes restoring economic activity and rebuilding community facilities and housing. Long-term recovery can take months or years. In some cases, recovery begins during the response to a disaster or emergency concurrently with response efforts.

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## **INCIDENT MANAGEMENT ACTIVITIES**

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NIMS is the national model for Preparedness, Communications and Information Management, Resource Management, and Command and Management. ICS, established by NIMS, is the model for command, control, and coordination for an emergency response. This system provides a means to coordinate the efforts of individual agencies as they work toward stabilizing the incident, protecting life, property, and the environment. ICS uses principles known to improve efficiency and effectiveness in an emergency response.

Londonderry, NH utilizes NIMS/ICS as the operational system to manage disaster and emergency situations. The Londonderry Fire Department and the Londonderry Police Department uses NIMS/ICS in their daily operations in managing incidents above the first response level.

The EMD may receive notification of a disaster or impending emergency from multiple sources. Depending upon the time and day, the sequence would be as follows:

1. The EMD would be alerted to the emergency or disaster situation by the Londonderry Fire dispatch, NH State Police, and/or other responding agencies. Depending upon the severity of the incident, the EMD would initiate all or part of the LEOP in coordination with the Town Manager, Police Chief and Fire Chief.
2. If the emergency occurs during off duty hours, the EMD is notified of the situation via the Londonderry Fire dispatch and/or Londonderry Police Dispatch. Based upon the severity of the incident, the EMD will initiate further notifications and/or activations (partial or full) of the LEOP.
3. Primary and support agency notification actions are described in detail under the agency's assigned ESF component of the LEOP.
4. Upon initial notification each responding agency is responsible for conducting its own internal notifications.

Activation of the EOC is dependent on a variety of circumstances. Generalized assumptions are as follows:

1. The LEOP will be utilized to address particular requirements of a given event or emergency situation. Selected functional ESF's will be activated based upon the nature and scope of the event and the level of State and Local support needed.
2. Based upon the requirements of the situation, EMD will notify town departments and agencies regarding activation of some or all of the functional ESFs and other structures of the *EOP*. Priority for notification will be given to primary agencies as specified by the ESFs.
3. When activation of the LEOP (partial or full) is initiated, and unless otherwise specified, all departments and office representatives having primary and/or co-primary roles and responsibilities, as specified in the LEOP, will deploy as needed, to the EOC, and activate their respective ESF component to the LEOP and relevant SOPs/SOGs.
4. The identification and notification procedures for local to state and federal interface are described in the functional and hazard specific ESFs.

5. Once the EOC is activated, the NH State EOC at (800) 852-3792 will be notified immediately. The linkage within the Local EOC and the State EOC will be established and maintained. Whenever possible, the EOC should establish contact to the State EOC via WEB-EOC.
6. The following highlights the issues regarding this linkage with specifics found in the individual ESFs.
7. Provide a single point of contact with contact information to the State EOC, normally the EMD.
8. Status reports, compiled by EOC staff will be forwarded to the State EOC by the Emergency Management Director.
9. The Town of Londonderry and the offices of NH Homeland Security have standardized software with Microsoft Office. No compatibility conflicts are apparent.
10. EMD shall have direct responsibility for the organization, administration and operation for emergency management within Londonderry. The primary EOC is located at the Londonderry Police Station, 268 Mammoth Road. Security and maintenance of the EOC facilities will be carried out in accordance with EOC SOPs to be developed by the EMD.
  - a. In the event the primary EOC is inaccessible/usable, staff will report to the alternate EOC located at the Londonderry Fire Station, 280 Mammoth Road.

**EMERGENCY SUPPORT FUNCTIONS**

**ESF #1 – TRANSPORTATION** addresses emergency-related transportation issues that include assessing damage to and restoring and maintaining transportation routes during disasters or emergencies in coordination with governmental and private organizations, as required. In addition, ESF #1 supports evacuation and re-entry operations for threatened/involved areas and the transportation of response personnel, materials, goods and services to emergency sites.

**ESF #2 – COMMUNICATIONS AND ALERTING** addresses the provision of communication resources and coordination to support local collaboration and information sharing. ESF #2 is also responsible for the provision of emergency warning and notifications to the public and response personnel as well as the back-up, restoration and repair of some communication infrastructure.

**ESF #3 – PUBLIC WORKS AND ENGINEERING** addresses most engineering concerns that are not related to transportation systems and becomes involved in a wide array of mission types in response and recovery efforts. These missions include inspection and assessment; debris removal management; demolition and stabilization; reconnaissance; emergency repairs; and, temporary and permanent construction.

**ESF #4 – FIREFIGHTING** addresses fire suppression in rural, urban and wild-land settings that result from naturally-occurring, technological or man-made disasters or emergencies. Local jurisdictions have the responsibility of providing basic fire service protection.

**ESF #5 – INFORMATION AND PLANNING** provides for the overall management and coordination of emergency operations in support of local government; collects, analyzes and disseminates critical information on emergency operations for decision making purposes; identifies the roles and responsibilities of state government in coordinating federal assistance to local government.

**ESF #6 – MASS CARE AND SHELTER** addresses, coordinates and reports on the emergency mass care activities of local and partner NGOs responsible for sheltering, feeding, counseling, temporary housing and related social services and welfare activities required to assist disaster clients. In addition, this ESF is responsible for the safety and well-being of household pets in shelters.

**ESF #7 – RESOURCE Support** addresses support to local entities involved in emergency response and recovery. This support includes locating, procuring and issuing resources

including equipment, supplies, facilities, and services required by emergency responders and disaster survivors.

**ESF #8 – HEALTH AND MEDICAL SERVICES** Provides care and treatment for the ill and injured; mobilizes trained health and medical personnel and other emergency medical supplies, materials and facilities; provides public health and environmental sanitation services, disease and vector control, and the collection, identification, and protection of human remains.

**ESF #9 – SEARCH AND RESCUE (SAR)** addresses the provision of guidance and organization of Local agencies that may be employed during SAR operations, in both suburban and rural scenarios. SAR operations include, but are not limited to: the location, recovery and extrication of victims who have become lost or entrapped as a result of a disaster or life-threatening emergency..

**ESF #10 – HAZARDOUS MATERIALS (HAZMAT) RESPONSE** addresses different types of hazardous materials. In a hazardous materials event, responsibilities include: providing a coordinated local response in accordance with ICS; assisting in the assessment of, response to and recovery from hazardous materials incidents; ensuring that prompt measures are taken to contain, remove and dispose of spilled hazardous materials; and advising the public, in concert with local agencies, of the situation, potential dangers and protective actions they should take.

**ESF #11 – FOOD AND WATER** addresses identifies, secures, prepares, and/or arranges for transportation of safe food and water supplies for mass feeding to affected areas following a disaster.

**ESF #12 – ENERGY** addresses the coordination of utilities and related governmental and private organizations to provide information for local-level assessment, response and recovery operations related to fuel shortages, power outages and capacity shortages that may impact residents. This ESF also provides information on the transportation of fuel, sources for the provision of emergency power to support immediate response operations, and the restoration of normal energy supplies.

**ESF #13 – LAW ENFORCEMENT AND SECURITY** addresses response and recovery activities and can include the following: Provides for the protection of life and property by enforcing laws, orders, and regulations, including the movement of persons from threatened or hazardous areas; provides for area security, traffic, and access control maintaining law and order; assisting with the dissemination of alerts, warnings and notifications; coordinating law enforcement mutual aid.

**ESF #14 – PUBLIC INFORMATION** addresses support in providing residents with timely and potentially lifesaving information during major disasters or other emergencies. This ESF is also responsible for the development and dissemination of a variety of information, education, and instructions to the general public, government officials and the news media through direct contact, briefings, presentations, news releases and advisories, websites, social media postings, and oversight of public inquiry lines established in or for the support of emergency management activities.

**ESF #15 – VOLUNTEER AND DONATIONS MANAGEMENT** addresses the restoration of communities damaged by a disaster or emergency by coordinating the efficient and effective delivery of donated goods and volunteer services to the impacted areas. This ESF will also be the liaison for those voluntary organizations that provide disaster services within the community, so that capabilities and resources will be effectively integrated with other local, State and federal agencies to meet the needs of the disaster or emergency.

#### **ESF # 16 ANIMAL HEALTH and SHELTER**

Animal Health provides the framework for managing and coordinating the activities and resources required to affect the rapid containment of any reportable and/or communicable disease that poses a significant threat to the health and welfare of animals and people. This will include pets (domestic and exotics), wildlife, and large animals and livestock. This ESF will also provide for the overall management, coordination, and prioritization of State wide resources that support pet, farm, and wild animal needs in the event of an emergency or disease.

*Figure 2 – Emergency Support Function Assignment Matrix*

<i>Function</i>	<i>Town Manager</i>	<i>EMD</i>	<i>Police Dept.</i>	<i>Fire Dept.</i>	<i>Animal Control</i>	<i>Public Works</i>	<i>Building Insp.</i>	<i>School Superintendent</i>	<i>Red Cross</i>	<i>Finance Officer</i>	<i>Health Officer</i>	<i>Human Services</i>	<i>Town Planner</i>	<i>A.L.E.R.T</i>	<i>HazMat M.A.D.</i>	
<i>Transportation</i>	<i>S</i>	<i>S</i>	<i>P</i>	<i>P</i>		<i>S</i>		<i>S</i>		<i>S</i>						
<i>Communications/ Alerting</i>	<i>S</i>	<i>S</i>	<i>P</i>	<i>P</i>		<i>S</i>		<i>S</i>						<i>S</i>		
<i>Public Works/ Engineering</i>	<i>S</i>	<i>S</i>	<i>S</i>	<i>S</i>		<i>P</i>	<i>S</i>			<i>S</i>				<i>S</i>		
<i>Fire Fighting</i>	<i>S</i>	<i>S</i>	<i>S</i>	<i>P</i>		<i>S</i>									<i>S</i>	
<i>Information &amp; Planning</i>	<i>S</i>	<i>P</i>	<i>S</i>	<i>S</i>	<i>S</i>	<i>S</i>		<i>S</i>	<i>S</i>	<i>S</i>	<i>S</i>	<i>S</i>	<i>S</i>			
<i>Mass Care &amp; Shelter</i>	<i>S</i>	<i>P</i>	<i>S</i>	<i>S</i>		<i>S</i>		<i>S</i>	<i>P</i>	<i>S</i>		<i>S</i>				
<i>Resource Support</i>	<i>S</i>	<i>P</i>	<i>S</i>	<i>S</i>		<i>S</i>	<i>S</i>	<i>S</i>	<i>S</i>		<i>S</i>	<i>S</i>	<i>S</i>			
<i>Health &amp; Medical Services</i>	<i>S</i>	<i>S</i>	<i>S</i>	<i>P</i>		<i>S</i>		<i>S</i>			<i>S</i>	<i>S</i>				
<i>Search &amp; Rescue</i>	<i>S</i>	<i>S</i>	<i>P</i>	<i>P</i>		<i>S</i>								<i>S</i>	<i>S</i>	
<i>Hazardous Materials</i>	<i>S</i>	<i>S</i>	<i>S</i>	<i>P</i>		<i>S</i>	<i>S</i>	<i>S</i>			<i>S</i>				<i>P</i>	
<i>Food &amp; Water</i>	<i>S</i>	<i>P</i>	<i>S</i>	<i>S</i>		<i>S</i>		<i>S</i>		<i>S</i>	<i>S</i>					
<i>Energy</i>	<i>S</i>	<i>P</i>	<i>S</i>	<i>S</i>		<i>S</i>										
<i>Law Enforcement / Security</i>	<i>S</i>	<i>S</i>	<i>P</i>	<i>S</i>	<i>S</i>	<i>S</i>								<i>S</i>		
<i>Public Information</i>	<i>P</i>	<i>S</i>	<i>S</i>	<i>S</i>		<i>S</i>		<i>S</i>								
<i>Volunteers &amp; Donations</i>	<i>S</i>	<i>P</i>	<i>S</i>	<i>S</i>				<i>S</i>				<i>S</i>				
<i>Animal Health</i>	<i>S</i>	<i>S</i>	<i>S</i>		<i>P</i>	<i>S</i>				<i>S</i>	<i>S</i>					





## **AUTHORITIES AND REFERENCES**

### **REFERENCES**

The following documents serve as guidance and reference in the development, maintenance and execution of this EOP:

FEMA, State and Local Guide (SLG) - 101, Guide for All-Hazard Emergency Operations Planning, September 1996.

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National Response Framework, January 2007; May 2013.

Emergency Planning, Independent Study, February 2006.

National Incident Management System, December 2008

Federal Emergency Management Agency, CPG 1-10, Guide for the Development of a State and Local Continuity of Government Capability.

Federal Emergency Management Agency, CPG 1-20, Guide for EOC Operations.

State of New Hampshire RSA's:

Fire: RSA 154 24-30

Police: RSA 105:13 and 106-C

EMS: RSA 21-P: 39

Health: RSA 128.6

Water: RSA 53-A:32

## CHAPTER II - SITUATION AND PLANNING ASSUMPTIONS

From an emergency operations planning perspective, hazard analysis helps a planning team decide what hazards merit special attention, what actions must be planned for, and what resources are likely to be needed. For the purpose of emergency operations planning, basic considerations include the following:

1. Identify Hazards
2. Profile Hazard Vulnerability
3. Critical Facility Vulnerability

### ***b. Scope***

This document applies to all natural and manmade hazards in Londonderry, NH that require response and recovery actions under the **LEOP**.

### ***c. Situation***

1. **Government:** Londonderry, NH is governed by a Town Manager, Town Council with an open Town Meeting form of Government. The town maintains a full time Town Manager, Fire and Rescue Department, Police Department, and Public Works Department.
2. **Population:** Londonderry has a stable population of 24,563 (2015) with a moderate seasonal increase in summer. Because of the large number of commercial/business/industrial employers within the Town and the Manchester – Boston Regional Airport being within the Town, daytime population does increase substantially. There are 595.3 persons per square mile of land area. The Town contains 42.0 square miles of land area and 0.1 square miles of inland waterway.
3. **Transportation:** Major highways are: State routes 28, 102 and 128. Inter State highway(s): I-93, Exits 4 and 5.
4. **Water & Sewer System:** Water supply is provided by Manchester Water Works, Pennichuck Water Co. and private wells. Sewer treatment is provided by city of Manchester, Town of Derry and onsite septic systems.

**Community Contacts**

Londonderry Planning & Economic Development

John Vogl, GIS Manager/Comprehensive Planner

268B Mammoth Road, Londonderry, NH 03053

Telephone (603) 432-1100 x103

Fax (603) 432-1128

E-mail [jvogl@londonderrynh.org](mailto:jvogl@londonderrynh.org)

Town Web Site: [www.londonderrynh.org](http://www.londonderrynh.org)

Municipal Office Hours: Monday through Friday, 8:30 am - 5 pm

County Rockingham

Labor Market Area Nashua, NH-MA NECTA Division

Tourism Region Merrimack Valley

Planning Commission Southern NH

Regional Development Regional Economic Development Corp.

**Election Districts**

US Congress District District 1

Executive Council District 4

State Senate District District 14

State Representative Rockingham County District 5

Source: Economic & Labor Market Information Bureau, NH Employment Security, April 2017.  
Community Response Received 6/15/2016

**Date Incorporated:** 1722

**Origin:** This region was settled by Scotch colonists in 1718 at the encouragement of Massachusetts Governor Samuel Shute, when New Hampshire was still considered part of that colony. It was at that time known as Nutfield because of heavily wooded areas. In 1722, the township was incorporated as Londonderry, after the town in Ireland from where many of the settlers had come. At the time, Londonderry was the second-largest town in New Hampshire, and included all or part of Derry, Manchester, and Windham. Early Londonderry settlers spread out into surrounding villages, bringing Scottish and Irish names such as Antrim, Derry, and Dunbarton.

Villages and Place Names: North Londonderry, West Derry, Wilson

**Population, Year of the First Census Taken:** 2,622 residents in 1790

**Population Trends:** Londonderry had the sixth largest percent change and the fourth largest numeric change over 54 years. Population change totaled 21,790, from 2,457 in 1960 to 24,247 in 2014. The largest decennial percent change was an 154 percent increase between 1970 and 1980, which followed an 118 percent increase the previous decade. The 2014 Census estimate for Londonderry was 24,247 residents, which ranked tenth among New Hampshire's incorporated cities and towns.

**Population Density and Land Area, 2014 (US Census Bureau):** 576.9 persons per square mile of land area. Londonderry contains 42.0 square miles of land area and 0.1 square miles of inland water area.

The Town of Londonderry is located in Rockingham County in the Southern portion of New Hampshire, 7 miles from the Massachusetts border. The Town also consists of the villages of East Londonderry and West Londonderry.

### **Municipal Services**

**Type of Government**      Town Manager - Town Council

**Budget:** Municipal Appropriations, 2015      \$28,054,908

**Budget:** School Appropriations,      2015      \$66,240,583

**Zoning Ordinance** 1962/15

**Master Plan:**      2012

**Capitol Improvement Plan:**      Yes

**Industrial Plans Reviewed By:** Planning Board

**Emergency Services**

**Police Department** Full-time

**Fire Department** Full-time

**Emergency Medical Service** Fire Department – Advanced Life Support Level

**Nearest Hospital(s)** Parkland Medical Center, Derry  
Distance: 4 miles Staffed Beds: 82  
  
Eliot Hospital, Manchester Distance 8.7 Miles  
Staffed: 296 Beds

**TRANSPORTATION**

**INTERSTATE HIGHWAYS;** Interstate 93, Exit 4 and Exit 5.

**STATE HIGHWAYS;** State highways running through Londonderry are Routes 28, 102 and 128

**RAIL LINES:** There are no rail lines running through Londonderry and there are no navigable waterways in the Town that could be used for shipping.

**AIRPORTS;** Manchester/Boston Regional Airport which is serviced by 4 scheduled airlines and several private fields in and around Londonderry

**BUS SERVICE:** Londonderry is served by C.A.R.T, a regional transportation service

**HOSPITALS;** There are no medical hospitals in Londonderry. The nearest medical hospital is Parkland Medical Center in Derry, a 82 bed facility located 7 miles from Londonderry. And Eliot Hospital in Manchester, 8 miles distance. Londonderry has a medical center and urgent care facility in the town.

**GEOGRAPHY;** Londonderry highest point is Number 8 hill at 535 feet above sea level. Other named elevations are Moose Hill and Wiley Hill. On average, Londonderry is 350 feet above sea level.

Scobie Pond, a 24 acre pond with the only public boat ramp in Londonderry, and Wheeler Pond are in Londonderry. There are 2 dams in Londonderry- Kendall Pond Dam (27 ft long x 11 ft high) and Center Village Dam (88 ft long x 13 feet high)

**CLIMATE:** Londonderry, New Hampshire, averages 45 inches of rain per year. The US average is 37. Snowfall average is 57 inches. The average US city gets 25 inches of snow per year. The number of days with any measurable precipitation is 125.

On average, there are 200 sunny days per year in Londonderry New Hampshire. The July high is around 84 degrees. The January low is 13.

### Utilities

<b>Electricity</b>	Eversource Energy; NH Electric Co-op
<b>Natural Gas Supplier</b>	Liberty Utilities
<b>Water Supplier</b>	Pennichuck; Manchester Water Works & private wells
<b>Telephone Supplier</b>	Fairpoint
<b>Sanitation</b>	Private septic & municipal
<b>Municipal Wastewater Treatment Plant</b>	Off site to Derry
<b>Curbside Trash Pickup</b>	Municipal
<b>Cellular Telephone Access</b>	Yes
<b>Cable Television Access</b>	Yes
<b>Public Access Television</b>	Yes
<b>High Speed Internet Service:</b>	Yes
Business	Yes
Residential	Yes

### Housing

Total Housing Units	8,870
Single-Family Units, Detached or Attached	7,310
Units in Multiple-Family Structures: Two to Four Units in Structure:	289
Five or More Units in Structure:	816
Mobile Homes /Other Housing Units:	455

**Demographics**

<b>Total Population</b>	<b>Community</b>	<b>County</b>
	2015 24,563	299,006
	2010 24,129	295,223
	2000 23,373	278,748

Demographics, American Community Survey (ACS) 2010-2015

**Population by Gender**

Male: 12,097                      Female: 12,150

**Population by Age Group**

Under age 5	1,076
Age 5 to 19	5,452
Age 20 to 34	3,698
Age 35 to 54	7,745
Age 55 to 64	3,646
Age 65 and over	2,630
Median Age	41.4 years

**Individuals below the poverty level**    3.0%

**SENSITIVE POPOULATION – Special Needs Facilities**

Age 65 and over:	2,630 persons
Schools: Elementary P-K, 1-4	1,771 children plus staff
Middle School 6-8	996 children plus staff
High School 9-12	1,584 children plus staff
Licensed Day Care Centers (23)	1, 584 children plus staff
Assisted Living	100+- plus staff

**EDUCATION AND CHILD CARE**

Schools students attend:

**Londonderry operates grades K-12 District: SAU 12**

Career Technology Center(s): Manchester School of Technology Region: 12

**Educational Facilities (includes Charter Schools)**

	<b>Elementary</b>	<b>Middle/Junior</b>	<b>High</b>	<b>Private/Parochial</b>
Number of Schools	4	1	1	2
Grade Levels	P K 1-5	6-8	9-12	P K 1-12
Total Enrollment	1,771	996	1,584	90

Nearest Community College: Nashua

Nearest Colleges or Universities: New England; Southern NH University; UNH-Manchester   Hessen College.   Chester College of N.E.

2016 NH Licensed Child Care Facilities (DHHS-Bureau of Child Care Licensing)

Total Facilities: 23   Total Capacity: 1,507



## HAZARDS ANALYSIS

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### Londonderry, New Hampshire Hazards

Fifteen (15) hazard categories were identified for the development of this emergency plan:

- Multiple Vehicle accident
- Mass casualty incident
- Earthquake
- Hurricanes/Nor'easter/high wind event
- Tornado/microbursts
- Flooding
- Heavy snow/ice storm/blizzard
- Prolonged service outages
- Conflagration/Major fire
- Downed aircraft
- Explosions
- Terrorism
- Drought
- Wildfire
- Hazardous Materials Incidents

These fifteen (15) hazards categories were broken down into 4 tables addressing twenty-six (26) individual types of hazards and appear in Tables 2.1, 2.2, 2.3 and 2.4.

Table 2-1

**NATURAL HAZARDS -**

- Earthquake: Londonderry is within an area prone to seismic activity. Most activity is minor but the potential exists for a significant event.
- Tornado/microbursts: Shifting weather patterns have resulted in severe weather affecting Londonderry in the past. Destruction from a tornado or microburst could be severe as populated areas are dominated by wooded structures.
- Flooding: Londonderry has pre-identified flood prone areas. Combined with the potential for severe storms and a substantial winter thaw, Londonderry is vulnerable to flooding resulting in restricted travels ways and evacuations.
- Severe Winter Weather: Prolonged cold spells are common in Londonderry especially when combined with blizzards, high winds and heavy snow events
- Heavy Snow/Ice Storms/Blizzards: Londonderry does experience severe storms which can prohibit or restricts residents travel for essentials such as food or medical care and impacts First Responder response to emergencies.
- Hurricane/Nor'easter/High Wind: While not a coastal community, Londonderry is impacted by high winds and heavy rain from these types of events.
- Wildfires: Londonderry is heavily wooded and wildfires are an annual occurrence.
- Drought: Prolonged dry spells in the summer and fall occur often and effects on private water supply could be an issue.

Natural Hazard	Frequency	Severity
Earthquake	Low	High
Tornadoes/Microburst	High	High
Flooding	Moderate	Moderate
Severe Winter Weather	High	<b>High</b>
Snow/Ice Storms/Blizzard	High	High
Hurricane/Nor'easter/Wind	Moderate	High
Wildfires	Moderate	Moderate
Drought	Moderate	Moderate

Table 2.2

**Hazardous Materials (HazMat) and Technological Hazards**

- Hazardous Materials (HazMat) Incident: Hazardous materials may be released in uncontrollable fashion from a spill or leak, endangering the public, first responders and the environment.
- Technological: Prolonged service outages: Past experience has shown that the potential exists for essential services to be interrupted for long periods of time. Essential services are defined as electric, potable water, propane gas, heating oil, food, telephone, cable, internet and vehicle fuels.

HazMat	Frequency	Severity
Hazardous materials: Leaks	Moderate	High
Hazardous materials: Spills	Moderate	High
Communications: Phone, cable, internet	Moderate	High
Prolonged service outage: Electric	Moderate	High
Fuel shortage – Propane	Low	High
Fuel shortage :Heating oil	Low	High
Fuel shortage: Gasoline-Diesel	Low	High
Supply shortage – Food	Low	High
Supply shortage – Potable Water	Low	High

Table 2.3

**INTENTIONAL ACTS**

- Terrorism: The deliberate destruction and/or damage to services and facilities, with the intent to cause destruction and/or major damage to same and cause bodily harm/death to humans that could occur at any time with or without warning.

Intentional Threat/Acts	Frequency	Severity
Terrorism - Chemicals	Low	High
Terrorism – Explosive Devices	Low	High
Terrorism – Radiological exposure	Low	High
Terrorism – Armed assault	Low	High
Terrorism - Biological	Low	High

**Table 2.4****HUMAN CAUSED/RELATED HAZARDS**

- Conflagration/Major fire: An unplanned ignition of structures, vehicles or property which results in a fire of significant magnitude. Londonderry has numerous large buildings predominantly constructed of wood which would affect normal operations of the Town, employment and tax revenue should they become involved in fire.
- Downed aircraft: Londonderry has several private aircraft landings/takeoffs in Town and there are several small private Airports. The Manchester/Boston regional airport is in Londonderry and their airport flight paths go directly over the Town.
- Mass Casualty Incident (MCI): An event that involves 5 or more victims and caused by a traumatic incident, exposure to a hazardous material, or a medical/infectious condition. Londonderry has a large population of students in schools, children in day care and a large sensitive/institutional population.
- Explosions: Accidental detonation of any kind or origin resulting in personal injuries or the interruption of services.

Human Caused/Related	Frequency	Severity
Conflagration	Low	High
Major Structure Fire	Moderate	High
Downed aircraft	Low	High
Mass Casualty – Trauma	Moderate	High
Mass Casualty – Medical	Low	High
Mass Casualty – Hazardous Materials	Low	High
Explosions: Chemical, Liquid, Gas	Low	High

## EMERGENCY OPERATIONS PLANNING ASSUMPTIONS

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### Planning Assumptions

An emergency or disaster can occur in Londonderry at any time, any place. It may create significant degrees of human suffering, property damage and economic hardship to individuals, local government, and the business community. The town of Londonderry assumes that there are many emergency situations that may directly produce severe consequences and the varying degrees of impact will affect the response. Hence, the following assumptions are valid:

1. The town, in conjunction with the State, is primarily responsible for natural, manmade, and technological emergency preparedness and has shared responsibilities with the State and Federal government for national security preparedness.
2. These responsibilities necessitate the development of a multi-hazard plan, with functional ESFs and detailed procedures.
3. That a disaster, producing a great number of casualties and wide spread damage, may occur with little or no warning.
4. Depending upon the severity of the situation, the Town of Londonderry may be quickly overwhelmed with the emergency.
5. Each level of government will respond to an incident using its available resources, to include the use of mutual aid, and may request assistance from the next higher level of government, if required (i.e., Londonderry to State and State to Federal government).
6. The State will modify normal operations and redirect resources to assist and support our local government in saving lives, relieving human suffering, sustaining survivors, protecting property, and re-establishing essential services.
7. Private and volunteer organizations, (i.e., American Red Cross, Volunteer Organizations Active in Disasters (VOAD), etc.) will provide immediate life-sustaining relief to individuals and families, not normally available from government resources. Local and/or State agencies will assist these organizations by providing information, guidance, and coordination of relief efforts.

8. Local and State emergency operations plans address the ability to direct, control, coordinate and manage emergency operations during multiple events.
9. The Incident Command System (ICS) will be used as the principal on-scene incident management system to direct and control response and initial relief actions and activities.
10. State and Federal government resources and expertise can be mobilized to augment emergency operations and recovery efforts beyond the capabilities of local government.
11. Londonderry government will continue to function under all disaster and emergency conditions.
12. Citizens expect governments to keep them informed and to provide assistance in the event of an emergency or disaster. All levels of government share the responsibility for working together in mitigating, preparing for, responding to, and recovering from the effects of an emergency or disaster.
13. If the situation warrants, the Governor of New Hampshire may declare a STATE OF EMERGENCY and request immediate Federal assistance to augment efforts in relieving major emergency or disaster related problems beyond the capabilities of State and the Town of Londonderry.

## **CHAPTER III - ROLES AND RESPONSIBILITIES**

### **TOWN OF LONDONDERRY**

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The Londonderry Emergency Management Director (EMD), has the responsibility for the development and implementation of emergency management programs designed to provide for rapid and effective response to an emergency situation. The EMD and the Town of Londonderry plan for the protection of life and property within the community. Londonderry department heads and NGOs (Nongovernmental and volunteer organizations) work with the EMD during the development of local emergency plans and are prepared to provide response resources.

### **FEDERAL GOVERNMENT**

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

- Supporting local governments in planning, preparedness, mitigation, response, and recovery operations;
- Coordinating Federal aid for a Presidentially Declared Disaster (PDD) and emergencies by implementing the NRF;
- Coordinating emergency preparedness for the possibility of nuclear power plant accidents, radiation accidents, and attack; and,
- Ensuring continuity of government and coordinating mobilization of resources during national security emergencies.

## **NON-GOVERNMENTAL AND VOLUNTEER ORGANIZATIONS (NGOs)**

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NGOs collaborate with other agencies and organizations, first responders and all levels of government to provide relief services to sustain life, reduce physical and emotional distress and promote recovery of disaster victims when assistance is not available from other sources. Private relief organizations have a two-fold responsibility. The first responsibility is to cooperate and coordinate with government agencies to help ensure broad and thorough coverage of relief. The second, and more important responsibility, is to provide relief not provided by the government on a complementary and supplementary basis.

NGOs also serve a vital role at the local, State, at all levels by performing essential service missions in times of need. They provide sheltering, emergency food supplies, and other vital support services.

## **PRIVATE SECTOR**

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The roles, responsibilities and participation of the private sector vary based on the type and impact of disaster or emergency. Regardless, as a key element of local economies; private sector recovery and restoration is essential to aid the jurisdictions impacted.

Certain organizations are required by existing law and regulation to bear the cost of planning and response to disasters or other emergencies, regardless of cause. In the case of a catastrophic incident, these private-sector organizations are expected to mobilize and employ the resources necessary and available, in accordance with their plans, to address the consequences of incidents at their own facilities or emergencies for which they are otherwise responsible.

Private-sector organizations play an essential role in protecting critical infrastructure systems and implementing plans for the rapid restoration of normal commercial activities and critical infrastructure operations in the event of disruption. The protection of critical infrastructure and the ability to rapidly restore normal commercial activities can mitigate the impact of an incident, improve the quality of life of individuals, and accelerate the pace of recovery for Londonderry. Available to Londonderry are owners/operators of critical infrastructure and key resources facilities, notably in healthcare, food supply, fuel supply, communications and power generation.



The roles of private sector organizations may include: Impacted Organization or Infrastructure, Response Resource, Regulated and/or Responsible Party, or a Local Emergency Management Organization Member.

## **PRIMARY RESPONSIBILITIES**

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### **Londonderry Elected/Appointed Officials and Departments**

**The Town Manager** is considered Londonderry's chief executive and is responsible for the public safety and welfare of the people of Londonderry.

**The Town Manager is responsible for:**

1. Supporting Emergency Management efforts in establishing, equipping and staffing an Emergency Operations Center (EOC).
2. Protecting life and property through executive decisions assisted by all departments and organizations stated herein.
3. Requesting and coordinating all military assistance through the NH-Homeland Security Emergency Management (NH HSEM).
4. Issuing the Declaration of a State of Emergency
5. Issuing emergency evacuation recommendations.
6. Providing emergency public information and instructions.
7. Coordinating emergency shelter, feeding and clothing.
8. Providing leadership for disaster mitigation program.

**The Emergency Management Director** oversees the local level planning, preparation, exercise, response and mitigation of terrorist threats, natural and human caused disasters and other emergencies.

**The Emergency Management Director (EMD) is responsible for:**

1. Coordinating emergency operations training for all departments.
2. Conducting test exercises of a multi-department nature and assisting departments to conduct their own test exercises.
3. Coordinating the emergency operations.
4. Assisting in providing for the protection of life and property.
5. Maintaining of the Emergency Operation Plan.
6. Assisting all departments in maintaining and training auxiliary forces.
7. Gathering and analyzing all information and instructions for the general public, with the PIO, to be released by the Chairman.
8. Providing and maintaining an up-to-date departmental emergency operations plan and assisting other departments in providing and maintaining their own departmental emergency operations plans.
9. Providing information on existing and potential resources.
10. Providing and coordinating administrative support for the EOC.
11. Coordinating emergency functions for Londonderry or organizations and industries.

12. Coordinating the rationing of essential Londonderry resources and supplies, as directed by the Town Manager
13. Coordinating the training and assignment of public shelter management and staff.
14. Establishing a Londonderry shelter plan.
15. Collecting and providing ESF information for inclusion into Situation Reports (SitRep).

Local agency and Londonderry department heads and their staffs shall develop plans, trainings, internal policies and procedures to meet prevention, preparedness, mitigation, response and recovery needs as identified in the LEOP. Training should be multi-level, interagency training accompanied by exercises to develop and maintain necessary capabilities.

**The Police Department is responsible for:**

1. Providing emergency operations training for its own personnel, assisted by the Emergency Management Director (EMD).
2. Conducting its own test exercises, as coordinated by the EMD.
3. Protecting life and property, assisted by all departments.
4. Providing crowd control, assisted by the Fire Department, if available.
5. Dispersing its own equipment and manpower to strategic locations, as necessary.
6. Maintaining and training its own auxiliary forces, assisted by the Emergency Management Director.
7. Coordinating regional police mutual aid.
8. Assisting the Fire Department in providing radiological monitoring capability.
9. Coordinating all emergency traffic control procedures within the Town of Londonderry.

**The Fire Department is responsible for:**

1. Providing emergency operations training for its personnel.
2. Conducting test exercises, as coordinated by the Emergency Management Director.
3. Dispersing its own equipment and manpower to strategic locations, as necessary.
4. Coordinate monitoring radiological accidents or incidents by Regional HazMat team.
5. Containing and extinguishing fires.
6. Coordinating regional fire mutual aid.
7. Providing rescue operations and emergency medical services.
8. Receiving warnings from Londonderry Fire Dispatch and alerting local officials.

9. Developing a public warning plan and system in coordination with the EMD and Police Dept.
10. Coordinating the emergency communications system.
11. Supervising emergency operations in hazardous materials accidents or incidents.

**The Public Works Director is responsible for:**

1. Providing emergency operations training for members of his own staff, assisted by the Emergency Management Director.
2. Assisting in the protection of life and property.
3. Dispersing its own equipment and manpower to strategic locations, under direction of the EOC/EMD.
4. Maintaining and training its own auxiliary forces, assisted by the Emergency Management Director.
5. Coordinating regional highway mutual aid.
6. Keeping streets clear of debris.
7. Assists in providing refuse disposal.
8. Assists in coordinating restoration of utility services.
9. Coordinating damage assessment activities.

**The School Superintendent is responsible for:**

1. Providing emergency operations training for its own personnel, assisted by the EMD.
2. Designate a school representative(s) who would report to the EOC at the time of an emergency.
3. Conducting test exercises, at the Londonderry Public Schools, as coordinated by the EMD, Police Chief and Fire Chief.
4. Coordinating regional mutual aid within the SAU.
5. Evacuate students and staff, if necessary, as per the schools emergency evacuation plan.
6. Coordinate with the EMD for mass transportation as provided in ESF #1.
7. Assisting the Red Cross in the mass feeding and sheltering of evacuees, if schools are included in Mass Care and Shelter and Food and Water.
8. Coordinating emergency operations planning in all public schools and maintaining an up-to-date school department emergency implementation plan.

**The Building Inspector is responsible for:**

1. Coordinating emergency repairs to essential Londonderry structures.
2. Coordinating damage assessment activities.
3. Maintaining an accurate record of all issues which need to be addressed in an effort to maintain or reestablish State code compliance or health and safety issues.
4. Monitoring all temporary facilities to maintain health code compliance.

**The Town Finance Director is responsible for:**

1. Maintaining records of emergency expenditures.
2. Advising Town Manager/Council on the disbursement of town funds.

**The Town Clerk is responsible for:**

1. Providing data on population
2. Maintaining Town records and data during the emergency.
3. Protecting all town records

**The Health Officer- (Greater Derry Regional Health Network) is responsible for:**

1. Enforcing public health standards.
2. Inspecting shelters and food service areas for sanitary conditions.
3. Coordinating inoculation or immunization in coordination with the Greater Derry Regional Health Network.
4. Coordinating emergency health care planning in coordination with Greater Derry Regional Health Network.

**The Community Services Coordinator (A.L.E.R.T.) is responsible for:**

1. Coordinating with American Red Cross.
2. Coordinating volunteers and donations.

**The Planning Board is responsible for:**

1. Providing maps for planning and EOC display purposes.

**Emergency Support Function (ESF) - Support Agencies**

Each ESF has delineated Lead and Support Agencies. The designations denote key roles in the execution of the specified function.

**SUPPORT AGENCY**

An agency for an ESF with specific capabilities and resources to support the ESF Lead Agency in executing the ESF mission. Specific responsibilities are articulated in the individual ESF Annexes; but, the Support Agencies are primarily responsible to:

1. Provide personnel, supplies, equipment and resources as provided in Memorandums of Understandings and Mutual Aid Agreements with the Town of Londonderry.
2. Provide personnel that are trained and equipped for the specific ESF, disaster or emergency they will be responding to.
3. The American Red Cross (ARC) has a primary support response function to mitigate suffering by providing emergency mass care, food, clothing, shelter, first aid and aid to individuals and families.
4. Volunteer NH ! and other volunteer, non-profit, charitable and/or religious organizations may provide assistance in registration, identification, medical assistance, shelter, mass feeding, collection of resources and other support functions at the local level.
5. Operate within the NIMS and ICS framework.

## Facilities and Response Resources

Initial incident command post will be a fire and/or police first response vehicle that is equipped to perform first response Command Post functions at the scene of the incident.

Depending on the size, type and duration of the incident, additional Incident Command Posts (ICP's) would respond from Fire and HazMat Mutual Aid agencies, State Police and Federal Agencies dependent on the size and scope of the emergency.

These ICP's are equipped and staffed to operate under any conditions 24/7 and may be located at the scene of the incident, remote from the incident or at a location that serves as a staging area for equipment and supplies and additional resources

### **LONDONDERRY EMERGENCY OPERATIONS CENTER (EOC) LOCATION**

The primary EOC is located at the Police Station Community Room 268 Mammoth Road.

### **ALTERNATE LOCAL EMERGENCY OPERATIONS CENTER( EOC) LOCATION**

The alternate EOC is located at Central Fire Station 280 Mammoth Road

## **CHAPTER IV - CONCEPT OF OPERATIONS (CONOPS)**

### **Operations Plan (EOP) Implementation**

The Londonderry Emergency Operations has the force and effect of law as promulgated by RSA 21-P:39.

It is a description of how the Town of Londonderry accomplishes a mission or set of objectives which are determined during the planning process and based on Londonderry's threat, hazard analysis and risk assessment (THIRA) and capability analysis

Plan implementation, and the subsequent supporting actions taken by local government are specific to the emergency or disaster situation. Implementation is influenced by the timely acquisition and assessment of reliable information gathered from the disaster scene. The plan is in effect for preparedness, response, and initial recovery activities when a major emergency or disaster occurs or is imminent.

It is a premise of emergency management that all incidents begin locally and initial response is by local jurisdictions. It is only after local emergency response resources are depleted, or local resources do not exist to address a given disaster or emergency, that State emergency response resources and assistance are to be requested by local authorities. Police, fire, EMS, emergency management, public health, public works, environmental agencies and other personnel are often the first to arrive and the last to leave an incident site.

## **EMERGENCY OPERATIONS**

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### **1. OPERATIONAL POLICIES**

Protection of life and property and relief of human distress are the primary objectives of the Town of Londonderry in emergency situations.

The Town Manager or their designees are expected to assume direct control of the emergency operations of all government and non-government resources that are by law, subject to their authority.

Actions/Activities identified under the concept of operations are based upon the premise that an emergency or disaster event has exceeded the capabilities and resources of local government, thereby requiring State assistance. Such assistance, when authorized, will be provided by State agencies operating under their own authority, or as part of an effort coordinated by the Department of Safety – Homeland Security Emergency Management (HSEM), operating on

behalf of the Governor. The Governor may request assistance from the Federal government if the capabilities and resources of both local and State governments are exceeded.

## **2. COORDINATION**

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

The Londonderry EMD is responsible for maintaining a common operating picture and coordinating local response efforts. Primarily, this role encompasses two areas of coordination. First, the Londonderry EMD works with local responders to ensure internal cooperation and functional teamwork in support of the Incident Commander. Secondly, the Londonderry EMD arranges for outside assistance when the need arises and/or when requested by the Incident Commander, through mutual aid or through the Area Command structure or the Londonderry EOC. The EMD will coordinate the response of the Town departments, advise the Chairman of Town Manager on the necessary protection actions, and coordinate the use of local and outside resources. Department heads, or designees, will direct their operational personnel from the EOC in coordination with the other Londonderry departments and the EMD and in response to executive decisions.

## **3. EMERGENCY OPERATIONS CENTER (EOC) EOC ACTIVATION LEVELS AND TRIGGERS FOR EACH LEVEL.**

**Monitoring:** The Londonderry EOC not activated. The Londonderry Emergency Management Agency is at normal staffing and is monitoring situational awareness on a 24/7 basis.

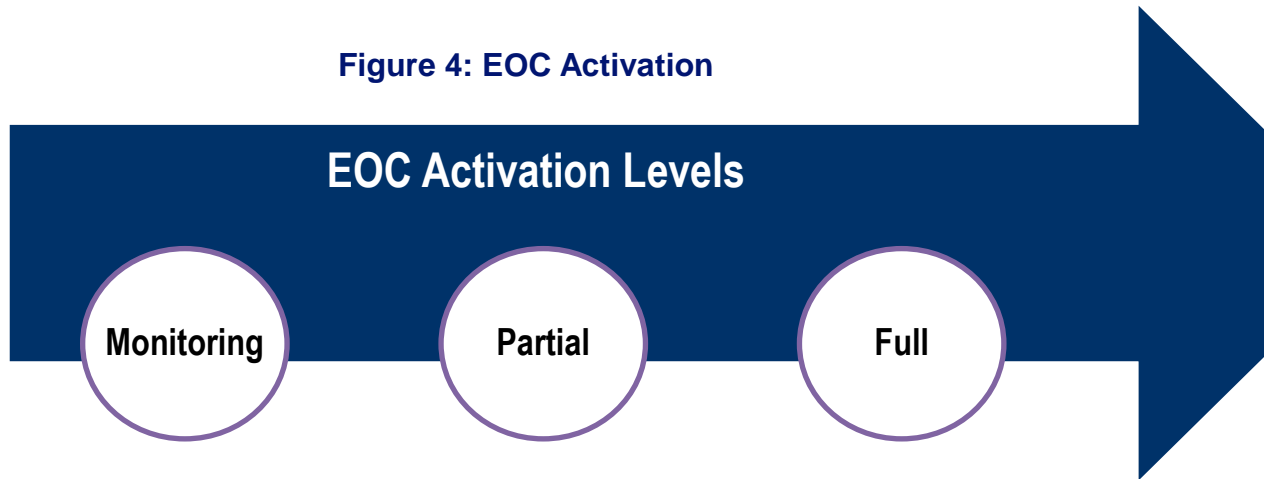
**Partial Activation:** The Londonderry EOC partially activated. All ESFs and/or Support Agencies are notified as the situation warrants. Partial activation staffing will be determined to meet the needs of the situation.

**Full Activation:** The Londonderry EOC is fully activated. All ESFs and/or Support Agencies are notified and requested as the situation warrants.

Full activation requires 24-hour staffing in order to meet the needs of the situation.



Figure 4: EOC Activation

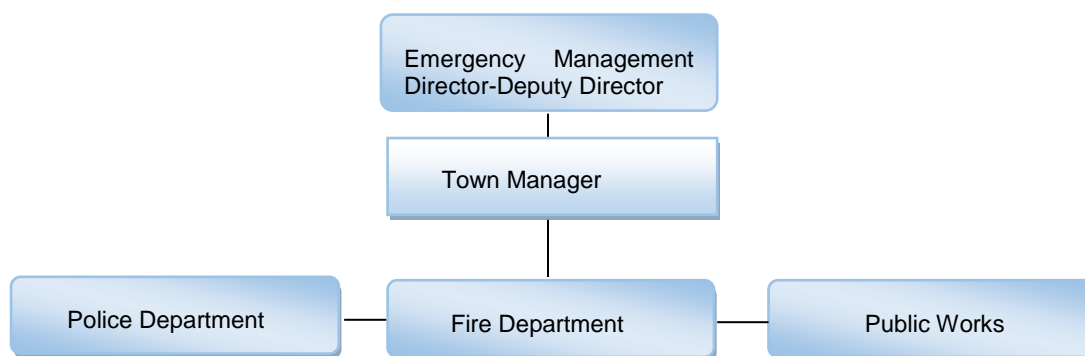


#### 4. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

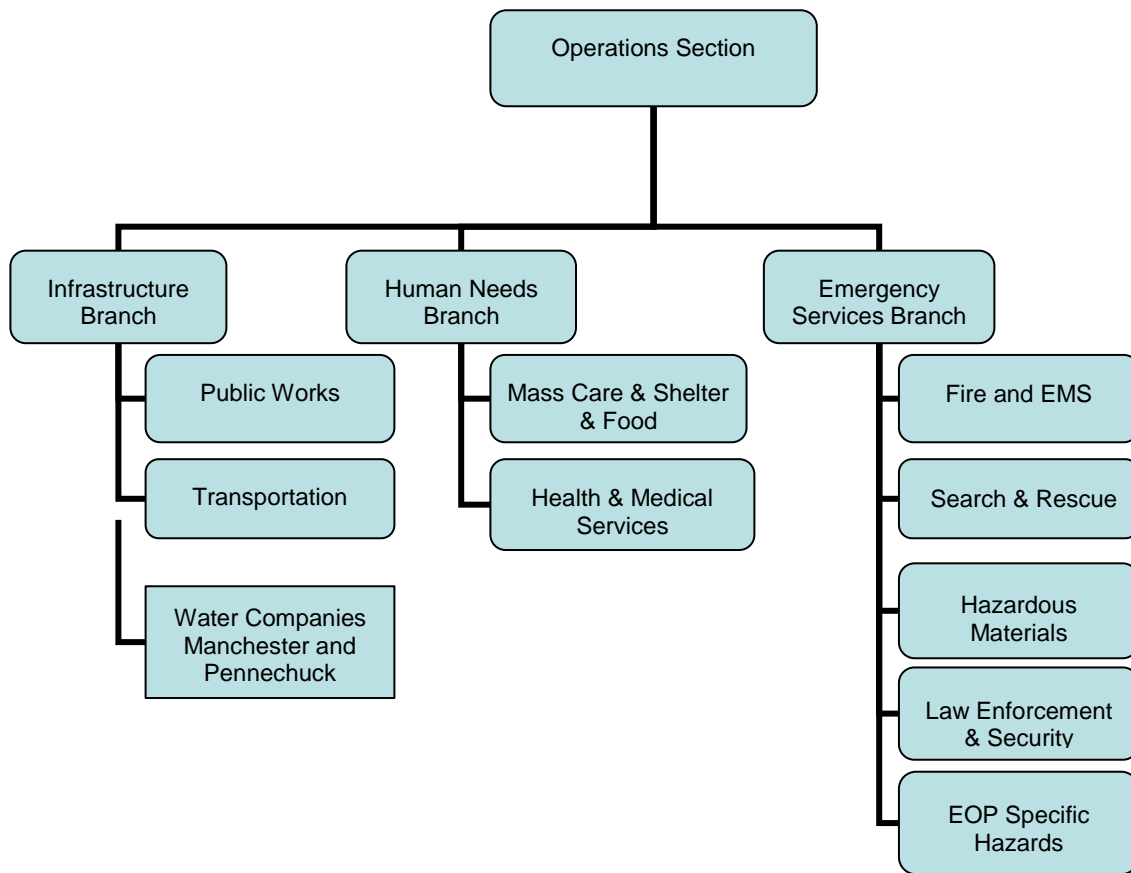
The Londonderry EOC provides a central location from which Local government can provide interagency coordination and executive decision-making in support of incident response.

**Command and Control** – This section is composed of elements that provide direction and control of the emergency situation; ensures the response follows established SOPs/SOGs; and provides for a centralized EOC facility. The EMD or his/her designee is the primary person assigned to the Command and Control Section and will ensure the following:

- a) Coordinate all emergency response functions in the EOC.
- b) Establish and maintain a facility to be used as the EOC for centralized direction, coordination, and control of emergency operation.
- c) Develop EOC activation/deactivation SOPs/SOGs, personnel staffing requirements, and functional operating procedures/guides.

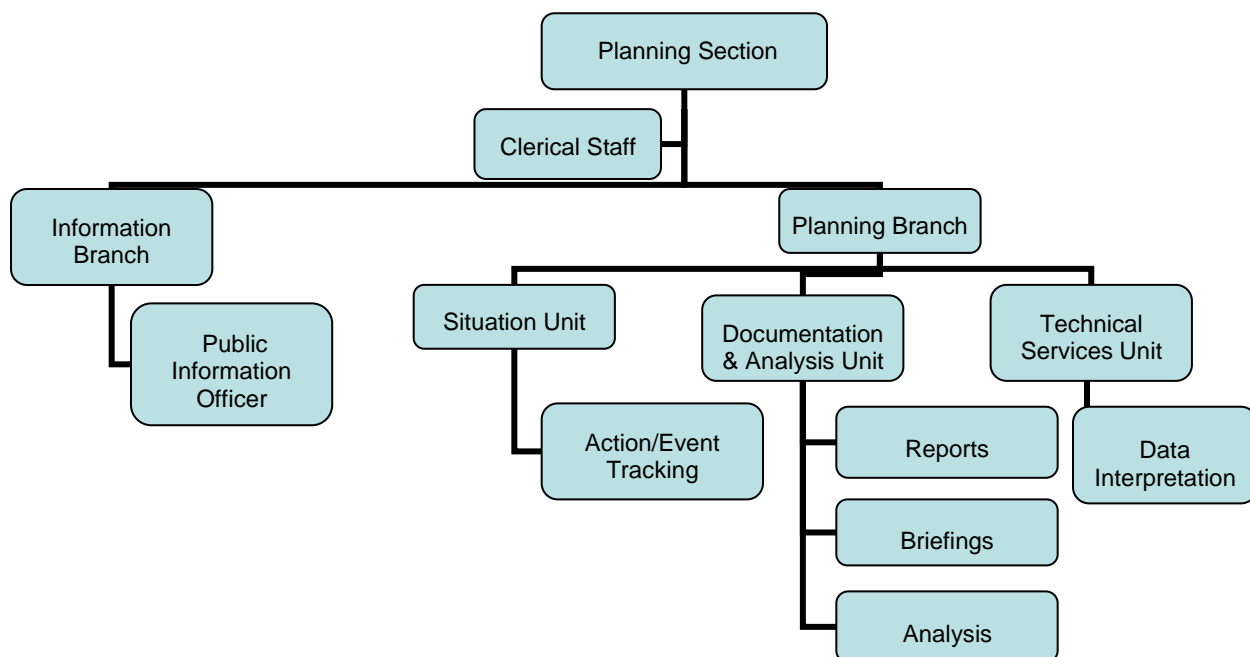


**Operations Section** – This section is composed of elements that, when either partially or fully activated, will provide emergency support functions to support local operations during an emergency/disaster. Each ESF is responsible for assessing assistance requirements and resource requests and to organize and direct appropriate response actions. The Londonderry Operations Section Organization Chart, identifies the ESFs and the functional activities. Staffing patterns will be dependent upon the severity of the emergency

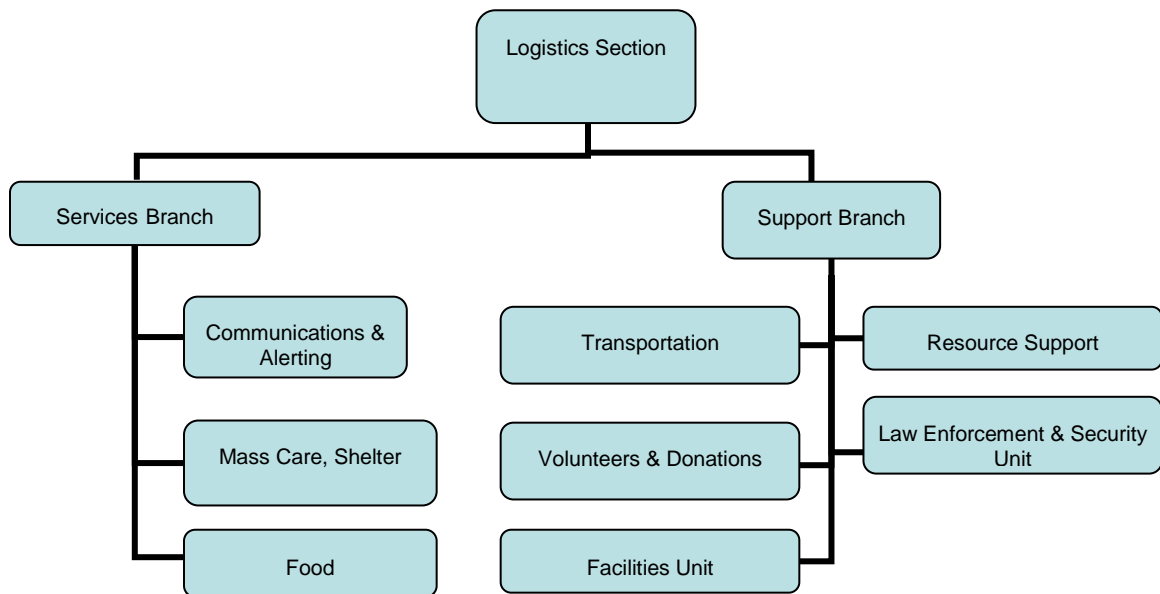


**Planning Section** – This section includes information and planning activities to support operations. It also includes functions to collect and process information; develop information into briefings, reports, and other materials; display pertinent information on maps, charts, and status boards; consolidate information for response and recovery actions; provide an action tracking system; and provide technical services in support of operations. Figure 5, State Information & Planning Section Organization Chart, identifies the working components within the element.

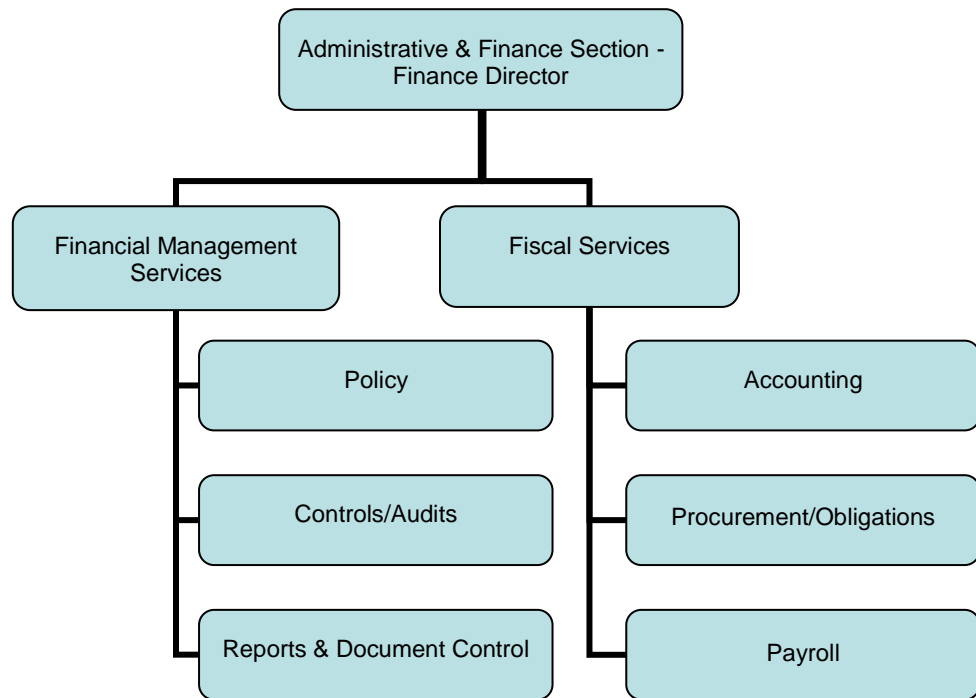
During activations of the EOC, the Planning Section will be supported by each of ESFs represented in the EOC.



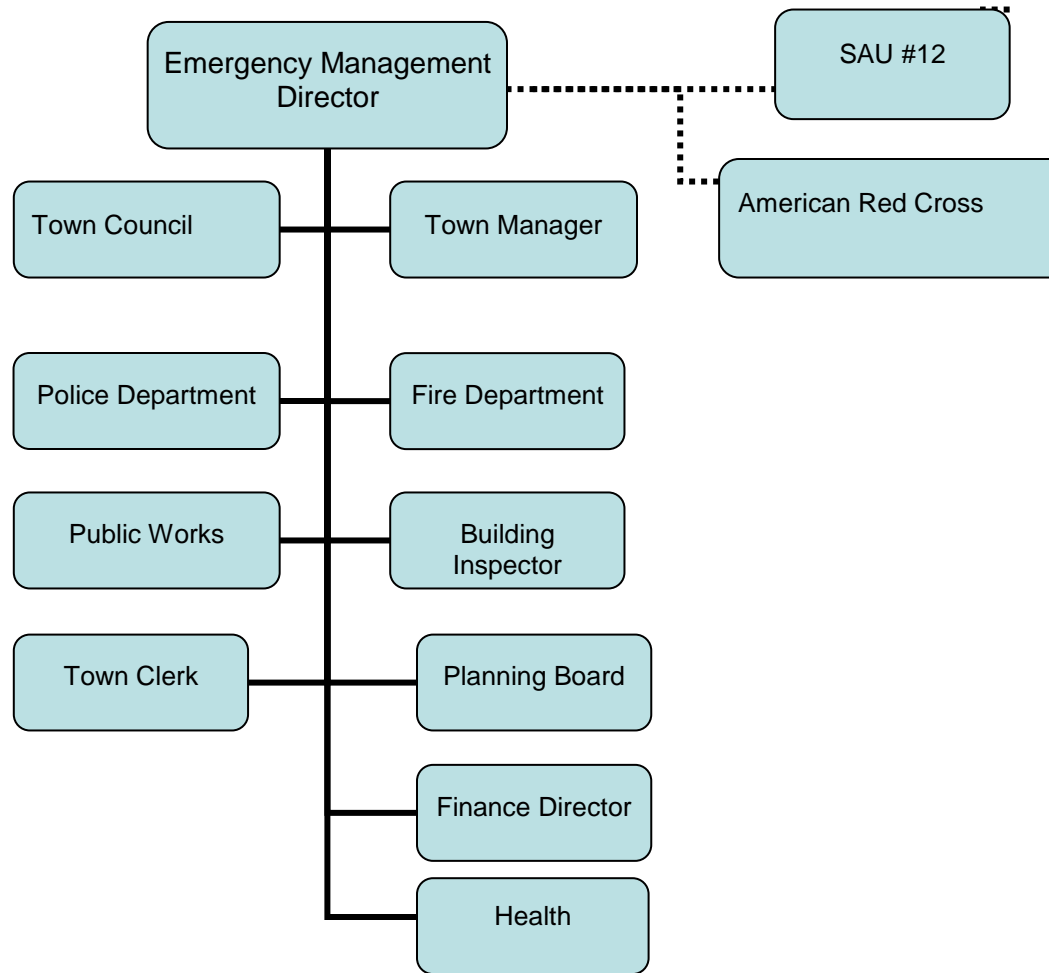
**Logistics Section** – This section includes activities which provide facilities and services to support response and recovery efforts.



**Administration and Finance Section** – This section provides support to the response and recovery efforts, as required.



Local EOC Organization Chart



### **Situation Documentation and Management Software**

The Town of Londonderry has standardized software with Microsoft Office and Microsoft Windows..

The Department of Homeland Security – Emergency Management and the State EOC has standardized software with Microsoft Office and Microsoft Windows.

FEMA has standardized using Microsoft Office.

No conflicts are apparent.



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## **CHAPTER V - CONTINUITY OF GOVERNMENT (COG) AND CONTINUITY OF OPERATIONS (COOP)**

The occurrence of a disaster or emergency could impede the ability of Londonderry's government to function. This section includes a variety of activities designed to ensure the preservation of government, as it exists, and the continued ability of local governments to provide protection and essential services to the public.

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### **LINES OF SUCCESSION**

In order to maintain civil order and control, it is imperative for all levels of government to identify clear lines of succession and establish the mechanisms to ensure government continues to function during emergencies and/or disasters.

The following is the Line of Succession that has been established for the Town of Londonderry of those whom report to the Town Manager. The Emergency Management Director (EMD) will exercise Direction and Control. In the event the EMD is not available, the position of Chief Executive is filled in succession as listed below.

- a. Fire Chief
- b. Deputy EMD Fire Chief
- c. Police Chief
- d. Deputy Police Chief

The EMD will develop and maintain a Continuity of Government (COG) /Line of Succession Plan for the Town.

COG requirements for Londonderry include:

Key direction and control actions that must be accomplished so that local government can continue to operate effectively, regardless of the disaster or emergency; and/or actions necessary for the reconstruction of government, should that be necessary

### **CONTINUITY OF OPERATIONS (COOP)**

The major thrust of an emergency operations plan is to protect the lives and properties of those involved in a disaster and return the situation to normal. Disasters can interrupt, paralyze, and/or destroy the ability of State and local governments to carry out specific executive, legislative and judicial functions. Therefore, it is imperative that the Town of Londonderry establishes and maintains the capability to provide mitigation, preparedness, response, and recovery functions during emergencies or disasters.

The Town Manager is responsible for developing, maintaining, and exercising a COOP Plan for the Town. The Town Manager is also responsible for ensuring that all departments, agencies, and offices develop, maintain,

and exercise a COOP Plan outlining how essential services/functions will be maintained during emergencies/disasters, respectively.

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## CHAPTER VI - TRAINING AND EXERCISES

Training is provided to prepare Londonderry emergency response personnel. It is designed to develop the knowledge, skills and abilities required in a disaster or emergency. Basic training that is provided includes ICS fundamentals and LEOP orientation.

Exercises are conducted to evaluate plans and procedures used during actual emergencies and identify the need for Plan modifications and/or additional training. When properly integrated, training and exercising can improve the response and the delivery of emergency/disaster assistance to residents and visitors.

### TRAINING

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Training is offered to Londonderry emergency management personnel in several categories, to include radiological response. Each training opportunity is designed for specific disciplines and/or assignments and is delivered in the most convenient manner possible.

The EMD will utilize annual training and exercise, provided by the NH Homeland Security Emergency Management (NH HSEM) to evaluate the capability of the Town to respond to minor, major, and catastrophic disasters. The EMD will coordinate the training of local and volunteer personnel on their roles and responsibilities in the five phases of emergency management (i.e., prevention, mitigation, preparedness/protection, response and recovery).

### EXERCISES

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The Exercise Program is based upon the current exercise recommendations of DHS/FEMA and the Homeland Security Exercise and Evaluation Program (HSEEP). Each exercise varies in activities and resources. Some require simple preparations and execution, while others may be more complex and require greater efforts and resources. These exercises not only focus on the actions of participating personnel, but they also may reveal gaps in the planning or preparedness aspects of emergency management.

The exercise programs will help to ensure the operational readiness of the Town's emergency support functions and emergency responders through the design and delivery of courses, professional development seminars and workshops, and hazard specific exercises (e.g., animal health and terrorism related exercises and Radiological Emergency Preparedness Exercises for commercial nuclear power plants) to evaluate

established plans and procedures/guides that are activated during an emergency situation at all levels of the emergency management system.

After exercises are completed an After-Action Report (AAR) should be developed that captures observations of exercise evaluators, or the findings of involved agencies and personnel. An AAR makes recommendations for improvements and often includes an Improvement Plan (IP). IPs identify specific corrective actions to be taken, assigns these actions to responsible parties and establishes target dates for action completion.

## **CHAPTER VII - ADMINISTRATION**

### **FEDERAL RESPONSE INTERFACE WITH LOCAL AND STATE AGENCIES**

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In most situations, requests for Federal assistance will be made through the Londonderry Emergency Management Agency to NH Homeland Security and Emergency Management (HSEM) then to DHS/FEMA. When incident requests exceed the capability of the State, with the approval of the Governor, the Command Staff will coordinate activities with the lead federal agency(ies) under the provisions of the National Response Framework (NRF).

Once the EOP and the EOC has been activated, the linkage within the local EOC and the State EOC will be established and maintained.

### **AGREEMENTS AND UNDERSTANDINGS**

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All agreements and understandings entered into for the purchase, lease or otherwise for the use of equipment and services will be in accordance with NH State laws and procedures and the Town of Londonderry rules, regulations, policies and by-laws. The declaration of a State of Emergency by the Town Manager may suspend selected rules and regulations that impede emergency response and/or recovery operations.

Local, State and International Mutual Aid agreements (EMAC/IEMAC, etc.) may also be activated as the situation warrants. No single local jurisdiction will have all the personnel, equipment, and materials required to cope with a major emergency or disaster. Additional assistance may be rendered through the system of mutual aid agreements, as authorized by Chapter 21-P, Section 21-P:40 Mutual Aid Arrangements of the Revised Statutes (RSA) which provide for obtaining additional resources from non-impacted inter/intra-jurisdictional governmental agencies and other organizations. Londonderry has formal Mutual Aid agreements through the Fire Police and Public Works Departments as follows"

**FIRE:** Southeastern NH Fire Mutual Aid Plan. Border Area Fire Mutual Aid District. Southeastern NH Hazardous Materials District. NH State Fire Mobilization Plan

**POLICE:** Southern New Hampshire Special Operations Unit

**PUBLIC WORKS (Public Works):** NH Cooperative Public Works Mutual Aid Agreement.

In addition, Londonderry has cooperative agreements with the Manchester Water Works and the Pennechuck Water Co. - Emergency Plan and the Londonderry School Department – School Emergency Response Plan.

## REPORTS AND RECORDS

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In addition to individual intra-agency recording and reporting requirements, all involved organizations will provide emergency management reports in accordance with this Plan, its annexes and procedures.

## EXPENDITURES AND RECORD-KEEPING

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The Town of Londonderry has established administrative controls and each Department and agency is required to follow these administrative controls to manage the expenditure of funds and to provide accountability and justification for federal reimbursement. This shall be in accordance with the Town of Londonderry policies, ordinances, rules and regulations, State of NH requirements and established federal program guidelines.

## CONSUMER PROTECTION

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The NH Department of Justice (DOJ), Office of the Attorney General (AG), Consumer Protection and Anti-Trust Bureau will monitor emergency activities to provide protection to consumers. Complaints may be initiated by calling the Bureau at (603) 271-3641 or by filing a complaint electronically.

## PROTECTION OF THE ENVIRONMENT

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All actions taken pursuant to repair and restoration by a government agency, individual, or private entity will comply with New Hampshire, Federal laws, and Town of Londonderry, NH rules and regulations regarding the environment. Additional requirements may be obtained from the New Hampshire Department of Environmental Services (DES).

## NON-DISCRIMINATION

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Discrimination against persons on the basis of age, color, economic status, nationality, race, religion, sex, sexual preference or handicap in the administration of emergency services or disaster relief is prohibited. Complaints of discrimination will be made to the NH –HSEM.

## EMERGENCY RESPONDER LIABILITY

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Information concerning emergency responder liability within the State of NH is found in RSA Section 508:17-a *Agents Assisting Certain State Departments: Liability Limited*.

## CHAPTER VIII - PLAN DEVELOPMENT AND MAINTENANCE

### DEVELOPMENT

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The EMD will coordinate the development of this Plan. The development of the ESF components, SOPs/SOGs, alerting and notification lists, and resource inventories, shall be developed by the primary, co-primary, and/or support agencies within the functional ESFs, as assigned.

Each department/agency with emergency management responsibility is responsible for the development and maintenance of appropriate planning documents that address responsibilities assigned in this Plan including, but not be limited to: SOPs, implementing procedures and/or operational guidelines

In addition, the development will include the coordination between local, State, and Federal governments to ensure the necessary link with all jurisdictions having emergency response capabilities are met.

The Londonderry Emergency Management Agency will ensure appropriate distribution of the LEOP Base Plan and any changes thereto. Distribution of annexes/appendices and changes will be accomplished by the designated department/agency with primary responsibility for the annex/appendices. .

### MAINTENANCE

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This Plan is a living document and is the principal source of documentation concerning the jurisdictions emergency management activities. Designated departments/agencies of local government have the responsibility for developing and maintaining a portion of this Plan. Overall coordination of this process will be performed by the Londonderry Emergency Management Director (EMD) or designee.

1. The EMD will authorize and issue changes to this Plan, as necessary and until the Plan is superseded. The Plan will be reviewed annually and be subject to revision annually, unless disasters or other emergencies or other events dictate otherwise.

The EMD will be responsible for maintenance of this Plan, including revisions, as required. Authorized representatives may recommend changes and will provide information concerning capability changes that affect their emergency management responsibilities. Users, reviewers and other appropriate individuals may also recommend changes. After Action Reports (AARs) and similar feedback will be considered in the maintenance and update of the Plan. All changes,



revisions, and/or updates shall be forwarded to the EMD for review, editing, publication, and distribution to all holders of the EOP. If no changes are required, the EMD is to be notified in writing, by the respective department, agency or office that the plan and associated ESF, and all supporting documents, have been reviewed and are considered valid and current.

3. Lead local agencies are responsible for participating in the annual review of the Plan. The Londonderry Emergency Management Agency will coordinate review and revision efforts, and will ensure that the Plan is updated, as necessary, based on lessons learned during actual events, exercises, as well as changes in organization, technology and/or capabilities.
4. Agencies and organizations have the responsibility for maintaining annexes, appendices, SOPs, implementing procedures, job aids, notification lists and resource data to ensure prompt and effective response to emergencies. Agency resource data must be accessible to agency representatives at the Londonderry EOC. These agencies/organizations are also expected to conduct and/or participate in training activities designed to enhance their ability to accomplish their responsibilities, as assigned by this Plan.

## **CRITIQUES**

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The Londonderry Emergency Management Director will incorporate critiques of the Plan as applicable. Critiques will be provided in After Action Reports (AARs), and Improvement Plans (IPs) by ESF Lead and Support Agencies after disasters, emergencies or exercises. These agencies may develop a written critique report, which will be provided to the EMD, or their designee. AARs or the critique reports should entail both written and verbal input from all appropriate participants, including field personnel. An evaluation of the IP or critique comments will provide additional opportunity for changes, additions or revisions of the LEOP content.

## CHAPTER IX - SUPPORTING DOCUMENTS

### SUPPORTING AND RELATED DOCUMENTS

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The broader range of LEOP-supporting documents includes strategic, operational, tactical and incident-specific or hazard-specific contingency plans and procedures.

- *Strategic plans are developed based on long-range goals, objectives and priorities.*
  - *Operational plans merge the on-scene tactical concerns with overall strategic objectives.*
  - *Tactical plans include detailed, specific actions and descriptions of resources required to manage an actual or potential incident.*
  - *Contingency plans are based on specific scenarios and planning assumptions related to a geographic area or the projected impacts of an individual hazard.*
- a) The National Incident Management System (NIMS) provides a core set of doctrine, concepts, terminology and organizational processes to enable effective, efficient and collaborative incident management at all levels.
- b) Agency-Specific Plans - Created to manage single hazards or contingencies under the purview of the responsible department or agency.
- Londonderry Fire Department: Standard Operating Procedures, Standard Operating Guidelines.
  - Londonderry Police Department: Standard Operating Procedures, Standard Operating Guidelines.
  - Londonderry Public Works: Emergency Response Plans
  - Londonderry School Department: School Emergency Response Plans
  - Manchester Water Works Emergency Plans.
  - Pennechuck Water Company Emergency Plans
  - Manchester/Boston Regional Airport Emergency Response Plan.

- c) Operational Supplements - Are typically detailed plans relating to specific disasters or other emergencies or events. Operational supplements routinely are developed to support planned significant events.
  - Londonderry Fire Department: Londonderry Police Department
- d) Regional Plans - Typically are operational supplements to state plans and provide region-specific procedures and guidance.
  - Southeastern NH Fire Mutual Aid Plan.
  - Border Area Mutual Aid District
  - Southeastern NH Hazardous Materials District Plan
  - Southern NH Police Special Operations Unit
- e) Multi-hazard Mitigation Plans - Developed by Londonderry in 2015 to provide a framework for understanding vulnerability to and risk from hazards, and identifying the pre-disaster and post-disaster mitigation measures to reduce the risk from those hazards. Multi-hazard mitigation planning requirements were established by Congress through the Stafford Act, as amended by the Disaster Mitigation Act of 2000.
- f) Private-Sector Plans - Developed by privately owned companies or organizations. Some planning efforts are mandated by statute (e.g., nuclear power plant operations), while others are developed to ensure business continuity, mission accomplishment, etc.
  - Day Care Facilities: RSA 170-E: 34. Site Specific Emergency Plan
- g) Volunteer and Non-governmental Organization Plans - Created to support local, State, regional and federal emergency preparedness, response and recovery operations. Planning includes a continuous process of assessment, evaluation and preparation to ensure that the necessary authorities, organization, resources, coordination and operation procedures exist to provide effective delivery of services to disaster clients, as well as to provide integration into planning efforts at all government levels.
- h) Procedures - Provide operational guidance for use by emergency teams and other personnel involved in conducting or supporting incident management operations. These documents fall into five basic categories:
- i) Overviews that provide a brief concept summary of an incident management function, team or capability;

- j) SOPs, standard operating guidelines (SOGs), or operations manuals that provide a complete reference document, detailing the procedures for performing a single function (i.e., SOP/SOG) or a number of interdependent functions (i.e., operations manual);
  - Londonderry Fire Department. SOG's and SOP's.
  - Londonderry Police Department SOP's and SOG's
- k) Field operations guides (FOGs) or handbooks that are produced as a durable pocket or desk guide, containing essential tactical information needed to perform specific assignments or functions;
  - Federal: DOT: Emergency Response Handbook (ERG)
- l) Point of contact (POC) lists; and
- m) Job aids, such as checklists or other tools for job performance or job training.

## CHAPTER X – ACRONYMS

Acronym	Definition
AAR	After Action Report
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
AG	Office of Attorney General
ARES	Amateur Radio Emergency Service
CBRNE	Chemical, Biological, Radiological, Nuclear and Explosive
CFR	Code of Federal Regulations
COG	Continuity of Government
COOP	Continuity of Operations
CPG	Comprehensive Preparedness Guide
CY	Calendar Year
DES	NH Department of Environmental Services
DHS	Department of Homeland Security (Federal)
DOJ	Department of Justice (Federal)
EMAC	Emergency Management Assistance Compact
EMAP	Emergency Management Accreditation Program
EMD	Emergency Management Director
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EPZ	Emergency Planning Zone
ERP	Emergency Response Plan
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FOG	Field Operating Guide
HAZMAT	Hazardous Materials
HSEEP	Homeland Security Exercise and Evaluation Program

Acronym	Definition
HSEM	Homeland Security and Emergency Management (NH)
IA	Individual Assistance
IAP	Incident Action Plan
ICP	Incident Command Post
ICS	Incident Command System
IEMAC	International Emergency Management Assistance Compact
IAEM	International Association of Emergency Managers
IND	Improvised Nuclear Device
IP	Improvement Plan
IT	Information Technology
JIC	Joint Information Center
LEOP	Local Emergency Operations Plan
LOA	Letter of Agreement
MAC	Mission Assignment Coordinator
MACC	Multi-Agency Coordination Center
MOU	Memorandum of Understanding
NFIP	National Flood Insurance Program
NGO	Non-governmental Organizations
NIMS	National Incident Management System
NOC	National Operations Center
NRC	Nuclear Regulatory Commission
NRF	National Response Framework
PA	Public Assistance
PDD	Presidential Disaster Declaration
POC	Point of Contact
RSA	Revised Statutes Annotated

Acronym	Definition
SAR	Search and Rescue
SOG	Standard Operating Guidelines
SOP	Standard Operating Procedures
WMD	Weapons of Mass Destruction

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