

MEETING ITEM COMMENTARY

- AGENDA ITEM:** (One Reading) Emergency Operations Plan Update
- COUNCIL RESOURCE:** Councilor Joshua Parks, Ward 2
- STAFF RESOURCES:** Dave Hamel, Fire Chief
Emily Cole-Prescott, Deputy City Administrator
- BACKGROUND:** The Fire Chief and Department Staff have drafted policy updates to Saco's Emergency Operations Plan. The purpose of this Update is to align with best practices for emergency management.
- EXHIBITS:**
1. City of Saco Emergency Operations Plan
 2. [June 15, 2026 New Business Materials](#)
- RECOMMENDATION:** Staff recommend the City Council review, ask any questions, and make a decision.
- MOTION:**
- “Be it Ordered that the Saco City Council approve the Emergency Operations Plan as presented in the July 6th City Council meeting packet.”***
- “I move to approve the Order.”***

City of Saco

York County, Maine

Emergency Operations Plan



Approval Date: TBD

This plan complies with Maine State Law 37-B

Cover photo by Andrew Dickinson, Communications Director

APPROVAL AND SIGNATURE PAGE

This Emergency Operations Plan has been reviewed and approved by the following officials:

Emergency Management Director

Date

City Mayor

Date

City Administrator

Date

York County EMA Director

Date

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Emergency Operational Plan (EOP)

Purpose:

The purpose of this Emergency Operations Plan (EOP) is to establish a comprehensive framework for coordinated emergency management within the city of Saco, Maine. This plan outlines how municipal departments, partner agencies, and regional resources will prepare for, respond to, recover from, and mitigate the impacts of emergencies and disasters.

Plan Introduction and Use:

This Emergency Operations Plan describes how the city of Saco, Maine coordinates preparedness, response, recovery, and mitigation activities during emergencies and disasters. The plan establishes roles, responsibilities, and coordination mechanisms among municipal departments, partner agencies, York County EMA, and state and federal partners.

This plan may be activated as a whole or in part for incidents that require coordinated municipal response beyond routine operations. The level of activation and coordination will be based on incident scope, complexity, and impacts.

This plan supports the municipality's ability to protect life, property, the environment, and the economy through efficient use of local resources and coordination with York County EMA, Maine Emergency Management Agency (MEMA), and federal partners.

Plan Maintenance:

The Emergency Management Director is responsible for ensuring this plan remains current, functional, and compliant with state and federal guidance.

- The EOP will be reviewed and updated at least once every two years, or following any major incident, organizational change, or significant exercise.
- Updates will incorporate lessons learned from after-action reports, changes in policy, and newly identified hazards or vulnerabilities.
- Updated copies will be distributed to all plan holders and submitted to York County EMA

Key Objectives:

- Protect lives and ensure public safety during emergencies.
- Minimize damage to property and infrastructure.
- Provide for continuity of government and essential services.
- Coordinate resources effectively across municipal departments and partner agencies.
- Facilitate recovery and return to normal operations.

Scope:

This plan applies to all departments and agencies within the city of Saco, Maine including public safety, public works, municipal administration, and supporting volunteer organizations. It encompasses all hazards (natural, technological, and human-caused) that could impact residents, visitors, or infrastructure.

Municipal Profile:

Saco is a coastal community in York County, Southern Maine, where the Saco River meets the Atlantic Ocean. Its location places it within the broader Portland–South Portland regional economy while also giving it seasonal tourism dynamics tied to beaches and summer attractions.

Population:

Population size and trend:

- 2020 Census population: 20,381
- 2024 population estimate: 21,064 ($\approx +3.4\%$ since 2020 base)

Geographic features and land/water characteristics:

Saco Footprint:

- Total area: ~ 52.8 sq mi with ~ 38.6 sq mi land and ~ 14.2 sq mi water
- Elevation is low overall (reported around ~ 59 ft in commonly used references), consistent with coastal/riverine flood exposure.

Coastal and riverine setting:

- Saco includes beach/dune and tidal areas along the Atlantic Ocean, plus riverine corridors and low-lying areas influenced by tides near the river mouth.
- The community includes distinct coastal neighborhoods and destinations such as Camp Ellis and Ferry Beach State Park.

Key infrastructure and community systems:

Transportation networks (regional connectivity):

- Highway access: Saco is part of the I-95/Maine Turnpike–US Route 1 corridor, which defines southern Maine travel, freight movement, and evacuation routing.
- Rail and intermodal: The Saco Transportation Center at 138 Main Street is a hub for the Amtrak Downeaster and regional bus connections, supporting commuter and visitor mobility.

Healthcare access points:

- Hospital-level emergency care for the immediate area is provided at Maine Health Center Biddeford and Maine Health Center Portland.
- In-city outpatient/walk-in access includes Maine Health Walk-In Care - Saco and related primary care services, supporting surge response during storms and community health events.

Utilities and lifelines (water, wastewater, power):

- Wastewater: The City's Saco Water Resource Recovery Department is a secondary biological treatment facility licensed for an average daily flow of 4.2 MGD.
- Drinking water: Regional drinking-water infrastructure includes the Maine Water Company (Biddeford–Saco Division), with major source and treatment investments in the Saco River system.
- Electric power: The dominant regional electric utility is Central Maine Power, which publishes service-area documentation and local system projects.

Unique Vulnerabilities and Hazards

Saco's risk picture is shaped by its coastal and river-mouth geography, critical facilities located near tidally influenced waters, and seasonal tourism patterns.

Coastal storms, storm surge, and shoreline change:

- Coastal storms can drive storm surges, wave run-up, dune/beach erosion, and coastal flooding, with impacts concentrated along exposed shoreline neighborhoods and low-lying routes.
- Camp Ellis has experienced chronic erosion rates (2–3 ft/yr in the hardest-hit area) and a long history of property loss and infrastructure exposure linked to nearshore processes and jetty effects.

Riverine and tidally influenced flooding:

- As a river-mouth community, Saco faces compound water risks: heavy rainfall upstream (river flooding) and coastal conditions (high tides/surges) can stress drainage and low-lying infrastructure.
- Historic flooding in the Saco River basin is well documented at the state level; flood drivers include heavy precipitation and rain-on-snow/snowmelt events.

Severe winter weather and regional power-outage risk:

- Southern Maine is exposed to nor'easters, heavy wet snow, freezing rain, and high winds, which can produce widespread tree/line damage and multi-day outages.

Transportation corridor and hazmat considerations:

- With major roadway corridors and rail/transit infrastructure, Saco establishes planning for hazardous materials transportation incidents, multi-vehicle crashes during summer congestion, and weather-driven pileups.
- Industrial/manufacturing sites further elevate planning complexity for special hazards and coordinated response.

Seasonal tourism surge and population dynamics:

- Summer attractions and coastal visitation can temporarily increase the number of people in the city and strain transportation corridors—often coinciding with peak thunderstorm/heat risk and coastal weather variability.

Incident Planning: This plan is based on the following assumptions:

- Emergencies can occur with little or no warning at any time of day or year.
- Initial response will be conducted by local emergency responders using the Incident Command System (ICS).
- Some incidents may overwhelm local resources, requiring mutual aid or state/federal assistance.
- Communication systems may be disrupted during major emergencies.
- Some populations may require special assistance during evacuations or emergency sheltering.

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Concept of Operations

National Incident Management System (NIMS) Compliance:

All emergency operations will be conducted in accordance with the National Incident Management System (NIMS) and the Incident Command System (ICS). NIMS provides a consistent, nationwide approach to enable agencies at all levels to work together effectively during incidents.

Incident Command System (ICS):

The Incident Command System (ICS) is a standardized management structure used to organize emergency response. Initial incident command will be established by the first responding agency. As incidents grow in size or complexity, additional resources and command structure elements may be activated.

Key ICS Principles:

- **Unity of Command:** Each individual reports to only one supervisor
- **Manageable Span of Control:** Supervisors typically manage 3-7 individuals
- **Common Terminology:** Use plain language and standard position titles
- **Modular Organization:** Build the command structure based on incident needs
- **Integrated Communications:** Establish interoperable communication systems

Emergency Coordination

The following scenarios describe different types of emergency responses based on the nature and scale of the incident. *These are guidelines, not strict rules.* The EMA Director and Incident Commander will determine the appropriate response based on actual conditions.

ROUTINE EMERGENCY

Handled by first responders at the scene using normal procedures.

No EOC activation required.

Examples:

- Vehicle accident
- Medical emergency
- Minor power outage affecting limited area

MULTI-AGENCY RESPONSE

Requires coordination between multiple agencies but can be managed at the scene.

EOC may be placed on standby.

Examples:

- Building Fires
- Hazardous materials incident
- Severe weather event with scattered damage

MAJOR EMERGENCY

Exceeds routine capabilities and may require EOC activation to coordinate resources and support field operations.

Examples:

- Widespread power outage
- Major flooding affecting multiple neighborhoods
- Evacuation of specific area or neighborhood
- Extended winter storm requiring sustained municipal operations

DISASTER

Overwhelms local capabilities and requires mutual aid, county, state, or federal assistance.

Full EOC activation with 24/7 operations.

Examples:

- Major hurricane with catastrophic damage
- Widespread flooding requiring mass evacuation
- Complete infrastructure failure (water, power, communications)

Organization and Assignment of Responsibilities

Emergency operations within the city of Saco, Maine are managed through an integrated approach that aligns with the National Incident Management System (NIMS) and the Incident Command System (ICS). Each department and partner agency plays a defined role in preparedness, response, recovery, and mitigation.

City Administrator:

- Provides overall leadership and policy direction during emergencies.
- Issues local emergency declarations when necessary.
- Authorizes the use of municipal resources.
- Ensures coordination with York County EMA and State officials.
- Serves as primary spokesperson when appropriate.

Emergency Management Agency (EMA) Director:

- Coordinates the overall emergency management program.
- Oversees activation and operation of the Emergency Operations Center (EOC).
- Facilitates interdepartmental coordination and resource management.
- Serves as liaison to York County EMA, MEMA, and federal partners.
- Coordinates sheltering, public information, and disaster recovery operations.
- Coordinates FEMA Public Assistance (PA) and Individual Assistance (IA) processes, including documentation and reporting.
- Shall serve as Incident Commander during large-scale disasters.

Fire Chief or their designee:

- Conducts fire suppression, rescue, and hazardous materials response.
- Provides emergency medical services.
- Leads life safety operations.
- May serve as Incident Commander depending on the nature of the incident.
- Participates in unified command as needed.

Police Chief / Police Department:

- Provides law enforcement and maintains public order.
- Manages scene security and traffic control.
- Coordinates evacuations and access control.
- Assists with search and rescue operations.
- Supports damage assessment and recovery operations.
- Serves as Incident Commander for law enforcement incidents.

Public Works Director / Department:

- Restores and maintains transportation routes and infrastructure.
- Provides debris removal and heavy equipment support.
- Coordinates utility restoration.
- Maintains emergency equipment and supplies.

Parks & Recreation Department:

- Supports emergency sheltering with facility preparation

Communications Department/Public Information Officer (PIO):

- Manages emergency communications and public messaging.
- Coordinates with media outlets.
- Manages CodeRed alert system for public notifications.
- Provides situational updates via social media and municipal website.
- Works within Joint Information System (JIS) to ensure consistent messaging

Activation of Emergency Messaging-CodeRED

Purpose:

This Guideline establishes procedures and authority for activating the CodeRED emergency notification system. The goal is to ensure timely, accurate, and effective communication with the public during emergency situations.

Scope:

This Guideline applies to all City departments, agencies, and personnel authorized to request or activate CodeRED notifications, including but not limited to:

- City Administration of Saco
- Deputy City Administrator of Saco
- Saco Emergency Management Agency (EMA)
- Saco Fire Department
- Saco Police Department
- Saco Public Works Director
- Saco Communications Department

Policy Statement:

The City of Saco shall use the CodeRED emergency notification system to inform residents, businesses, and visitors of imminent threats to health, safety, or property, and other urgent citywide or localized information.

Authorized Uses:

CodeRED may be used for:

- Public safety incidents (e.g., active shooter, barricaded suspects)
- Severe weather alerts (e.g., hurricanes, flooding, blizzards)
- Evacuation orders or shelter-in-place directives
- Missing persons (e.g., Amber or Silver Alerts)
- Other situations deemed critical by the Emergency Management Director or Incident Commander
- City-wide priority announcements

Authorized Personnel:

Only the following individuals or their designees are authorized to initiate CodeRED alerts:

- City of Saco Administrator or Deputy Administrator
- City of Saco Emergency Management Director or Deputy Director
- City of Saco Fire Chief or Command Staff
- City of Saco Police Chief or Command Staff
- City of Saco Communications Department/Public Information Officer (PIO)

Activation Protocol:

- Assessment – Assess the situation for urgency, impact, and scope.
- Approval – Authorized official approves activation and message content.
- Message Composition – Message shall include:
 1. Clear description of the threat.
 2. Specific action required (e.g., evacuate, stay indoors)
 3. Affected areas
 4. Duration (if known)
 5. City contact or website for more information
- Activation – Log in to CodeRED portal and distribute the message via:
 1. Voice calls
 2. Text/SMS
 3. Email
 4. Optional: social media and website links
 5. Follow-up: Issue updates as conditions change. Identify timing of follow-up messaging.

Message Guidelines:

- Keep messages under 120 seconds (voice) and 160 characters (text).
- Use plain language and avoid acronyms.
- Always identify messaging is the from the City of Saco.
- Include timestamp and contact source (e.g., www.sacomaine.org).

Documentation & Reporting:

CodeRED activations shall be documented using the Emergency Notification Log, including:

- Time and Date of activation
- Incident and Message Information
- Notification Method
- Geographic area targeted
- Follow-Up and After-Action Notes

The Emergency Management Director shall maintain records for at least 3 years and submit an annual report of CodeRED usage to the City Manager.

Training & Testing:

- Authorized users shall complete initial CodeRED training.
- The city of Saco shall conduct a public test of the system at least twice per year, with advance notice.
- Credential access shall be controlled and logged.

Review & Oversight:

The Emergency Management Director and Communication Department will:

- Review CodeRED activations annually.
- Evaluate effectiveness and recommend policy updates.
- Submit an annual summary report to the City Administrator.

Active Shooter

PLANNING:

An “**Active Shooter**” is defined as one or more subjects who participate in a random or systematic shooting spree demonstrating their intent to continuously harm or assassinate others. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and limit harm or loss of life to innocent victims.

- Confer with local, state and federal law enforcement to monitor the potential for an active shooter incident.
- Coordinate with business, government agencies, schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to an active shooter incident.
- Conduct hazard analysis of vital facilities and the impact of an active shooter incident on one or more of those facilities.
- Pre-identify where Incident Command (IC) will be established.
- Pre-identify where media staging area for briefings will be set up.
- Pre-identify two (2) evacuation zones to re-unify victims with families or students with parents.
- Estimate need for auxiliary forces.
- Negotiate mutual aid agreements.
- Prepare to assist law enforcement with support resources.
- Maintain resource listings.
- Coordinate and plan at least one (1) active shooter incident exercise (tabletop or practical) bi-annually with varied stakeholders and first responders.
- Coordinate with York County EMA
- Utilizing CodeRed, issue alert and warning based on procedure.

RESPONSE:

During the active shooter incident:

- Identify the type of active shooter incident.
- Identify immediate action or response requirements (Police, Fire/EMS, EMA).
- Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- Establish incident command and command post (s) as needed.
- Ensure response forces have as much information as possible.
- Activate the EOC as appropriate.
- Activate an Incident Action Plan (IAP).
- Conduct first staff briefing as soon as practical after EOC activation.
- Utilizing CodeRed, issue alert and warning based on procedure.
- EMS may activate a mass casualty plan if appropriate.
- Hospitals (REMIS) should be notified to be on alert for incoming patients.
- Establish communications with responding agencies.
 - 1. City of Saco Communication Plan (Primary Op's Channel).
 - 2. Utilize or activate the YCEMA dispatch team.
- Through communications with responding agencies, determine:
 - 1. Number of active shooters
 - 2. Number of killed or injured.
 - 3. General boundary of the affected area (hazard zones).
- **Hot Zone** – An area where there is a known hazard or life threat that is direct and immediate. An example of this would be any area not cleared by law enforcement personnel that may contain an active shooter.
- **Warm Zone** – An area that has been cleared by law enforcement personnel and where there are minimal or mitigated threats.
- **Cold Zone** – An area where there is little or no threat due to geography or having been secured by law enforcement personnel. The triage, treatment, and transport units will be established in the Cold Zone.

- Identify the general extent of damage:
 1. Immediate needs of response forces.
 2. If voluntary evacuations of the affected persons have begun.
 3. Location of any triage or congregate care area established.
- Communicate with York County EMA regarding the overall situation.
- Establish traffic control and security with law enforcement or fire department.
- Establish ongoing reporting from the response forces, private agencies, and utilities.
- Establish communications with schools and/or businesses that might be affected.
- Provide response forces with updated information.
- Evacuate affected areas with assistance from response forces.
- Establish a Public Information Officer (PIO).
- Establish a schedule for separate media and responder briefings.
- Brief city officials, York County EMA, affected agencies, and PIO.
- Coordinate resource requests being forwarded to York County EMA.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate financial tracking plan coordinated by the Finance Officer.
- Develop a 12-hour action plan outlining required actions.
- Conduct a "second shift" or relieving shift briefing.
- Discuss with and present to your relief, the incident action plan for the next 12 hours.

RECOVERY:

- After the active shooter incident occurred:
- Gather damage assessment information (public, housing, business, and/or school damage) from damage assessment teams.
- Obtain information regarding health (mental and physical) effects.
- Obtain information from law enforcement regarding any potential for additional or prolonged incidents.
- Obtain information from utilities regarding outages, length of repair, etc.
- Assess citizen/community needs for mental health counseling, individual assistance, and/or public assistance.
- Activate local unmet needs committee if appropriate.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved with the response
 2. Time sheets or log sheets
 3. Supplies used
 4. Contracts issued
 5. Purchase orders issued
 6. Damages to public buildings, equipment, utilities, etc.
 7. Documents regarding economic impact
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Coordinate recovery organizations including federal and state agencies.
- Ensure public officials are aware of the assistance available to the public.
- Perform an incident critique as soon as possible with all organizations.
- Identify and correct any deficiencies of the plan.
- Brief city officials and York County EMA with updated information.

Aircraft Accident

PLANNING:

- Prior to the aircraft accident event: Aircraft accident events are unforeseen events and unpredictable, therefore prior planning is somewhat different than other disaster events.
- Plan for immediate opening of EOC.
- Inform city officials, departments and York County EMA of the city's response plan.
- Coordinate with city leadership so they know their responsibility if an event occurs.
- The Public Information Officer (PIO) will utilize the CodeRed alert system to provide public information regarding the incident.
- Establish shelter in place or evacuation plan including routes.
- Determine the availability of mobile and portable mortuary services.
- Ensure public works has a plan to deploy detour signage.
- Communicate aircraft accident response plans with city officials, York County EMA, special teams and volunteer organizations.
- Use York County IMT and Command One to establish or facilitate a joint incident command center with agencies likely to respond, such as fire departments, regional hazmat teams, rescue, mortuary, etc. (NOTE: According to Maine State Statute 37B, Maine State Police are by law the state entity which oversees all aircraft incidents)
- Coordinate at least one exercise (tabletop or practical) tri-annually.

RESPONSE:

- During the aircraft accident event, EMA Directors should:
- Alert Responders and Establish ICS and communicate plan with team.
- Activate EOC.
- Request York County IMT and Command One to the scene.
- Maintain situational awareness at all times/ start immediate situation assessments / injuries or deaths/ impact to residents on ground/ damage assessments.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Inform city officials of specific damages that have occurred.
- Maintain communications with city officials and York County EMA.
- Through communications with responding agencies, determine as quickly as possible:
 1. Number of killed or injured
 2. General boundary of the affected area
 3. The general extent of damages
 4. The general extent of power or other utility disruption
 5. Immediate needs of response forces
 6. If voluntary evacuations of the population have begun
 7. Location of any triage area
 8. Location of any congregate care area established
- Communicate with York County EMA regarding the Federal Aviation Administration and/or NTSB.
- Identify the primary liaison from the airline, airport or military.
- Activate financial tracking plan as appropriate, track resource usage, personnel, financial expenditures, etc.
- Activate an events log.
- List any shelters that are open.
- Update York County EMA of the situation and request any resources.
- Conduct the first staff briefing as soon as practical after EOC activation.
- Establish 24/7 duty roster for the EOC and/or command post.
- Provide the PIO with information to utilize CodeRed and provide public information.

- Establish a schedule for briefings.
- Assess the need for evacuations and or sheltering in place.
- Keep track of areas that were evacuated and the location to which citizens were evacuated.
- Assess shelter activities: how many are open, the need to remain open or demobilize and an estimate for how long and what resources are needed.
- Communicate with York County EMA for reported damages to utilities and an estimate on service restoration.
- Activate formal resource request procedure and resource tracking.

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RECOVERY:

After the aircraft accident event:

- Gather damage assessment information (public, housing, business).
- Obtain information regarding number of shelterees and support for continued operation.
- Make estimate for duration period for continued shelter operations.
- Assess citizen/community needs for individual assistance and public assistance.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved in the response.
 2. Time sheets or time logs.
 3. Supplies used.
 4. Contracts issued.
 5. Damages to public buildings, equipment, utilities, etc.
 6. Loss of life of any public servant
 7. Documents regarding economic impact.
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- Brief city officials and York County EMA with updated information and disaster recovery progress.

Civil Disorder

PLANNING:

Prior to the civil disorder event:

- Ensure officials are informed regarding the potential for civil unrest.
- Confer with local, state and federal law enforcement to monitor the potential for civil unrest or disturbance.
- Estimate need for auxiliary forces.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Prepare to assist law enforcement with support resources.
- Maintain resource listings.
- Conduct hazard analysis of vital facilities and the impact of civil unrest or riot incident on one or more of those facilities.

RESPONSE:

During the civil disorder event:

- Activate the EOC as appropriate.
- Establish incident command and command post(s) as needed.
- Identify immediate action or response requirements.
- Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- Utilizing CodeRed, issue alerts based on procedure.
- Establish communications with responding agencies.
- Through communications with responding agencies, determine as quickly as possible:
 1. Number of killed or injured (if any)
 2. General boundary of the affected area
 3. The general extent of the damages
 4. Immediate needs of response forces
 5. Location of any triage or congregate care area established
- Communicate with York County EMA regarding the overall situation.
- Establish ongoing reporting from the response forces, private agencies and utilities.
- Coordinate the opening of appropriate number of shelters in the appropriate areas, based on shelter guidelines.
- Evacuate affected areas using available response forces.
- Conduct first staff briefing as soon as practical after EOC activation.
- Activate the public information officer (PIO) and establish a schedule for briefings.
- Brief city officials, York County EMA, utilities and PIO with updated information.
- Provide response forces with updated information, as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Activate formal resource request procedure and resource tracking according to policy and guidelines.
- Inventory additional resources that may be used or called upon for use.

- Coordinate resource requests being forwarded to the York County EMA.
 1. Activate financial tracking plan coordinated by the Finance Officer.
 2. Activate damage assessment and follow damage assessment procedure.
 3. Develop a 12-hour incident action plan.
 4. Conduct a "second shift" or relieving shift briefing.

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RECOVERY:

After the civil disorder event occurred:

- Gather damage assessment information (public, housing, business).
- Obtain information from law enforcement regarding any potential for additional or prolonged incidents.
- Assess shelter activities.
- Obtain information from utilities regarding outages.
- Assess community needs for public assistance.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved with the response
 2. Time sheets or log sheets
 3. Supplies used
 4. Contracts issued
 5. Purchase orders issued
 6. Any other expenditures
 7. Damages to public buildings, equipment, utilities, etc
 8. Loss of life of any public servant
 9. Documents regarding economic impact
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- Local civil unrest issues are unlikely to lead to a Presidential Declaration of disaster, however, if a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance with the proper state or federal agency.
- Ensure public officials are aware of the assistance application process.

- Ensure the general public is made aware, through the PIO, of the assistance application process.
- Perform an incident critique with all possible resource organizations.
- Identify and correct any deficiencies of the plan.
- Implement or modify hazard mitigation plan accordingly.
- Brief city officials and York County EMA with updated information and disaster recovery progress.

DRAFT

Cybersecurity

Cyberattacks are malicious attempts to access or damage a computer or network system. Cyberattacks can lead to the loss of money or the theft of personal, financial, and medical information. These attacks can damage your reputation and safety.

PLANNING:

- Limit the personal information you share online.
- Change privacy settings.
- Do not use location features.
- Keep software applications and operating systems up to date.
- Create strong passwords by using upper- and lower-case letters, numbers, and special characters. Use a password manager and two methods of verification.
- Watch for suspicious activity that asks you to do something right away, offers something that sounds too good to be true or needs your personal information.
- Protect your home and/or business using a secure Internet connection, Wi-Fi network, and change passwords regularly.
- Do not share PINs or passwords. Use devices that use biometric scans when possible.
- Check your account statements and credit reports regularly.
- Be cautious about sharing personal financial information.
- Use antivirus and anti-malware solutions, and firewalls to block threats.
- Back up your files regularly in an encrypted file or encrypted file storage device.
- Do not click on links in texts or emails from people you do not know. Scammers can create fake links to websites.
- Remember that the government will not call, text, or contact you via social media about owing money or receiving economic impact payments.

RESPONSE:

- Check your credit statement for unrecognizable charges.
- Check your credit reports for any new accounts or loans you did not open.
- Be alert for soliciting emails and social media users asking for private information.
- If you notice strange activity, limit the damage by immediately changing all your internet account passwords.
- Consider turning off the device. Take it to a professional to scan for potential viruses and remove any that they find. Remember: A company will not call you and ask for control of your computer to fix it. This is a common scam.
- Let work, school or other system owners know.
- Run a security scan on your device to make sure your system is not infected or acting more slowly or inefficiently.
- If you find a problem, disconnect your device from the Internet and perform a full system restore.

RECOVERY:

- Contact all financial service companies where you hold an account to report what has happened, place holds on accounts, and to close accounts.
- File complaints with the Office of the Inspector General, the FBI Internet Crime Complaint Center, the Federal Trade Commission, and any state agency dealing with financial crimes.
- Financial Preparedness Plan for widespread cybersecurity issues by having emergency cash on hand.
- Keep monetary resources in different accounts, so there is a backup account.
- Use an FDIC insured account.

DRAFT

Dam Failure

Dam Failure/Breach:

The sudden release of water resulting from structural collapse or improper operation of the impounding structure. Dam breach can cause rapid downstream flooding, loss of life, damage to property, and the forced evacuation of people. A dam breach has a low probability of occurring, but a potentially high impact. During heavy rain events, dam failure and breaches are more likely to occur due to stress on the structures, for example, overtopping. Dam failure and breach are different than the other types of flooding because it's due to man-made causes, but it is included under flooding because the results and impacts are the same as flooding.

Background:

The City of Saco may be impacted by a breach and/or failure of two dams, Skeleton Dam in Buxton and Cataract Dam in Saco. Dams are listed as High, Significant, or Low Hazard by MEMA. Skeleton Dam is listed as a High Hazard Dam that could result in loss of life and significant property damage. Cataract Dam is listed as a Low Hazard Dam with damage to property only.

PLANNING:

- Ensure dams are inspected regularly by the appropriate agency.
- Contact the dam owner/operator to establish a communication plan and obtain a copy of their emergency plan.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Communicate with schools, daycare centers, hospitals, etc. regarding proper precautions and emergency actions prior to a potential dam failure.
- Coordinate with local planning boards and inspection departments regarding building codes and enforcement to minimize downstream damage.
- Conduct hazard analysis of vital facilities and the impact of a major dam failure on one or more of those facilities.
- Determine the availability of shelters.
- Communicate with local organizations which will staff shelters.

RESPONSE:

During the dam failure event:

- Issue warnings utilizing the CodeRed alert system based on procedures.
- Establish communication with York County EMA and any applicable responding agencies.
- Establish the EOC, based on operational procedure as appropriate.
- Through communications with responding special teams or agencies, determine as quickly as possible:
 1. Number of killed or injured
 2. General boundary of the affected area
 3. The general extent of damages
 4. The general extent of power or other utility disruption
 5. Immediate needs of response forces
 6. If voluntary evacuations of the population have begun
 7. Location of any congregate care area established or ad hoc
- Establish communications with the dam owner/operator.
- Contact York County EMA regarding affected electric and gas utilities.
- Request York County IMT and Command One to establish command post.
- Coordinate the opening of appropriate number of shelters.
- Evacuate effected areas with assistance from response forces.
- Conduct the first staff briefing as soon as practical after EOC activation.
- Establish a public information officer (PIO).
- Provide the PIO with updated information.
- Establish a schedule for briefings.
- Brief city officials and York County EMA.
- Provide response forces with updated information, as appropriate.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log and complete ICS forms.

- Review and follow resource procurement procedure.
- Inventory additional resources that may be used or called upon for use.
- Activate formal resource request procedure and resource tracking.
- Coordinate all resource requests to the York County EMA.
- Activate financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action.
- Conduct a “second shift” or relieving shift briefing to discuss with and present to your relief, the incident action plan for the next 12 hours.

Affected Road in Order of Priority (Est. Flood Water Arrival Time)

- **New County Road (RT 5) IAO Biddeford/Dayton Line (24 minutes)**
 - Boom Road on the River Side
- **I-95 North and South Bridges (78 Minutes)**
- **Water Street (90 Minutes)**
 - Storer Street
 - Lincoln Street
- **Market Street (90 Minutes)**
 - Irving Street
 - Gooch Street
- **Main Street Bridge (90 Minutes)**
 - Front Street
 - Pine Ridge Road
- **Thunder Road (2 Hours 15 Minutes)**
- **Glenhaven E/W and Marina (2 Hours 45 Minutes)**
 - Edge Water Lane
 - Tiffnay Lane
 - Sea Lane
 - Meadow Lane
 - Lewis Lane
 - Windy Point Lane
 - Ferry Road River View Homes
 - Maple Drive
 - Ferry Lane
- **River Lane (4 Hours)**
- **Camp Ellis from Main Ave to Pier (4 Hours 15 minutes)**

RECOVERY:

After the dam failure event:

- Gather damage assessment information (public, housing, business) from damage assessment teams.
- Obtain an estimated duration period for continued shelter operations.
- Obtain information from the dam owner and or MEMA regarding safety, etc.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved in the response.
 2. Time sheets or time logs.
 3. Supplies used.
 4. Contracts issued.
 5. Purchase orders issued.
 6. Damages to public buildings, equipment, utilities, etc.
 7. Loss of life of any public servant
 8. Documents regarding economic impact.
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
- Coordinate recovery organizations and private or volunteer relief organizations.
- If Presidential declaration of disaster is made, file “Request for Public Assistance” to apply for assistance as soon as possible with the state.
- Ensure public officials are made aware of the assistance application process.
- Ensure the public is made aware, through the public information officer, of the assistance application process, if applicable.
- Perform an incident critique as soon as possible.
- Implement a hazard mitigation plan accordingly.
- Brief elected officials and York County EMA with updated information and disaster recovery progress.

Earthquake

PLANNING:

Earthquakes are unforeseen events and unpredictable therefore Prior planning is somewhat different than other disaster events.

Prior to the earthquake event:

- Plan for immediate opening of EOC and manning phones and response activities.
- Inform officials and York County EMA of the plan for immediate response.
- Coordinate with city leadership so they know their responsibility if an event occurs.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Monitor the local broadcast media regarding Emergency Alert System activation.
- Communicate with schools, daycare centers, hospitals, etc. regarding proper precautions and emergency training actions prior to an earthquake.
- Monitor the US Geological briefings for information affecting local jurisdictions.
- Plan at least one exercise (tabletop or practical) tri-annually.
- Communicate with York County EMA and CMP regarding power outages.
- Establish shelter in place or evacuation plan including routes.
- Ensure public works has a plan to deploy detour signage.
- Ensure internal staff/volunteer preparedness: supply kits at home, fuel in cars, fueled generators, etc. to reduce worry about their own families and allow for full engagement in disaster response effort.

RESPONSE:

During the earthquake event:

- Activate the EOC.
- Establish ICS and communicate plan with team.
- Establish a public information officer (PIO).
- Maintain situational awareness at all times/ start immediate damage assessments.
- Inform city officials and York County EMA of specific damage.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Maintain communications with York County EMA.
- Through communications with responding agencies determine as quickly as possible:
 1. Number of killed or injured
 2. General boundary of the affected area
 3. The general extent of damages
 4. The general extent of power or other utility disruption
 5. Immediate needs of response forces
 6. If voluntary evacuations of the population have begun
 7. Location of any triage area
- Monitor overall county situation.
- Establish ongoing reporting from the special response teams.
- Establish incident command team and command post(s) as needed.
- Evacuate affected areas with assistance from special response teams.
- Conduct first staff briefing as soon as practical after EOC activation.
- Establish a schedule for briefings.
- Brief York County EMA, and PIO with updated information.
- Provide special response teams with updated information.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Review and follow resource procurement procedure.
- Inventory additional resources that may be used or called upon for use.

- Activate formal resource request procedure and resource tracking.
- Coordinate requests being forwarded to the York County EMA.
- Activate financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan.
- Conduct a “second shift” or relieving shift briefing and discuss with and present to your relief, the incident action plan for the next 12 hours.
- Track resource usage, personnel, financial expenditures, etc.
- Continue public messaging with county emergency alert system.
- List any shelters that are open and routes to get there.
- Keep track of areas that were evacuated and the location to which citizens were evacuated.

RECOVERY:

After the earthquake occurred:

- Inform city officials and department heads of the situation.
- Perform damage assessment activities.
- Update York County EMA of the situation and request any resources needed.
- Coordinate with mutual aid partners.
- Assess the need for evacuations and or sheltering in place.
- Gather financial information from the Finance Officer.
- As appropriate gather additional information to include:
 1. Personnel that responded and the time involved in the response.
 2. Time sheets or time logs.
 3. Supplies/Contracts used.
 4. Purchase orders issued.
 5. Any other expenditures.
 6. Damages to public buildings, equipment, utilities, etc.
 7. Loss of life of any public servant.
 8. Documents regarding economic impact.
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
- Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- Assess shelter activities.
- Ascertain the number of injured and deceased from medical personnel.
- If a Presidential declaration of disaster is made, file “Request for Public Assistance” to apply for assistance as soon as possible with the state.
- Ensure officials are made aware of the assistance application process.
- Contact water district to establish whether water is safe to drink.
- Ascertain the number of injured and deceased from medical personnel.

Emergency Heating and Cooling Center Activation

Purpose:

This guideline establishes criteria and procedures for the activation, operation, and deactivation of emergency heating and cooling centers in the City of Saco to protect public health during extreme temperature events.

Scope:

This guideline applies to all members of the city of Saco and serves as guidance for coordination with city departments and external agencies during weather-related events.

Guideline:

The City of Saco is committed to safeguarding its residents during periods of extreme heat or cold by providing designated centers for temporary relief.

Definitions:

An **Emergency Cooling Center** location is a designated, publicly accessible facility established to provide temporary, safe, and cooling indoor shelter for individuals seeking relief from extreme hot temperatures.

An **Emergency Heating Center** location is a designated, publicly accessible facility established to provide temporary, safe, and heated indoor shelter for individuals seeking relief from extreme cold temperatures.

Emergency Center Activation Criteria:

Emergency Cooling Center Activation:

An Emergency Cooling Center may be opened when any of the following conditions are met:

- The National Weather Service (NWS) issue an Excessive Heat Emergency.
- There is a widespread power outage affecting air conditioning in residential areas.
- Other conditions as determined by the City of Saco Emergency Management Director or designee in consultation with city department members.

Emergency Heating Center Activation:

An Emergency Heating Center may be opened when any of the following conditions are met:

- The National Weather Service (NWS) issue an Excessive Cold Weather Emergency.
- There is a significant power or heating outage affecting residential areas.

- Other conditions as determined by the City of Saco Emergency Management Director or designee in consultation with city department members.

Authority to Activate:

The decision to open an Emergency Heating or Cooling Center will be made by the City of Saco Emergency Management Director in consultation with:

- City Administrator or Deputy City Administrator
- Director of Parks & Recreation
- Director of Facilities
- Director of Public Works
- Director of Communications
- Chief of Police

Emergency Center Location:

Pre-identified facilities (e.g., Saco Community Center, Saco Transportation Center) will serve as emergency heating and cooling centers. Locations will be determined based on event specifics, facility readiness, accessibility, and staffing availability.

A facility shall have:

- Climate control (heat/air conditioning)
- Restroom facilities
- ADA accessibility

Emergency Center Operations:

- Centers will provide a safe, climate-controlled space.
- Centers will operate during designated hours determined by the event, typically daylight hours, or as conditions dictate.
- The city will coordinate staffing and logistics for the emergency heating and cooling center.

Authority to Deactivate:

The decision to deactivate an emergency heating or cooling Center will be made by the City of Saco Emergency Management Director or their designee in consultation with:

- City Administrator or Deputy City Administrator
- Director of Parks & Recreation
- Director of Facilities
- Director of Public Works
- Director of Communications
- Chief of Police

Public Notification:

Upon activation:

- A CodeRED emergency message may be issued identifying the opening, location, and hours of operation for the center.
- Information will be posted on the City of Saco website, electronic signboards, social media, and distributed to local community partners and news outlets.

Documentation:

Each activation will be logged using the Emergency Heating/Cooling Center Activation Log, including:

- Date/time of activation and deactivation
- Number of individuals served
- Staff assigned
- Notable incidents or challenges

Transitioning to an Emergency Shelter:

Emergency Heating and Cooling Centers are designed for non-continuous (non-24/7) operation. If a heat or cold-related emergency persists or is predicted to persist beyond the operational hours of the Center, and it is not safe for individuals to return to their homes, a shelter may need to be opened.

Emergency Operations Center (EOC) Guideline

Purpose:

This guide provides an operational reference for establishing, staffing, and managing the City of Saco's Emergency Operations Center (EOC). The Emergency Operations Center serves as the central command and coordination facility responsible for carrying out emergency management functions during a disaster or major incident. It ensures coordinated response and recovery operations during emergencies or disasters affecting the community. This guide outlines the structure, roles, procedures, and tools necessary for effective EOC operations.

EOC Overview:

The EOC serves as the central coordination point during major emergencies. The EOC does not manage tactical operations at the scene but provides strategic support, resource coordination, public information, and liaison with York County EMA and other partners.

EOC Objectives:

- Coordinate multi-agency response efforts
- Support field operations
- Manage information and resource flow
- Provide situational awareness and decision support to city leadership
- Ensure continuity of government and essential services
- Communicate with the public and stakeholders

EOC Location:

Primary EOC:

Saco Fire Department Central Station
271 North St, Saco, Maine, 04072

Alternate EOC:

York County Emergency Management
149 Jordan Springs Rd, Alfred, Maine, 04002

Regional Coordination:

For incidents that exceed municipal capabilities or affect multiple jurisdictions, York County EMA serves as the primary regional coordination point.

York County EMA can:

- Coordinate mutual aid between municipalities.
- Serve as liaison to Maine Emergency Management Agency (MEMA) and federal partners.
- Activate county-level Wireless Emergency Alerts (WEA) for Civil Emergency Messages, Shelter in Place, and Evacuation Immediate
- Provide access to specialized state resources including the National Guard
- Coordinate regional situation awareness and information sharing

IMPORTANT NOTE: Even during regional or state-level incidents, municipal authorities retain primary responsibility for local emergency response. State and federal resources supplement, but do not replace, local capabilities.

EOC Activation Levels:

Level:	Description:	Examples:
Level 1	Full Activation	Major disaster, multi-agency coordination
Level 2	Partial Activation	Moderate incident, limited coordination
Level 3	Monitoring	Routine operations, situational awareness

The EOC may be activated by the Emergency Management Director or the City Administrator based on incident scale and operational need.

EOC Organization Structure:

Aligned with the Incident Command System (ICS) and the National Incident Management System (NIMS):

1. EOC Director
2. Deputy EOC Director
3. Command Staff:
 - a) Public Information Officer (PIO)
 - b) Liaison Officer
 - c) Safety Officer
4. General Staff:
 - a) Operations Section
 - b) Planning Section
 - c) Logistics Section
 - d) Finance/Administration Section

EOC Organizational Staffing:

- EOC Director: Emergency Management Director / Fire Chief
- Deputy EOC Director: Deputy EMA Director
- Operations Section: City Departments
- Planning Section: City Departments
- Logistics Section: City Departments
- Finance/Admin Section: City Departments
- Public Information Officer (PIO): Communications Department

Key Functions:

Operations Section:

- Coordinate field operations and mutual aid support.
- Support evacuation, sheltering, and public safety missions.

Planning Section:

- Collect, analyze, and distribute situational information.
- Prepare Incident Action Plans (IAPs).
- Maintain event logs and situation reports.

Logistics Section:

- Provide and track resources (personnel, equipment, facilities).
- Support communications systems and technology.
- Coordinate with State and County EMA for additional support.

Finance/Admin Section:

- Track personnel time and costs.
- Manage purchasing and reimbursement documentation.
- Support FEMA and MEMA disaster assistance documentation.

EOC Setup & Equipment:

Facility Requirements:

- Secure, accessible location
- Backup power and communications
- Adequate workspace and rest areas

Essential Equipment:

- Computers, phones, radios
- Maps and status boards

- Internet and Wi-Fi access
- Printers and copiers
- Emergency supplies and first aid kits

Logistics & Resource Management:

- Resource Requests: Logged and tracked through the Logistics Section.
- Requests coordinated via City of Saco, York County EMA and mutual aid.
- Supplies & Facilities: Maintained by Public Works, Facilities, and Public Safety.
- Emergency Shelter Supplies: Follow Local Sheltering Policy

Safety & Security:

- Access to EOC is restricted to authorized personnel only.
- Accountability maintained through sign-in/out procedures.
- Conduct safety briefings
- Ensure fire and life safety systems are operational
- Monitor for fatigue and stress among staff

Recovery & Demobilization:

- Transition from response to recovery coordinated by EOC Director.
- Work with MEMA/FEMA for disaster assistance and reimbursement.
- Develop a Recovery Plan focusing on infrastructure, housing, and economic stability.

Contact Information:

EOC Director:
Name/Agency:
Contact:

EOC Deputy Director:
Name/Agency:
Contact:

Saco Administrator:
Name/Agency:
Contact:

Saco Mayor:
Name/Agency:
Contact:

Saco Police Chief
Name/Agency:
Contact:

Saco Public Works Director:
Name/Agency:
Contact:

Saco Communications Director:
Name/Agency:
Contact:

Saco Facilities Director:
Name/Agency:
Contact:

Saco Parks & Rec Director:
Name/Agency:
Contact:

Saco I.T. Director:
Name/Agency:
Contact:

Saco Water Resource Director:
Name/Agency:
Contact:

Saco Code Enforcement Director:
Name/Agency:
Contact:

Saco Economic Development Director:
Name/Agency:
Contact:

Emergency Sheltering Guideline

Purpose:

The purpose of this guideline is to establish procedures for the activation, operation, and demobilization of emergency shelters within the City of Saco during emergency events that require temporary housing or refuge for displaced residents.

This guideline supports the City of Saco's Emergency Operations Plan (EOP) and outlines coordination among municipal departments and regional partners to ensure safe, organized, and effective shelter operations.

Scope:

This guideline applies to all City of Saco departments and partner agencies involved in shelter operations.

Authority to Activate Emergency Shelters:

Emergency Shelters may be activated by:

- City Administrator or Deputy City Administrator
- Emergency Management Director
- Incident Commander
- Activation may occur through the Emergency Operations Center (EOC) when activated.

Emergency Shelters may be activated for events, including but not limited to:

- Severe weather emergencies
- Extended power outages
- Coastal storms and flooding
- Hazardous materials incidents
- Structural fires or building evacuations
- Mass displacement incidents

This guideline supports the City of Saco Emergency Operations Plan (EOP) and follows the Incident Command System (ICS).

Overnight Emergency Shelters:

Used for:

- Residential displacement due to: (Large Fires, Flooding, Severe Storms etc.)
- Extended power outages
- Emergency Management evacuation recommendations

Services typically include:

- Sleeping areas
- Basic meals
- Restrooms
- Medical support (EMS)
- Security support (Police)
- Family reunification support

Emergency Shelter Locations:

Facilities selected should meet accessibility, safety, and capacity requirements.

Potential shelter locations in Saco include:

- Saco Community Center
- Thornton Academy
- Other city facilities capable of accommodating displaced residents

Facilities shall have:

- ADA accessibility
- Adequate restroom and sanitation facilities
- Heating/cooling capability
- Backup power
- Kitchen or food service capability
- Parking and emergency vehicle access

Emergency Shelter Activation Process:

When emergency sheltering is required, the following steps should occur:

Step 1: Situation Assessment

- Incident Commander evaluates the need for sheltering.
- Determine the expected number of displaced residents.

Step 2: Coordination

- Notify Emergency Management Director.
- Coordinate with City Leadership
- Coordinate with York County EMA.
- Contact the American Red Cross for shelter management assistance.

Step 3: Facility Preparation

Public Works

- Ensure facility access.
- Provide barricades and lighting if necessary.

Parks and Recreation / Schools

- Open facility
- Provide cots, tables, and chairs if available.

Fire Department

- Conduct a safety inspection.
- Confirm fire protection systems are operational.
- Confirm EMS detail

Police Department

- Provide Police detail

Emergency Shelter Operations:

Emergency Shelter staffing may include personnel from:

- Saco Fire Department
- Saco Police Department
- Parks and Recreation
- Public Works
- American Red Cross volunteers
- Community Emergency Response Team (CERT).

Operations Functions:

- Typical staffing roles may include:
- Shelter Manager
- Registration staff
- Dormitory supervisors
- Food service staff
- Security personnel

Shelter Manager:

Responsible for:

- Overall shelter operations
- Coordination with the Emergency Operations Center (EOC)
- Staffing coordination
- Resource requests
- Reporting operational status

Registration Staff:

- Resident sign-in
- Basic information collection
- Family reunification coordination

Dormitory:

- Sleeping area management
- Space allocation
- Quiet hours and safety monitoring

Food Services:

- Meal coordination
- Coordination with Red Cross or local partners

Health Services (EMS):

- Basic first aid
- Medication needs monitoring

Safety and Security (Saco PD):

- Provided by the Saco Police Department or assigned personnel
- Ensure an orderly shelter environment.

Public Information:

Public notification of shelter openings will be coordinated through:

- City of Saco website
- Social media platforms
- CodeRED emergency notification system
- Local media outlets
- York County EMA communication channels

Public messaging should include:

- Shelter location
- Opening time
- Available services
- Transportation options (if available)
- Pet accommodation information

Shelter Safety and Security:

Safety measures should include:

- Regular facility monitoring
- Fire safety compliance
- Clear emergency exits
- Controlled entry and exit points
- Security presence when necessary

Pet Sheltering:

When feasible, accommodations may be coordinated for household pets.

Options may include:

- Designated pet sheltering areas
- Partnerships with local animal shelters
- Service animals must be permitted in all shelters.

Shelter Demobilization:

Shelters may be closed when:

- Residents can safely return home
- Temporary housing is available.
- Emergency conditions have stabilized.

Demobilization steps include:

- Notify residents of the closure timeline
- Coordinate alternative housing if necessary.
- Clean and restore the facility
- Inventory and return supplies
- Conduct an after-action review.

Documentation and After-Action Review:

Following shelter operations:

- Incident reports should be completed
- Costs should be documented for potential reimbursement.
- An After-Action Review should be conducted.
- Lessons learned should be incorporated into updates of the City's Emergency Operations Plan.

Explosive Hazard

PLANNING:

- Coordinate with any local companies that may have explosive materials.
- Provide an avenue for these companies to report explosive accidents.
- Coordinate with schools, daycare centers, hospitals, etc. regarding proper precautions and emergency actions regarding an explosive hazard.
- Conduct hazard analysis of vital facilities and the impact of an explosion incident in or near one or more of those facilities.
- Determine the availability of mobile and/or portable mortuary services.
- Coordinate and plan at least one exercise (tabletop or practical) tri-annually.
- Coordinate with law enforcement for response and information.
- Establish or facilitate joint incident command with agencies likely to respond, such as fire departments, regional hazmat teams, rescue, mortuary, etc.
- Ensure responders are trained in explosive devices, explosive handling and victim extrication from collapsed facilities.
- Ensure resources such as explosive ordinance disposal units are available and the necessary agreements are in place to obtain those resources.
- Determine the availability of shelters.
- Coordinate with volunteer groups or organizations regarding the opening and staffing of shelters.

RESPONSE:

During the explosive hazard event:

- Activate the EOC, based on operational procedure.
- Establish incident command and command post(s) as needed.
- Identify immediate action or response requirements.
- Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- Utilizing CodeRed, issue alerts based on procedure.
- Establish communications with municipal agencies and York County EMA.
- Evacuate affected areas with assistance from response forces.
- Establish communications with responding agencies.
- Through communications with responding agencies, determine as quickly as possible:
 1. Number of killed or injured (if any)
 2. General boundary of the affected area
 3. The general extent of damages
 4. The general extent of power or other utility disruption
 5. Immediate needs of response forces
 6. If voluntary evacuations of the population have begun
 7. Location of any established triage area
 8. Location of any congregate care area established or ad hoc care area
- Communicate with York County EMA regarding the overall county situation.
- Establish communications with the facility reporting the explosion.
- Request a technical liaison from law enforcement, familiar with explosive hazard, report to the EOC if it is practical to do so.
- Request explosive disposal unit, hazardous materials team or other specialized response forces if appropriate.
- Establish communications with and request a liaison from state transportation and electric and gas utilities as necessary.
- Establish communications with area schools and/or businesses that might be affected.
- Establish ongoing reporting from the response forces, private agencies and utilities.

- Coordinate the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure.
- Conduct first staff briefing as soon as practical after EOC activation.
- Activate the public information officer (PIO) for updated incident information.
- Brief city officials, York County EMA, utilities and PIO with updated information.
- Establish a schedule for briefings.
- Establish, as appropriate a Joint Information Center (JIC) with the facility.
- Provide response forces with updated information, as appropriate.
- Utilizing CodeRed, release public information updates as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Activate formal resource request procedure and resource tracking according to policy.
- Inventory additional resources that may be used or called upon for use.
- Activate financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- Conduct a "second shift" or relieving shift briefing.
- Discuss with and present to your relief, the incident action plan for the next 12 hours.

RECOVERY:

After the explosive hazard occurred:

- Gather damage assessment information (public, housing, business).
- Obtain information from technical sources regarding explosive effects or demolition effects duration.
- Assess shelter activities: how many are open, the need to remain open or demobilize and an estimate for how long and what resources are needed for both.
- Obtain information from utilities regarding outages, length of repair, safety, etc.
- Assess citizen/community needs for individual assistance and or public assistance.
- Activate local unmet needs committee if appropriate.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved with the response
 2. Time sheets or log sheets
 3. Supplies used
 4. Contracts issued
 5. Purchase orders issued
 6. Any other expenditures.
 7. Damages to public buildings, equipment, utilities, etc.
 8. Loss of life of any public servant
 9. Documents regarding economic impact
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- Establish donated goods management based on policy and procedure.

- It will be unlikely if a small, localized explosion will cause a Presidential declaration of disaster, but if a declaration is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- Ensure public officials are made aware of the assistance application process.
- Ensure the general public is made aware of the assistance application process.
- Perform an incident critique as soon as possible.
- Review agency and self-performance.
- Identify and correct any deficiencies of the plan.
- Implement hazard mitigation or modify hazard mitigation plan accordingly.
- Brief city officials and YCEMA with updated information and disaster recovery.

Fixed Facility Chemical Spill

PLANNING:

- Ensure the public is well informed through Community Right to Know.
- Coordinate with local plants, businesses or other facilities that receive hazardous materials and obtain information as allowed by Community Right to Know or SARA Title III (Code of Federal Regulations).
- Provide an avenue for such facilities to report chemical spills.
- Utilizing CodeRed, issue alerts based on procedure.
- Coordinate with Chemtrac (800-424-9300) for timely information regarding spills.
- Coordinate with schools, daycare centers, hospitals, etc. regarding proper precautions and emergency actions prior to a chemical spill or accident.
- Coordinate and plan at least one exercise (tabletop or practical) bi-annually.
- Coordinate with local planning boards and inspections departments regarding building codes and minimizing potential release of hazardous materials.
- Conduct hazard analysis of vital facilities and the impact of a major chemical spill on one or more of those facilities.
- Coordinate with the facility for response and information.
- Establish or facilitate joint incident command concept with each facility.
- Establish or facilitate joint incident command with agencies likely to respond, such as fire departments, regional hazmat teams, etc.
- Determine the location of the nearest hazmat response team and their capability.

RESPONSE:

During the fixed facility chemical spill event:

- Identify immediate action or response requirements. Refer to online Extremely Hazardous Substance (EHS) listing if needed.
- Refer to the facility listing for Extremely Hazardous Substances in York County.
- Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- Activate the EOC.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Evacuate affected areas with assistance from response forces.
- Establish communications with responding agencies.
- Request hazardous materials team response if appropriate.
- Through communications with responding agencies, determine as quickly as possible:
 1. Number of killed or injured (if any)
 2. General boundary of the affected area
 3. The general extent of damages
 4. The general extent of power or other utility disruption
 5. Immediate needs of response forces
 6. If voluntary evacuations of the population have begun
 7. Location of any congregate care area established or ad hoc care area
- Communicate with York County EMA regarding the overall county situation.
- Establish communications with the facility reporting the spill or leak.
- Request a technical liaison from the facility to report to the EOC (or command post)
- Maintain situational awareness at all times.
- Maintain communications with municipal agencies, York County EMA and any electric or gas utilities if necessary.
- Establish communications with area schools and/or businesses that might be affected.
- Establish ongoing reporting from the response forces, private agencies and utilities.
- Establish incident command and command post(s) as needed.
- Coordinate the opening of appropriate number of shelters.

- Conduct first staff briefing as soon as practical after EOC activation.
- Activate the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city officials, York County EMA, utilities and PIO with updated information.
- Establish, as appropriate a Joint Information Center (JIC) with the carrier or manufacturer if appropriate.
- Provide response forces with updated information, as appropriate.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Activate formal resource request procedure and resource tracking according to policy and guidelines.
- Inventory additional resources that may be used or called upon for use.
- Activate financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan outlining actions that must be accomplished.
- Conduct a "second shift" or relieving shift briefing.
- Discuss with and present to your relief, the incident action plan for the next 12 hours.

RECOVERY:

After the fixed facility chemical spill occurred:

- Gather damage assessment information (public, housing, business).
- Obtain information from technical sources regarding health effects duration.
- Assess shelter activities.
- Obtain information from utilities regarding outages, length of repair, safety, etc.
- Assess citizen/community needs for individual assistance and or public assistance.
- Activate local unmet needs committee if appropriate.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved with the response
 2. Time sheets or log sheets
 3. Supplies used
 4. Contracts issued
 5. Purchase orders issued
 6. Any other expenditures.
 7. Damages to public buildings, equipment, utilities, etc.
 8. Loss of life of any public servant
 9. Documents regarding economic impact

Notation: In most cases the person responsible for the chemical leak or spill is responsible for cleanup and all costs associated with response as well.

- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Coordinate recovery organizations including federal and state agencies.
- Establish donated goods management based on policy and procedure.
- If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- Ensure public officials are made aware of the assistance application process.

- Ensure the general public is made aware, through the PIO, of the assistance application process.
- Perform an incident critique as soon as possible.
- Implement hazard mitigation or modify hazard mitigation plan accordingly.
- Brief city officials and York County EMA with updated information and disaster recovery progress.

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Flooding

PLANNING:

FLOOD WARNINGS:

- Warnings are issued when flooding is imminent or occurring. Forecasts will typically advise of expected severity of the flooding, areas that may be affected and approximate timing of events.
- Determine the need for/timing of opening EOC.
- Inform city officials, city leadership and York County EMA of the plan.
- Monitor the National Weather Service regarding timely watches and warnings affecting local jurisdictions.
- Utilizing CodeRed, issue alerts based on procedure.
- Communicate with schools, daycare centers, hospitals, etc. regarding proper precautions and emergency actions prior to a flooding event.
- Communicate with the public information officer (PIO) regarding messaging.
- Ensure the community is a participant in the National Flood Insurance Program.
- Inventory supply kits: portable radios, lights, medical supplies, drinking water, food.
- Establish evacuation plan including routes.
- If necessary, evacuate low lying areas to higher ground.
- Contact public works to deploy detour signage.
- Communicate with York County EMA regarding public information messages about electric utilities and power outages.
- Determine locations where sandbags can be obtained and a plan to fill them.
- Ensure internal staff preparedness: supply kits at home, fuel in cars, generators fueled, etc. to reduce worry about their own families and allow for full engagement in disaster response effort.
- Coordinate and plan at least one exercise (tabletop or practical) tri-annually.

RESPONSE:

During the flooding event:

- Activate the EOC as appropriate.
- Establish incident command and command post(s) as needed.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Establish ICS and communicate plan with team.
- Establish communications with York County EMA and responding agencies.
- Through communications with responding agencies, determine as quickly as possible:
 1. Number of killed or injured (if any)
 2. General boundary of the affected area
 3. The general extent of damages
 4. The general extent of power or other utility disruption
 5. Immediate needs of response forces
 6. If voluntary evacuations of the population have begun
 7. Location of any congregate care area established or ad hoc
- Monitor overall county situation.
- Maintain situational awareness at all times.
- Maintain communications with municipal agencies and York County EMA.
- Identify liaison from electric and gas utilities if necessary.
- Establish ongoing reporting from the special response teams.
- Coordinate the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure.
- On order, evacuate effected areas with assistance from special response teams.
- List any shelters that are open and routes to get there.
- Conduct first staff briefing as soon as practical after EOC activation.
- Establish a schedule for briefings.
- Brief city officials and York County EMA.
- Utilizing CodeRed, continue public information messaging through the PIO.
- Provide PIO with updated information and the special response teams.
- Establish 24/7 duty roster for the EOC and/or command post.

- Develop and post any required maps or diagrams.
- Activate an events log.
- Activate formal resource request procedure and resource tracking according to policy.
- Inventory additional resources that may be used or called upon for use.
- Activate financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan outlining actions that must be accomplished.
- Track resource usage, personnel, financial expenditures, etc.
- Keep track of areas that were evacuated and the location to which citizens were evacuated.
- Conduct a “second shift” or relieving shift briefing and discuss with and present to your relief, the incident action plan for the next 12 hours.

RECOVERY:

After the flooding event occurred:

- Inform city officials and department heads.
- Gather damage assessment information (public, housing, business).
- Update York County EMA of the situation and request any resources needed.
- Assess citizen/community needs for individual assistance and public assistance.
- Assess shelter activities.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved with the response
 2. Time sheets or log sheets
 3. Supplies used
 4. Contracts issued
 5. Purchase orders issued
 6. Any other expenditures.
 7. Damages to public buildings, equipment, utilities, etc.
 8. Loss of life of any public servant
 9. Documents regarding economic impact
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Evacuate people and animals who may be stranded in flooded areas.
- Contact water district to establish whether or not water is safe to drink.
- Ascertain the number of injured and deceased from medical personnel.
- Coordinate recovery organizations including private or volunteer relief organizations.
- If a Presidential declaration of disaster is made, file “Request for Public Assistance” to apply for assistance as soon as possible with the state.
- Ensure public officials are made aware of the assistance application process.
- Ensure the general public is made aware, through the PIO, of the assistance application.

Hurricane

PLANNING:

HURRICANE WARNINGS:

Warnings are issued 72 hours ahead of time. Once hurricanes travel north of Cape Hatteras, they pick up speed which will reduce our preparation time.

- Track the storm's path and plan decisions based on estimated timing of arrival.
- Determine the need for opening EOC.
- Inform city officials, departments and York County EMA of the city's plan.
- Plan to open shelters and communicate with volunteer groups or organizations which will staff them.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Inform citizens:
 1. Evacuation routes and how the message will get out should they need to evacuate.
 2. House preparation- close windows, doors and hurricane shutters and/or board up windows, clearing yards, disaster kits.

The attached "Hurricane Information for General Public" lists recommendations for citizens.

- Inventory supply kits: portable radios, lights, medical supplies, drinking water, food.
- Establish an overall evacuation plan including evacuation routes.
- Coordinate with inland jurisdictions to host evacuating population.
- Contact public works to deploy detour signage.
- Ensure internal staff preparedness: supply kits at home, fuel in cars, generators fueled, etc. to reduce worry about their own families and allow for full engagement in disaster response effort.

RESPONSE:

During the hurricane event:

- Activate the EOC as appropriate.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Evacuate affected areas, as needed.
- Establish traffic control and security with law enforcement.
- Establish ongoing reporting with the city officials, response forces and YCEMA.
- Conduct first staff briefing as soon as practical after EOC activation.
- Activate the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city officials, response forces and York County EMA.
- Provide PIO with updated information.
- Establish 24/7 duty roster for the EOC and/or command post.
- Activate an events log.
- Review and follow resource procurement procedure.
- Inventory additional resources that may be used or called upon for use.
- Activate formal resource request procedure and resource tracking.
- Coordinate all resource requests being forwarded to the County.
- Activate financial tracking plan and track resource usage, personnel, financial expenditures, etc.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan outlining actions that must be accomplished.
- Keep track of areas that were evacuated and the location to which citizens were evacuated.

RECOVERY:

After the hurricane occurred:

- Gather damage assessment information (public, housing, business).
- Update city officials and York County EMA of the situation.
- Coordinate with mutual aid partners.
- Assess shelter activities.
- Evacuate people and animals who may be stranded in damaged areas.
- Obtain information from utilities regarding outages, length of repair, safety, etc.
- Contact water district to establish whether water is safe to drink.
- Assess citizen/community needs for individual assistance and public assistance.
- Activate local unmet needs committee if appropriate.
- As appropriate gather additional information to include:
 1. Personnel that responded and the time involved in the response.
 2. Time sheets or time logs.
 3. Supplies used.
 4. Contracts issued.
 5. Purchase orders issued.
 6. Any other expenditures.
 7. Damages to public buildings, equipment, utilities, etc.
 8. Loss of life of any public servant.
 9. Documents regarding economic impact.
- Develop or generate reports for the following, as appropriate:
 1. City Officials and York County EMA
 2. Others requiring or requesting reports.
- Coordinate recovery organizations including private or volunteer relief organizations.
- If a Presidential declaration of disaster is made, file “Request for Public Assistance” to apply for assistance as soon as possible with the proper state or federal agency.
- Ensure public officials are made aware of the assistance application process.
- Ensure the general public is made aware of the assistance application process.
- Perform an incident critique as soon as possible.

- Ascertain the number of injured and deceased from medical personnel.
- Deliver post-hurricane safety tips to public:
 1. Listen to local officials for updates and instructions.
 2. Check-in with family and friends by texting or using social media.
 3. Return home only when authorities indicate it is safe.
 4. Watch out for debris and downed power lines.
 5. Avoid walking or driving through flood waters.
 6. Avoid flood water as it may be electrically charged from underground or downed power lines and may hide dangerous debris or places where the ground is washed away.
 7. Photograph the damage to your property to assist in filing an insurance claim.
 8. Do what you can to prevent further damage to your property, (e.g., putting a tarp on a damaged roof), as insurance may not cover additional damage that occurs after the storm.
- Review agency and self-performance.
- Identify and correct any deficiencies of the plan.
- Implement hazard mitigation or modify hazard mitigation plan accordingly.
- Brief elected officials with updated information and disaster recovery progress.

Hurricane Information for the General Public

36 HOURS BEFORE:

- Turn on your TV or radio in order to get the latest weather updates and emergency instructions.
- Build or restock your emergency preparedness kit. Include a flashlight, batteries, cash, and first aid supplies.
- Plan how to communicate with family members if you lose power. For example, you can call, text, email or use social media. Remember that during disasters, sending text messages is usually reliable and faster than making phone calls because phone lines are often overloaded.
- Review your evacuation plan with your family. You may have to leave quickly so plan ahead.
- Keep your car in good working condition, and keep the gas tank full; stock your vehicle with emergency supplies and a change of clothes

18-36 HOURS BEFORE:

- Bookmark your city or county website for quick access to storm updates and emergency instructions.
- Bring loose, lightweight objects inside that could become projectiles in high winds (e.g., patio furniture, garbage cans); anchor objects that would be unsafe to bring inside (e.g., propane tanks); and trim or remove trees close enough to fall on the building.
- Cover all of your home's windows. Permanent storm shutters offer the best protection for windows. A second option is to board up windows with 5/8" exterior grade or marine plywood, cut to fit and ready to install.

6-18 HOURS BEFORE:

- Turn on your TV/radio or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.
- Charge your cell phone now so you will have a full battery in case you lose power.

6 HOURS BEFORE:

- If you're not in an area that is recommended for evacuation, plan to stay at home or where you are and let friends and family know where you are.
- Close storm shutters and stay away from windows. Flying glass from broken windows could injure you.
- Turn your refrigerator or freezer to the coldest setting and open only when necessary. If you lose power, food will last longer. Keep a thermometer in the refrigerator to be able to check the food temperature when the power is restored.
- Turn on your TV/radio or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.

Major Power Failure

PLANNING:

- Coordinate with local electric utilities for information affecting local jurisdictions, obtain historical information on average outages and extended outages. Gather emergency contact information from each utility that provides service.
- Coordinate with schools, daycare centers, nursing homes, hospitals, etc. in proper precautions and emergency actions prior to a major power failure. Encourage the purchase and installation of emergency generators.
- Coordinate with planning boards and inspections departments regarding building codes to minimize damage that might occur from a prolonged power failure.
- Conduct hazard analysis of vital facilities and the impact of a major power failure on one or more of those facilities.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Procure or produce information pamphlets for distribution to the public with assistance from utilities. "What to do When the Lights Go Out".
- Determine the availability of shelters.

RESPONSE:

During the major power failure:

- Establish incident command.
- Identify immediate action or response requirements.
- Immediately carry out those action requirements necessary to preserve life and or property, including the deployment of required resources.
- Activate the EOC as appropriate.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Establish communications with responding agencies.
- Through those communications, determine as quickly as possible:
 1. General boundary of the affected area.
 2. The general extent of power or other utility disruption.
 3. Immediate needs of response forces or utilities.
 4. Estimated time of repair or duration of outage.
 5. Estimated population affected.
- Communicate with York County EMA regarding the overall county situation.
- Monitor the National Weather Service forecasts for information regarding estimated duration of conditions related to the major power failure.
- Establish ongoing reporting from the response forces and utilities.
- Coordinate with volunteer organizations regarding staffing of shelters in the appropriate areas, based on shelter procedures.
- Conduct first staff briefing as soon as practical after EOC activation.
- Activate the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city officials and the York County EMA.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Review and activate formal resource procurement procedures and resource tracking.

- Inventory additional resources that may be used or called upon for use.
- Activate financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedures.
- Develop a 12-hour action plan outlining actions in the next 12 hours.
- Conduct a “second shift” or relieving shift briefing.
- Discuss with and present to your relief, the incident action plan for the next 12 hours.

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RECOVERY:

After the major power failure event:

- Gather damage assessment information from damage assessment teams.
- Gather information from York County EMA regarding potential for outages.
- Obtain information regarding number of sheltered and support necessary for continued operation.
- Assess community needs for individual assistance and or public assistance.
- Activate local unmet needs committee if appropriate.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved in the response.
 2. Time sheets or time logs.
 3. Supplies used.
 4. Contracts or purchase orders issued.
 5. Any other expenditures.
 6. Damages to public buildings, equipment, utilities, etc.
 7. Loss of life of any public servant
 8. Documents regarding economic impact.
- Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- Local power outages are unlikely to lead to a Presidential declaration of disaster, however, if a Presidential declaration of disaster is made, file “Request for Public Assistance” to apply for assistance as soon as possible with the proper agency.
- Ensure public officials are made aware of the assistance application process.
- Ensure the public is made aware, through the PIO, of the assistance application.
- Perform an incident critique as soon as possible with all response organizations.
- Implement hazard mitigation or modify hazard mitigation plan accordingly.
- Brief city officials and York County EMA with updated information and disaster recovery progress.

Nuclear Accident

PLANNING:

Prior to the Nuclear accident event:

- Ensure the public living in the area is kept well informed regarding potential hazards associated with a nuclear facility or nuclear materials.
- Coordinate with the nuclear facility owner or the Nuclear Regulatory Commission as appropriate for timely information affecting local jurisdictions.
- Coordinate with schools, daycare centers, hospitals, etc. regarding proper precautions and emergency actions prior to a potential nuclear accident.
- Ensure evacuation routes are clearly established and well-marked.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Conduct hazard analysis of vital facilities and the impact of a nuclear accident or failure on one or more of those facilities.
- Coordinate and plan at least one exercise (tabletop or practical) tri-annually.
- Ensure exercises are conducted in accordance with FEMA and NRC requirements.
- Ensure that all facilities that hold nuclear materials, including medical facilities are known and properly placarded.
- Pre-determine locations for reception, congregate care and decontamination areas for the public or evacuation population.
- Conduct training in radiological monitoring for responding personnel.
- Conduct training in emergency worker decontamination.
- Ensure appropriate equipment such as dosimetry, radiation detection instruments, etc., are procured, checked and kept calibrated.
- Ensure that surrounding counties are coordinated in mutual aid responses.
- Carry out other planning actions necessary under NUREG, FEMA or state guidance.

RESPONSE:

During the Nuclear accident event:

- Establish incident command.
- Upon notification, activate the EOC.
- Establish communications with the nuclear facility owner/operator.
- Establish communications with the York County EMA and the state.
- Ensure appropriate radiation procedures are followed.
- Ensure that appropriate established procedures are followed as appropriate to the facility condition.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Communicate with York County EMA regarding overall county effect.
- Assist the Radiological Officer to assess initial potential for radiation exposure to the general population in the immediate or affected area.
- Coordinate the opening of appropriate number of shelters and decontamination stations in the appropriate areas, in anticipation of evacuation.
- Establish communications with schools, and/or businesses that might be affected.
- Ensure that all actions are coordinated with facility, state and federal agencies and surrounding counties.
- Communicate with York County EMA regarding overall county situation.
- Request a technical liaison from the facility report to the EOC.
- Establish ongoing reporting from the response forces, private agencies and utilities.
- Coordinate the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure.
- Conduct the first staff briefing as soon as practical after EOC activation.
- Establish a schedule for briefings.
- Brief city officials and York County EMA.
- Provide PIO and response forces with updated information.
- Establish as appropriate, a Joint Information Center (JIC) with the facility.

- Utilizing the CodeRed system, cause public information to be released, via the public information officer (PIO) as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log and complete ICS forms.
- Review and follow resource procurement procedure.
- Inventory additional resources that may be used or called upon for use.
- Activate formal resource request procedure and resource tracking.
- Coordinate all resource requests being forwarded to the York County EMA.
- Activate financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan outlining actions that must be accomplished.

RECOVERY:

After the Nuclear accident event:

- Coordinate emergency worker decon and ensure all returning equipment is properly decontaminated.
- Obtain information from the facility owner regarding length of repair, safety, etc.
- Gather damage assessment information from damage assessment teams.
- Obtain information from technical sources regarding health effects duration.
- Obtain information regarding number of shelters and support.
- Obtain an estimated duration period for continued shelter operations.
- Obtain information from utilities regarding outages, length of repair safety, etc.
- Assess community needs for individual assistance and public assistance.
- Activate local unmet needs committee if appropriate.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved in the response.
 2. Time sheets or time logs.
 3. Supplies used.
 4. Contracts issued.
 5. Purchase orders issued.
 6. Damages to public buildings, equipment, utilities, etc.
 7. Loss of life of any public servant
 8. Documents regarding economic impact.

Notation: In most cases the facility responsible for a radiological event and radiation incidents are responsible for all costs associated with response. Volunteer resources may not be reimbursable unless under contract. Documentation is essential.

- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA

4. Others requiring or requesting reports

- Coordinate recovery organizations and private or volunteer relief organizations.
- If Presidential declaration of disaster is made, file “Request for Public Assistance” to apply for assistance as soon as possible with the state.
- Ensure public officials are made aware of the assistance application process.
- Ensure the public is made aware, through the public information officer, of the assistance application process.
- Perform an incident critique as soon as possible with all possible organizations.
- Implement hazard mitigation or modify hazard mitigation plan accordingly.
- Brief city officials and York County EMA with disaster recovery progress.

Nuclear Explosion/Fall Out

Nuclear explosions can cause significant damage and casualties from blast, heat, and radiation. A nuclear weapon is a device that uses a nuclear reaction to create an explosion. Nuclear devices range from a small portable device carried by an individual to a weapon carried by a missile. A nuclear explosion may occur with or without a few minutes warning.

Fallout is most dangerous in the first few hours after the detonation when it is giving off the highest levels of radiation. Fallout is radioactive, visible dirt and debris raining down from several miles up that can cause sickness to those who are outside. It takes time for fallout to arrive back to ground level, often more than 15 minutes for areas outside of the immediate blast damage zones.

Prior to a Nuclear Event:

Inform: Inform citizens by sending out immediate alerts and warnings.

Send out messaging to your communities regarding:

- Sheltering options (immediate shelter in place for 24 hours or at designated local community shelters prior to the explosion).
- Evacuation routes.
- Building an emergency kit with enough supplies for every member and pet in the household for 1-4 days.
- Utilizing CodeRed, issue alert and warning based on procedure.

Communicate and Coordinate:

- Maintain situational awareness.
- Inform city officials, departments, and county EMA of city's plan.
- Communicate with/stage special teams, volunteer organizations, etc. to staff shelters.
- Communicate with school and hospital officials to review their emergency plans.

Create:

- Develop a Shelter Plan for the entire community.

- Create a Back-up Communications Plan with City officials using radios or other devices.

Inventory, Evaluate, and Charge:

- Inventory supply kits: portable radios, medical supplies, drinking water, and food.
- Check generators.
- Make sure there is extra fuel and batteries.
- Charge all battery powered devices, especially cell phones and radios.
- Designate decontamination areas and have cleaning supplies on hand.

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During a Nuclear Event:

SHELTER IN PLACE (24 HOURS)

- If warned of an imminent attack, immediately get inside the nearest building and move away from windows.
- If you are outdoors when a detonation occurs take cover from the blast behind anything that might offer protection.
- Lie face down to protect exposed skin from the heat and flying debris.
- If you are in a vehicle, stop safely, and duck down within the vehicle.
- After the shock wave passes, get inside the nearest, best shelter location for protection from potential fallout.

NOTE: Radiation levels are extremely dangerous immediately after nuclear detonation, but the levels reduce rapidly, in just hours to a few days. This is when it will be safest to leave your shelter and participate in an orderly evacuation.

Maintain and Track:

- Establish ICS and communicate plan with team.
- Maintain situational awareness at all times.
- Keep track of areas that were evacuated and the location to which citizens were evacuated.
- Track resource usage, personnel, financial expenditures, etc.

Communicate:

- Maintain communications with municipal and regional agencies, and County EMA.
- List any shelters that are open and routes to get there.

After a Nuclear Event:

Communicate:

- Inform city officials and department heads of an update on the situation.
- Update York County EMA of the situation and request any resources needed.
- Coordinate with mutual aid partners.

Assess:

- Perform damage assessment activities.
- Assess shelter activities: how many are open, the need to remain open or demobilize and an estimate for how long and what resources are needed for both.
- Ascertain the number of injured and deceased from medical personnel.

Severe Weather Event Planning Procedures

Purpose:

This document provides a structured timeline of preparedness and response actions for the City of Saco in anticipation of a forecasted severe weather event (hurricane, nor'easter, blizzard, ice storm, or flooding event). The goal is to protect life, property, and critical infrastructure while ensuring timely communication and coordination.

72-Hour Pre-Event Timeline: Preparation & Monitoring

Objectives: Establish situational awareness, prepare city resources, and begin community messaging.

Emergency Management Director (EMD):

- Activate situational monitoring with MEMA, NWS Gray, and York County EMA.
- Schedule planning meeting with city leadership, public safety, public works, facilities, and communications.
- Identify need for additional meetings at 48- and 24-hour pre-incident.
- Review Emergency Operations Plan (EOP) and hazard-specific annexes.

Public Safety (Fire, Police, EMS):

- Conduct readiness checks on equipment, vehicles, and generators.
- Review staffing availability and identify potential overtime needs.

Public Works:

- Inspect storm drains, culverts, and flood-prone areas; begin clearing debris.
- Stage sandbags, barricades, and equipment in vulnerable zones.

City Facilities (Parks and Rec & Schools):

- Begin coordination with Saco Schools regarding potential closures.
- Verify generator functionality and fuel levels in critical facilities.
- Identify the potential need for temporary sheltering and review temporary sheltering plan.

Communications:

- Follow CodeRed Messaging Guidelines

48-Hour Pre-Event Timeline: Strategic Planning & Operational Readiness

Objectives: Finalize response structure and escalate public messaging.

Emergency Management Director:

- Stand up an Incident Command/Unified Command with key department heads.
- Activate Emergency Operations Center (EOC).
- Review Communications plan
- Initiate ICS 201 Form
- Review data from: MEMA, NWS Gray, and York County EMA.
- Confirm alignment with county/regional emergency plans.

Public Safety (Fire, Police, EMS):

- Confirm staff shift adjustments and readiness for extended operations.
- Review staffing levels
- Pre-assign storm duty crews
- Conduct just-in-time safety briefings

Public Works:

- Deploy additional equipment and resources to high-risk areas.
- Pre-position plows, salt trucks, and heavy equipment for rapid response.

City Facilities (Parks and Rec & Schools):

- If temporary sheltering is needed, initiate sheltering policy.

Public Communication:

- Follow current CodeRed Messaging Guidelines

24-Hour Pre-Event Timeline: Final Preparation & Public Warning

Objectives: Transition from planning to execution; confirm readiness of personnel, equipment, facilities, and communications.

Emergency Management Director:

- Continue to review data from: MEMA, NWS Gray, and York County EMA.
- Provide regular situation updates to city leadership

Public Safety (Fire, Police, EMS):

- Finalize storm duty crew rosters, shift durations, relief crews, and overnight accommodations.
- Relocate emergency apparatus and vehicles to safer locations if flooding is likely.

Public Works:

- Close and barricade flood-prone roadways and bridges as necessary.
- Ensure continuous fueling operations for all equipment.

City Facilities (Parks and Rec & Schools):

- If temporary sheltering is needed, initiate sheltering policy. Open designated shelters and reception centers as directed.
- Coordinate with transportation providers for residents needing evacuation assistance.

Communication:

- Follow current CodeRed Messaging Guidelines

12-Hours Pre-Event: Tactical Execution

Objectives: Transition into full operational mode, maintain maximum readiness, and protect lives and infrastructure.

Emergency Management Director:

- Operate EOC at full staffing with all functional sections.
- Assign PIO duty for real-time updates during event.
- Continue to review data from: MEMA, NWS Gray, and York County EMA.
 1. Real-time forecast briefing (latest radar/model runs).
- Documentation/Planning
 1. Distribute IAP for Operational Period 2 (impact period).
 2. Establish initial operational reporting schedule (hourly or as conditions dictate).
 3. Ensure continuity of government planning for critical decision making if leadership is displaced.
- Is there a need for Declaration of Emergency Disaster.

Public Safety (Fire, Police, EMS):

- All stations fully staffed; reserve crews staged as needed.
- Confirm backup command staff are staged or on-call.
- Monitor river levels, tide cycles, and storm surge reports for real-time response.
- Conduct final just-in-time safety briefings.
- Begin proactive patrols of vulnerable areas for early hazard detection.

Public Works:

- Ensures plows, loaders, and barricades are active on primary routes.
- Maintain open communications with EOC for road closures, debris clearance, and emergency access.

City Facilities (Parks and Rec & Schools):

- Ensure shelters are open, staffed, and supplied (As Needed)
- Provide real-time updates on shelter capacity availability.

Communication:

- Follow current CodeRed Messaging Guidelines

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During the Event: Response & Life Safety Operations

Objectives: Protect life and property, maintain situational awareness, manage critical incidents, and coordinate real-time response.

Emergency Management:

- Operate EOC at full capacity; track incidents and resource requests.
- Maintain hourly communication with MEMA, York County EMA, and utilities.

Operational Period Briefings (every 12 hours):

- Each period begins with a short briefing, updated IAP, and review of resource status.

Situation Reports (every 4 – 6 hours)

- Weather updates, review of major impacts/incidents, road closures, utilities status, shelters, casualties.
- Unmet needs

Public Safety:

- Respond to life safety emergencies.
- Suspend non-essential responses if conditions are unsafe.
- Maintain patrols in accessible areas; coordinate with Public Works for debris clearance to reach emergencies.

Public Works:

- Conduct real-time road closures due to flooding, downed trees, or power lines.
- Support fire and police operations with heavy equipment as needed.
- Monitor critical infrastructure (storm drains, wastewater, power backup systems).

City Facilities (Parks and Rec & Schools):

- Keep shelters open and staffed; provide food, medical, and logistical support.
- Ensure security, communications, and medical coordination at shelter sites.
- Track occupancy and report capacity to EOC.

Public Communication:

- Follow current CodeRed Messaging Guideline.

Post Incident Objectives and Tasks: 0-24 Hours Post Incident

Objectives: Stabilize the community, protect public safety, restore critical services, and begin initial damage assessments.

Emergency Management:

- Maintain full EOC operations until hazards have cleared, coordinate with MEMA and York County EMA on resource requests.
- Initiate Incident Action Plan (IAP) for post-event stabilization.

Public Safety:

- Conduct search and rescue operations; respond to fires, hazmat incidents, and structural collapses.
- Secure evacuated zones and critical infrastructure.

Public Works:

- Clear primary roads for emergency access; assess infrastructure; support utility restoration.

City Facilities (Parks and Rec & Schools):

- Operate shelters; provide medical support, food, and essentials to displaced residents.
- Track shelter populations and report to EOC.

Communication:

- Follow current CodeRed Messaging Guidelines

Stabilization & Recovery: 24-72 Hours Post Incident

Objectives: Transition from response to recovery, conduct detailed damage assessments, and restore essential services.

Emergency Management:

- Begin Preliminary Damage Assessments (PDA)
- Transition EOC to Recovery Coordination Center if needed
- Document all resources and expenditures.

Public Safety:

- Maintain patrols; perform wellness checks for vulnerable residents; support Public Works and utilities.

Public Works:

- Reopen secondary roads; repair critical infrastructure; establish debris collection points.

City Facilities (Parks and Rec & Schools):

- Transition evacuees home if safe; coordinate aid with NGOs; provide crisis counseling.

Public Communication:

- Follow current CodeRed Messaging Guidelines

Long-Term Recovery: Beyond 72-Hours

Objectives: Restore community functionality, support residents with recovery programs, and improve resilience.

Emergency Management:

- Coordinate with MEMA/FEMA for declarations and federal aid; lead long-term recovery planning; conduct After-Action Review (AAR) and Improvement Plan within 30 days.

Public Safety:

- Return to normal operations; integrate lessons learned into SOPs and training.

Public Works:

- Begin long-term repairs; coordinate FEMA Public Assistance reimbursements; evaluate stormwater/flood control systems for upgrades.

City Facilities (Parks and Rec & Schools):

- Transition residents from temporary to long-term housing; coordinate with state/nonprofits for case management; expand mental health outreach.

Communication:

- Follow current CodeRed Messaging Guidelines

Resilience & Preparedness Improvement:

- Conduct full After-Action Review (AAR) with all agencies and partners.
- Identify strengths, gaps, and priority improvements.
- Update City of Saco Emergency Operations Plan (EOP) with lessons learned.

Terrorist Event

PLANNING:

Prior to the terrorist event:

- Ensure the public is well informed regarding the potential for terrorist incidents.
- Coordinate with business, government agencies, schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to a terrorist incident.
- Coordinate with the Department of Homeland Security, FBI, Center for Disease Control and other federal agencies for information and warnings affecting local jurisdictions. Also coordinate with state emergency management, public health and others for similar warnings and information.
- Conduct hazard analysis of vital facilities and the impact of a terrorist incident on one or more of those facilities.
- Coordinate and plan at least one terrorist incident exercise (tabletop or practical) tri-annually.
- Utilizing CodeRed, issue alert and warning based on procedure.

RESPONSE:

During the terrorist event:

- Establish incident command and command post.
- Activate the EOC.
- Identify type of terrorist incident (i.e., chemical, biological, explosive, etc.)
- Identify immediate action or response requirements.
- Ensure response forces have as much information as possible.
- EMS may activate mass casualty plan if appropriate.
- Health may activate bioterrorism plan if appropriate.
- Hospitals may activate radiation contamination or other contamination plans.
- Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- Utilizing the CodeRed system, issue alert and warning based on procedure.
- Evacuate affected areas with assistance from available response forces.
- Establish communications with responding agencies.
- Through communications with responding agencies, determine as quickly as possible:
 1. Number of killed or injured.
 2. General boundary of the affected area.
 3. The general extent of devastation.
 4. The general extent of traffic route disruption.
 5. The general extent of power or other utility disruption.
 6. Immediate needs of response forces.
 7. If voluntary evacuations of the population have begun.
 8. Location of any congregate care area established or ad hoc care area.
- Communicate with York County EMA regarding the overall county situation.
- Request hazardous materials team response if appropriate.
- Maintain situational awareness at all times.
- Establish communications with and request a liaison from state transportation, state and federal law enforcement and electric and gas utilities as necessary.
- Establish communications with area schools and/or businesses that might be affected.

- Establish ongoing reporting from the response forces, private agencies and utilities.
- Coordinate the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure.
- Conduct first staff briefing as soon as practical after EOC activation.
- Activate the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city officials, York County EMA, utilities and PIO with updated information.
- Establish, as appropriate a Joint Information Center (JIC) with the state and federal response agencies.
- Provide response forces with updated information, as quickly as possible.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Activate formal resource request procedure and resource tracking according to policy and guidelines.
- Inventory additional resources that may be used or called upon for use.
- Activate financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan outlining actions that must be accomplished.
- Conduct a "second shift" or relieving shift briefing.
- Discuss with and present to your relief, the incident action plan for the next 12 hours.

RECOVERY:

After the terrorist event has occurred:

- Gather damage assessment information from damage assessment teams.
- Assess shelter activities: how many are open, the need to remain open or demobilize and an estimate for how long and what resources are needed for both.
- Obtain information from utilities regarding outages, length of repair, safety, etc.
- Obtain information from law enforcement regarding safety of the area.
- Assess community needs for individual assistance and or public assistance.
- Activate local unmet needs committee if appropriate.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved with the response
 2. Time sheets or log sheets
 3. Supplies used
 4. Contracts issued
 5. Purchase orders issued
 6. Any other expenditures
 7. Damages to public buildings, equipment, utilities, etc
 8. Loss of life of any public servant
 9. Documents regarding economic impact
- Develop or generate reports for the following, as appropriate:
 1. City/Town Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- Ensure city officials are made aware of the assistance application process.

- Ensure the public is made aware of the assistance application process.
- Perform an incident critique as soon as possible with all organizations.
- Implement hazard mitigation or modify hazard mitigation plan accordingly.
- Brief city officials and York County EMA with updated information and disaster recovery progress.

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Tornado

PLANNING:

TORNADO WARNINGS:

A tornado is a violent storm with whirling winds of tremendous speed. It appears as a rotating, funnel-shaped cloud that extends toward the ground from the base of a thundercloud. It spins like a top and may sound like a roaring train.

Tornado Watch: Conditions are favorable for a tornado to develop.

NOTE: Because tornadoes form very quickly, all alert and warning actions need to begin at the watch stage

Tornado Warning: A tornado is imminent, has been indicated on radar or has actually been sighted.

Prior to Tornado:

- Maintain situational awareness of National Weather Service updates.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Determine the need for opening EOC if time allows.
- Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to a tornado.
- Locate a safe room within the building in the event that staff needs to seek shelter.
- Inventory supply kits: portable radios, lights, medical supplies, drinking water, food.
- Ensure internal staff/volunteer preparedness: supply kits at home, fuel in cars, generators fueled, etc. to reduce worry about their own families and allow for full engagement in disaster response effort.
- Coordinate with planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- Conduct hazard analysis of vital facilities and the impact of a tornado.
- Coordinate and plan at least one exercise (tabletop or practical) tri-annually.

RESPONSE:

During the tornado event:

- Activate the EOC as appropriate.
- Seek shelter in a room such as a basement or the most interior room of the building.
- Immediately carry out those action requirements necessary to preserve life and or property, including the deployment of required resources.
- Establish ICS and communicate plan with team.
- Maintain situational awareness at all times.
- Maintain communications with regional agencies and York County EMA.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Evacuate affected areas with assistance from response forces.
- Establish traffic control and security with law enforcement.
- Establish communications with responding agencies.
- Through communications with responding agencies, determine as quickly as possible:
 1. Number of killed or injured (if any).
 2. General boundary of affected area.
 3. The general extent of damages.
 4. The general extent of power or other utility disruption.
 5. Immediate needs of response forces.
 6. If voluntary evacuations of the population have begun.
 7. Location of any congregate care area established or ad hoc.
- Evaluate overall situation of the country.
- Monitor communications from the National Weather Service.
- Establish communications with and request a liaison from state transportation and electric and gas utilities as necessary.
- Establish ongoing reporting from the response forces, private agencies and utilities.
- Coordinate with public agencies regarding the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure.
- Conduct first staff briefing as soon as practical after EOC activation.
- Activate or establish rumor control through the public information officer (PIO).

- Establish a schedule for briefings.
- Provide PIO and response forces with updated information.
- Cause public information to be released utilizing CodeRed, via the public information officer (PIO) as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Review and follow resource procurement procedure.
- Inventory additional resources that may be used or called upon for use.
- Activate formal resource request procedure and resource tracking.
- Track resource usage, personnel, financial expenditures, etc. according to financial tracking plan from Finance Officer.
- Coordinate all resource requests being forwarded to the State.
- Continue public information messaging including open shelters.
- Activate damage assessment and follow damage assessment procedure.
- Keep track of areas that were evacuated and the location to which citizens were evacuated.
- Develop a 12-hour incident action plan outlining actions that must be accomplished.
- Conduct a “second shift” or relieving shift briefing.
- Discuss with and present to your relief, the incident action plan for the next 12 hours.

RECOVERY:

After tornado occurred:

- Gather damage assessment information from damage assessment teams.
- Obtain information from public agencies regarding number of shelterees, support necessary for continued operation and estimated duration period for continued shelter operations, if any.
- Obtain information from utilities regarding outages, length of repair, safety, etc.
- Assess community needs for individual assistance and public assistance.
- Inform community officials and department heads of updates.
- Update York County EMA of the situation and request any resources needed.
- Contact water district to establish whether or not water is safe to drink.
- Contact power companies for reported damages and an estimate on service restoration.
- Gather financial information from the Finance Officer.
- As appropriate, gather information to include:
 1. Personnel that responded and the time involved in the response Time sheets or logs
 2. Supplies used
 3. Contracts issued
 4. Purchase orders issued
 5. Any other expenditures
 6. Damages to public buildings, equipment, utilities, etc.
 7. Loss of life of any public servant
 8. Documents regarding economic impact
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Coordinate recovery organizations including private or volunteer relief organizations.
- If a Presidential declaration of disaster is made, file “Request for Public Assistance” to apply for assistance as soon as possible with the proper state or federal agency.

- Ensure public officials are made aware of the assistance application process.
- Ensure the public is made aware, through the public information officer, of the assistance application process.
- Ascertain the number of injured and deceased from medical personnel.
- Perform an incident critique as soon as possible with all organizations.
- Review agency and identify and correct any deficiencies in the plan.
- Implement hazard mitigation or modify hazard mitigation plan accordingly.
- Brief elected officials with updated information and disaster recovery progress.

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Transportation Chemical Spill

PLANNING:

Prior to the transportation chemical spill event:

- Ensure the public is informed regarding transportation issues regarding hazardous materials.
- Coordinate with local plants, businesses or other facilities that receive hazardous materials and obtain information as allowed by Community Right to Know or SARA Title III (Code of Federal Regulations).
- Coordinate with Chemtrac (800-424-9300) for timely information regarding spills.
- Coordinate with local transportation departments or state departments of Transportation regarding potential for specifying truck routes for hazmat carriers, avoiding densely populated areas.
- Coordinate with schools, daycare centers, hospitals, etc. regarding proper precautions and emergency actions prior to transportation chemical spills or accidents.
- Obtain transportation information from DMV or other state agencies regarding the number of trucks passing through in a 24-hour period, thus calculating your risk.
- Coordinate and plan at least one exercise (tabletop or practical) tri-annually.
- Conduct hazard analysis of vital facilities and the impact of a major chemical spill on one or more of those facilities.
- Establish or facilitate joint incident command with agencies likely to respond, such as fire departments, regional hazmat teams, etc.
- Ensure fire department personnel and other responders meet or exceed OSHA 1910.120.
- Determine the location of the nearest hazmat response team and their capability.

RESPONSE:

During the transportation chemical spill event:

- Activate the EOC as appropriate.
- Establish incident command.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Identify immediate action or response requirements.
- Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- Evacuate affected areas with assistance from response or evacuation forces.
- Establish communications with responding agencies.
- Establish traffic control and security with law enforcement.
- Through communications with responding agencies, determine as quickly as possible:
 1. Number of killed or injured (if any)
 2. General boundary of the affected area
 3. The general extent of the spill
 4. The general extent of traffic route disruption
 5. Immediate needs of response forces
 6. If voluntary evacuations of the population have begun
 7. Location of any congregate care area established or ad hoc care area
- Coordinate with the shipping company for response and information.
- Communicate with York County EMA regarding overall county situation.
- Establish communications with the transporter reporting the spill or leak.
- Request a technical liaison from the facility report to the EOC.
- Request hazardous materials team response if appropriate.
- Establish communications with and request a liaison from state transportation and electric and gas utilities as necessary.
- Establish communications with area schools, and/or businesses that might be affected.
- Establish ongoing reporting from the response forces, private agencies and utilities.
- Coordinate the opening of appropriate number of shelters in the appropriate areas.
- Conduct first staff briefing as soon as practical after EOC activation.

- Activate or establish rumor control through the Public Information Officer (PIO).
- Establish a schedule for briefings.
- Brief city officials, York County EMA and PIO with updated information.
- Establish, as appropriate, a Joint Information Center (JIC) with the carrier or manufacturer if appropriate.
- Provide response forces with updated information, as appropriate.
- Utilizing CodeRed, continue public information messaging through the PIO.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Activate formal resource request procedure and resource tracking according to policy and guidelines.
- Inventory additional resources that may be used or called upon for use.
- Activate financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan outlining actions that must be accomplished.
- Track resource usage, personnel, financial expenditures, etc.
- Conduct a “second shift” or relieving shift briefing and discuss with and present to your relief, the incident action plan for the next 12 hours.

RECOVERY:

After the transportation chemical spill:

- Gather damage assessment information from damage assessment teams.
- Obtain information from technical sources regarding health effects duration.
- Assess shelter activities: how many are open, the need to remain open or demobilize and an estimate for how long and what resources are needed for both.
- Obtain information from utilities regarding outages, length of repair, safety, etc.
- Assess community needs for individual assistance and public assistance.
- Activate local unmet needs committee if appropriate.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved with the response
 2. Time sheets or log sheets
 3. Supplies used
 4. Contracts issued
 5. Purchase orders issued
 6. Any other expenditures
 7. Damages to public buildings, equipment, utilities, etc.
 8. Loss of life of any public servant
 9. Documents regarding economic impact

Notation: In most cases, the person responsible for the chemical leak or spill is responsible for cleanup and all costs associated with response as well. Volunteer resources may not be reimbursable unless under contract.

- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.

- If a Presidential declaration of disaster is made, file “Request for Public Assistance” to apply for assistance as soon as possible with the proper state or federal agency.
- Ensure public officials are made aware of the assistance application process.
- Ensure the public is made aware, through the PIO, of the assistance application process.
- Perform an incident critique as soon as possible with all response organizations.
- Review agency and self-performance.
- Implement hazard mitigation or modify hazard mitigation plan accordingly.
- Brief city managers, local elected officials and York County EMA with updated information and disaster recovery progress.

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Wildfire

PLANNING:

WILDFIRE WARNINGS: Warnings are issued when fire threat is elevated. The warnings may be based on the level of threat from the National Fire Danger Rating System Description: 1. Low (green), 2. Moderate (blue), 3. High (yellow), 4. Very high (orange), 5. Extreme (red).

Prior to wildfire:

- Ensure the public is well informed regarding fire potential.
- Coordinate with mutual aid fire departments regarding response capability and the resources they will need to fight such fires.
- Coordinate with state and federal fire-fighting agencies as appropriate. Acquire planning assistance from the Maine Forest Service.
- Coordinate with planning boards and inspections departments regarding building codes and code enforcement to minimize damages that might occur from major fires.
- Coordinate public information messaging:
 1. Clean roof and gutters
 2. Maintain an area approximately 30' away from your home that is free of anything that will burn, such as wood piles, dried leaves, newspapers and other brush
 3. Connect garden hoses long enough to reach any area of the home and fill garbage cans, tubs, or other large containers with water.
 4. Review your homeowner's insurance policy and also prepare/update a list of your home's contents
 5. Listen to local news stations, weather radios, social media, etc. for latest updates.
- Inventory supply kits: portable radios, lights, medical supplies, drinking water, food.
- Ensure internal staff/volunteer preparedness: supply kits at home, fuel in cars, generators fueled, etc. to reduce worry about their own families and allow for full engagement in disaster response effort.

- Conduct hazard analysis of vital facilities and the impact of a major fire on one or more of those facilities. Encourage such facilities to incorporate fire plans and evacuation plans in their respective emergency plan. Ensure fire departments have conducted inspections and pre-plans.

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RESPONSE:

During the wildfire event:

- Activate the EOC as appropriate.
- Establish incident command.
- Identify immediate action or response requirements.
- Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- Inform city officials and York County EMA of city's plan.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Determine need for preplanned evacuations.
- Evacuate affected areas with assistance from response or evacuation forces.
- Establish ICS and communicate plan with team.
- Establish communication with responding agencies.
- Establish communications with Maine Forest Service and/or fire scene commander.
- Maintain situational awareness at all times. Keep track of fire lines, wind direction and speed.
- Evacuate areas before fire approaches (manage evacuation routes).
- Establish traffic control and security with law enforcement.
- Maintain communications with municipal and regional agencies and York County EMA.
- Through communications with responding agencies, determine as quickly as possible:
 1. Number of killed or injured (if any)
 2. General boundary of the affected area
 3. The general extent of fire and exposures
 4. The general extent of traffic route disruption
 5. Immediate needs of response forces
 6. If voluntary evacuations of the population have begun
 7. Location of any congregate care area established
- Track resource usage, personnel, financial expenditures, etc.
- Continue public information messaging.
- Keep track of areas evacuated and the location to which citizens were evacuated.

- Coordinate with the fire scene commander for information.
- Establish communications with area schools, and/or businesses that might be affected.
- Establish ongoing reporting with the city officials, response forces and York County EMA.
- Coordinate opening the appropriate number of shelters in the appropriate areas, based on shelter procedure.
- Conduct first staff briefing as soon as practical after EOC activation.
- Establish a schedule for briefings.
- Brief city officials and York County EMA.
- Provide PIO with updated information.
- Provide response forces with updated information, as appropriate.
- Cause public information to be released via the PIO as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Review and follow resource procurement procedure.
- Inventory additional resources that may be used or called upon for use.
- Coordinate all resource requests being forwarded to the York County EMA.
- Activate financial tracking plan.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan outlining actions that must be accomplished.
- Conduct a “second shift” or relieving staff briefing.
- Discuss with and present to your relief, the incident action plan for the next 12 hours.

RECOVERY

After wildfire occurred:

- Gather damage assessment information from damage assessment teams.
- Obtain information from CDC/EPA regarding health effects (i.e., smoke) duration.
- Obtain information regarding power outages, length of repair, safety, etc.
- Assess community needs for individual assistance and/or public assistance.
- Update city officials, department heads and York County EMA of the situation.
- Coordinate with mutual aid partners.
- Gather financial information.
- As appropriate gather additional information to include:
 1. Personnel that responded and the time involved in the response
 2. Time sheets or time logs
 3. Supplies used
 4. Contracts issued
 5. Purchase orders issued
 6. Any other expenditure
 7. Damages to public buildings, equipment, utilities, etc.
 8. Loss of life of any public servant
 9. Documents regarding economic impact
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
 4. Others requiring or requesting reports
- Coordinate recovery organizations including private or volunteer relief organizations.
- It is unlikely a Presidential declaration of disaster will be declared for local fires.
However, if a Presidential declaration of disaster is made, file “Request for Public Assistance” to apply for assistance as soon as possible with the proper state or federal agency.
- Ensure public officials are made aware of the assistance application process.
- Ensure the public is made aware, through the PIO, of the assistance application.

- Ascertain the number of injured and deceased from medical personnel.
- Perform an incident critique as soon as possible with all response organizations.
- Identify and correct any deficiencies of the plan.
- Implement hazard mitigation or modify hazard mitigation plan accordingly.
- Brief city officials and York County EMA with updated information and disaster recovery.

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Winter Storm/Ice Storm

PLANNING:

Prior to the winter storm or ice storm event:

- Ensure the public is informed regarding winter and ice storm watches and warnings.
- Monitor the National Weather Service for watches and warnings affecting local jurisdictions.
- Inform city officials, departments and county EMA of cities response.
- Coordinate with departments so they know their responsibility if an event occurs.
- Conduct hazard analysis of vital facilities and the impact of a major winter storm on one or more of those facilities.
- Plan for informing citizens about the severity and what they can expect.
- Utilizing CodeRed, issue alert and warning based on procedure.
- Inventory supply kits: portable radios, lights, medical supplies, drinking water, food.
- Plan for staffing the EOC.
- Communicate with York County EMA to obtain Maine Department of Transportation (MDOT) information regarding road conditions and local power utilities information concerning power outages and restoration estimates.
- Coordinate and plan at least one exercise (tabletop or practical) tri-annually.

RESPONSE:

During the winter storm or ice storm:

- Activate the EOC, based on operational procedure.
- Identify immediate action or response requirements.
- Immediately carry out those action requirements necessary to preserve life and or property, including the deployment of required resources.
- Utilizing CodeRed, issue alert and warning based on procedure
- Inform city officials of specific damage occurring or that has occurred.
- Maintain communications with municipal agencies and York County EMA.
- Establish traffic control, motorist assistance and security with law enforcement.
- Activate formal resource request procedure and resource tracking.
- Through communications with agencies, determine as quickly as possible:
 1. Number of injured or killed (if any)
 2. General boundary of the affected area (community wide?)
 3. The general extent of damages
 4. The general extent of power outages or other utility disruption
 5. Immediate needs of special response teams – fire, police, public works.
- Evaluate overall community situation.
- Establish ongoing reporting from the response forces, private agencies and utilities.
- Coordinate the opening of appropriate number of shelters in the appropriate areas.
- Conduct first staff briefing as soon as practical after EOC activation
- Activate the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city officials and York County EMA.
- Provide PIO and response forces with updated information.
- Cause public information to be released, via the PIO as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.

- Review and follow resource procurement procedure.
- Inventory additional resources that may be used or called upon for use.
- Activate formal resource request procedure, resource tracking and financial tracking plan coordinated by the Finance Officer.
- Activate damage assessment and follow damage assessment procedure.
- Develop a 12-hour incident action plan outlining actions that must be accomplished.
- Conduct a “second shift” or relieving shift briefing and present and discuss the incident action plan for the next 12 hours.

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RECOVERY:

After the winter storm or ice storm event:

- Gather damage assessment information from damage assessment teams.
- Obtain information regarding number of shelterees and support necessary for continued operation.
- Make estimate for duration period for continued shelter operations.
- If there are power outages, obtain information from utilities or York County EMA regarding outages, estimated restoration timeframe and any safety concerns.
- Assess community needs for individual assistance and public assistance.
- Gather financial information from the Finance Officer.
- As appropriate, gather additional information to include:
 1. Personnel that responded and the time involved in the response.
 2. Time sheets or time logs.
 3. Supplies used.
 4. Contracts or purchase orders issued.
 5. Damages to public buildings, equipment, utilities, etc.
 6. Loss of life of any public servant
 7. Documents regarding economic impact.
- Develop or generate reports for the following, as appropriate:
 1. City Managers
 2. Local elected officials
 3. York County EMA
- Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- Ensure public officials are made aware of the assistance application process.
- Ensure the public is made aware, through the PIO, of the assistance application process.
- Brief elected officials with updated information and disaster recovery progress.
- Review the agency, self-performance and deficiencies of the plan.
- Correct any deficiencies with new policy or procedures or training.
- Implement hazard mitigation or modify hazard mitigation accordingly.

APPENDIX A: CONTACT LISTS

Maintain current contact information for all key personnel. Update this list at least annually and whenever personnel changes occur.

Name	Title	Department	Cell Phone

APPENDIX B: MUTUAL AID AGREEMENTS

Mutual aid is the provision of services from one jurisdiction to another. A mutual aid agreement is a formal or informal arrangement to allow emergency responders to lend assistance and resources across jurisdictional boundaries.

- [2024 Disaster Mutual Aid Agreement with YCEMA](#)

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APPENDIX C: MAPS

- City of Saco Municipal Boundary Map:
<https://webapps2.cgis-solutions.com/saco/parcels/>
- City of Saco Flood Zones
[FEMA Flood Map Service Center | Search By Address](#)
- City of Saco Drought Map
[York County Conditions | Drought.gov](#)

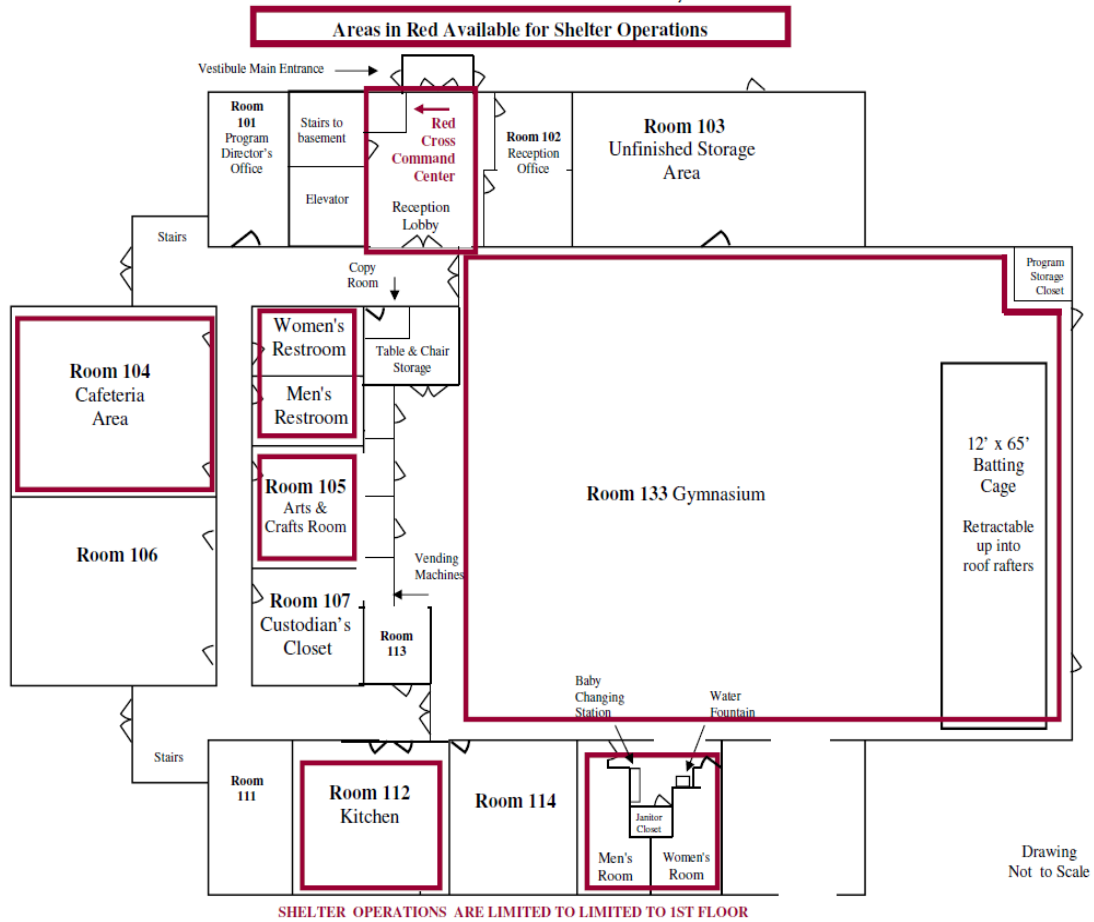
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APPENDIX D: Emergency Sheltering Operations

City of Saco, Maine – Emergency Shelter Activation Checklist

1. Situation Assessment	Determine if residents may be displaced. Estimate number of residents requiring shelter. Identify special populations (elderly). Coordinate with York County EMA if shelters are available.
2. Authorization	Confirm authorization from Emergency Management. Document time and reason for shelter activation Notify York County Emergency Management Agency
3. Select Shelter Facility	Verify ADA accessibility Verify restrooms, heating/cooling, and utilities Confirm parking and emergency vehicle access Confirm generator capability if available
4. Prepare Facility	Conduct fire and life safety inspection. Prepare sleeping areas and registration areas. Ensure sanitation and restroom facilities are operational. Assign Police and EMS.
5. Supplies and Equipment	Confirm cots and blankets Confirm food and water supply Confirm hygiene and sanitation supplies Request additional resources through EOC Logistics
6. Public Notification	Activate CodeRED notification. Post shelter information on city website and social media. Notify local media outlets. Provide shelter location, opening time, and transportation info.
7. Transportation	Identify residents needing transportation Coordinate with Police, school buses, or regional transit
8. Operational Tracking	Record shelter opening time Track population counts Monitor supply levels. Maintain communication with Shelter Manager
9. Demobilization Planning	Monitor when residents can safely return home Coordinate alternative housing if needed Plan for shelter closure and facility restoration

Saco Parks & Recreation Community Center 1st Floor



APPENDIX E: RECORD OF CHANGES

Document all changes to the EOP in this table. This record helps track the evolution of the plan and ensures all users have the current version.

Change Number	Date	Section Changed	Description of Change	Changed By

APPENDIX F: DISTRIBUTION LIST

Track who has copies of the EOP to ensure everyone receives updates. Document distribution below:

Name	Title	Date Received

APPENDIX G: CodeRED Emergency Notification Log

Date of Activation: _____

Time Requested: _____

Time Sent: _____

Requested By: _____

Department/Agency: _____

Authorized By: _____

Incident Information:

Incident Type:

☐ Severe Weather

☐ Evacuation

☐ Shelter-in-Place

☐ Road Closure

☐ Missing Person

☐ Public Safety Emergency

☐ Utility/Infrastructure Issue

☐ Other: _____

Incident Location/Area Affected:

Reason for Notification:

Notification Method:

- ☐ Phone
- ☐ Text/SMS
- ☐ Email
- ☐ TTY/TDD
- ☐ Mobile App
- ☐ All Available Methods

Target Audience:

- ☐ Citywide
- ☐ Specific Neighborhood/Area
- ☐ Specific Address Range
- ☐ Internal/Staff Notification
- ☐ Other: _____

Message Title/Subject:

Message Content:

Delivery Information:

Estimated Recipients: _____

Successful Deliveries: _____

Failed Deliveries: _____

System Confirmation/Report Attached: ☐ Yes ☐ No

Follow-Up Actions:

Was a follow-up notification required?

☐ Yes ☐ No

Follow-Up Sent: ☐ Yes ☐ No

Date/Time: _____

Additional Actions Taken:

After-Action Notes:

Recommended Improvements:

Completed By: _____

Title: _____

Date Completed: _____