

This plan delineates steps COADs in western Massachusetts (Berkshire County COAD and Pioneer Valley COAD) will take to be part of a disaster response or recovery effort in coordination with their public safety partners.

Emergency Operations Plan

For Western Massachusetts
Community Organizations Active in
Disasters (COADs)

Western Region Homeland Security Advisory
Council

March 2015

Western Massachusetts COAD Emergency Operations Plan

Basic Plan

Introductory Material

Approval and Implementation

This *Emergency Operations Plan* was created to provide structure and guidance to the Berkshire County and Pioneer Valley COADs during a disaster response or recovery. Modifications to the plan may be made as a joint decision between both COADs.

Stacy Parsons, Chair
Berkshire County COAD

Noreen Suriner, Chair
Pioneer Valley COAD

Date

Date

Western Massachusetts COAD Emergency Operations Plan

Record of Changes

Date	Rev #	Description
5/13/2014	1.0	First final version (Tracy Rogers)
8/19/2014	1.1	Updated Appendices D – F; Staff Succession for Berkshire County COOP (p. 41); added Appendices G and H; Moved directories (old Appendix A) into separate documents. (Tracy Rogers)
4/22/2015	1.2	Updated Appendices D – E (Tracy Rogers)

Western Massachusetts COAD Emergency Operations Plan

Record of Electronic Distribution

Agency	Name	Title	Date Delivered
American Red Cross – Pioneer Valley Chapter	Mary Nathan	Disaster Program Manager: Berkshire, Franklin, and Northern Worcester Counties	4/22/2015
	Cary Quigley	Volunteer	
Behavioral Health Network	Meg Mastriana	Senior Program Manager	4/22/2015
Berkshire Community Action Corporation	Ed McNally	Transportation Director	4/22/2015
Berkshire County Head Start	Stacy Parsons	Executive Director	4/22/2015
Berkshire County Medical Reserve Corps	Corinne McKeown	Coordinator	4/22/2015
Berkshire Regional Planning Commission	Sandra Martin	Senior Planner	4/22/2015
	Diane Persson	Associate Planner	
Catholic Charities Agency	Kathryn Buckley-Brawner	Director	4/22/2015
Easthampton Community Center	Robin Bialecki		4/22/2015
Elder Services of Berkshire County	Cassie Carmon	Human Resources Generalist	4/22/2015
FEMA	Arlene Ma- goon	Voluntary Agency Liaison	4/22/2015
Food Bank of Western Massachusetts	Andrew Morehouse	Executive Director	4/22/2015

Western Massachusetts COAD Emergency Operations Plan

Agency	Name	Title	Date Delivered
Franklin County Amateur Radio Club	Chris Myers	President	4/22/2015
Franklin County Home Care Corp.	Lynn Feldman		4/22/2015
Franklin Regional Council of Governments	Tracy Rogers	Regional Preparedness Program Manager	4/22/2015
Greater Springfield Senior Services	Ann Sabato	Protective Services Coordinator	4/22/2015
Hampshire County Public Health Coalition	Mary Kersell	Coordinator	4/22/2015
HOPE Animal-Assisted Crisis Response	Ned Polan	New England Representative	4/22/2015
MA Dept. of Mental Health	J.D. Hebert	Director of Property Management; WM Area Emergency Management Coordinator	4/22/2015
MA Dept. of Public Health	Michael Nelson	Public Health Emergency Preparedness Coordinator	4/22/2015
MA Dept. of Transitional Assistance	Joanne Lacour	Director	4/22/2015
MA VOAD	Larry Rosenberg	Co-Chair	4/22/2015
	Paul Leslie	Co-Chair	
Mass 2-1-1	Gary Lever	Vice President	4/22/2015
MEMA	Judy Witcher	Disaster Recovery Coordinator	4/22/2015
	Pat Carnevale	Region III/IV Manager	
	Bob Barry	Local Coordinator	

Western Massachusetts COAD Emergency Operations Plan

Agency	Name	Title	Date Delivered
Pittsfield Public Schools	Alicia Couture		4/22/2015
Salvation Army, Pittsfield	James Fletcher	Major	4/22/2015
Springfield Health & Human Services	Bettye Anderson Frederic	Deputy Commissioner	4/22/2015
	Tony Pettaway	Emergency Preparedness and Response	
Springfield Rescue Mission	Julie Barnes	Community Development Asst.	4/22/2015
	Lenore Brooks	Volunteer Program Coordinator	
St. Luke's and St. Martin's Episcopal Churches	Noreen Suriner	The Reverend	4/22/2015
United Way of Pioneer Valley	LaTonia Naylor	Community Impact Coordinator	4/22/2015
Western Region Homeland Security Advisory Council	Raine Brown	Homeland Security Program Manager	4/22/2015

Western Massachusetts COAD Emergency Operations Plan

Contents

Basic Plan	ii
Introductory Material	ii
Approval and Implementation	ii
Record of Changes.....	iii
Record of Electronic Distribution	iv
Purpose, Scope, Situation Overview, and Assumptions	1
Purpose.....	1
Scope	2
Situation Overview	2
Planning Assumptions	3
Concept of Operations	3
Levels of Activation	4
Organization and Assignment of Responsibilities.....	5
Direction, Control, and Coordination	6
Information Collection, Analysis, and Dissemination	6
Communications	7
Administration, Finance, and Logistics.....	9
Plan Development and Maintenance	9
Authorities and References.....	10
Emergency Support Categories Annexes.....	11

Western Massachusetts COAD Emergency Operations Plan

Animal Care	12
Care Services	14
Debris Removal.....	16
Financial Assistance	18
Food	20
Goods.....	22
Health Care, Spiritual, Emotional, and Mental Health.....	24
Housing.....	26
Professional Services.....	28
Repair/Rebuilding.....	30
Services for Special Populations.....	32
Transportation.....	34
Volunteers	36
Continuity of Operations Plan.....	38
Appendices	41
Appendix A – Free Conference Call Instructions.....	42
Appendix B – Acronyms.....	47
Appendix C – Job Action Sheets.....	49
COAD Chair	49
COAD Subcommittee Chair.....	51
HHAN Alert Generator.....	53

Western Massachusetts COAD Emergency Operations Plan

WebEOC Monitor	55
Public Information Officer.....	56
Appendix D – Emergency Management Director (EMD) Contact Information	57
Appendix E – Contact Information for COAD Chairs, Subcommittee Chairs, Web-EOC Monitors, and HHAN Alert Generators	61
Berkshire County COAD – By Role	61
Berkshire County COAD – In Alphabetical Order.....	62
Pioneer Valley COAD – By Role	63
Pioneer Valley COAD – In Alphabetical Order.....	64
Appendix F – Massachusetts Emergency Support Functions.....	65
Appendix G – Conference Call Agenda	68
Conference Call Agenda FORM	68
Appendix H – Situation Report Template	70
Situation Report FORM.....	70

Western Massachusetts COAD Emergency Operations Plan

Purpose, Scope, Situation Overview, and Assumptions

Purpose

Community organizations in western Massachusetts are committed to protecting their communities, neighbors, friends, and family members before, during, and after disasters. To assist these community organizations with that mission, the Western Region Homeland Security Advisory Council has developed this *COAD Emergency Operations Plan*. With this plan, the Berkshire County and Pioneer Valley Community Organizations Active in Disasters (BC COAD and PV COAD, respectively) groups will work to minimize the impact of emergencies by collaborating and coordinating services among their members and local emergency management.

Working together using common protocols and procedures helps ensure a fast and effective response. At this time, there is no need to organize COADs into a full incident command structure (ICS). As the COADs become more robust, their governing bodies will revisit that decision. For now, structure will focus on functional areas, which will be described in more detail in the section on [Organization and Assignment of Responsibilities](#). Online training for ICS is available through FEMA's website at <http://training.fema.gov/IS/crslst.aspx>.

While this plan provides overarching guidance and response guidelines, the COADs expect individual member agencies to develop their own detailed plans to effectively organize, coordinate, and direct available resources toward emergency response and recovery. The plan also requires member agencies to designate points of contact that will have the authority to make modifications in emergency procedures specific to their agencies and commit resources to emergency preparedness as necessary.

Member agencies are responsible for obtaining the training necessary to execute this plan, with assistance from the COADs. It is the responsibility of COAD chairpersons to ensure the plan is maintained and updated on a regular basis. It is the responsibility of member agencies to immediately notify the appropriate COAD secretary of any changes in contact information or available resources.

Every member of the COADs should understand his or her role in emergency situations. Please review this manual so you can support your colleagues and protect our communities should an emergency arise.

This plan explains the actions the two COADs will take before, during, and after a disaster occurring in western Massachusetts. It discusses communication methods and coordination strategies and

Western Massachusetts COAD Emergency Operations Plan

includes contact information for COAD member agencies as well as an outline of what types of resources those agencies may be able to provide.

Scope

The Berkshire County and Pioneer Valley COADS collectively cover Berkshire, Franklin, Hampshire, and Hampden County communities. This plan covers a range of response situations from a small local fire to a large regional, statewide, or federal disaster such as a hurricane, following a request from public safety officials, such as a local emergency management director or the Massachusetts Emergency Management Agency (MEMA). The plan is not to be activated without a request from such officials. While COAD member agencies may be emergency response organizations, the COADS themselves are only *coordinating* organizations. A list of COAD member agencies may be found in [Appendix A](#). The COAD chair may contact a local emergency management director or MEMA to offer assistance if the COADS have not been mobilized.

Situation Overview

Western Massachusetts is exposed to many hazards, all of which have the potential for disrupting the community, causing damage, and creating casualties. The most likely hazards we face include winter storms, flooding, tornados, earthquakes, and fires.

The most common impacts felt by these hazards are lengthy power outages, interruptions in communication, and road closures. Areas nearest to the region's many rivers are most prone to flooding, while the more mountainous areas are more prone to power outages. All areas are susceptible to interruptions in communication and road closures. Many critical facilities (e.g. nursing homes, schools, hospitals, and infrastructure) are located in flood plains, making them particularly vulnerable.

With the exception of a few communities, most of western Massachusetts is rural, with a population density of 296 people per square mile. Individuals with limited English proficiency are primarily concentrated in the more urban areas of Chicopee, Great Barrington, Holyoke, Ludlow, and Springfield. Individuals with functional and access needs are more evenly distributed, but the five communities ranking highest among the 101 in western Massachusetts are Orange, Holyoke, Wendell, Heath, and Palmer. Given its rural nature and, hence, limited resources, western Massachusetts public safety officials depend heavily on mutual aid from neighboring communities and from community organizations, such as those that belong to the Berkshire County and Pioneer Valley COADS.

Western Massachusetts COAD Emergency Operations Plan

Planning Assumptions

- A. While COAD member agencies may be emergency response organizations, the COADs themselves are only coordinating organizations.
- B. The COADs are designed and tasked with providing information and coordination services to all member and non-member agencies active before, during, and after a disaster occurs.
- C. A major, severe, or catastrophic disaster will create the need to coordinate voluntary organizations.
- D. A united, coordinated, and cooperative effort by local, state, and federal governments, volunteer organizations, the private sector, and the donor community is necessary for efficient and effective use of materials and resources offered by the public.
- E. A local emergency management director, the Massachusetts Emergency Management Agency (MEMA), or Massachusetts VOAD (MA VOAD) may request activation of the COADs during significant disasters.
- F. The COAD chair may contact a local emergency management director or MEMA to offer assistance if the COADs have not been mobilized.

Concept of Operations

BC COAD and PV COAD will begin operations when requested by a local emergency management director, MA VOAD, or MEMA. The COAD chair may contact a local emergency management director or MEMA to offer assistance if the COADs have not been mobilized. Community agencies working in disasters have capabilities to provide many essential services, such as sheltering, mass feeding, child care, and counseling during response. Recovery activities include cleaning out damaged homes and rebuilding, counseling, and limited monetary support. Resource directories for both COADs may be found in [Appendix B](#).

The foundation of this plan is situational awareness. With awareness, member agencies will be better able to coordinate their efforts. Coordination will allow the COADs to provide more targeted and comprehensive services than any individual agency would be able to do alone. Coordination will also prevent duplication of effort and provide a more streamlined system of support for emergency management personnel and the public. This awareness will come about through a combination of HHAN

Western Massachusetts COAD Emergency Operations Plan

alerts, monitoring of MEMA's WebEOC and sharing of information during regularly scheduled conference calls.

Levels of Activation

COAD levels of activation will mirror MEMA's levels of activation to the extent possible, with the addition of a long-term recovery activation level.

Level 1 – Steady State/Monitoring

MEMA is at normal staffing levels and is maintaining general situational awareness on a 24/7 basis. COAD members are neither placed on standby nor activated at this level.

Level 2 – Partial Activation

MEMA's state emergency operations center is activated and staff is on duty. A limited number of Emergency Support Functions are activated. Limited requests for assistance are anticipated and/or enhanced operational planning is occurring with an expectation that the EOC may go to a Level 3 activation. Local Level 2 emergencies are incidents of a magnitude that may require some form of COAD assistance.

A designated member of the appropriate COAD will monitor MEMA's WebEOC for situational awareness. If MEMA Region III/IV's EOC is activated, and it is determined that the ESF-7 desk should be staffed, designated members of the COADs will take shifts staffing the desk. The appropriate COAD chairperson will arrange coordinating conference calls and will notify, place on standby, or activate COAD agencies if needed.

During a Level 2 or higher activation COAD agencies should prepare to respond. This includes making sure their own staff and clients are prepared for the impending emergency, by having their own emergency plans readily available and having the *COAD Emergency Operations Plan* readily available. They should assess how many staff and volunteers they have ready to respond and whether any should be called in before the event begins so they won't have to travel through bad weather.

At this stage, each COAD secretary should email the most current list of contacts to member agencies, to MA VOAD, and to MEMA.

Western Massachusetts COAD Emergency Operations Plan

Level 3 – Full Activation

MEMA'S state EOC is fully operational and most or all Emergency Support Functions are activated. A designated member of the appropriate COAD will monitor MEMA's WebEOC for situational awareness. If MEMA Region III/IV's EOC is activated, and it is determined that the ESF-7 desk should be staffed, designated members of the COADs will take shifts staffing the desk. The appropriate COAD chairperson will arrange coordinating conference calls and will notify, place on standby, or activate COAD agencies if needed. A full activation of the COADs will be needed. COADs will communicate and coordinate with MA VOAD and National VOAD partners and the FEMA Voluntary Agency Liaison, if appropriate, and keep Mass 2-1-1 informed of available resources.

Level 4 – Long-Term Recovery

After the immediate response phase of the disaster, the COAD will transition to a Level 4 activation focusing on long-term recovery. The COADs will continue to communicate and collaborate with state agencies and other organizations involved in long-term recovery. The COADs will support the development and operations of local long-term recovery committees and help strengthen those committees as a network.

Organization and Assignment of Responsibilities

- A. The COAD chairperson should be notified of all actions that COAD members are taking in response to a disaster in order to ensure no duplication of services and for documentation purposes. This will also allow the chairperson to have a better understanding of what resources are no longer available for future requests. This may be done via email or telephone in addition to posting an update on the COAD Facebook page: <https://www.facebook.com/pages/Western-Massachusetts-COADs/1509671362588098>.
- B. The COAD chair, or his/her designee will provide updates of COAD activities in a disaster to MA VOAD and Mass 2-1-1 at regular intervals, or as requested. These updates are advisory and informational only and are not designed to replace any other required reporting by other agencies.
- C. COAD agencies will organize themselves into subcommittees by the categories of resources they provide and choose a subcommittee chairperson. A list of subcommittees and their members may be found in [Appendix B](#). Subcommittees will hold regularly scheduled conference calls to allow for the sharing of information, updates on the events, and collaboration to determine the

Western Massachusetts COAD Emergency Operations Plan

needs and how to meet them. Subcommittees are expected to meet at least twice per year to discuss issues and maintain familiarity with each other.

- D. In addition, regularly scheduled conference calls will take place between COAD officers, a representative of MA VOAD, a FEMA Voluntary Agency Liaison, if appropriate, and the chair of each activated subcommittee as described in item “C,” above. These calls will allow for the sharing of information, updates on the events, and collaboration to determine the needs and how to meet them.
- E. All requests from the media for information will be referred to the COAD public information officer.
- F. Closeout reports will be done for all activities that related to disaster operations. These reports may be done in phases as the disaster response winds down. These reports will include recommendations of possible changes or improvements for future disaster operations or handling of operations.
- G. Each COAD has a set of bylaws that governs their non-emergency operations. A copy of the bylaws may be obtained by contacting Raine Brown of the Western Regional Homeland Security Advisory Council at raine@frcog.org.

Direction, Control, and Coordination

In a local emergency, the incident commander, in coordination with the local emergency management director, has direction and control of the response and COAD response efforts shall be coordinated with him/her. If the emergency rises to the level of activating MEMA’s emergency operations center, COAD response efforts shall be coordinated through MEMA’s ESF – 7 desk or as directed.

Information Collection, Analysis, and Dissemination

During a disaster response, information sharing is critical to coordinating deployment of COAD resources. The COAD chair will be responsible for gathering information and receiving resource requests from local emergency managers, MEMA, and MA VOAD. Subcommittee chairs will be responsible for updating the COAD chair on the activities and needs of their respective subcommittees. Communication of this information will happen primarily through conference calls, the details of which are described in the next section.

Western Massachusetts COAD Emergency Operations Plan

Communications

In anticipation of, or during a disaster response, and provided that telephone communications are operable, regular conference calls will be scheduled for information sharing and coordination of resource deployment. Callers will use FreeConferenceCall.com as a free teleconferencing service. Instructions for using this service are located in [Appendix C](#). A suggested schedule is as follows:

Time	Name of Call	Call Leader	Participants	Agenda
	<u>Morning Briefings</u>			
07:00	Berkshire County	COAD Chair	COAD officers, sub-committee chairs, Web-EOC monitor, PIO, MA VOAD representative, FEMA VAL (if appropriate)	<ol style="list-style-type: none"> 1. Update on situation status 2. Update on activities subcommittees are conducting 3. Update on needs of COAD agencies or needs identified in the community 4. Assignment of tasks
08:00	Pioneer Valley			
	Subcommittee Briefings (running simultaneously for each subcommittee)	Subcommittee Chair	Subcommittee members	<ol style="list-style-type: none"> 1. Update on situation status 2. Update on activities member agencies are conducting 3. Update on needs of agencies or needs identified in the community 4. Assignment of tasks
08:00	Berkshire County			
09:00	Pioneer Valley			

Western Massachusetts COAD Emergency Operations Plan

19:00	<u>Evening Briefings</u>	COAD Chair	COAD officers, sub-committee chairs, Web-EOC monitor, PIO, MA VOAD representative, FEMA VAL (if appropriate)	<ol style="list-style-type: none"> 1. Update on situation status 2. Update on activities subcommittees are conducting 3. Update on needs of COAD agencies or needs identified in the community 4. Assignment of tasks
20:00	Berkshire County			
21:00	Pioneer Valley			
20:00	Subcommittee Briefings (running simultaneously for each subcommittee)	Subcommittee Chair	Subcommittee members	<ol style="list-style-type: none"> 1. Update on situation status 2. Update on activities member agencies are conducting 3. Update on needs of agencies or needs identified in the community 4. Assignment of tasks
21:00	Berkshire County			
21:00	Pioneer Valley			

COAD members will be notified of conference call times and specifics via the Health & Homeland Alert Network (HHAN) system.

Conference Call Credentials for 0700/ 0800 and 1900/2000 Briefings

See [Appendix C](#) for instructions on how to use Free Conference Call.com. Each subcommittee will have its own credentials for joining a conference call. Credentials for each subcommittee are located

Western Massachusetts COAD Emergency Operations Plan

in the [Emergency Support Categories Annexes](#). Credentials for the chair and subcommittee chair briefings, scheduled to take place at 0700 and 1900 are as follows:

- Phone #: (712) 432-1212
- Meeting ID: 805-750-276
- PIN: 8403
- Email: regionalprep@frcog.org
- Password: Chairs

If the ability to send text messages via cell phones is still available, group texts will be sent notifying members of conference call or meeting times.

Administration, Finance, and Logistics

If a disaster is Presidentially-declared, towns may seek reimbursement from FEMA for incurred expenses. COAD agencies have the option of invoicing towns for the cost of labor, materials, or equipment; donating those items and not invoicing the town; or some combination of donating and invoicing. Unless a COAD has an existing agreement with a town, there is no guarantee that there will be any reimbursement for expenses. Since the value of all donated labor, materials, or equipment may be used by towns as part of their non-Federal cost share requirement, so COAD agencies should keep detailed records of what they provide regardless of whether they intend to invoice for services or donate them. Records should be kept for at least three years after the project is closed with FEMA and should include hours worked, work site expenses, and a description of each volunteer, piece of equipment, or material used.

Each COAD agency will be responsible for tracking its own expenses; this will not be a function of the COAD as a whole. However, the COAD secretary will aggregate costs across all member agencies after the disaster so as to keep a record of the COAD's effectiveness.

Plan Development and Maintenance

This plan was developed under a grant from the Western Region Homeland Security Advisory Council. It is the responsibility of the two COADs to jointly review and revise the plan. The plan should be tested via a tabletop exercise or response to a real incident. Notification drills, wherein COAD members are notified via automated telephone calls, phone trees, or blast emails, should also be conducted. A recommended schedule for these reviews and exercises may be found in Table 1.

Western Massachusetts COAD Emergency Operations Plan

Table 1 - Frequency of Plan Revisions and Exercises

Plan Section	Review/Revision Frequency	Exercise Frequency
Basic Plan, Annexes, and Job Action Sheets	Every two years	Every year
Contact Lists	Twice/year	
Notification Drills		Twice/year

Exercises and incidents should include an evaluation of the COAD's capacity and that evaluation should identify further training, planning, or resources needed to continue improving the COAD's capacity to respond.

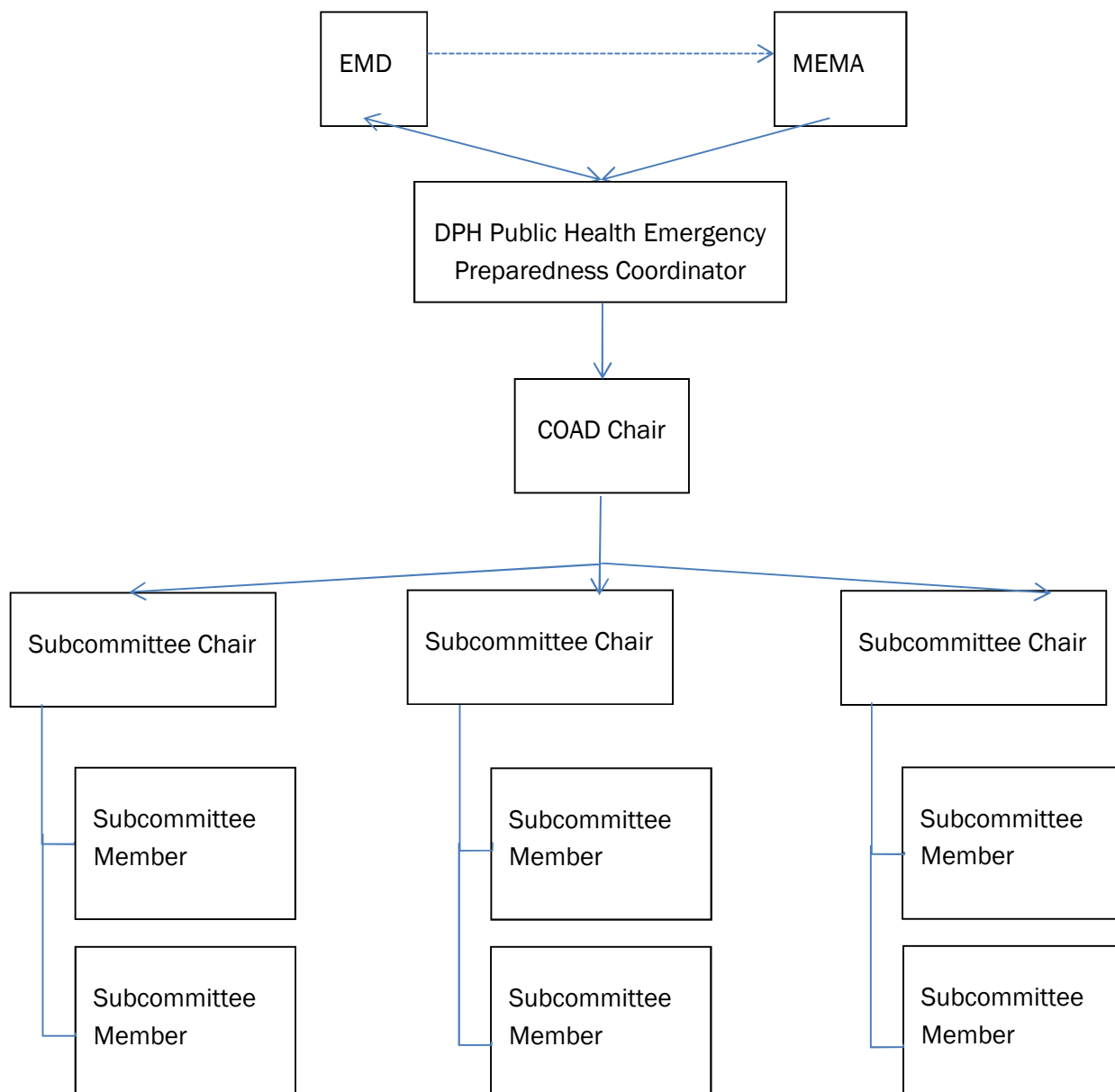
Authorities and References

COADs are coordinating bodies, *not* official response organizations. Member agencies must follow the limits of their own authority and regulations. Succession of leadership will be outlined in detail in the [Continuity of Operations](#) section.

Western Massachusetts COAD Emergency Operations Plan

Emergency Support Categories Annexes

During a disaster response, a local emergency management director may contact the COAD chairperson directly to request assistance, or may contact MEMA's ESF-7 desk, which will then contact the COAD chairperson.



Western Massachusetts COAD Emergency Operations Plan

Animal Care

Purpose

The Animal Care Subcommittee of the BC COAD or PV COAD will facilitate services for disaster victims in the following areas:

- Boarding
- Lost animal information
- Pet care services

Activation

In the event of a disaster, the COAD chair will notify the Animal Care Subcommittee chair that assistance is or may be needed. The Animal Care Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Animal Care.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with local animal control or the local board of health regarding animals.
- Make contact with the local Disaster Animal Response Team (DART).
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.
- Provide technical assistance, supplies, and personnel needed to support animals affected by disaster.
- Assist in the capture of animals that have escaped confinement or have been displaced from their natural habitat.

Western Massachusetts COAD Emergency Operations Plan

- Provide humane care and handling of animals by opening emergency animal shelters as well as treatment/euthanasia assistance stations.
- Provide emergency care to injured animals.

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 967-074-769
- PIN: 3956
- Email: regionalprep@frcog.org
- Password: Animal

Western Massachusetts COAD Emergency Operations Plan

Care Services

Purpose

The Care Services Subcommittee of the BC COAD or PV COAD will facilitate services for disaster victims in the following areas:

- Adult day care
- Case management
- Child care/camp
- Elder care
- Respite care

Activation

In the event of a disaster, the COAD chair will notify the Care Services Subcommittee chair that assistance is or may be needed. The Care Services Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Care Services.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local IC/EMD regarding available services
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.
- Provide case management services to victims to keep track of homeowners’ unmet needs.

Western Massachusetts COAD Emergency Operations Plan

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 919-061-036
- PIN: 7179
- Email: regionalprep@frcog.org
- Password: Care

Western Massachusetts COAD Emergency Operations Plan

Debris Removal

Purpose

The Debris Removal Subcommittee of the BC COAD or PV COAD will facilitate debris removal in the following areas:

- Chain saw labor
- Clean up and debris removal
- Tree removal

Activation

In the event of a disaster, the COAD chair will notify the Debris Removal Subcommittee chair that assistance is or may be needed. The Debris Removal Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Debris Removal.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local IC/EMD regarding available services
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.
- Provide trained personnel to assist with chain saw needs and debris removal.

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

Western Massachusetts COAD Emergency Operations Plan

- Meeting ID: 783-658-601
- PIN: 3948
- Email: regionalprep@frcog.org
- Password: Debris

Western Massachusetts COAD Emergency Operations Plan

Financial Assistance

Purpose

The Financial Assistance Subcommittee of the BC COAD or PV COAD will facilitate obtainment of financial assistance for disaster victims in the following areas:

- Fundraising/donations management
- Grants
- Loans
- Mortgage/rent
- Utilities
- Funeral expenses
- Home repair
- Medical expenses
- Transportation vouchers
- Vouchers for meals, clothing, prescriptions

Activation

In the event of a disaster, the COAD chair will notify the Financial Assistance Subcommittee chair that assistance is or may be needed. The Financial Assistance Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Financial Assistance.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local IC/EMD regarding available services
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.

Western Massachusetts COAD Emergency Operations Plan

- Coordinate member agencies to provide a method for receiving and distributing donations.

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 464-350-106
- PIN: 2081
- Email: regionalprep@frcog.org
- Password: Financial

Western Massachusetts COAD Emergency Operations Plan

Food

Purpose

The Food Subcommittee of the BC COAD or PV COAD will facilitate collection and distribution of the following types of food-related resources:

- Baby food
- Congregate meals
- Food delivery (through established emergency food network)
- Food preparation
- Home delivery
- Mobile feeding
- SNAP benefits
- Water

Activation

In the event of a disaster, the COAD chair will notify the Food Subcommittee chair that assistance is or may be needed. The Food Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Food.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local board of health regarding food services to be provided. All food and water distributed must be from a safe, approved source.
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.

Western Massachusetts COAD Emergency Operations Plan

- Provide assistance with emergency mobile pantries, food banks, and emergency feeding centers.
- Provide emergency food and disaster relief supplies to individuals, families, and communities as needed.
- Mobilize corporate partners and the donor community to help provide disaster relief.
- Pre-position emergency food and personal care items as requested.
- Coordinate use of warehouses and distribution centers.
- Coordinate use of transportation vehicles, including refrigerated trailers, trucks, cargo vans, and freightliner tractors.
- Assist with meal preparation.

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 412-802-411
- PIN: 1262
- Email: regionalprep@frcog.org
- Password: Food

Western Massachusetts COAD Emergency Operations Plan

Goods

Purpose

The Goods Subcommittee of the BC COAD or PV COAD will facilitate collection and distribution of the following kinds of goods during a disaster:

- Appliances
- Baby goods
- Building materials
- Clean up supplies
- Clothing
- Durable medical equipment
- Eye glasses
- Household furnishings
- Household goods
- Personal care items

Activation

In the event of a disaster, the COAD chair will notify the Goods Subcommittee chair that assistance is or may be needed. The Goods Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Goods.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.
- Assist with distribution of relief and recovery supplies.

Western Massachusetts COAD Emergency Operations Plan

- Assist with warehouse operations including sorting, packaging, and storing donated goods for distribution.
- Assist with staff a donations coordination center.

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 185-818-029
- PIN: 4284
- Email: regionalprep@frcog.org
- Password: Goods

Western Massachusetts COAD Emergency Operations Plan

Health Care, Spiritual, Emotional, and Mental Health

Purpose

The Health Care Subcommittee of the BC COAD or PV COAD will facilitate services for disaster victims in the following areas:

- Counseling
- Crisis intervention
- Dental Services
- Mediation
- Medical services
- Pastoral care
- Psychological first aid

Activation

In the event of a disaster, the COAD chair will notify the Health Care Subcommittee chair that assistance is or may be needed. The Health Care Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Health Care.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.
- Assist in the coordination, delivery, and distribution of medicines and hospital supplies.
- Provide grief and life counseling, psychological first aid, emotional and spiritual care.

Western Massachusetts COAD Emergency Operations Plan

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 962-955-693
- PIN: 4653
- Email: regionalprep@frcog.org
- Password: Health

Western Massachusetts COAD Emergency Operations Plan

Housing

Purpose

The Housing Subcommittee of the BC COAD or PV COAD will facilitate services for disaster victims in the following areas:

- Assisted living
- Office space
- Shelter, daytime only
- Storage/warehouse space
- Hotel/lodging
- Senior housing
- Shelter, overnight
- Volunteer housing

Activation

In the event of a disaster, the COAD chair will notify the Housing Subcommittee chair that assistance is or may be needed. The Housing Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Housing.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local building inspector regarding any change in use of buildings.
- Contact the building inspector regarding the use of large tents.
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.

Western Massachusetts COAD Emergency Operations Plan

- Provide assistance with shelter management, mass care, mucking out, tarping, and information and referral services.
- Provide mold remediation services.

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 796-701-380
- PIN: 3755
- Email: regionalprep@frcog.org
- Password: Housing

Western Massachusetts COAD Emergency Operations Plan

Professional Services

Purpose

The Professional Services Subcommittee of the BC COAD or PV COAD will facilitate services for disaster victims in the following areas:

- Insurance claim assistance
- Publicity
- Relocation assistance
- Training
- Legal services
- Radio communications
- Technical assistance

Activation

In the event of a disaster, the COAD chair will notify the Professional Services Subcommittee chair that assistance is or may be needed. The Professional Services Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Professional Services.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.

Western Massachusetts COAD Emergency Operations Plan

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 199-175-345
- PIN: 5614
- Email: regionalprep@frcog.org
- Password: Professional

Western Massachusetts COAD Emergency Operations Plan

Repair/Rebuilding

Purpose

The Repair/Rebuilding Subcommittee of the BC COAD or PV COAD will facilitate services for disaster victims in the following areas:

- Home repair/reconstruction
- Electrical
- Emergency repairs/tarps
- Plumbing
- Sanitation
- Weatherization

Activation

In the event of a disaster, the COAD chair will notify the Repair/Rebuilding Subcommittee chair that assistance is or may be needed. The Repair/Rebuilding Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Repair/Rebuilding.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local building inspector regarding the repair of buildings.
- Make contact with the local board of health regarding sanitation issues.
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.
- Assist with construction estimating to determine appropriate materials, skills, and time required for home reconstruction.

Western Massachusetts COAD Emergency Operations Plan

- Conduct door-to-door surveys of long-term recovery needs.

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 335-738-827
- PIN: 4090
- Email: regionalprep@frcog.org
- Password: Repair

Western Massachusetts COAD Emergency Operations Plan

Services for Special Populations

Purpose

The Services for Special Populations Subcommittee of the BC COAD or PV COAD will facilitate services for disaster victims in the following areas:

- Immigrant assistance
- Sign language assistance
- Translators
- Vision impairment services
- Interpreters
- Support services
- Veterans assistance

Activation

In the event of a disaster, the COAD chair will notify the Services for Special Populations Subcommittee chair that assistance is or may be needed. The Services for Special Populations Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Services for Special Populations.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.
- Provide assistance to those who require functional needs support.
- Outreach to the elderly and ill.
- Assist with providing translation and interpretation services.

Western Massachusetts COAD Emergency Operations Plan

- Work with the public information officer to ensure that messages are delivered with functional needs support in mind.

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 111-155-134
- PIN: 3078
- Email: regionalprep@frcog.org
- Password: SpecialPop

Western Massachusetts COAD Emergency Operations Plan

Transportation

Purpose

The Transportation Subcommittee of the BC COAD or PV COAD will facilitate services for disaster victims in the following areas:

- Accessible transportation
- Auto repair
- Gasoline
- Trucks

Activation

In the event of a disaster, the COAD chair will notify the Services for Transportation Subcommittee chair that assistance is or may be needed. The Transportation Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Transportation.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 603-039-749

Western Massachusetts COAD Emergency Operations Plan

- PIN: 2239
- Email: regionalprep@frcog.org
- Password: Transportation

Western Massachusetts COAD Emergency Operations Plan

Volunteers

Purpose

The Volunteers Subcommittee of the BC COAD or PV COAD will facilitate the coordination of volunteers in the following areas:

- Coordination
- Skilled labor
- Unskilled labor

Activation

In the event of a disaster, the COAD chair will notify the Volunteers Subcommittee chair that assistance is or may be needed. The Volunteers Subcommittee chair will then notify Subcommittee members via an automated telephone call, phone tree, or blast email that they should participate in a conference call at a given time to begin coordination.

Responsibilities

The Subcommittee agrees to:

- Maintain the accuracy of database entries of agencies that provide “Volunteers.” The database should be updated at least twice per year.
- Hold an initial coordinating conference call within 12 hours of notification that their services are/may be needed.
- Make contact with the local Medical Reserve Corps (MRC) unit or American Red Cross chapter to coordinate volunteer recruitment and services.
- Make contact with the local IC/EMD regarding available services.
- With permission of the IC/EMD, establish a mechanism for informing the general public about the services available and how to access them.
- Identify short-term and long-term needs to be met and communicate those needs to the larger COAD during scheduled briefings.
- If appropriate, implement the *Western Massachusetts Medical Reserve Corps Spontaneous Volunteer Management Plan*.
- Secure food and lodging for volunteers arriving from out of the area.

Western Massachusetts COAD Emergency Operations Plan

Conference Call Credentials

See [Appendix C](#) for instructions on how to use Free Conference Call.com, for which you will need the following credentials:

- Meeting ID: 117-734-965
- PIN: 4448
- Email: regionalprep@frcog.org
- Password: Volunteers

Western Massachusetts COAD Emergency Operations Plan

Continuity of Operations Plan

Purpose and Scope

This Continuity of Operations Plan (COOP) is a framework that establishes procedures to respond to and recover from the effect of a wide range of emergencies that may disrupt normal COAD operations. Its purpose is to ensure that the essential functions of the COAD will continue. The COOP will help COAD leadership and members cope with serious staff and volunteer reductions and diminished/unavailable support systems during an event. The plan addresses how to transfer or delegate authority when key personnel are unavailable.

COOP Objectives

To ensure that the COADs can:

1. Efficiently activate and terminate the COOP
2. Continue essential COAD functions
3. Ensure the succession of key leaders and transfer authority
4. Develop contingency staffing plans

Staffing and Succession

In an emergency that requires a COAD to activate the COOP, it is important that the COAD is able to maintain essential functions. It may be that key volunteers who normally take care of these essential functions will need to be substituted. When key volunteers are unavailable or unable to assume their duties, this COOP specifies who will automatically fill a position and therefore, allows for an orderly and predefined leadership transition.

The tables, below, list key volunteers of each COAD. The first person listed under each function will normally take the lead on that function. Should that person be unavailable, leadership will pass to the next person down the list and so on. Unavailable means that the designated person is:

- Unable to carry out the assigned duties by reason of disability, distance from the scene, or an unreasonable response time, or
- Unable to be contacted within two hours, or
- Has already been assigned to other emergency activities.

Western Massachusetts COAD Emergency Operations Plan

Berkshire County COAD

Function	Leader
Chair	1. Stacy Parsons 2. Cary Quigley 3. Diane Persson
Vice Chair	1. Cary Quigley 2. Diane Persson 3. Stacy Parsons
Secretary	1. Diane Persson 2. Stacy Parsons 3. Cary Quigley
HHAN Alert Generator	1. Corinne McKeown
Public Information Officer	1.
WebEOC Monitor	1. Cary Quigley
Animal Care Subcommittee	1.
Care Services Subcommittee	1.
Debris Removal Subcommittee	1.
Financial Assistance Subcommittee	1.
Food Subcommittee	1. Andrew Morehouse
Goods Subcommittee	1.
Health Care/Spiritual/Emotional/Mental Health Subcommittee	1. Cary Quigley
Housing Subcommittee	1.
Professional Services Subcommittee	1.
Repair/Rebuilding Subcommittee	1.
Services for Special Populations Subcommittee	1.
Transportation Subcommittee	1.
Volunteers Subcommittee	1.

Western Massachusetts COAD Emergency Operations Plan

Pioneer Valley COAD

Function	Leader
Chair	<ol style="list-style-type: none"> 1. Noreen Suriner 2. LaTonia Naylor 3. Ann Sabato
Vice Chair	<ol style="list-style-type: none"> 1. LaTonia Naylor 2. Ann Sabato 3. Noreen Suriner
Secretary	<ol style="list-style-type: none"> 1. Ann Sabato 2. Noreen Suriner 3. LaTonia Naylor
HHAN Alert Generator	<ol style="list-style-type: none"> 1. Michael Nelson 2. Tracy Rogers
Public Information Officer	<ol style="list-style-type: none"> 1. LaTonia Naylor
WebEOC Monitor	<ol style="list-style-type: none"> 1. Chris Myers 2. Tracy Rogers
Animal Care Subcommittee	<ol style="list-style-type: none"> 1.
Care Services Subcommittee	<ol style="list-style-type: none"> 1.
Debris Removal Subcommittee	<ol style="list-style-type: none"> 1.
Financial Assistance Subcommittee	<ol style="list-style-type: none"> 1. Kathryn Buckley-Brawner
Food Subcommittee	<ol style="list-style-type: none"> 1. Andrew Morehouse
Goods Subcommittee	<ol style="list-style-type: none"> 1.
Health Care/Spiritual/Emotional/Mental Health Subcommittee	<ol style="list-style-type: none"> 1.
Housing Subcommittee	<ol style="list-style-type: none"> 1. Laura Saponare
Professional Services Subcommittee	<ol style="list-style-type: none"> 1. Chris Myers
Repair/Rebuilding Subcommittee	<ol style="list-style-type: none"> 1.
Services for Special Populations Subcommittee	<ol style="list-style-type: none"> 1.
Transportation Subcommittee	<ol style="list-style-type: none"> 1.
Volunteers Subcommittee	<ol style="list-style-type: none"> 1. Lenore Brooks

Western Massachusetts COAD Emergency Operations Plan

Appendices

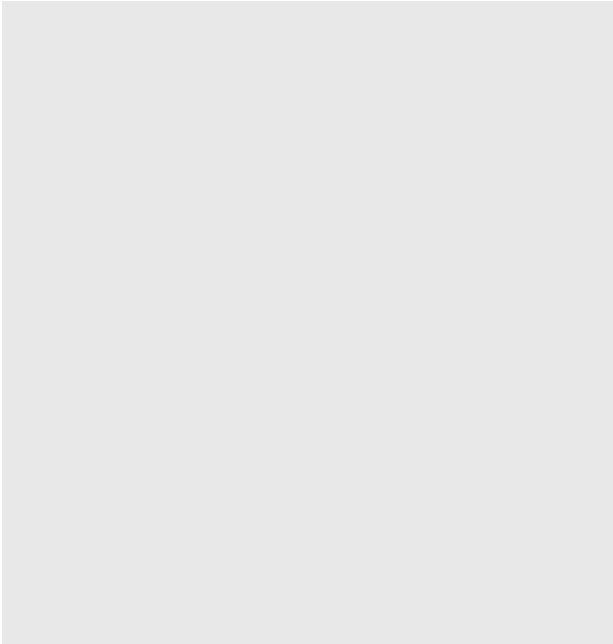
This page intentionally left blank.

Western Massachusetts COAD Emergency Operations Plan

Appendix A – Free Conference Call Instructions

Account Information	Free Conference Call Instructions
<p>Email: regionalprep@frcog.org</p> <p>Conference Credentials Dial-in Number: (712) 432-1212 Meeting ID: See appropriate subcommittee page PIN: See appropriate subcommittee page</p> <p>Conference Recording To start recording, host hits: *9 To stop and save the recording, host hits: *9</p> <p>Conference Playback Playback Number: (712) 432-1219 Meeting ID: See appropriate subcommittee page</p> <p>Note: You will be notified of any changes to your account via email.</p> <p>Issue date: 03/05/2014 02:46:45 PM EST.</p> <p>24/7 Professional Customer Service: (877) 482-5838</p>	<p>When using your free conference call number you must notify your callers by giving them the date, time, dial-in number and Meeting ID. All parties will use the same dial-in number and enter the same Meeting ID, followed by the # key as specified below.</p> <p>Host: When prompted, enter the assigned Meeting ID, followed by the # key. To have host permissions, enter the PIN when prompted followed by the # key.</p> <p>Participant: When prompted, enter the assigned Meeting ID, followed by the # key. Once connected to the free conference call, every caller will be able to talk. Every caller will also have access to the touch tone commands listed below.</p> <p>Recording Instructions During the free conference call, the host can start recording at any time by pressing *9. All attendees will be notified that the recording option has been started. To stop and save the recording, the host will press *9 again.</p> <p>Playback Instructions To listen to the recorded conference, the host must provide attendees with the play back number and Meeting ID. Please note that the</p>

Western Massachusetts COAD Emergency Operations Plan



playback number is different from the conference dial-in number. When users call into the recording playback number, they will be prompted to enter the Meeting ID and then enter the reference number for a specific recording. The reference number of each recording is provided on your Call Detail Report after the conference call is complete and on your recordings page in your account. Once confirmed, the system will play back the recorded conference. During play back, the user can scroll forward or backwards through the recorded conference. You will find the play back features below.

Features by Caller

To access the different Feature Keys when in a call, simply press the corresponding keys below - it is required that a caller enters a star (*) key before the desired feature key.

Western Massachusetts COAD Emergency Operations Plan

Participant Feature Keys

*2	Caller Count
*3	Breakout Rooms
*4	Instructions - conference instructions
*6	Mute/Unmute - caller controlled muting

Host Feature Keys

*1	Manage Q&A session
*2	Caller Count - plays the number of parties in the call
*3	Breakout rooms

Touch Tone Command Explanations

Manage Q&A - *1 key (host only)

The following commands are available in Q&A session mode: 1 to start Q&A session, 2 to move to the next questioner, 3 to end Q&A session, 4 to mute or unmute current questioner, 5 to clear Q&A queue and * to return to the conference.

Caller count - *2 key

Allows the host to get a count of how many callers are on the call.

Breakout Rooms - *3 key

Pressing *3 followed by the number of a sub-conference room from 1-9 or press * to return to the main conference. To return to the main conference room press *3* at any time.

Instructions - *4 key

Plays a menu of touch tone commands.

Listening modes - *5 key (Host only)

There are 3 different listening modes for the audience – the default mode is open conversation. Press *5 once to mute the audience, however, the audience can un-mute themselves by pressing *6 for questions, or to allow guest speakers the option to speak. Press *5 again to put the audience into mute mode without the capability of un-muting themselves. Press *5 one more time to return to open conversation mode.

Western Massachusetts COAD Emergency Operations Plan

*4	Instructions - conference instructions
*5	Listen only modes - host controlled muting
*6	Mute/Unmute - caller controlled muting
*7	Secured/Unsecured - stops callers from entering
*8	Tone controls
*9	Record Conference

Mute - *6 key

Press *6 to mute your line. Press *6 again to un-mute the line.

Security - *7 key (Host only)

Press *7 to secure the conference and block all other callers attempting to enter the conference. Press *7 again to re-open the conference to all callers.

Tone control - *8 key (Host only)

The default setting is Entry and Exit tones on. Press *8 once to set entry and exit tones off. Press *8 again to set entry tone off, exit tone on. Press *8 a third time to set entry tone on, exit tone off. Pressing *8 one more time to put the conference back in default mode with both entry and exit tones on.

Record Conference - *9 key (Host only)

Press *9 to start recording. An announcement will be made to the attendees that the conference is being recorded. To stop and save the recording, press *9 again.

Playback Feature Keys

4	Rewind 1 minute
5	Pause/resume playback

Western Massachusetts COAD Emergency Operations Plan

6	Fast forward 1 minute
---	-----------------------

Western Massachusetts COAD Emergency Operations Plan

Appendix B – Acronyms

ARC	American Red Cross
BC COAD	Berkshire County Community Organizations Active in Disasters
CERT	Community Emergency Response Team
COAD	Community Organizations Active in Disasters
COOP	Continuity of Operations Plan
DART	Disaster Animal Response Team
EMD	Emergency Management Director
EOC	Emergency operations center
ESF	Emergency Support Functions
FEMA	Federal Emergency Management Agency
HHAN	Health & Homeland Alert Network
IC	Incident Commander
MEMA	Massachusetts Emergency Management Agency

Western Massachusetts COAD Emergency Operations Plan

MA VOAD Massachusetts Volunteer Organizations Active in Disasters

MRC Medical Reserve Corps

PIO Public information officer

PV COAD Pioneer Valley Community Organizations Active in Disasters

VAL Voluntary Agency Liaison

Western Massachusetts COAD Emergency Operations Plan

Appendix C – Job Action Sheets

COAD Chair					
Mission: To keep COAD members informed of needs and activities and to call members together to support a disaster response or recovery effort.					
Your Name:			Your Name:		
Date:	Start:	End:	Date:	Start:	End:
Pre-Event (when possible)				Time	Initial
<input type="checkbox"/> Put your personal emergency plan into action. <input type="checkbox"/> Put your agency’s emergency plan into action. <input type="checkbox"/> Request that the HHAN alert generator send out an alert to members notifying them of the impending situation. If it is likely that the COAD will be called upon to serve, include in the alert details about conference call times, phone numbers, and access codes.					
Activation (Mobilization)				Time	Initial
<input type="checkbox"/> Put your personal emergency plan into action. <input type="checkbox"/> Put your agency’s emergency plan into action. <input type="checkbox"/> Request that the HHAN alert generator send out an alert to members notifying them of the situation. Include in the alert details about conference call times, phone numbers, and access codes. <input type="checkbox"/> Hold a briefing via conference call every twelve hours with COAD officers, subcommittee chairs, the COAD WebEOC monitor, and a representative from MA VOAD (if available). Conference call dial-in number: (712) 432-1212; meeting ID: 805-750-276; PIN: 8403. Briefing should cover: <ul style="list-style-type: none"> ○ Situation status ○ Activities subcommittees are conducting ○ Needs of member agencies or identified in community ○ Assignment of tasks 					

Western Massachusetts COAD Emergency Operations Plan

<ul style="list-style-type: none"> <input type="checkbox"/> Direct public information officer to brief officials, media, and Mass 2-1-1 as appropriate. <input type="checkbox"/> If response will continue into another operational period, ensure your replacement is fully briefed and prepared to begin his/her shift. 		
Deactivation (Demobilization)	Time	Initial
<ul style="list-style-type: none"> <input type="checkbox"/> Request that the HHAN alert generator send out an alert to members notifying them that the response is over, they may stand down, and thank them for their service. <input type="checkbox"/> If the disaster will enter a long-term recovery phase, make arrangements to hold a COAD meeting to discuss next steps and notify members. <input type="checkbox"/> Conduct an After Action Review of the COAD response. <input type="checkbox"/> Participate in After Action Reviews held by other partner agencies. 		

Western Massachusetts COAD Emergency Operations Plan

COAD Subcommittee Chair

Mission: To keep COAD subcommittee members informed of needs and activities and to call members together to support a disaster response or recovery effort.

Your Name:

Your Name:

Date:

Start:

End:

Date:

Start:

End:

Pre-Event (when possible)

Time

Initial

- Put your personal emergency plan into action.
- Put your agency's emergency plan into action.
- Verify that the Subcommittee list of contacts is up-to-date.

Activation (Mobilization)

Time

Initial

- Put your personal emergency plan into action.
- Put your agency's emergency plan into action.
- Send an email alert to Subcommittee members notifying them of conference call time(s).
- Hold a briefing via conference call every twelve hours with Subcommittee members. Conference call dial-in number: (712) 432-1212; meeting ID and PIN information may be found in the appropriate [Emergency Support Category Annex](#) for your Subcommittee. Briefing should cover:
 - Situation status
 - Activities member agencies are conducting
 - Needs of member agencies or identified in community
 - Assignment of tasks
- If response will continue into another operational period, ensure your replacement is fully briefed and prepared to begin his/her shift.

Deactivation (Demobilization)

Time

Initial

Western Massachusetts COAD Emergency Operations Plan

<ul style="list-style-type: none"><li data-bbox="233 317 1192 386">□ If the disaster will enter a long-term recovery phase, participate in a COAD meeting to discuss next steps.<li data-bbox="233 401 1081 432">□ Participate in an After Action Review of the COAD response.<li data-bbox="233 447 1170 478">□ Participate in After Action Reviews held by other partner agencies.		
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

Western Massachusetts COAD Emergency Operations Plan

HHAN Alert Generator

Mission: To send information or alerts to members as instructed by the COAD chair.

Your Name:

Your Name:

Date:

Start:

End:

Date:

Start:

End:

Pre-Event (when possible)

Time

Initial

- Put your personal emergency plan into action.
- Put your agency's emergency plan into action.
- Verify that the COAD list of contacts is up-to-date.
- Upon request of the COAD chair or his/her designee, send a HHAN alert to member agencies.
 - o Sample language for situational awareness updates only:
 This is an alert from the Western Massachusetts Community Organizations Active in Disasters (COAD). A [winter storm, hurricane, flooding] is expected to impact [name of county or western Massachusetts] at approximately [time] on [date]. All agencies are advised to be on alert for potential activation and should put their own emergency plans into action.
 - o Sample language for conference call notification:
 This is an alert from the Western Massachusetts Community Organizations Active in Disasters (COAD). A [winter storm, hurricane, flooding] is expected to impact [name of county or western Massachusetts] at approximately [time] on [date]. All agencies are advised to be on alert for potential activation and should put their own emergency plans into action. A conference call is scheduled between COAD officers and subcommittee chairs at [time]; dial-in number: (712) 432-1212; meeting ID: 805-750-276; PIN: 8403. Subcommittee chairs are responsible for noti-

Western Massachusetts COAD Emergency Operations Plan

<p style="text-align: center;">fying their own members of subcommittee conference call details.</p> <p><input type="checkbox"/> If both the Berkshire County and Pioneer Valley COADs areas are likely to be affected, both HHAN Alert Generators must coordinate to ensure the same message is being delivered to members.</p>		
Activation (Mobilization)	Time	Initial
<p><input type="checkbox"/> Put your personal emergency plan into action.</p> <p><input type="checkbox"/> Put your agency’s emergency plan into action.</p> <p><input type="checkbox"/> Upon request of the COAD chair or his/her designee, send a HHAN alert to member agencies.</p> <ul style="list-style-type: none"> o Sample language for conference call notification: <p style="margin-left: 40px;">This is an alert from the Western Massachusetts Community Organizations Active in Disasters (COAD). A [winter storm, hurricane, flooding] has impacted [name of community, county, or western Massachusetts]. A conference call is scheduled between COAD officers, subcommittee chairs, and the WebEOC monitor at [time]; dial-in number: (712) 432-1212; meeting ID: 805-750-276; PIN: 8403. Subcommittee chairs are responsible for notifying their own members of subcommittee conference call details.</p> <p><input type="checkbox"/> If both the Berkshire County and Pioneer Valley COADs areas are affected, both HHAN Alert Generators must coordinate to ensure the same message is being delivered to members.</p> <p><input type="checkbox"/> If response will continue into another operational period, ensure your replacement is fully briefed and prepared to begin his/her shift.</p>		
Deactivation (Demobilization)	Time	Initial
<p><input type="checkbox"/> If the disaster will enter a long-term recovery phase, participate in a COAD meeting to discuss next steps.</p> <p><input type="checkbox"/> Participate in an After Action Review of the COAD response.</p>		

Western Massachusetts COAD Emergency Operations Plan

WebEOC Monitor

Mission: To monitor situational awareness updates on MEMA’s WebEOC system and provide keep the COAD chair informed.

Your Name:			Your Name:			
Date:	Start:	End:	Date:	Start:	End:	
Pre-Event (when possible)					Time	Initial
<input type="checkbox"/> Put your personal emergency plan into action. <input type="checkbox"/> Put your agency’s emergency plan into action. <input type="checkbox"/> If not requested to sit in the MEMA Region III/IV EOC, monitor WebEOC remotely. Keep COAD chair(s) informed of a potential need for COAD activation. <input type="checkbox"/> If sitting in the MEMA Region III/IV EOC, monitor WebEOC and keep the COAD chair(s) informed of a potential need for COAD activation. <input type="checkbox"/> Participate in the morning and/or evening briefing with the COAD chair(s).						
Activation (Mobilization)					Time	Initial
<input type="checkbox"/> Put your personal emergency plan into action. <input type="checkbox"/> Put your agency’s emergency plan into action. <input type="checkbox"/> Upon request of MEMA Region III/IV, cover the ESF-7 desk in their EOC. <input type="checkbox"/> Participate in the morning and/or evening briefing with the COAD chair(s). <input type="checkbox"/> If response will continue into another operational period, ensure your replacement is fully briefed and prepared to begin his/her shift.						
Deactivation (Demobilization)					Time	Initial
<input type="checkbox"/> If the disaster will enter a long-term recovery phase, participate in a COAD meeting to discuss next steps. <input type="checkbox"/> Participate in an After Action Review of the COAD response.						

Western Massachusetts COAD Emergency Operations Plan

Public Information Officer

Mission: To inform government officials, Mass 2-1-1, and the public about COAD activities and available resources.

Your Name:

Your Name:

Date:

Start:

End:

Date:

Start:

End:

Pre-Event (when possible)					Time	Initial
<input type="checkbox"/> Put your personal emergency plan into action. <input type="checkbox"/> Put your agency's emergency plan into action. <input type="checkbox"/> Participate in morning and evening briefings with COAD chair(s). <input type="checkbox"/> Coordinate with local PIOs, MA VOAD, and MEMA on messaging.						
Activation (Mobilization)					Time	Initial
<input type="checkbox"/> Put your personal emergency plan into action. <input type="checkbox"/> Put your agency's emergency plan into action. <input type="checkbox"/> Participate in morning and evening briefings with COAD chair(s). <input type="checkbox"/> Coordinate with local PIOs, MA VOAD, and MEMA on messaging. If response will continue into another operational period, ensure your replacement is fully briefed and prepared to begin his/her shift.						
Deactivation (Demobilization)					Time	Initial
<input type="checkbox"/> If the disaster will enter a long-term recovery phase, participate in a COAD meeting to discuss next steps. <input type="checkbox"/> Participate in an After Action Review of the COAD response.						

Western Massachusetts COAD Emergency Operations Plan

Appendix D – Emergency Management Director (EMD) Contact Information

MEMA maintains a list of emergency management directors on its website at <http://www.mass.gov/eopss/agencies/mema/emergency-management-directors-listing.html>. Below is a copy of the list downloaded on April 22, 2015.

Town	EMD Name	Phone	Email
Adams	Richard Kleiner	413-743-0179	rgkleiner@albany.twcbc.com
Agawam	Chester Nicora, Jr.	413-786-6925	director@agawamem.org
Alford	Edward McCormick	413-528-0630	emccormick@mccormicklegal.com
Amherst	Walter Nelson	413-259-3082	nelsonw@amherstma.gov
Ashfield	Douglas Field	413-628-4441	afd@ashfield.org
Becket	Timothy Sullivan	413-446-8678	becketemd@yahoo.com
Belchertown	Edward Bock	413-323-7571	tbock@Belchertown.org
Bernardston	Peter Shedd	413-648-9757	4c1pshedd@comcast.net
Blandford	Bradley Curry	413-848-2721	blandfordhighway@yahoo.com
Brimfield	Richard Morris	413-245-4100	dickmorris@rickmorris.com
Buckland	Herb Guyette	413-625-6734	bucklandfire@gmail.com
Charlemont	Michael Walsh	413-625-6272	mfoboutremer@gmail.com
Cheshire	Corey Swistak	413-743-1690	corey@harrsautosales.com
Chester	Richard Small	413-354-6543	chiefrichsmall@msn.com
Chesterfield	Lawrence Holmberg	413-296-4525	lholmberg@crocker.com
Chicopee	Glenn Joslyn	413-594-1630	gjoslyn@chicopeema.gov
Clarksburg	Michael Williams	413-663-7795	chiefcpd@verizon.net
Colrain	Jack Covalick	413-624-3238	colrainjack@yahoo.com
Conway	Rick Bean	413-625-8207	Rickbean.1950@gmail.com
Cumington	Bernard Forgea	413-634-0333	forgeabl@gmail.com
Dalton	Daniel Filiault	413-684-6111	dfiliaul@nycap.rr.com
Deerfield	Mark Gilmore	413-665-4645	mgilmor@entergy.com
East Longmeadow	Anthony Gentile	413-525-5430	a.gentile@eastlongmeadowma.gov

Western Massachusetts COAD Emergency Operations Plan

Town	EMD Name	Phone	Email
Easthampton	Dave Mottor	413-527-4200	dmottor@easthampton.org
Egremont	Edward McCormick	413-528-0630	emccormick@mccormicklegal.com
Erving	Phillip Wonkka	413-824-4078	emd.philip.wonkka@erving-ma.org
Florida	Christine Dobbert	413-662-2448	townadmin@floridamass.net
Gill	Gene Beaubien	413-863-8955	gmbdab@comcast.net
Goshen	Lawrence Holmberg	413-296-4525	lholmberg@crocker.com
Granby	Chris Martin	413-467-7177	chrism@granbyma.org
Granville	Kevin Stromgren	413-357-8585	Kcsignal@aol.com
Great Barrington	William Walsh	413-528-0306	wwalsh@townofgb.org
Greenfield	Robert Strahan	413-774-4322	roberts80@greenfield-ma.gov
Hadley	Michael Spanknebel	413-584-0874	fireprevention@hadleyfd.com
Hampden	Jeffrey Farnsworth	413-566-8011	chief@hampdenpolice.com
Hancock	Steve Schwarz	413-738-5225	steve@soundsellerproductions.com
Hatfield	Cindy Doty	413-247-0480	emd@townofhatfield.org
Hawley	Gregory Cox	413-339-5526	gcox@crocker.com
Heath	Tim Lively	413-337-5307	tmlj8337@yahoo.com
Hinsdale	Raymond Bolduc	413-684-0500	rrboldu@berkshire.net
Holland	Michael Kennedy	413-245-7108	bl.ms60@hotmail.com
Holyoke	John Pond	413-534-2250	pondj@ci.holyoke.ma.us
Huntington	Melissa Nazzaro	413-587-1147	mnazzaro@springfieldpolice.net
Lanesborough	Charles Garrity	413-625-8200	butchgarrity@gmail.com
Lee	Jeffrey Roosa	413-243-5530	jroosa@town.lee.ma.us
Lenox	Dan Clifford	413-637-2347	dclifford@townoflenox.com
Leverett	Jim Field	413-545-5122	jmfield@ehs.umass.edu
Leyden	Daniel Galvis	413-773-2369	chiefgalvis@hotmail.com
Longmeadow	Eric Madison	413-567-3357	emadison@longmeadow.org
Ludlow	Mark Babineau	413-583-8332	lfdc1@ludlow.ma.us

Western Massachusetts COAD Emergency Operations Plan

Town	EMD Name	Phone	Email
Middlefield	Robert Hoynoski	413-623-2079	RobertHoynoski@aol.com
Monroe	David Nash	413-663-1112	Monroe01350@yahoo.com
Monson	Laurie Stewart	508-581-2192	lstewart@barrday.com
Montague	Robert Escott, Jr.	413-863-9023	tf23@comcast.net
Monterey	Gareth Backhaus	413-528-1443	Mdpchief1@verizon.net
Montgomery	Daniel Flechsig	413-527-7500	pikespeaksanta@yahoo.com
Mount Washington	Brian Tobin	413-528-2839	briantobin@townofmtwashington.com
New Ashford	Max LaCasse	413-458-5461	Mldirtbiker01@yahoo.com
New Marlborough	Edward Harvey	413-229-8116	edhar-vey@fireservicephotography.com
New Salem	Thomas Reidy	978-821-8082	nsemmtg@yahoo.com
North Adams	Steve Meranti	413-662-3103	nafdc1@yahoo.com
Northampton	Brian Duggan	413-587-1039	bpduggan@comcast.net
Northfield	Thomas Newton	413-772-2121	tomnewton01360@gmail.com
Orange	Dennis Annear	978-544-3145	dannear@townoforange.org
Otis	Roberta Samacki	413-269-0100	rsarnacki@gmail.com
Palmer	Donald Elliott, Jr.	413-283-3861	donald5920@comcast.net
Pelham	Gary Thomann	413-253-0484	gmann612@yahoo.com
Peru	Mark Hoag	413-655-8312	Mhoagie1313@gmail.com
Pittsfield	Robert Czerwinski	413-448-9765	rczerwinski@pittsfieldfd.org
Plainfield	Merton Taylor, Jr.	413-634-5533	mertjr2@verizon.net
Richmond	Thomas Grizey	413-442-3693	tggrizey@aol.com
Rowe	Edwin May	413-339-4001	sampem@verizon.net
Russell	Michael Morrissey	413-862-6229	chief@russellfire.org
Sandisfield	John Burrows	413-258-4943	jtburrows@verizon.net
Savoy	Lawrence Ordyna	413-743-3846	lordyna@town.adams.ma.us
Sheffield	Eric Munson	413-229-8522	emunson@sheffieldpd.com
Shelburne	Chris Myers	413-625-0344	camyers_1@verizon.net
Shutesbury	Walter Tibbetts	413-259-1211	shtsbyemd@yahoo.com

Western Massachusetts COAD Emergency Operations Plan

Town	EMD Name	Phone	Email
South Hadley	Sharon Hart	413-538-5017	shart@southhadleyma.gov
Southampton	Donald Snyder	413-529-0106	EMD@town.southampton.ma.us
Southwick	Charles Dunlap	413-569-0308	ema@southwickma.net
Springfield	Robert Hassett	413-787-6720	rhassett@springfieldcityhall.com
Stockbridge	Christopher Marsden	413-298-4170	emd@townofstockbridge.com
Sunderland	Robert Ahearn	413-665-2465	fire@townofsunderland.us
Tolland	Theodore Locke	413-258-4473	CDLTFL@msn.com
Tyringham	James Curtin	413-243-0448	jcurtin39@yahoo.com
Wales	John Croke	413-245-7695	deputy.chief@townofwales.net
Ware	Edward Wloch	413-967-9631	ewloch@townofware.com
Warwick	James Erviti	978-549-1100	jlerviti@gmail.com
Washington	Paul Mikaniewicz	413-568-9151	devbo5@yahoo.com
Wendell	Lonny Ricketts	978-544-2066	directorofemergencymanagement@crocker.com
West Springfield	Paul Marshall	413-263-3235	emergmgmt@west-springfield.ma.us
West Stockbridge	Louis Oggiani	413-528-2175	loggiani@verizon.net
Westfield	Jim Wiggs	413-568-1222	J.Wiggs@cityofwestfield.org
Westhampton	Christopher Norris	413-529-7181	dcnorris911@msn.com
Whately	Lynn Sibley	413-665-4400	tclerk2@comcast.net
Wilbraham	Francis Nothe	413-596-3122	fnothe@wilbraham-ma.gov
Williamsburg	Denise Banister	413-268-7251	dbanister@mjmoraninc.com
Williamstown	Peter Fohlin	413-458-3500	pfohlin@williamstown.net
Windsor	Peter Pyskaty	413-684-0300	windsorchiefpyskaty@yahoo.com
Worthington	Richard Scott		rscott509@hotmail.com

Western Massachusetts COAD Emergency Operations Plan

Appendix E – Contact Information for COAD Chairs, Subcommittee Chairs, Web-EOC Monitors, and HHAN Alert Generators

Berkshire County COAD – By Role

Role	Name	Phone	Email
COAD Chair	Parsons, Stacy		
COAD Vice Chair	Quigley, Cary		
Secretary	Persson, Diane		
HHAN Alert Generator	McKeown, Corinne		
Public Information Officer	Martin, Sandra		
WebEOC Monitor	Quigley, Cary		
Animal Care Sub.			
Care Services Sub.			
Debris Removal Sub.			
Financial Assistance Sub.			
Food Sub.	Morehouse, Andrew Lutz, John Carmon, Cassie		
Goods Sub.			
Health Care, Spiritual, Emotional, and Mental Health Sub.	Quigley, Cary Fletcher, James		

Western Massachusetts COAD Emergency Operations Plan

Role	Name	Phone	Email
Housing Sub.	Fletcher, James		
Professional Services Sub.			
Repair/Rebuilding Sub.			
Services for Special Needs Sub.			
Transportation Sub.	McNally, Ed		
Volunteers Sub.	McKeown, Corinne		
MA VOAD Rep.	Mina, Paul		
	Rosenberg, Larry		
FEMA VAL	Magoon, Arlene		

Berkshire County COAD – In Alphabetical Order

Name	Phone	Email
Carmon, Cassie		
Fletcher, James		
Lutz, John		
Martin, Sandra		
McKeown, Corinne		
McNally, Ed		

Western Massachusetts COAD Emergency Operations Plan

Name	Phone	Email
Morehouse, Andrew		
Parsons, Stacy		
Persson, Diane		
Quigley, Cary		

Pioneer Valley COAD – By Role

Role	Name	Phone	Email
COAD Chair			
COAD Vice Chair			
Secretary			
HHAN Alert Generator			
Public Information Of- ficer			
WebEOC Monitor			
Animal Care Sub.			
Care Services Sub.			
Debris Removal Sub.			
Financial Assistance Sub.			
Food Sub.			
Goods Sub.			
Health Care, Spiritual, Emotional, and Mental Health Sub.			
Housing Sub.			
Professional Services Sub.			

Western Massachusetts COAD Emergency Operations Plan

Role	Name	Phone	Email
Repair/Rebuilding Sub.			
Services for Special Needs Sub.			
Transportation Sub.			
Volunteers Sub.			
MA VOAD Rep.			
FEMA VAL			

Pioneer Valley COAD – In Alphabetical Order

Name	Phone	Email
Buckley-Brawner, Kathryn		
Morehouse, Andrew		
Myers, Chris		
Naylor, LaTonia		
Nelson, Michael		
Rogers, Tracy		
Sabato, Ann		
Saponare, Laura		
Suriner, Noreen		

Western Massachusetts COAD Emergency Operations Plan

Appendix F – Massachusetts Emergency Support Functions

ESF 1-Transportation

Responsible for coordinating transportation support to governments and voluntary organizations. Transportation support includes the following: performance of and assisting with evacuation and re-entry, processing of all transportation assistance requests and tasks received in the EOC, prioritizing transportation resources for the transportation of people, materials, and services, and performing all necessary actions to assist with recovery operations.

ESF 2-Communications

Responsible for coordinating actions to be taken to assure the provision of required communications (2-way radios) and telecommunications (computer and telephone systems) support to disaster personnel. Activation of warning systems and restoration of essential communication systems are coordinated by ESF 2.

ESF 3-Public Works and Engineering

Responsible for providing technical advice and evaluations, engineering systems, construction management and inspection, emergency contacting, emergency repair of wastewater and solid waste facilities, removal and handling of debris, and the opening and maintaining of roadways.

ESF 4-Firefighting

Responsible for firefighting activities and support services including training, suppression, investigations, and code compliance. Areas of responsibility and activities include suburban, urban, rural, and wildland settings and the interface between each environment.

ESF 5-Business and Industry

Responsible for providing a framework for coordination and cooperation among public and private sector partners before, during, and after disasters, emergencies, or planned events.

Western Massachusetts COAD Emergency Operations Plan

ESF 6-Mass Care, Emergency Housing & Human Services

Responsible for coordinating efforts to provide shelter, food, and emergency first aid and for coordinating bulk distribution of emergency relief supplies to disaster victims.

ESF 7-Volunteers and Donations

Responsible for ensuring expeditious delivery of donated goods and services to affected areas in order to meet the needs of the affected populace and coordinating volunteer activities.

ESF 8-Public Health and Medical Services

Responsible for coordinating health and medical resources needed to respond to public health and medical care needs prior to, during and following a disaster.

ESF 9-Search and Rescue

Responsibilities include searching for and locating disaster victims in urban, suburban, and rural environments.

ESF 10-Hazardous Materials and Environmental Protection

Responsibilities include coordination in response to an actual or potential discharge and/or release of hazardous materials resulting from natural or technological disasters.

ESF 11-Agriculture, Animals, and Natural Resources

Responsible for the control and support of animal search, rescue, recovery, and reunification needs and activities, the impacts of livestock, crops, plant disease, pest control, foreign animal disease and other related incidents affecting the health, safety, and welfare of humans and animals.

ESF 12-Energy

Responsible for coordinating the provision of emergency power to support emergency response and recovery efforts and normalized community functions. ESF 12 provides electric

Western Massachusetts COAD Emergency Operations Plan

power, distribution systems, fuel, and emergency generators.

ESF 13-Public Safety and Security

Responsible for coordination of state and local law enforcement personnel and equipment to support impacted local law enforcement agencies.

ESF 14-Recovery

Responsible for addressing the recovery needs, activities, and issues related to a disaster or emergency such as restoration of critical functions, services, vital resources, facilities, programs, and infrastructure.

ESF 15-Public Information and External Affairs

Responsible for addressing public information needs, issues, and activities such as the authorities, policies, and procedures to prepare and deliver coordinated timely, accurate, and accessible messages to the general public in response to emergency incidents.

ESF 16-Military Support

Responsible for coordinating the use of military support assets and assistance.

Western Massachusetts COAD Emergency Operations Plan

Appendix G – Conference Call Agenda

REGIONAL COAD OPERATIONS Conference Call Agenda FORM

Modify the agenda as needed before the conference call **so the information shared will be clear, concise, complete, current, and critical.** *Remember that it's okay to state that you have nothing new to report since the last call.*

Agenda #	Time 1 Hour	Item	Major Discussions/Action Items
1	-5 minutes	Be on the call 5 minutes early <ul style="list-style-type: none"> <input type="checkbox"/> Greet attendees as they sign on <input type="checkbox"/> Complete attendance roster 	
2	1 min.	Welcome: <ul style="list-style-type: none"> <input type="checkbox"/> Thank you for attending <input type="checkbox"/> State your name/agency <input type="checkbox"/> Everyone take a deep breath 	
3	4 min	Conference Call Ground Rules: <ul style="list-style-type: none"> <input type="checkbox"/> Everyone mute phones. Use *6 <input type="checkbox"/> Don't use hold button; hold music might play <input type="checkbox"/> State name each time speaking 	
4	3 min	Attendance: <ul style="list-style-type: none"> <input type="checkbox"/> Read names/agencies of participants. <input type="checkbox"/> Ask if anyone was missed. <input type="checkbox"/> Designate Agenda Timekeeper to ensure meeting stays on schedule 	

Western Massachusetts COAD Emergency Operations Plan

5	20 min.	<p>Situational Awareness: Ask Each Agency - brief update</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Situation Report Form</i>-complete before call <input type="checkbox"/> Brief summary of previous action items <input type="checkbox"/> What they are seeing on the ground <input type="checkbox"/> What they are doing <input type="checkbox"/> “Pass” if nothing verifiable/new 	
6	20 min.	<p>COAD Agency or Community Needs Report <i>Complete for each agency on the call</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Agency support or unmet community needs <input type="checkbox"/> Who can assist with these needs <input type="checkbox"/> Work out details offline 	
7	5 min.	Assignment of Tasks	
8	5 min.	<p>Recap/Questions</p> <ul style="list-style-type: none"> <input type="checkbox"/> Run through attendance again to confirm 	
9	2 min.	Next Call Time	
10	+10 min	Email Call Summary to all with Action Items Noted	

Western Massachusetts COAD Emergency Operations Plan

Appendix H – Situation Report Template

REGIONAL COAD OPERATIONS Situation Report FORM

Fill in this form before you get on a conference call (see [Appendix H – Conference Call Agenda](#)) so the information you share will be clear, concise, complete, current, and critical. It should cover the time period since the last call.

Remember that it's okay to state that you have nothing new to report since the last call.

Agenda Item Number	Question?	Your Answer/Information
5	What was your organization's assignment from the last conference call, if any?	
5	Has your organization reached any critical milestones? (e.g. mucking out all homes is complete)	
5	What changing conditions is your organization seeing? (e.g. the number of victims is double the original estimate)	

Western Massachusetts COAD Emergency Operations Plan

5	What assumptions are changing? (e.g. the homes destroyed were permanent residences, not seasonal ones)	
6	What additional help is needed?	
7	What is your organization's next assignment/priority?	