

TOWN OF HANOVER HAZARDOUS MATERIALS EMERGENCY PLAN

HANOVER Local Emergency Planning Committee

TOWN of HANOVER, Massachusetts

VERSION 1.0 December 2022 PUBLIC

RECORD OF AMENDMENTS

A record of changes to the plan will be noted on the record of amendments, which will contain the following:

- Date of change
- Page number of change
- Recording signature

A complete list of plan users will be maintained in a central location specified by the LEPC.

DATE OF CHANGE	PAGE NUMBER OF CHANGE	DESCRIPTION OF CHANGE
12/1/22	ALL	Create/Revise HMEP

**LIST OF PERSONS / ORGANIZATION
WITH A COPY OF THIS PLAN**

NAME	ORGANIZATION	COPY #
1) Fire Chief	Hanover Fire Department	
2) Police Chief	Hanover Police Department	
3) Public Works Director	Hanover Department of Public Works	
4) HPS Superintendent	Hanover Public Schools	
5) Town Manager	Town of Hanover	
6)		
7)		
8)		
9)		
10)		
11)		
12)		
13)		
14)		

P R E F A C E

This Hazardous Materials Emergency Plan (HMEP) was prepared in accordance with the provisions of Section 303, The Emergency Planning and Community Right-to-Know Act, Massachusetts General Law c. 21E, 310 CMR 40.0000 (The Massachusetts Contingency Plan), the Massachusetts Comprehensive Emergency Management Plan, Chapter 639 Acts of 1950 and E.O. 242.

The Massachusetts State Emergency Response Commission (SERC) and the Hanover Local Emergency Planning Committee (LEPC) adopt this plan to provide for the protection of the public located within **Hanover, Massachusetts** in the event of a hazardous chemical emergency.

TOWN MANAGER

JASON CAVALLARO, CHAIR
Local Emergency Planning Committee

DATED: _____

DATED: _____

CHIEF OF FIRE

CHIEF OF POLICE

DATED: _____

DATED: _____

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1.0 INTRODUCTION

1.1 PURPOSE

The **Hanover, Massachusetts** Hazardous Materials Emergency Plan (HMEP) has been prepared to meet both Federal and State statutory planning requirements, and to provide for a higher degree of preparedness to respond to incidents involving hazardous chemicals. Congress passed the Emergency Planning and Community Right-to-Know Act (EPCRA) of 1986, which requires local and state governments to plan for chemical emergencies. Massachusetts General Law c. 21E, Ch. 639 Acts of 1950 and E.O. 242 require emergency planning by communities for chemical emergencies. The primary purpose of this plan, however, is to provide the framework and methodology to efficiently respond to hazardous materials emergencies within **Hanover, Massachusetts** so as to protect lives, property and the environment.

The Plan has been specifically designed to serve as an Annex to the Comprehensive Emergency Management Plan (CEMP) and supplements that document. Every effort has been made to integrate the Hazardous Material Annex with the CEMP. In that regard the Plan is consistent with existing authorities, planning assumptions, systems and procedures.

1.2 OBJECTIVES

The objectives of the **Hanover, Massachusetts** Hazardous Materials Emergency Plan are to:

1. Describe courses of action that will minimize hazards to life and result in adverse impacts upon the environment from the release of a hazardous material.
2. Establish procedures to provide for a coordinated effort by the state municipalities and private industry in response to a hazardous materials emergency.
3. Identify emergency response organizations, equipment and other resources, that can be utilized during a hazardous materials incident.
4. Provide a mechanism to integrate community and facility response procedures.

1.3 ORGANIZATION

- The basic plan describes general information about the purpose and scope of this hazardous materials emergency plan and system.
- The hazard analysis portion describes the known hazardous chemical facilities and transportation routes within Hanover, Massachusetts.
- The plan is then divided into functional Annexes that describe different components of an emergency response for hazardous materials incidents.

2.0 BASIC PLAN

Hanover, Massachusetts works in conjunction with a Local Emergency Planning Committee (LEPC) which provides the Hazardous Materials Emergency Plan (HMEP). **Hanover, Massachusetts** will use this plan for emergency response to a hazardous materials incident. The following are the jurisdictions/municipalities to which this plan applies:

HANOVER, MASSACHUSETTS	

Facilities affected by this plan may range from small “mom and pop” operations to large national corporations. Their endorsements of this plan are filed along with municipal approvals. Letters of agreement between affected facilities and local jurisdictions may reside in prevention and response plans developed by the facilities.

2.1 INCIDENT SUMMARY INFORMATION

Incident reporting has been standardized by use of the documents provided in Annex A “Notification and Alerting”. A reporting form is located at the front of this plan and in Annex A.

2.2 PROMULGATION

The **Hanover, Massachusetts** LEPC will direct the promulgation of the Hazardous Materials Emergency Plan (HMEP) by executing an appropriate document under the delegated authority of the Commonwealth of Massachusetts State Emergency Response Commission (SERC).

2.3 AUTHORITY

This HMEP is authorized and regulated under the Emergency Planning and Community Right-to-Know Act (EPCRA) of 1986, Public Law 99-499, Massachusetts General Law c. 21E, 310 CMR 40.0000 (The Massachusetts Contingency Plan) and the Massachusetts Comprehensive Emergency Management Plan. Other supporting legislation exists in the Clean Water Act, the Clean Air Act section 112 R, the National Contingency Plan, and Disaster Relief Programs. Chapter 639 Acts of 1950 and E.O. 242 requires emergency planning at the community level.

2.4 LIST OF ABBREVIATIONS

ARC	American Red Cross
ATSDR	Agency for Toxic Substances & Disease Registry
CAMEO	Computer Aided Management of Emergency Operations
CDC	Centers For Disease Control
CEPP	Chemical Emergency Preparedness Program
CERCLA	Comprehensive Environmental Response, Compensation & Liability Act of 1980 (PL 96-510)
CFR	Code of Federal Regulations
CHEMTRC	Chemical Transportation Emergency Center
CHRIS	Chemical Hazards Response Information System
CMA	Chemical Manufacturers Association
CMED	Centralized Medical Dispatch Center
CWA	Clean Water Act
DECON	Decontamination
DOD	U.S. Department of Defense
DOE	U.S. Department of Energy
DOT	U.S. Department of Transportation
DPH	Department of Public Health
EBS/EAS	Emergency Broadcast System/Emergency Alert System
EHS	Extremely Hazardous Substance
EMA	Emergency Management Agency
EMI	Emergency Management Institute
EOC	Emergency Operation Center
EOP	Emergency Operations Plan
EPA	U.S. Environmental Protection Agency
EPCRA	Emergency Planning & Community Right-to-Know Act
FAA	Federal Aviation Administration

FEMA	Federal Emergency Management Agency
FWPCA	Federal Water Pollution Control Act
GIS	Geographical Information System
HAZMAT	Hazardous Materials
HHS	U.S. Department of Health and Human Services
HMEP	Hazardous Materials Emergency Plan
HMRT	HAZMAT Response Team
IC	Incident Commander
ICS	Incident Command System
IEMS	Integrated Emergency Management System
JIC	Joint Information Center
LEPC	Local Emergency Planning Committee
MARPLOT	Mapping Application for Response, Planning, and Local Operational Tasks
MassDEP	Massachusetts Department of Environmental Protection
MEMA	Massachusetts Emergency Management Agency
MSDS	Material Safety Data Sheet
NACA	National Agricultural Chemicals Association
NCP	National Contingency Plan
NCRIC	National Chemical Response & Information Center
NETC	National Emergency Training Center
NFA	National Fire Academy
NFPA	National Fire Protection Association
NIOSH	National Institute of Occupational Safety and Health
NOAA	National Oceanic and Atmospheric Administration
NRC	National Response Center/Nuclear Regulatory Commission
NRT	National Response Team
NRT-1	Hazardous Materials Emergency Planning Guide

NRT-1A	Criteria for Review of Hazardous Materials Emergency Plans
OHMTADS	Oil and Hazardous Materials Technical Assistance Data System
OSC	On Scene Coordinator
PIO	Public Information Officer
REPC	Regional Emergency Planning Committee
RQs	Reportable Quantities
RRT	Regional Response Team (State or Federal)
SARA	Superfund Amendments and Reauthorization Act of 1986 (PL 99-499)
SCBA	Self Contained Breathing Apparatus
SERC	State Emergency Response Commission
SLG 101	Guide for all-hazard Emergency Operations Planning
SOP	Standard Operating Procedure
TPQ	Threshold Planning Quantity
USCG	U.S. Coast Guard (DOT)
USDA	U.S. Department of Agriculture
USGS	U.S. Geological Survey

2.5 ASSUMPTIONS

1. Hazardous Materials incidents of varying degrees of severity will occur within the **Hanover, Massachusetts** jurisdiction. Such an incident can occur at a fixed facility or on a transportation route or a combination of the two.
2. Assistance will be provided from adjoining localities, mutual aid agreements, the State HAZMAT Team, the Commonwealth of Massachusetts and the Federal Government, depending upon the magnitude of the incident.
3. The community has appointed a Community Emergency Coordinator. The Coordinator's name and contact information will be on file with the LEPC chairperson and MEMA.
4. Depending upon the magnitude of an incident, this plan or portions of it will be implemented to Coordinate actions, conserve resources and expedite mitigation of that incident.

2.5.1 Local Conditions

Area Description: Town of Hanover

Major Employers: See CEMP, as updated

Industry: See CEMP, as updated

Economy: See CEMP, as updated

Infrastructure: See CEMP, as updated

Population: See CEMP, as updated

Special Needs Facilities: See CEMP, as updated

Schools: Hanover High School, Hanover Middle School, Center Elementary School, Cedar Elementary School, South Shore Technical High School

2.5.2 Necessity of a HAZMAT Plan

The Hanover LEPC, the Hanover Fire Department and the SERC receive Tier II reports from Facilities that have hazardous substances as required by EPCRA, Section 302 (c). Review of these Tier II reports indicate that several chemical hazards exist in **Hanover, Massachusetts**.

Although no qualitative or quantitative information is available regarding the presence of EHS's on the transportation routes, the LEPC assumes that hazardous chemicals are transported on nearly all local Hanover and state roads in the area.

2.6 CONCEPT OF OPERATIONS

The protection of the health and welfare of the residents of **Hanover, Massachusetts** must be managed at the local level. Assistance from the State will be provided when requested, or in cases where a hazardous material emergency exceeds the capability of local response resources. **Hanover, Massachusetts** should develop its own concepts within existing emergency procedures.

Hazardous materials emergencies can range from small fuel spills to large-scale releases requiring major evacuations and other problems. For purposes of consistency, the following response level definitions have been developed for this plan:

2.6.1 Response Level Criteria

Level 1 – Controlled Emergency Condition [Local FD Investigation – Tier 1]

- Incident that can be controlled by the primary first response agencies of a local jurisdiction
- Single jurisdiction and limited agency involvement
- Does not require evacuation, except for the structure or affected facility
- Confined geographic area
- No immediate threat to life, health or property

Level 2 – Limited Emergency [Tier 1 – Tier 3]

- Potential threat to life, health or property
- Expanded geographic scope
- Limited evacuation of nearby residents or facilities

- Involvement of one, two, three, or more jurisdictions
- Limited participation or mutual aid from agencies that do not routinely respond to emergency incidents in the area
- Specialist or technical team is called to the scene
- Combined emergency operation such as fire fighting and evacuation, or containment and emergency medical care

Level 3 – Full Emergency Condition [Tier 3 – Tier 5]

- Serious hazard or severe threat to life, health and property
- Large geographic impact
- Major community evacuation
- Multi-jurisdictional involvement
- State and Federal involvement
- Specialists and technical teams deployed
- Extensive resource management and allocation
- Multiple emergency operations

2.6.3 DFS Response Levels – Incident Specific Response Levels

Levels of Response

JHIRT – Joint Hazard Incident Response Team – Contained Suspicious Powder Calls, Assessment of Clandestine Laboratories, and/or Activation of Clandestine Lab Enforcement Team (CLET)
 Tier 1 – Hazardous & Risk Assessment – Suspicious Substances, Open or Loose Suspicious Powders.
 Tier 2 – Short Term Operation – Limited Release
 Tier 3 – Long Term Operation – Full Team – Large Release
 Tier 4 – Multi District Response – Multi-Operational Period
 Tier 5 – WMD/Mass Contamination – Full System (6 teams) Response

2.7 ORGANIZATION AND RESPONSIBILITIES

1. The LEPC will perform the following functions:

- Establish rules by which the LEPC will function
- Establish provisions for public notification, comments, etc
- Develop and maintain the HAZMAT Plan
- Assist the jurisdiction, departments and agencies with HAZMAT plan development
- Coordinate HAZMAT exercises as required
- Conduct HAZMAT training as required

Departments and agencies with responsibilities under this plan will develop and maintain procedures for implementing this hazardous materials plan. Facilities with EHS will develop and maintain procedures for implementing this hazardous materials plan. Facilities with EHS will develop plans specific to the chemicals they use and the area they may affect. These plans will be kept at the Hanover Fire Department, which serves the facility.

2. The Commonwealth of Massachusetts shall provide assistance to the LEPC as provided for in the Commonwealth of Massachusetts Comprehensive Emergency Management Plan and the Massachusetts Contingency Plan.

3.0 PLAN UPDATING

3.1 PLAN DEVELOPMENT AND MAINTENANCE

The Plan will be updated as necessary but in no case, less than annually. Updating of the plan will be preceded by a review of its contents and/or a test and critique of the plan. Execution of the plan in response to an actual event will be considered as a test and will require a critique and after-action report to be submitted to the Chairman of the LEPC.

Those items which are subject to frequent change and shall be reviewed annually for possible updating include, but are not limited to, the following:

- Community and facility notification and alerting lists, including identity and phone numbers of response personnel.
- Facilities subject to the provisions of EPCRA, Section 302(c), and the name of the Facility Emergency Coordinator (FEC).
- Facility Hazard Analysis and Maps.
- Transportation routes for hazardous materials, including pipelines.
- Inventories of critical equipment, supplies, and other resources.

3.2 UPDATE POLICY

The following policies apply to the review and updating of the Hazardous Materials Emergency Plan:

1. It is the responsibility of the LEPC Chairperson to coordinate the review and update of the plan. The departments, agencies, communities, facilities, and others who have a role in hazardous materials response under the plan will provide support. It is the responsibility of the Chief Executive of each community to delegate update responsibility of community information.
2. The plan shall be updated as necessary on an annual basis. The plan must have been completed or reviewed within the past year.
3. Departments, agencies and facilities that maintain annexes and/or procedures that are a part of this plan shall review that portion of the plan pertaining to their function on an annual basis.
4. The Chair of the LEPC shall maintain a list of plan holders, to ensure changes are sent to all plan holders.
5. Comments, corrections or suggestions on any aspect of this plan should be forwarded to:

Chair, LEPC

Hanover, Massachusetts

4.0 PLANNING REQUIREMENTS CHECKLIST

Section 303 (c) of SARA Title III stipulates nine (9)-planning provisions, which must be adequately addressed in this Plan. The plan also meets requirements found in NRT1 & 1A Documents. The following chart lists the nine provisions and cites their location(s) in the **Hanover, Massachusetts** Hazardous Materials Emergency Plan:

SECTION 303 (c) REQUIREMENT	LOCATION OF PROVISIONS
Identification of facilities subject to the requirements of this subtitle that are within the emergency planning district; identification of routes likely to be used for the transportation of substances on the list of extremely hazardous substances referred to in section 302(a); and identification of additional facilities contributing or subjected to additional risk due to their proximity to facilities subject to the requirements of this subtitle, such as hospitals or natural gas facilities.	BASIC PLAN – Hazard Analysis ANNEX K – Facility Profiles
Methods and procedures to be followed by facility owners and operators and local emergency and medical personnel to respond to any release of such substances.	ANNEX A – Notification and Alerting
Designation of a community emergency coordinator and facility emergency coordinators who shall make determinations necessary to implement the plan.	ANNEX D – Assessment and Evaluation
Procedures providing reliable, effective, and timely notification by the facility emergency coordinators and the community emergency coordinator to persons designated in the emergency plan and to the public, that a release has occurred (consistent with the emergency notification requirements of the Section 304).	ANNEX A – Notification and Alerting ANNEX B – Direction and Control
Methods for determining the occurrence of a release, and the area or population likely to be affected.	BASIC PLAN – Local Conditions ANNEX D – Assessment and Evaluation
A description of emergency facilities in the community and at each facility in the community subject to the requirements of this subtitle, and an identification of the persons responsible for such equipment and facilities.	ANNEX A – Notification And Alerting ANNEX B – Direction and Control ANNEX C – Containment ANNEX E – Public Warning and Emergency Information
Evacuation plans, including provision for a precautionary evacuation and alternative traffic routes.	ANNEX E – Public Warning and Emergency Information ANNEX F – Protective Actions
Training programs, including schedules for training of emergency response and medical personnel.	ANNEX H – Training ANNEX I – Exercises
Methods and schedules for exercising the emergency plan.	ANNEX H – Training ANNEX I – Exercises

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5.0 HAZARD ANALYSIS

This section contains a list of all facilities that have reported chemical inventories to the Hanover Fire Department, the SERC, and the LEPC in compliance with EPCRA, Sections 302 & 312 (c); as well as those facilities considered a risk by the LEPC (**NOTE: Refer to ANNEX K of this plan for details on EHS facilities**). The hazard analysis includes the facility name and address and hazardous substances reported. The hazard analysis is updated annually after the deadline for submission of Tier II reports. **Additionally, information on highways and railroads is included.**

An asterisk (*) indicates facilities that have chemicals in the Threshold Planning Quantity (TPQ).

The following list reflects the status of reporting as of: **December 1, 2022**

HAZMAT Facilities (Should be alphabetical by facility and match profiles in resource manual)

Business Name	Address	Contact	24 Hr Phone
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]	[REDACTED]

It is important to note that the proximity of some of these facilities to major transportation routes and/or adjacent facilities may in fact compound the effects of a hazardous materials incident. The possible permutations are too numerous to list here. Recent efforts to review and update facility plans will take this into consideration. All **Hanover, Massachusetts** facility plans will be included in ANNEX K of this plan.

If available, the Computer Aided Management of Emergency Operations (CAMEO) database and Mapping Application for Response, Planning, and Local Operational Tasks (MARPLOT) mapping programs allow for simulations of releases from these facilities. Plotting the contaminant plumes on maps of the area show what population would be affected from a specific release. Maps downloaded from the eCEMP program can be used for the purposes of this plan.

The following is an example of the type of information that should be available on the map that belongs in this section of the plan. Included on the map are the facilities that could have a release; special needs facilities, such as: schools, hospitals, and nursing homes; areas where large crowds would gather such as: malls, stadiums, and arenas; critical infrastructure such as: courthouse, fire department, police department.

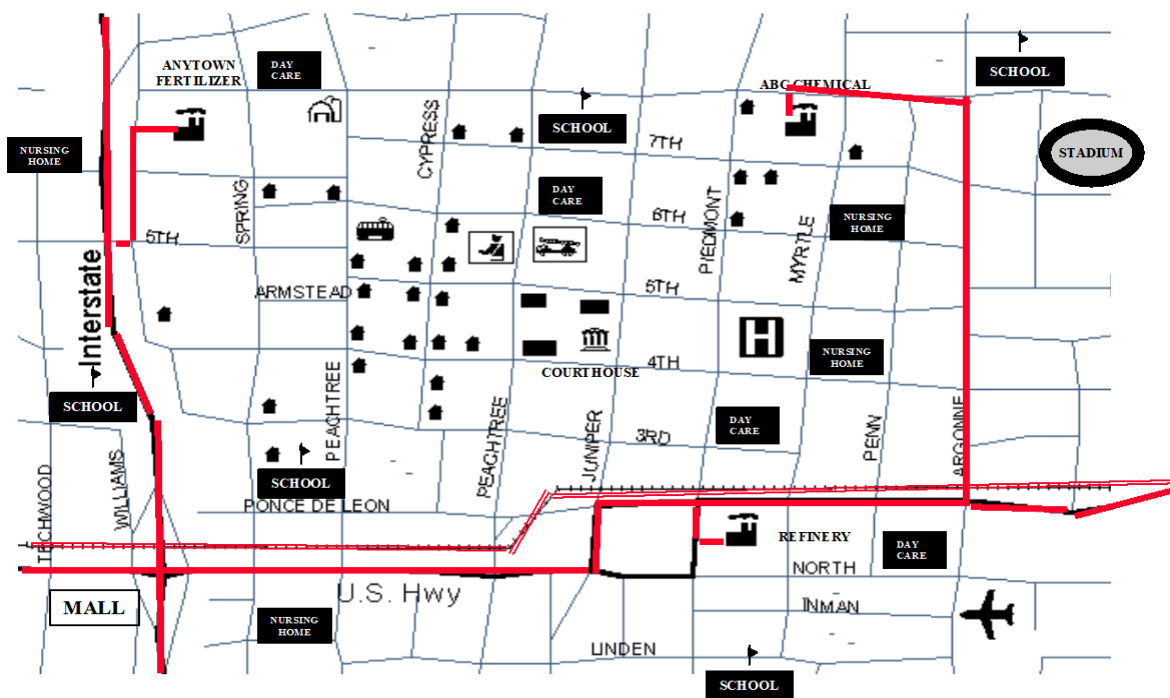


Figure 5.0

HAZARD ANALYSIS MAP

(Hazard Facilities, Transportation Routes, Special Needs Facilities)

Special Needs Facilities (Should be alphabetical by facility and match attached profiles)

Facility Name	Address	Contact	
Barstow Village Apartments	60 Legion Drive		
Benchmark Assisted Living	1143 Washington Street		
Cardinal Cushing School & Training Center	405 Washington Street		
Elmwood Farm Drive Apartments	1, 2, 3 Elmwood Farm Drive		
Legion Drive Housing	70 Legion Drive		
North Pointe Apartments	511 & 525 Washington Street		

Highways

The major portions of hazardous chemicals transported by highways are petroleum-based products such as gasoline and heating fuels. Major highway routes used to transport hazardous materials through **Hanover, Massachusetts** include:

- ROUTE 3
- ROUTE 53
- ROUTE 123
- ROUTE 139.

Railroads

Not Applicable

ANNEX A (NOTIFICATION AND ALERTING)

PURPOSE

To provide for the initial notification to the Massachusetts Emergency Management Agency (MEMA) and the National Response Center (NRC) of a hazardous material emergency and the subsequent alerting of other local and State response personnel.

SITUATION

Timely, informative and accurate notification of a hazardous material emergency is critical for an effective emergency response operations. Section 304 of EPCRA requires the immediate notification of the community emergency coordinator and the State when a release of an extremely hazardous substance or hazardous chemical in an amount above the Reportable Quantity (RQ) occurs. Specific information is required by the notification such as chemical name, method of release, health effects, medical attention and protective actions.

The Commonwealth of Massachusetts State Emergency Response Commission (SERC) believes that the direct notification through the local point of contact is critical. The Release Report Form (Attachment 1) provides for notification to the local point of contact. Requirements set forth by the Commonwealth of Massachusetts Department of Environmental Protection (DEP) also require the responsible party to report the release of oil or hazardous material to DEP. The Release Report Form (Attachment 1) should be used by the responsible party when calling the DEP (888-304-1133). Under Federal requirements the NRC must also be notified (800-424-8802).

NOTE: The local point of contact is the **HANOVER FIRE DEPARTMENT** through the 911 Dispatch Center. The nature and extent of the incident will dictate the order and number of phone calls to be placed.

In addition to notifications required by statute, HANOVER FIRE must immediately notify the Massachusetts Emergency Management Agency of any hazardous materials emergency that meets Level 2 or Level 3 criteria.

***For immediate support and assistance with a HazMat Event, the Massachusetts Department of Fire Services (DFS) and the Massachusetts Department of Environmental Protection (MassDEP) can be called directly. *All DFS Resources MUST be requested through Hanover Fire via Plymouth County Control.

Massachusetts Emergency Management Agency (MEMA) SEOC: **800-982-9846**

Mass Department of Fire Services: **(CONTACT VIA PLYMOUTH COUNTY CONTROL)**

Massachusetts Department of Environmental Protection (Mass DEP) **800-304-1133**

This procedure reflects the belief that both local and State response personnel must be notified immediately of a significant release.

PARTICIPATING AGENCIES

A. Primary Local point of Contact (i.e.: 911 Dispatch Center)

MUNICIPALITY	POINT OF CONTACT	24-HOUR PHONE#
City/Town	Dispatch	911
HANOVER	Regional Old Colony Communication Center	911

B. Alternate Local Point of Contact (i.e.: Police or Fire Dispatch Center)

MUNICIPALITY	POINT OF CONTACT	24-HOUR PHONE#
City/Town	Dispatch	
HANOVER	FIRE	
HANOVER	POLICE	
HANSON	ROCCC	
NORWELL	SSRECC	
PEMBROKE	Pembroke FD	
ROCKLAND	HRECC	

C. The Massachusetts Department of Environmental Protection (DEP) (888-304-1133)

D. The Massachusetts Emergency Management Agency (MEMA) (800-982-6846)

E. The Federal Government should be contacted through MEMA

STATE RESPONSE PROCEDURES

- A. Upon notification of a hazardous material emergency, the State Coordination Agency (MEMA) shall record all emergency notification information.
- B. The State Coordinating Agency (MEMA) shall receive and act upon requests for State assistance.
- C. The State Coordinating Agency (MEMA) shall notify the appropriate State agencies of the HAZMAT emergency as specified in the Commonwealth of Massachusetts, Comprehensive Emergency Management Plan.
- D. State agencies will provide assistance as described in the State Comprehensive Emergency Response Plan (CEMP) and the Hazardous Materials Annex.

EMERGENCY ASSISTANCE TELEPHONE ROSTERS

FEDERAL AGENCIES	TELEPHONE	LOCATION
Department Of Transportation		
Environmental Protection Agency		
Federal Emergency Management Agency		
National Response Center		
Occupational Safety and Health		
Regional Response Team		
U.S. Coast Guard		
National Weather Service		
Agency for Toxic Substances & Disease Control		
Centers for Disease Control		
U.S. Army Operations Center		
Defense Logistics Agency		
Department of Energy		

STATE AGENCIES	TELEPHONE	LOCATION
Department of Environmental Protection		
Nuclear Incident Advisory Team		
Massachusetts Highway Department		
Department of Food and Agriculture		
Massachusetts Emergency Management		
Department of Industrial Accidents		
Department of Public Health		
Massachusetts State Police		
Emergency Response Commission		

NATIONAL ORGANIZATIONS	TELEPHONE
CHEMTREC/CHLOREP	800-424-9300
American Association of Railroads (AAR)	202-639-2222
National Agricultural Chemical Association	513-961-4300

HOSPITALS	TELEPHONE
South Shore Hospital	781-624-8000
Brockton Hospital	508-941-7000

COMMUNITY AGENCIES	TELEPHONE	LOCATION
Railroad		
National Weather Service		
Poison Control		
Red Cross		
National Grid (Electric)		
Eversource (Gas)		

BORDERING JURISDICTIONS	BORDERING JURISDICTIONS
North – NORWELL/ROCKLAND	South - HANSON
East – NORWELL/PEMBROKE	West - ROCKLAND

** Resource Manual contains Media Listings*

MEDIA ORGANIZATIONS	TELEPHONE	LOCATION
Newspaper – Boston Globe		
Newspaper		
Newspaper (Spanish)		
TV Station – WCVB TV		
TV Station – Boston 25		
TV Station (Spanish)		
Radio Station – 95.9 FM WATD		
Radio Station		
Radio Station (Spanish) – 95.1 FM		

(Should be alphabetical by facility and match attached profiles)

ANNEX B (D I R E C T I O N A N D C O N T R O L)

PURPOSE

To provide for effective leadership, coordination and unified on-scene command of emergency response forces in the event of a hazardous material emergency.

SITUATION

A hazardous material emergency may require a broad range of on-scene response organizations including emergency service personnel from all levels of government, industry representatives, private contractors, and the media. The need for specialized equipment and technical knowledge during response may also be extensive, as are the number of critical decisions that must be made in areas of release containment, emergency worker safety, public protective actions, and environmental protection.

It is recognized that response organizations are typically trained to operate within their agency command structure, but they are rarely called upon to perform their duties as part of a unified and integrated multi-organizational response, such as that required for a major hazardous materials emergency. Therefore, this plan calls for implementation of a strong system of direction and control.

Direction and Control begins with the initial local response, but is expanded as the emergency escalates to a larger, multi-jurisdictional response which may possibly need to be coordinated or directed by the State.

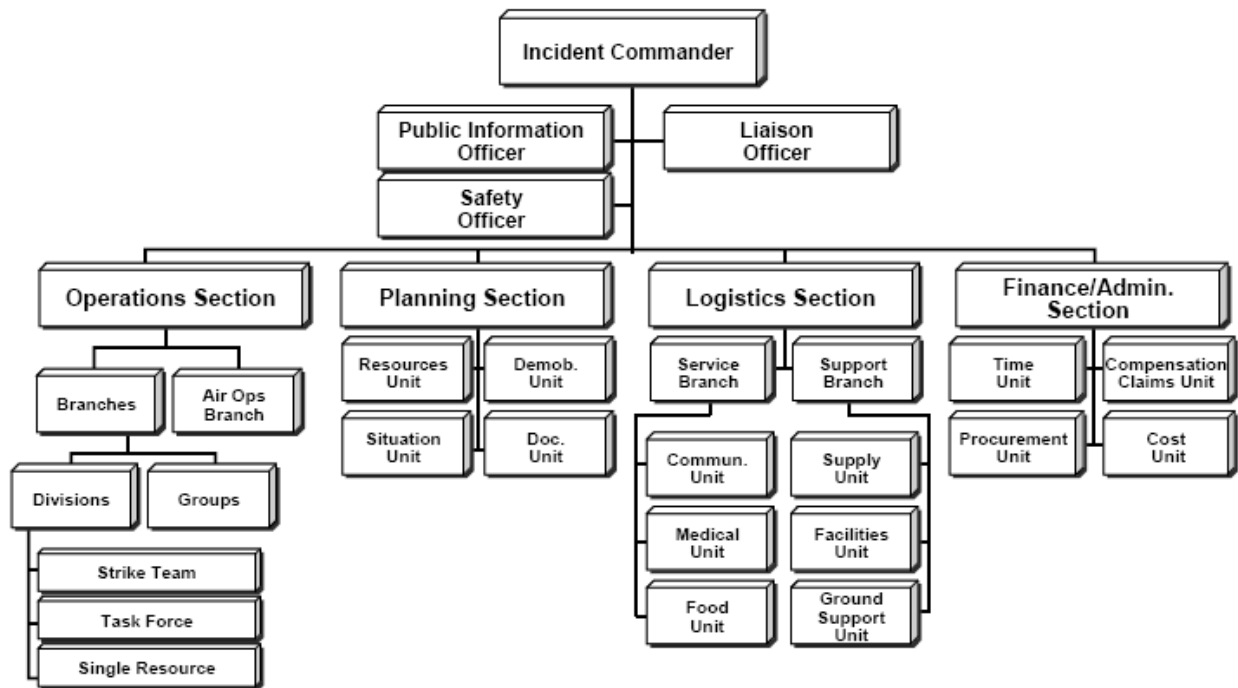
PARTICIPATING AGENCIES (See Attachment 1- Community Direction & Control)

- Chief Executive
- Fire Department
- Emergency Management Coordinators (City/Town and facility)
- Emergency Medical Services
- Health Officer
- Police Department
- Public Works Department
- Public Information (Designee)
- Volunteer Groups

INCIDENT COMMAND SYSTEM

Incident Command System (ICS) is the combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively accomplish stated objectives pertaining to the incident.

In accordance with OSHA regulation 29CFR 1910.120 and EPA regulation 40CFR 311, the Incident Command System must be used when dealing with any Hazardous Materials Incident.



RESPONSE PROCEDURES

Unified Command

This plan addresses the need to ensure Direction and Control for a multi-jurisdiction/multi-agency response to hazardous materials emergency, which highlights the demand for a unified command structure among responding organizations under the direction of one *Incident Commander*. The concept of Unified Command simply means that all agencies that have jurisdictional responsibilities and authority at an incident will contribute to the process of:

- Determining overall response objectives
- Selection of response strategies
- Ensuring joint planning and application of tactical activities
- Ensuring integrated planning and application of operational requirements; including emergency protective measures, containment, safety and security
- Maximizing use of available resources

Incident Commander (Local)

Upon notification of hazardous material emergency, the ranking fire officer, or his/her designee, with local jurisdiction and authority will act as *Incident Commander*.

Command Post

The *Incident Commander* will assess the emergency situation, establish a Command Post and institute the “Incident Command System” (example: Figure 1 – previous page). The *Incident Commander* should also declare a Response Level according to the Response Level Criteria listed in this section.

Responding State Agency

Upon notification by the State Coordinating Agency (MEMA) of a hazardous material emergency the appropriate responding State agency may contact the *Incident Commander* to assess the situation. This contact can be made by the assignment of an official to the scene or by radio or telephone.

Response Level Criteria

Level 1 – Controlled Emergency Condition [Local FD Investigation – Tier 1]

- Incident that can be controlled by the primary first response agencies of a local jurisdiction
- Single jurisdiction and limited agency involvement
- Does not require evacuation, except for the structure or affected facility
- Confined geographic area
- No immediate threat to life, health or property

Level 2 – Limited Emergency Condition [Tier 1 – Tier 3]

- Potential threat to life, health or property
- Expanded geographic scope
- Limited evacuation of nearby residents or facilities
- Involvement of one, two, three, or more jurisdictions
- Limited participation or mutual aid from agencies that do not routinely respond to emergency incidents in the area
- Specialist or technical team is called to the scene
- Combined emergency operations such as fire fighting and evacuation, or containment and emergency medical care

Level 3 – Full Emergency Condition [Tier 3 – Tier 5]

- Serious hazard or severe threat to life, health and property
- Large geographic impact
- Major community evacuation
- Multi-jurisdictional involvement
- State and Federal involvement
- Specialists and technical teams deployed
- Extensive resource management and allocation
- Multiple emergency operations

Declaring a Response Level

The *Incident Commander* should declare a Response Level. If a response level has not been declared, the responding State agency should recommend that the *Incident Commander* declare a Response Level.

If necessary, the responding State agency may declare a Response Level for the purpose of activating and coordinating the State response. In all cases, the responding State agency should coordinate with the *Incident Commander* in declaring a Response Level.

Authority Dynamics and Transfer

Just as the dynamics of on-scene Direction and Control operations expand and change as an incident escalates, leadership and authority may also have to be transferred as an emergency expands. In this regard, the following criteria could be used to determine where Direction and Control authority should be centered:

- Geographic area involved
- Single or multi-jurisdictions affected
- Number of response agencies
- Resource commitments
- Response operational requirements (i.e. fire fighting, environmental contamination, public health impacts, evacuation, containment, and emergency medical)
- State and/or local statutes/ordinances

Based on these criteria, authority, unified command and the designation of an *Incident Commander* could change as a hazardous material emergency expands.

Responsibilities

Response Level 1 – Controlled Emergency Condition [Local FD Investigation – Tier 1]

- Responding local agency(s) designate Incident Commander
- Command Post established, Incident Command System implemented
- Incident Commander establishes liaison with the Facility Emergency Coordinator
- Incident Commander ensures the appropriate local emergency organization(s) are notified and briefed
- Ensure the State DEP has been notified (888-304-1133)
- Incident Commander evaluates the need to declare a higher response level, if appropriate
- Continue evaluation of incident

Response Level 2 – Limited Emergency Condition [Tier 1 – Tier 3]

- Identify Incident Commander
- Command Post established, Incident Command System implemented
- Incident Commander evaluates the need for a Deputy or other on-scene assistants
- Incident Commander designates a Safety Officer
- Unified command established
- Notify MEMA (800-982-6846)
- Incident Commander evaluates the need to declare higher or lower Response Level
- Local chief executive notified and briefed
- Public Information Officer notified or appointed by Incident Commander
- Local Chief Executive evaluates the need to declare a Local State of Emergency

- Local Emergency Manager or Incident Commander determines the need for activation of the local Emergency Operations Center
- Continue evaluation of incident and make adjustments as necessary

Response Level 3 – Full Emergency Condition [Tier 3 – Tier 5]

- NOTE: If the incident begins at this level, response activities must include all functions designated at the previous level (Limited Emergency Condition above)
 - Chief Executive declares a Local State of Emergency and notifies MEMA (800-982-6846)
 - Emergency Manager activates the Emergency Operations Center

A full Emergency Condition Response level could be of a magnitude that requires resources from State and Federal agencies and other national sources. The Commonwealth of Massachusetts Emergency Management Agency (MEMA) coordinates the application of the state's resources in an emergency, in support of local government. At this response level, unified command would likely include State and possibly, Federal resources. Local and State officials should re-examine response requirements and designations of the *Incident Commander* at this time based upon the scope, technical complexity and State and local statutes and ordinances.

NOTE: Response Levels may be given designations (titles) by agreement between planning authorities. As plans and procedures are developed (with the district) it is recommended that specific response levels be given standard titles, (i.e. Level One, Two, and Three) or some comparable designations. Such titles should be consistent within and between adjacent districts.

DFS Response Levels – Incident Specific Response Levels

Levels of Response

JHIRT – Joint Hazard Incident Response Team – Contained Suspicious Powder Calls, Assessment of Clandestine Laboratories, and/or Activation of Clandestine Lab Enforcement Team (CLET)
 Tier 1 – Hazardous & Risk Assessment – Suspicious Substances, Open or Loose Suspicious Powders.
 Tier 2 – Short Term Operation – Limited Release
 Tier 3 – Long Term Operation – Full Team – Large Release
 Tier 4 – Multi District Response – Multi-Operational Period
 Tier 5 – WMD/Mass Contamination – Full System (6 teams) Response

ATTACHMENT 1

COMMUNITY DIRECTION AND CONTROL

POSTION	NAME /DEPARTMENT /AGENCY	TELEPHONE	E-mail
Chief Executive	Joe Colangelo, Town Manager		
Fire Department	Jason Cavallaro, Fire Chief		
Emergency Management Coordinators	Jason Cavallaro, Fire Chief/EMD		
Emergency Medical Services	Jason Cavallaro, Fire Chief		
Health Officer	Kim Dixon, Health Official		
Police Department	Tim Kane, Police Chief		
Public Works Department	Victor Diniak, Public Works Director		
Public Information (Designee)	Joe Colangelo, Town Manager		
Volunteer Groups	Carol Mattes, CERT		
Public Schools	Matt Ferron, Superintendent		
South Shore Technical High School	Tom Hickey, Superintendent		

ANNEX C (CONTAINMENT)

PURPOSE

Provide for the control of a hazardous material release or spill into the environment.

SITUATION

The fixed-facility or transporter, or other organization, responsible for a spill of a hazardous material is liable for the spill.

The EPCRA Section 302(c) facilities in each community have designated a Facility Emergency Coordinator (FEC) to act as liaison to the Community Emergency Coordinator (CEC) in a hazardous materials emergency. The FEC will arrange for the use of containment material provided by the facility in a mutual aid situation.

The *Incident Commander* will make determinations regarding the need for resources and assistance. The DEP and/or MEMA will coordinate the provision of state containment resources. The responding State agency will determine if Federal assistance is required and make a request to the Regional Response Team (RRT) in coordination with MEMA.

LOCAL PARTICIPATING AGENCIES

- Local Fire Department
- Facility Response Coordinator(s)
- Department of Public Works
- Health Officer
- Incident Commander
- Watershed (water supply, private water company or municipal (well fields, etc)
- Clean-up Contractors
- Massachusetts DEP
- HAZMAT Response Team(s)

RESPONSE PROCEDURES

Response Level Criteria

Level 1 – Controlled Emergency Condition [Local FD Investigation – Tier 1]

- *Incident Commander* will assess the impact of the release, the need for containment operations and clean up. DEP, facility personnel and the responsible party may assist
- Fire Chief monitors containment assistance and resource requirements
- Safety Officer monitors health impact of all containment activities on emergency workers and nearby residents. Health Officer and EMS may assist.

Level 2 – Limited Emergency Condition [Tier 1 – Tier 3]

- *Incident Commander*, in consultation with DEP, facility personnel and responsible party takes appropriate containment action
- Local Fire Chief activates Facilities Emergency Coordinator (see Attachment 1) and coordinates containment resources and assistance
- Facilities Emergency Coordinator advises Fire Chief of facilities' containment resources situation
- Fire Chief assesses need for State resources to assist with containment
- Safety Officer monitors health impact of all containment activities on emergency workers and nearby residents. Health Officer and EMS may assist

Response Level 3 – Full Emergency Condition [Tier 3 – Tier 5]

- *Incident Commander*, in consultation with DEP, HAZMAT Team and other technical specialist, will determine if appropriate containment actions can be implemented without State assistance. If State assistance is requested, the State responding agency will determine if Federal assistance will be requested through MEMA.
- *Incident Commander* should coordinate containment resources and assistance providing responding personnel are qualified and have received appropriate containment training and adequate protective equipment is available
- Facilities emergency Coordinator continues to provide support to *Incident Commander*
- Safety Officer continues to monitor health impact of containment activities on emergency workers and nearby residents and request assistance from the Massachusetts Department of Public Health, if appropriate.

ANNEX D (ASSESSMENT AND EVALUATION)

PURPOSE

To obtain and analyze hazardous material release information in order to determine the threats and impact of the emergency on people and the environment and to recommend protective actions to decision makers.

SITUATION

A release or threatened release of hazardous material could result in serious and quickly escalating threats to the public. The physical or chemical characteristics of hazardous materials may include toxicity, flammability or reactivity. These factors require technical analysis by qualified and approved specialists in order to determine existing hazards, the anticipated course of the incident and any new hazards if things go wrong. Because the situation may change rapidly, it is important the analysis be done thoroughly by specialists in order to ensure public safety.

Responders arriving at the scene without knowledge of the hazardous materials involved will attempt to determine at a distance what material is involved, ensuring utmost regards for personal safety and staying upwind of the incident scene. Binoculars should be used to read placard identification numbers and responders should then contact their emergency communications dispatcher. After referring to the North American Emergency Response Guidebook and other sources (i.e.: CAMEO) for information on hazards from the material involved, responders will cautiously determine if any victims require rescue and take appropriate action.

Few communities in the Commonwealth of Massachusetts have the extent of expertise to analyze the wide range of hazardous material emergencies that can occur and would need to request technical assistance for many types of emergencies. A critical element of assessment and evaluation is to recognize when additional expertise is needed and how to obtain it. **HANOVER FIRE can directly request local (if available) or State Regional Hazardous Materials Response Teams.** If State or federal resources are required for a level II or III incident MEMA must be notified.

Levels of Assessment/Response

JHIRT – Joint Hazard Incident Response Team – Contained Suspicious Powder Calls, Assessment of Clandestine Laboratories, and/or Activation of Clandestine Lab Enforcement Team (CLET)

Tier 1 – Hazardous & Risk Assessment – Suspicious Substances, Open or Loose Suspicious Powders.

Tier 2 – Short Term Operation – Limited Release

Tier 3 – Long Term Operation – Full Team – Large Release

Tier 4 – Multi District Response – Multi-Operational Period

Tier 5 – WMD/Mass Contamination – Full System (6 teams) Response

***All requests made through HANOVER FIRE DEPARTMENT**

The process of assessment and evaluation (A&E) takes place at several levels. At the emergency site, the *Incident Commander* must have expertise available that can provide technical guidance. Local or state Response Teams may provide this technical guidance. Determination of the type of hazard involves knowing what hazardous material is involved and its potential impact and containment status.

State assistance should be requested through MEMA at 800-982-6846. Federal assistance will be requested by MEMA through the Federal Regional Response Team (RRT).

Assessment priorities may include:

- Identifying the material involved
- Determining its hazard potential
- Measuring the magnitude of release of material into the environment
- Assessing health impact of the release on emergency workers, the public and environmental resources

As the incident continues, it may be appropriate for an in-depth analysis to be performed at a location where experts can assemble in the proper analytical environment, such as the on-scene Command Post or the local Emergency Operating Center (EOC). In this situation, all appropriate information from the scene should be provided to the assessment and evaluation specialists.

The A&E specialist must also determine what additional information is needed. Inquiries will be directed to individuals at the scene and to the owners of the material, or to other experts involved.

A compilation for the information about the incident that may be needed is found in the *Hazardous Materials Release Form* (Attachment 1). A *Hazardous Materials Data Sheet* (Attachment 2) may also be completed at this time.

Other sources of information that may be used include:

- North American Emergency Response Guidebook (Orange Book)
- NIOSH Pocket Guide to Chemical Hazards
- National Fire Protection Association (NFPA) Handbooks
- CHRIS Manual
- CHEMTREC 800-424-9300
- Material Safety Data Sheets (MSDS) which are filed with the local Fire Department, LEPC, and SERC
- Computer Aided Management of Emergency Operations (CAMEO)
- EPA Chemical Profiles (for Extremely Hazardous Substances)
- Chemical Industries or Laboratories nearby
- Farm and Related Industry
- Institutions of Higher Learning
- Hazard Simulation Models (CAMEO, EIS/C, etc)
- Private Consultants
- Local Contractors (State Contractors)

In certain cases, the physical characteristics of a material may be important. For example, if a toxic gas is heavier than air, responders should be advised to avoid low areas. If a material reacts violently with water, fire fighters should not use water. Attachment 3 Hazardous Materials Data Sheet is used to record important information.

Meteorology may be of significant importance and should be factored into the assessment. The wind direction may indicate areas or people at risk. Wind speed may help to predict the amount of warning time that will be available in the event of a sudden spill or explosion producing toxic by-products. Atmospheric dispersion will depend on meteorological conditions. Analysts also need to evaluate the weather forecast to prepare for changing conditions, such as precipitation, which may react with materials.

A&E analysts must evaluate the potential impact by area and its population. Special consideration must be given to additional facilities, which would contribute to the problem, those which are subjected to additional risk due to their proximity to the emergency site and the nature of their activities, and those with a special role in emergency response.

PARTICIPATING AGENCIES AND/OR PERSONNEL

- Local Health Officers
- Fire Departments
- Facility Emergency Coordinators
- Industry Specialists
- Police Departments
- Emergency Medical Services
- Emergency Management
- Massachusetts Department of Environmental Protection
- Regional Response Team (Federal)
- Local/State Emergency Response Team

RESPONSE PROCEDURES

Response Level Criteria

Response Level 1 – Controlled Emergency Condition [Local FD Investigation – Tier 1]

- *Incident Commander* conducts joint assessment with the Facility Emergency Coordinator
- *Incident Commander* provides facility assessment technical information to the Local Emergency Manager, if appropriate
- Local Emergency Manager provides facility assessment technical information to the Health Officer or Commissioner of Health, if appropriate

Response Level 2 – Limited Emergency Condition [Tier 1 – Tier 3]

- *Incident Commander* and Facility Emergency Coordinator continue joint assessment
- The *Incident Commander* will determine if additional assessment resources are required
- The State/Local HAZMAT Team and/or Massachusetts DEP will:

- Deploy assessment monitoring resources
- Determine the magnitude of the release
- Estimate health impact of release on the community
- Based upon available protective action guides recommends protective actions to the *Incident Commander*
- The *Incident Commander* will make protective action decisions and execute the decision through an emergency order, if appropriate
- If appropriate, the Local Emergency Manager or *Incident Commander* will advise State officials of the local A&E findings and potential A&E support requirements

Response Level 3 – Full Emergency Condition [Tier 3 – Tier 5]

- The *Incident Commander* will designate an A&E Officer
- The State/Local HAZMAT Team and/or Massachusetts DEP will:
 - Deploy assessment monitoring resources
 - Determine the magnitude of the release
 - Estimate health impact of release on the community
 - Recommend protective actions based upon available protective action guides, to the On-Scene Commander
 - Request assistance from the State in further assessment and evaluation, if required
- The local Chief Executive will make protective action decisions and execute the decision through emergency orders, if appropriate
- The Local Emergency Manager and the *Incident Commander* will request additional State A&E support, if required
- The responding State agency (if required) will determine if the situation requires Federal assistance. If required they will contact the Federal Regional Response Team (RRT). The Hazardous Materials Data Sheet (Attachment 3) will be prepared for the RRT by local/state agencies

ATTACHMENT 2
HAZARDOUS MATERIALS RELEASE FORM

Dial 911

Massachusetts Department of Environmental Protection 1-888-304-1133

1. **Caller Name:** _____ **Call Date:** _____
2. **Affiliation:** _____ **Time:** _____
3. **Telephone:** _____ **Ref #:** _____ **Yes / No**
4. **Material Released:** _____ **EHS:** _____ **DOT# / CAS #:** _____
5. **Amount Released:** _____ **Gals/Lbs:** _____
6. **Date of Release:** _____ **Time:** _____ **Duration:** _____ **Hrs** _____ **Min** _____
7. **Release Medium:** _____ **Air** _____ **Water** _____ **Land** _____
(include height and direction of plume) (-----describe terrain-----)
8. **Weather Conditions:** _____
(Direction, MPH, Temperature, etc.)
9. **Location of Release:** _____
(address – street, building #, City, County, etc)
10. **Facility Name:** _____
Address: _____
11. **Facility Emergency Contact:** _____
(Name) (Address)
12. **Incident Description:** _____
(Color, odor, solid, liquid, gas)
13. **Nearby Populations:** _____
14. **Other Hazardous Materials Nearby:** _____
15. **Additional Notifications Made:**

Local Fire Department	Yes / No	Time: _____
Community Emergency Coordinator	Yes / No	Time: _____
MA DEP	Yes / No	Time: _____
Federal National Response Center	Yes / No	Time: _____
16. **Number of Dead / Injured:** _____
17. **Dead / Injured taken to:** _____
18. **Action Taken:** _____

19. **Form Completed by:** _____
(Print Name and Title) (Signature)

ATTACHMENT 3
HAZARDOUS MATERIALS DATA SHEET

Name of Material: _____

DOT Hazard Class: _____ UN/NA#: _____

CAS Number: _____ Chemical Formula: _____

Physical Description: _____

SPECIFIC HEALTH PROPERTIES:

Health: _____

Flammability: _____

Reactivity: _____

PHYSICAL PROPERTIES:

IDLH: _____ ppm PEL: _____ ppm Odor Threshold: _____ ppm

Flash Point: _____ ° F (degrees) Specific Gravity: _____

Ignition Temperature: _____ ° F (degrees) Boiling Point: _____

Flammable Limits: _____ % to _____ % Water Solubility: _____

Vapor Density: _____ Other: _____

Reactive with: _____

Possible Extinguishing Agents: _____

Protective Equipment Required: _____

First Aid: _____

Evacuation Distances: _____

ANNEX E (PUBLIC WARNING AND EMERGENCY INFORMATION)

PURPOSE

To provide timely, reliable and effective warning to the public in the event of a hazardous material emergency. To provide emergency information pertaining to the need for protective actions and provide information on the emergency situation to the media.

SITUATION

A release of a hazardous material into the environment could quickly bring harm to public health. The public, however, can be protected through the implementation of protective actions. In order for protective actions to be effective, the public must be first, warned or alerted that an emergency exists and secondly, instructed on what to do.

The Part 5, Basic Plan hazard analysis of Hanover, Massachusetts has identified facilities and transportation routes, which have extremely hazardous substances, where protective actions could be implemented. A map depicting the location of these sites may be found in the hazard analysis section of Part 5. Residents will be warned by a combination of the following resources when available: media announcements and Emergency Alert System (EAS); emergency vehicles with sirens and public address systems; door to door notification by uniform personnel; telephone calls to specific locations (schools, hospitals, etc); Fixed Emergency Sirens for communities who have them.

The *Incident Commander* will determine with local and mutual aid police and fire departments, a process to warn the public of the emergency and protective actions. The Public Information Officer (PIO) will be an integral part of that process. A person should be assigned to coordinate the warning function activating those local and mutual aid resources that may be available and to request state assistance when needed. Massachusetts State Police resources may be available to backup local capabilities.

The process should be to determine first the area needing to be warned; second, a comprehensive means for warning including: route alerting (emergency vehicles with sirens and PA systems) door- to-door if practical, and targeted telephone calls to special locations (schools, hospitals, etc). The PIO should contact local media to advise them of the situation and provide the information needed to be given to warn the public.

A strong effort must be made to reach all segments of the affected population including the use of foreign language media outlets. Additionally, some cultures and populations may be fearful or skeptical of government action or direction. When possible, the early use of prominent cultural or religious leaders from within the targeted community may increase the effectiveness and dissemination of public information.

Resources assigned to Route Alerting should be coordinated to insure that all impacted areas are warned. Special care should be taken to insure that units assigned to Route Alerting are not sent into the hot zone or areas for which they are not adequately protected.

Personnel assigned to any door-to-door warning effort should be, to the extent possible, uniformed public safety personnel. Special care should be taken to insure that units assigned to this function are not sent into the hot zone or areas for which they are not adequately protected.

Pre-scripted messages and warning for advising residents to shelter in place or evacuate are found at the end of this section.

NOTE: Communities with non-English speaking populations should consider having prescribed warnings in other languages as part of this annex.

Hanover, Massachusetts has taken the following pro-active measures to educate its residents about planned response procedures: (Neighborhood/Public meetings; handouts to neighborhoods/students; media events, including talk shows; presentations; etc.)

For additional information related to warning and evacuation of the public, please refer to Section 3.12, of the City/Town Comprehensive Emergency Management Plan.

PARTICIPATING AGENCIES

- Emergency Management Office
- Public Information Officer
- Fire Department
- Police Department
- Massachusetts State Police
- Emergency Alert System (EAS) Stations
- Massachusetts Emergency Management Agency

RESPONSE PROCEDURES

Response Criteria

Response Level 1 – Controlled Emergency Condition [Local FD Investigation – Tier 1]

There should be no need for Public Warning or Emergency Information for this Response Level. The Town MAY determine the need to notify the public of the incident, but this is not critical. The Public Information Officer should monitor the situation and be prepared to respond to public and media requests for information. **Note: Only the PIO should be allowed to give any information regarding the incident**

Response Level 2 – Limited Emergency Condition [Tier 1 – Tier 3]

This response level may require the warning of a limited area close to the emergency scene which local response forces are capable of managing. It may also require the activation of the State Emergency Alert System (EAS).

- Incident Commander, based on the protective action decision, activates local warning system, if necessary, which may include sirens, route alerting and residential door to door alerting
- Incident Commander advises Local Emergency Manager if there is a need to activate EAS
 - Local Emergency Manager may advise Public Information Officer to activate EAS directly by a request through the State Coordinating Agency (MEMA) or to the local EAS station. **Note: MEMA should be advised of any EAS request by requestor**
 - EAS messages are prepared by the Public Information Officer and approved by the *Incident Commander* (See Sample Messages, Attachment 4)
- Public Information Officer is responsible to media requests for information of the situation

Response Level 3 – Full Emergency Condition [Tier 3 – Tier 5]

This response level normally requires public warning and emergency instructions to a sizable area. State resources may be required to support public warning. The State Emergency Alert System will normally be activated.

- The *Incident Commander*, based on protective action decisions, shall insure that appropriate actions are taken to warn the affected public
- Hanover Police Department advises the *Incident Commander* and the Massachusetts State Police if there is a need for State Police assistance in public warning
- The *Incident Commander* will advise the Emergency Manager if there is a need for state assistance with public warning
- Massachusetts Emergency Management Agency implements the Comprehensive Emergency Management Plan and if necessary notifies the Massachusetts State Police to provide assistance in public warning
- Hanover Emergency Management Director or *Incident Commander* advises Public Information Officer to activate EAS
- EAS messages are prepared by the Public Information Officer and are approved by the *Incident Commander*. (See Sample Message, Attachment 4)
- Public Information Officer and/or Emergency Management Director activates EAS and prepares and submits messages for broadcast to media
- The Public Information Officer establishes a joint news center/area where all media can obtain information on the emergency

ATTACHMENT 4

SAMPLE EMERGENCY ALERT SYSTEM MESSAGES

EAS Message # 1

Shelter in Place (residents)

“ A hazardous material release has occurred at (**site of emergency**). The Hanover Fire Department is requesting all persons in the area(s) of (**identify danger areas**) to immediately take shelter indoors. Public Safety officials are requesting this protective action until such time that the danger is over.

Once indoors, residents should:

- Close and lock all exterior doors and windows
- Turn off all air conditioning/heating systems/fans
- Turn off clothes dryer and any venting fans from the kitchen, bathroom, etc.
- Insure that family pets are indoors and/or livestock are inside their barns with the doors and openings closed
- Stay inside until advised otherwise by emergency responders
- Please make sure your neighbors are aware of this bulletin
- Public safety personnel are requesting residents to use the telephone for emergency calls only
- Stay tuned to this TV or radio station for further information and instructions”.

EAS MESSAGE # 2

Shelter in Place (School population assurance)

“The Hanover Public Schools is advising parents that students in the {**name school(s)**} are safely protected in their schools. Students will remain there until the emergency is over and it is safe for them to leave. Hanover school representatives will advise via this station, instructions for parents and guardians as soon as it is safe. The Fire Department is requesting parents not to call the school and not to attempt to drive to the school. Fire Department and public safety agencies request residents to follow their instructions. More information will be provided by the school(s) and fire personnel as soon as it becomes available.”

EAS MESSAGE # 3

Residential Evacuation

“A hazardous material release has occurred at {**site of emergency**}. The Hanover Fire Department is requesting all persons in the area of {**identify danger areas**} to immediately evacuate the area. Fire officials are requesting residents to evacuate as soon as possible. Residents should leave via the following routes(s): {**identify street/roads to use**}. Shelters have been opened at {**identify shelters name/location**}. Residents needing emergency transportation should call {**identify emergency transportation number**}. Please make sure your neighbors, home-bounds, latchkey kids and mobility

impaired neighbors you know, are aware of this bulletin, and assist them if possible. Public safety officials are requesting residents to follow their instructions immediately and to drive safely. Tune to radio station **{identify radio station}** for information while driving.”

EAS MESSAGE # 4

Evacuation (School population assurance)

“The Hanover Public Schools is advising parents that students in the **{name school(s)}** are being evacuated to **{identify host schools}** that are in a safe location. Students will remain there until the emergency is over and it is safe for them to leave. Hanover school representatives will advise via this station to provide updated instructions for parents and guardians as soon as it is safe. The Fire Department is requesting parents not to call the school and not to attempt to drive to the school. Fire Department and public safety agencies are requesting all residents to follow their instructions. More information will be provided by school and fire personnel as soon as it becomes available.”

EAS MESSAGE # 5

Emergency Transportation Request

“The Hanover Fire Department is requesting any person needing emergency transportation to call the following number: **{identify emergency transportation number}**. Transportation is available to transport residents without transportation to shelters that have been opened. This number is for emergency transportation requests only. Public safety officials are requesting residents to use the telephone for emergency calls only. Residents should stay tuned to this station for information and instructions.”

ROUTE ALERTING UNIT MESSAGE # 1

Sheltering in Place

“This is the Hanover Police. A hazardous material emergency has occurred, please go and stay indoors. Close all of your windows and doors to keep air out of your home. Turn on your television to get more complete instructions. Shut all doors and close your windows. Turn on your television and tune to Channel **{identify channels(s)}** to get more complete instructions. Please make sure that your neighbors are alerted.”

ROUTE ALERTING UNIT MESSAGE # 2

Evacuation Order

“This is the Hanover Police. An emergency evacuation has been declared, evacuate to **{identify shelter name/location}** via **{identify streets/roads}**. For emergency transportation please call **{identify emergency transportation number}**. Please make sure your neighbors are alerted.

ANNEX F (PROTECTIVE ACTIONS)

PURPOSE

To implement actions that would reduce or eliminate public and emergency worker exposure to hazardous materials released into the environment.

SITUATION

Local government has the primary responsibility to protect its residents. Local emergency responders will be tasked with determining protective actions to initiate in order to protect the public. State and federal resources will generally supplement and complement on-going local protective action activities. In hazardous material incidents, protective actions typically involve the following actions:

- **Isolate the hazard area** to prevent exposure to the hazardous material or its effects. The creation of hot, warm and cold zones and prevention of vehicular and pedestrian traffic into them prevent further injuries.
- **Sheltering-in-place** inside structures to reduce exposure to the hazardous material in the air. The basic premise is to create as airtight as possible enclosures to prevent the hazardous material from reaching the enclosures occupants. This option is especially suitable for releases of short duration, generally less than two hours. Incidents involving pressurized tanks of toxic gases are a common scenario for this option.
- **Evacuation from the hazardous area.** The premise here is to remove the population from the hazard area, i.e. the hot zone. The evacuation is normally accomplished by vehicle, but could be accomplished by simply walking if the hazard area is small. Personal vehicles, buses, chair-vans and public safety vehicles are often used to move the affected population. Special attention should be given to personal protection equipment needs of personnel involved in the transportation efforts into the hazard area. Strict controls are needed to prevent access into areas beyond the personal protective equipment capabilities of the personnel involved in the evacuation.

In the event of large scale incidents involving multiple municipalities, state resources may assist in coordinating resources to multiple jurisdictions.

Collateral activities, depending on the scope and length of the incident, related to the population protection process include: sheltering, mass care and consequent management (impact on business activity, etc). The American Red Cross is the primary agency for operating shelters. The Hanover Comprehensive Emergency Management Plan (CEMP) has a listing of shelters and their capacities and should be referenced.

NOTE: If any evacuation is required, please call the local Chapter of the American Red Cross.

PARTICIPATING AGENCIES

Local Level Agencies

- Emergency Management
 - Community Emergency Response Team (CERT)
- Fire Department
- Health Office
- Office on Aging
- Public Information Officer
- Public Works Department
- Police Department
- School Department
- Emergency Medical Services
- Transportation Companies
- Bus Companies

State Level Agencies

- American Red Cross
- Massachusetts Emergency Management
- Massachusetts State Police
- Massachusetts Department of Transportation

RESPONSE PROCEDURE

Population Protection Measures

Response Level 1 – Controlled Emergency Condition [Local FD Investigation – Tier 1]

The *Incident Commander* will determine if population protection measures are warranted or needed. Facility specialist and/or resources found in Annex A, Appendix 1 may be used to assist in that determination. Typically at this level, population protection measures are not required. To prevent unnecessary exposure, the following measures will be initiated:

- The senior fire service representative will assume the *Incident Commander* role and delegate the various ICS positions (Safety, Operations, Public Information, etc) to the extent necessary.
- Establishment of hot, warm and cold zones. Typically at this level, population protection measures are limited to isolation of the spill area/contamination area.
- Marking of the above zones.
- Insure all workers and public safety responders are aware of zone boundaries.
- In the event of an exposure of anyone to the hazardous material involved, the person exposed will be assessed and a determination made if decontamination and/or medical treatment is needed.
- The *Incident Commander* shall determine if a licensed clean-up contractor is needed and if the spill is reportable under DEP and Federal Guidelines. If the spill is reportable, ensure DEP and/or National Response Center are contacted.

Response Level 2 – Limited Emergency Condition [Tier 1 – Tier 3]

The *Incident Commander* will determine the extent and types of population protection measures to be taken.

- The North American Emergency Response Guidebook should be consulted for determining the initial population protection zone and measures to be taken.
- The *Incident Commander* shall establish protective action zones including hot, warm and cold zones. The location of these zones shall be made known to all responding emergency personnel.
- Based upon the threat, a determination will be made on what population protection actions(s) will be initiated. Actions to consider for protective actions include: isolation, sheltering-in-place and evacuation.
- Once the decision is made regarding population protection measures, the Public Information Officer will be instructed to take measures to warn the affected areas (see Annex E, "Public Warning and Emergency Information").
- For implementing the population protection measures, a Unified Incident Command system will be initiated, including representatives of resources that will be used to effect the measures. Typically the following resources will be used:
 - Fire Department
 - Police Department
 - Emergency Medical Services
 - Transportation Assets (buses, chair vans, taxis, etc)
 - Public Works Department
 - American Red Cross
- The Incident Commander shall designate an individual to coordinate the resources assigned to carry out the protection measures. Special care should be taken to insure that units assigned to protective measures are not sent into the hot zone or areas for which they are not adequately protected.
- Request needed personal protective equipment for personnel assigned to population protection measures.
- The protective measures coordinator must organize the resources to ensure the area is completely isolated and that transport resources are available for those without transportation. A system will be needed to ensure that the request for transportation was routed to the transport resources in an efficient manner.
- For those situations involving multiple municipalities, the command system should include representatives from the affected cities and towns.
- Depending on the length of time, residents are expected to be away from their homes, consideration should be given to opening shelters.
- The American Red Cross should be contacted to assist in the opening of shelters. Shelter locations should be determined based on the projected largest population protection zones. Hazardous material specialists should be consulted.
- For those actions that involve an emergency evacuation, an emergency number will be designated for those persons needing emergency transportation. The PIO will be advised of the number. The number chosen should have the capacity to handle large volumes of calls.
- For those situations resulting in the contamination of residents/non-emergency response personnel, steps should be taken to insure that they have been processed through a decontamination unit.

- For those areas for which sheltering-in-place is the appropriate measure, insure those areas are warned (see Annex E, “Public Warning and Emergency Information”).
- Determine an orderly re-entry plan for allowing residents and workers back into evacuated areas, when it is safe to do so.

Response Level 3 – Full Emergency Condition [Tier 3 – Tier 5]

Upon the decision to implement an evacuation as a protective action, the *Incident Commander* or the Local Emergency Manager will be responsible for its implementation in accordance with the local evacuation procedures. Evacuations that demand urgent and immediate action will be directed and managed by the *Incident Commander*. Evacuation of major scope, which includes large populations and extensive relocation and support services, will be under the authority of the Governor, coordinated by The Massachusetts Emergency Management Agency from the State Emergency Operations Center in Framingham.

The *Incident Commander* shall insure that adequate resources are available to cope with the situation.

- Insure that the municipalities have made emergency declarations involved.
- Request emergency powers via MEMA to declare a gubernatorial State of Emergency, including emergency forced evacuation authority.
- Insuring that all local and mutual aid resources have been exhausted before requesting state and if necessary federal assistance.
- Insure that a system is created to provide the replacement of emergency workers after 12 hours of duty.
- Insure that essential services, utilities, mail delivery, and mass care are considered in the operations plan.
- Insure that mitigation efforts are accomplished as fast as can be safely done.
- Insure that monitoring teams are deployed to monitor air, water and ground contamination in perimeter and affected areas, when appropriate.
- Insure that units assigned to protective measures are not sent into the hot zone or areas for which they are not adequately protected.
- Obtain needed personal protective equipment for personnel assigned to population protection measures.
- Determine an orderly re-entry plan for allowing residents and workers back into evacuated areas, when it is safe to do so.

Emergency Worker Exposure Control

The following response procedure will be used on all hazardous material incident response levels. The *Incident Commander*, Safety Officer and facility personnel are responsible for controlling toxic exposure to emergency workers by the following methods:

- Incident Commander will designate an on-scene Safety Officer responsible for emergency worker exposure control.
- Establish hot, warm and cold operating zones, if necessary.
- Mark above zones and insure locations of zones are made known to all emergency workers.
- Inform each emergency worker of all hazards present.
- Require emergency workers to record any exposures and report exposure to Incident Commander or Safety Officer.
- If an emergency worker is exposed, a decision must be made to isolate, decontaminate, or transport for treatment.
- Ensure that personnel are properly protected and given instruction in how to use appropriate protective clothing and equipment.
- Establish decontamination station procedures for emergency workers and equipment, if necessary.
- Determine the need for additional exposure control resources.
- Provide on-scene medical supervision and treatment capability.
- Ensure that emergency workers use appropriate protective equipment that meets OSHA standards.

ATTACHMENT 5

EVACUATION/SHELTER IN PLACE DECISION GUIDE

The decision to evacuate or shelter-in-place (SIP) will be driven by the circumstances of a given chemical, biological or radiological emergency.

IMMEDIATE concerns in the decision-making process are as follows:

- Evacuation-Potential for exposure to the people being evacuated.
- Exposure to those in the population that are vulnerable, i.e. nursing homes, hospitals, schools, child care centers, etc.
- Exposure to those who will not leave their homes.
- Exposure because of time lags, due to assisting those needing help to evacuate.
- Exposure because of time lag before alerting measures takes place.
- Exposure because of lack of direction to areas of safety.

Warnings

The community's responsibility during an event is to provide proper warnings to those facing potential harm. Some of the methods that communities may take to warn citizens are as follows:

1. Loudspeakers and bull horns on police cars and fire apparatus.
2. Handouts and other materials that can be brought door-to-door.
3. Telephone automatic dialers
4. Public broadcast media, cable override, or EAS
5. Outdoor sirens
6. Tone alert monitors and radio pagers

Training for the Public

The public must be trained to understand the warning systems:

1. The warnings must be heard
2. The public must understand the action they will take corresponding to the signal.
3. The public needs to believe the signals are accurate.
4. Individuals must believe the message is relevant to them personally.

PROTECTIVE ACTION DECISION-MAKING

General. Numerous factors affect the spread of hazardous materials. The decision-maker must carefully consider each of these factors in order to determine the areas that have been or will be affected, the health effects on people, and the appropriate protective action. The factors that affect public protective decisions include, but are not limited to:

- The hazardous material(s) involved, its (their) characteristics, amount, condition, configuration, and location;
- The population at risk, and its capability and resources to implement a recommended protective action;
- The time factors involved in the emergency and their effect on the selected protective action;
- The effect of the present and predicted meteorological conditions on the control and movement of the hazardous materials and the feasibility of the protective actions;
- The capability to communicate with both the population at risk and emergency response personnel before, during, and after the emergency; and
- The capabilities and resources of the response organizations to implement, control, monitor and terminate the protective action.

In deciding on the most appropriate protective action, two questions need to be answered:

1. Will shelter-in-place provide adequate protection? and
2. Is there sufficient time to evacuate?

Evacuation. Evacuation of people from certain areas to prevent injury or death is sometimes an appropriate protective action. These areas may include those directly affected and those areas that may be potentially affected during the course of the incident (e.g., through wind shift, a change in site conditions). Evacuation is a complex undertaking. The first evacuation consideration, determining whether an evacuation is necessary and possible, involves a comprehensive effort to identify and consider both the released hazardous material, its effect on people, and the community circumstances (e.g., winter storm in a highly urbanized area). For an area that is only threatened by a hazardous release, it should be determined whether potential evacuees can be evacuated before hazards reach the area. To safely evacuate the area, a significant amount of lead-time may be required. If the decision maker decides to evacuate an area, the evacuation must be conducted in a well-coordinated, thorough, and safe manner. Evacuation decisions are of necessity, very incident-specific, and good judgment is necessary.

Shelter-In-Place Protection. During some hazardous material releases, there will not be enough time to evacuate because airborne toxicants have been released and are moving downwind rapidly. There also may be many uncertainties as to what is being released, how much, what are exposure levels now and what will they be, how dangerous are such levels, what areas will be affected, and who and what are in those areas. It may be that shelter-in-place protection is the only practical choice. For short-term releases, often the most prudent course of action for the protection of the nearby residents is to remain inside with the windows and doors closed and the heating and air conditioning systems shut off. An airborne cloud will

frequently move past quickly. Vulnerable populations, such as the elderly and sick, may sustain more injury during evacuation than they would by staying inside and putting simple countermeasures in effect. Shelter-in-place protection, therefore, may be a sensible course of action when the risks associated with an evacuation are outweighed by the benefits of shelter-in-place protection. Even when a protective action decision has not yet been made, shelter-in-place protection could be the initial response while the emergency situation is being assessed.

EVACUATION CHECKLIST

- ☐ Determine area that must be evacuated by readily identifiable boundaries.
- ☐ Secure authority for evacuation.
- ☐ Choose evacuation routes.
- ☐ Identify traffic control procedures.
- ☐ Identify shelters.
- ☐ Identify access control procedures.
- ☐ Assign tasks (i.e., traffic control, warning, shelter, transportation, etc.)
- ☐ Activate alert warning devices (i.e., sirens, patrol cars, etc.)
- ☐ Issue specific instructions to population (i.e., activate EAS, door-to-door, etc.)
- ☐ Conduct the evacuation. Consider:
 - Permanent residents (day-time vs. night-time)
 - Transient population [tourists at marinas, parks, resorts, motels, etc.]
 - Special populations (hospitals, nursing homes)
 - Group quarters (prisons, jails, senior centers, care centers)
 - Handicapped (mental and physical)
 - Schools (public, private, parochial, pre-school)
 - Large facilities (factories, sports stadiums, etc.)
- ☐ Provide transportation for those needing it (on school buses, public transit).
- ☐ Establish reception centers and public shelters.
- ☐ Provide emergency medical care, as necessary.
- ☐ Provide traffic control.
- ☐ Provide door-to-door checks after evacuation, if possible, and provide for security for evacuated area..
- ☐ Provide for the care of pets and farm animals.
- ☐ Choose and implement policy for those refusing to evacuate.
- ☐ Monitor and inspect areas for safe re-entry.
- ☐ Issue all clear.
- ☐ Manage the return of evacuees.

E V A C U A T I O N

PRO	CON
1. <u>Feel Safer.</u> Evacuees "feel" safer by traveling away from danger.	1. <u>Time Required.</u> Requires considerable time to accomplish successfully (may take 2 to 4 hours or longer).
2. <u>Vehicles Are Available.</u> Most evacuees (65-76%) use an available family vehicle and many others (11-19%) use a vehicle of a relative or friend.	2. <u>Lengthy Warning Message.</u> The public warning message may be very lengthy since it has to identify the danger, describe the area to be evacuated, list evacuation routes, identify public shelters list what can and cannot be taken to shelters, etc.
3. <u>Destinations.</u> Most evacuees (67% est.) go to homes or relatives and friends, or to cottages and second homes.	3. <u>Extensive Support Services.</u> Requires setting up public shelters, traffic controls and area security and providing special transportation for those without vehicles, handicapped, and on intensive care.
4. <u>Family Units</u> Nighttime evacuations are as family units (whereas daytime evacuations are usually without family unity, as many are at work, school, recreation, or shopping).	4. <u>Transient Populations.</u> Transient populations at parks, marinas, campgrounds, summer camps, and resorts may not be familiar with area to accomplish an evacuation.
5. <u>Effective Precautionary Evacuations</u> Precautionary evacuations are very effective when sufficient time is available or when the incident is under control (e.g., an overturned tank car accident where righting of the tank car or transfer of the chemical contents can be held off until the evacuation is completed, or where the population potentially affected s some distance away and the leak rate is slow.)	5. <u>Potential Exposure.</u> If toxic fumes are present during the evacuation and wind changes speed/direction, evacuees could travel unaware into or through dangerous gases.
6. <u>Long Term.</u> An evacuation is necessary when an accidental release could be long-term or when there is real potential for explosion.	6. <u>"Panic Flight".</u> The evacuation must be well controlled and organized with frequent credible information provided, to prevent "panic" and erratic flight.
	7. <u>Multi-jurisdictional Problems.</u> Problems of coordination of effort exist when evacuees of one jurisdiction are sent to another, or where the area evacuated consists of parts of several Communities.
	8. <u>Liability.</u> The protective action decision-maker must have a sound decision -making process and act with good faith effort to prevent being held liable for injuries and damages and loss of business and production.

SHELTER-IN-PLACE PROTECTION CHECKLIST

- ☐ Determine area to be sheltered in-place by readily identifiable boundaries.
- ☐ Activate alert warning devices.
- ☐ Issue specific instructions to population (through EAS, cable TV).
- ☐ Implement in-place protection, including:
 - Stay inside house or building, or go inside immediately,
 - Close windows and doors,
 - Turn off air conditioners and heating system blowers,
 - Close fireplace dampers,
 - Gather radio, flashlight, food, water, medicines, duct tape,
 - Go to inside **leeward area or basement of building and seal cracks and openings to provide extra protection (particularly if inside stay is to be longer than 2 hours)**,
 - Do not use basements if toxic gases are heavier than air, and
 - Provide protective breathing, if necessary (may be wet towel).
- ☐ Provide special sheltering for transient populations (people in campgrounds, marinas, parks, etc).
- ☐ Provide special instructions to special populations (hospitals, nursing homes, etc.).
- ☐ Provide special instructions to group quarters (prisons, jails, senior centers, and care centers).
- ☐ Provide special instructions/aid to handicapped (mental and physical).
- ☐ Once conditions have stabilized, monitor and inspect affected areas for safe exit.
- ☐ Issue all clear.
- ☐ Instruct residents to go outdoors, air out house or building.

SHELTER-IN-PLACE PROTECTION

PRO	CON
1. <u>Immediate Protection.</u> Protection can be provided immediately with little or no time required after warning.	1. <u>Public Training Needed.</u> The general public needs to be trained on shelter in-place actions and acceptance, as this action may be contrary to normal human nature, which is to run from danger.
2. <u>Short Warning Message.</u> The public warning message is short since it is only necessary to identify the danger, describe the area affected, describe expedients to reduce air infiltration to the home or building, etc.	2. <u>Indoor Air Uncertainties.</u> Uncertainties may exist about whether indoor air concentrations will remain sufficiently low for a sufficiently long period.
3. <u>Little Preparation Time.</u> Little or no preparation time is necessary for shelter (only possible if room is "sealed" by expedient improvements).	3. <u>Explosive/Flammable Materials.</u> Inappropriate where releases of explosive or flammable gases could enter structures and be ignited by furnace and water heater ignitions.
4. <u>Ideal Life Support System.</u> The home is an ideal life support system with food, water, sanitation, medicines, bedding, clear air, communications (TV, radio, telephone), and familiar surroundings.	4. <u>Long-term Exposures.</u> May be very inappropriate for long-term exposures ("plume" potential) of 12 hours or more.
5. <u>Short-term Exposures.</u> May be very appropriate for short-term exposures (particularly "puff" releases) of 2-4 hours duration.	5. <u>Need to Air Out.</u> Infiltration of containment air into the structure over a period of time could result in high cumulative inhalation exposures unless the Structure is vacated and "aired out" after the plume outdoors has passed on or dispersed.
6. <u>Little Staff Support.</u> Requires considerably less emergency staff support than evacuation, as public shelter, traffic security personnel are not needed.	6. <u>Transients.</u> Those in parks, marinas, campgrounds, and outdoor sporting events may not have suitable shelter available and would need controls and special transportation to take them to such.
7. <u>Reduced Liability.</u> An in-place public protection action issued for a chemical leak may not be as liable as an evacuation order if the protective action decision was made using a sound decision-making process with good faith effort.	

ANNEX G (EMERGENCY MEDICAL SERVICES)

PURPOSE

To coordinate on-scene emergency medical care, transportation, and hospital treatment for victims of hazardous materials emergency. To ensure that mutual aid plans for both the Emergency Medical Service (EMS) and hospitals are implemented.

SITUATION

A release of a hazardous material into the environment could result in multiple casualties. Emergency medical assistance will be needed to provide medical care to employees of the facility, emergency workers, and the affected public.

The hazard analysis of City/Town identified several facilities and transportation routes that frequently contain hazardous chemicals. Attachment 1 lists the ambulance service and hospitals providing emergency care and transportation in the area.

Hazardous materials emergencies commonly require mutual aid assistance among ambulance services and hospitals. There should be written agreements in place between each organization to ensure an effective response.

Local agencies and area hospitals typically provide emergency medical services. The role of the EMS units is to coordinate medical resources responding to the scene.

All hospitals within the Commonwealth of Massachusetts have been assigned a Hospital Decontamination Company made up of responders from the surrounding community. These teams have special training and equipment designed to facilitate mass decontamination at the hospital facility. However, the deployment of these teams could take some time and depending upon the number of patients, it may be more effective to transport patients to hospitals with onsite decontamination facilities. In either case, hospitals should always be advised of potential contamination prior to arrival.

PARTICIPATING AGENCIES

- Ambulance Services
- Local Emergency Management Office
- Emergency Medical Services (EMS) Coordinator
- Local Fire Department EMS
- Area Hospitals

RESPONSE PROCEDURES

Response Level 1 – Controlled Emergency Conditions [Local FD Investigation – Tier 1]

Senior community EMS response personnel would manage the Medical situation at the scene. The *Incident Commander* is responsible for workers at the scene, and to minimize health threats from exposure. Community EMS is responsible for coordinating the EMS response for the *Incident Commander*. No state action should be required for this response level.

Response Level 2 – Limited Emergency Condition [Tier 1 – Tier 3]

- The EMS Coordinator will serve as part of the ICS and will be kept apprised of the situation.
- The EMS Coordinator will monitor the situation and coordinate with Ambulance Services, area hospitals, C-MED and the State Public Health Department, if necessary.
- The EMS Coordinator will evaluate the need for mutual aid and coordinate any required assistance.
- Hospital Administrators will take initial steps to prepare for treatment of chemical exposure victims and shall evaluate the need to implement the hospital disaster plan.

Response Level 3 – Full Emergency Condition [Tier 3 – Tier 5]

- The EMS Coordinator will perform the duties listed under Limited Emergency Conditions plus:
- Notify the CMED Dispatch Center in a mass casualty incident, if appropriate.
- Coordinate all EMS activities with *Incident Commander*, *Local Emergency Manager*, local Public Health Officer and State Public Health Commissioner, if necessary.
- Assign transportation and triage officers if required.
- If multiple victims are expected, area hospitals will be asked to implement their disaster plans, according to hospital protocol.
- The State Public Health Department will provide additional support, as necessary.

A M B U L A N C E S E R V I C E S

MUNICIPALITY COVERED	AMBULANCE SERVICE	CONTACT
<u>City/Town</u>	<u>Dispatch</u>	<u>Contact Method</u>
HANOVER	ROCCC	ROCCC
HANSON	ROCCC	ROCCC
NORWELL	SSRECC	Plymouth County Control
PEMBROKE	Pembroke FD	Plymouth County Control
ROCKLAND	HRECC	Plymouth County Control
ABINGTON	HRECC	Plymouth County Control
DUXBURY	ROCCC	ROCCC
HINGHAM	SSRECC	Plymouth County Control
MARSHFIELD	Marshfield FD	Plymouth County Control
WHITMAN	HRECC	Plymouth County Control
WEYMOUTH	SSH	Plymouth County Control

HOSPITALS WITH HAZMAT TREATMENT & DECONTAMINATION CAPABILITY

HOSPITAL NAME	MUNICIPALITY	TELEPHONE
South Shore Hospital	Weymouth	781-624-4120
Brockton Hospital	Brockton	508-941-7000
Good Samaritan Hospital	Brockton	508-427-3000
BI Plymouth	Plymouth	508-746-3000
BI Milton	Milton	617-696-4600
Boston Medical Center	Boston	617-638-8000

A N N E X H **(T R A I N I N G)**

PURPOSE

To establish a comprehensive program that will ensure appropriate training of agency personnel and emergency staff in hazardous materials response and implementation of the Hazardous Materials Emergency Plan.

SITUATION

Section 303 (c) (8) of EPCRA, OSHA 29CFR 1910.120 (HAZWOPER) and EPA 40CFR 311; require that those responsible for implementing chemical emergency plans be provided training opportunities that enhance local emergency response capabilities. The Hanover LEPC intends to utilize courses sponsored by the Federal and State governments, and private organizations in helping fulfill this requirement. The LEPC will also schedule courses that address the unique concerns and needs for the local hazardous materials preparedness program. Employers are responsible for ensuring the health and safety of responding personnel, as well as the protection of the public and community served.

The Hanover LEPC will work in conjunction with the State Emergency Response Commission and community leaders to evaluate the hazardous materials training development needs of local emergency personnel. The LEPC will coordinate local training initiatives to ensure consistency with the Hazardous Materials Plans and will maximize training resources available from all levels of government and the private sector.

Employees who participate, or are expected to participate, in emergency response, shall be given training in accordance with the following paragraphs:

First Responder Awareness Level

First responders at the awareness level are individuals who are likely to witness or discover a hazardous substance release and who have been trained to initiate an emergency response sequence by notifying the proper authorities of the release. They would take no further action beyond notifying the authorities of the release.

First responders at the awareness level shall have sufficient training or have had sufficient experience to objectively demonstrate competency in the following areas:

- a. An understanding of what “hazardous materials” is, and the risks associated with them in an incident.
- b. An understanding of the potential outcomes associated with an emergency when hazardous materials are present.
- c. The ability to recognize the presence of hazardous materials in an emergency.

- d. The ability to identify the hazardous materials, if possible.
- e. The understanding of the role of the first responder awareness individual in the employer's emergency response plan including site security and control and the North American Emergency Response Guidebook.
- f. The ability to realize the need for additional resources, and to make appropriate notifications to the communication center.

First Responder Operations Level

First Responders at the operations level are individuals who respond to releases or potential releases of hazardous substances as part of the initial response to the site for the purpose of protecting nearby persons, property, or the environment from the effects of the release. They are trained to respond in a defensive fashion without actually trying to stop the release. Their function is to contain the release from a safe distance, keep it from spreading, and protect exposures.

First responders at the operation level shall have received atleast eight hours of training or have had sufficient experience to objectively demonstrate competency in the following areas in addition to those listed for the awareness level and the employer shall so certify:

- a. Knowledge of the basic hazard and risk assessment techniques.
- b. Know how to select and use proper personal protective equipment provided to the first responder operation level.
- c. AN understanding of basic hazardous materials terms.
- d. Know how to perform basic control, containment and/or confinement operations within the capabilities of the resources and personal protective equipment available with their unit.
- e. Know how to implement basic decontamination procedures.
- f. An understanding of the relevant standard operating procedures and termination procedures.

Hazardous Materials Technician

Hazardous materials technicians are individuals who respond to releases or potential releases for the purpose of stopping the release. They assume a more aggressive role than a first responder at the operations level does in that they will approach the point of release in order to plug, patch or otherwise stop the release of hazardous substance.

Hazardous Materials Technicians shall have completed training at the Massachusetts State Fire Academy or equivalent and be Pro-Board Certified and in addition have competency in the following areas and the employer shall so certify:

- a. Know how to implement the employer's emergency response plan.

- b. Know the classification, identification and verification of known and unknown materials by using field survey instruments and equipment.
- c. Be able to function within an assigned role in the Incident Command System.
- d. Know how to select and use proper specialized chemical personal protective equipment provided to the hazardous materials technician.
- e. Understand hazard and risk assessment techniques.
- f. Be able to perform advance control, containment, and/or confinement operations within the capabilities of the resources and personal protective equipment available with the unit.
- g. Understand and implement decontamination procedures.
- h. Understand termination procedures.
- i. Understand basic chemical and toxicological terminology and behavior.

Hazardous Materials Specialist

Hazardous materials specialists are individuals who respond with and provide support to hazardous materials technicians. Their duties parallel those of the hazardous materials technician, however, those duties require a more directed or specific knowledge of the various substances they may be called upon to contain. The hazardous materials specialist would also act as the site liaison with Federal, state, local and other government authorities in regards to site activities.

Hazardous materials specialists shall have received at least 24 hours of training equal to the technician level and in addition have competency in the following areas and the employer shall so certify:

- a. Know how to implement the local emergency response plan.
- b. Understand the classification, identification and verification of known and unknown materials by using advance survey instruments and equipment.
- c. Knowledge of the state emergency response plan.
- d. Be able to select and use proper specialized chemical personal protective equipment provided to the hazardous materials specialist.
- e. Understand in-depth hazard and risk assessment techniques.
- f. Be able to perform specialized control, containment, and/or confinement operations within the capabilities of the resources and personal protective equipment available.
- g. Be able to determine and implement decontamination procedures.
- h. Have the ability to develop a site safety and control plan.
- i. Understand chemical, radiological and toxicological terminology and behavior.

Incident Command System

Incident Commanders, who will assume control of the incident scene beyond the first responder awareness level, shall receive at least 24 hours of training equal to the first responder operations level and in addition have competency in the following areas and the employer shall so certify:

- a. Know and be able to implement the employer's incident command system.
- b. Know how to implement the employer's emergency response plan.
- c. Know and understand the hazards and risks associated with employees working in chemical protective clothing.
- d. Know how to implement the local emergency response plan.
- e. Knowledge of the state Emergency Response Plan and of the Federal Regional Response Team.
- f. Know and understand the importance of decontamination procedures.

Trainers

Trainers who teach any of the above training subjects shall have satisfactorily completed a training course for teaching the subjects they are expected to teach, such as the courses offered by the U.S. Fire Academy, FEMA Emergency Management Institute, U.S. EPA, Massachusetts Fire Academy or Massachusetts Emergency Management Agency; or they shall have the training and/or academic credentials and instructional experience necessary to demonstrate competent instructional skills and a good command of the subject matter of the courses they are to teach.

HANOVER LEPC TRAINING SCHEDULE

COURSE	DATES	LOCATION
TBD	TBD	TBD

Additional hazardous materials training courses will be offered to Hanover, MA first responders. Please contact either the hazardous materials training coordinator at Massachusetts Emergency Management at 508-820-2000 or the Hanover LEPC chairperson for additional information.

ANNEX I (EXERCISES)

PURPOSE

To establish a comprehensive exercise program that will effectively implement and evaluate the Hanover Hazardous Materials Emergency Plan.

SITUATION

Similar to Training Programs, Section 303 (c) (9) of EPCRA places a requirement on local jurisdictions to establish “methods and schedules for exercising the emergency plan”. In establishing training programs and schedules the Hanover LEPC recognizes the need for an integrated exercise program that will ensure community response agencies and facilities successfully perform their emergency roles and functions in accordance with the Hazardous Materials Emergency Plan. An effective exercise program will also strengthen response management, coordination and operations, plus reveal shortcomings and weaknesses that can be acted upon prior to an emergency. Corrective actions can then be taken to improve and refine public safety capabilities.

TYPES OF EXERCISES

Exercises are generally classified in three major categories: Tabletop, Functional, and Full Scale. Local jurisdiction may also consider preliminary exercise, called *Orientations*, to introduce participants to the plan and prepare for the exercise process.

Each of these exercises varies in activities and resources. Some require simple preparations and execution while others may be more complex and require greater efforts and resources. Each provides their own benefits and should be considered in the overall development of an exercise program.

Orientation (Exercise)

Orientations are used to acquaint personnel with policies and procedures developed in the planning process, providing a general overview of the emergency plan and its provisions. As orientation is especially effective in ensuring that emergency personnel understand their roles and responsibilities and it helps to clarify any complex or sensitive plan elements. While the orientation does not normally involve any direct simulation or role playing, it is used to review plan procedures and informally apply them to potential emergency situations or past events familiar to everyone.

Tabletop Exercise

A *Tabletop Exercise* is primarily a learning exercise that takes place in a meeting room setting. Prepared situations and problems are combined with role playing to generate discussion of the plan, its procedures, policies and resources. *Tabletop Exercises* are an excellent method of familiarizing groups and organizations with their roles and in demonstrating proper coordination. It is also a good environment to reinforce the logic and content of the plan and to integrate new policies into the decision making process. It

allows participants to act out critical steps, recognize difficulties and resolve problems in a non-threatening format.

Functional Exercise

A *Functional Exercise* is an emergency simulation designated to provide training and evaluation of integrated emergency operations and management. More complex than the *Tabletop*, it focuses on interaction of decision making and agency coordination in a typical emergency management environment such as an Operating Center or command location. All field operations are simulated through messages and information normally exchanged using actual communications, including radios and telephones. It permits decision-makers, command officers, coordination and operations personnel to practice emergency response management in a realistic forum with time constraints and stress. It generally includes several organizations and agencies practicing interaction of a series of emergency functions; such as direction and control, assessment, and evacuation.

Full Scale Exercise

The *Full Scale Exercise* evaluates several components of an emergency response and management system simultaneously. It exercises the interactive elements of a community emergency program, similar to the *Functional Exercise*, but it is different from the *Functional Exercise* in that it adds a field component. A detailed scenario and simulation are used to approximate an emergency, which requires on-scene direction and operations, and also includes coordination and policy-making roles at an emergency operations or command center. Direction and control, mobilization of resources, communications and other special functions are commonly exercised.

PROGRESSIVE EXERCISE PROGRAM

Recognizing that the exercise types described in this plan are intended to build on one another, each one becoming more complex and comprehensive, the Hanover LEPC/REPC will establish a progressive exercise program by scheduling basic *Orientations* to introduce the plan and the specific policies and responsibilities established. *Tabletop Exercises* will then be held to implement actual coordination and leadership provisions of the plan, including emergency operations concepts that maybe new to many local personnel. These will be followed by *Functional Exercises* to integrate the plan's more complex sections under simulated emergency conditions. The entire hazardous materials emergency response system will then be evaluated by a *Full Scale Exercise*.

EXERCISE SCHEDULE

The specific exercise schedule will be developed after the Hanover Hazardous Materials Emergency Plan has been reviewed and accepted by the State Emergency Response Commission. An exercise of this plan will be held annually.

NOTE: If a real response situation has occurred, it may be counted as an exercise as long as an after action evaluation is performed and those lessons learned be updated in the plan.

ANNEX J (EMERGENCY RESOURCES)

Emergency resources play a central role in an effective response to a hazardous material emergency. Technical expertise, scientific instrumentation, heavy equipment, and transportation vehicles are just a few of the types of resources that are typically needed in a hazardous materials response. Knowing what resources are available locally and how to obtain them is a major step to ensure an effective management of emergency resources.

Resources held by both government agencies and the private sector should be included in this inventory. This inventory includes the type, location and contact person for hazardous materials resources. It will be updated annually to include all resources held by private facilities and government agencies.

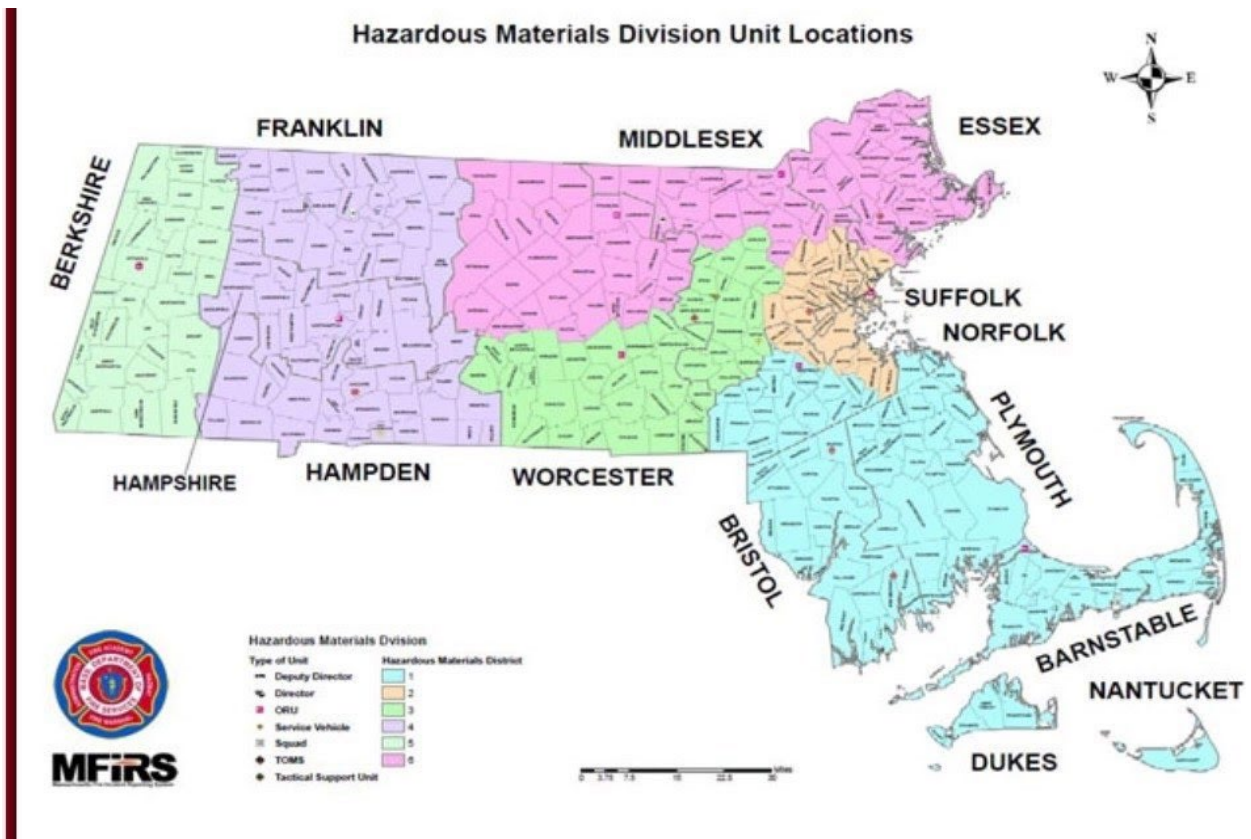
The majority of on-scene support from state and federal agencies is provided by either the Massachusetts Department of Fire Services (DFS) or the Massachusetts Department of Environmental Protection (Mass DEP) as outlined below. Additional state and federal resources can be requested and coordinated through the Massachusetts Emergency Management Agency (MEMA).

Massachusetts Department of Fire Services (DFS)

The Massachusetts Department of Fire Services has numerous HazMat response assets available to Incident Commanders. These assets are outlined below and can be requested by calling: **PLYMOUTH COUNTY CONTROL**

Hazardous Materials Response Teams – The Commonwealth of Massachusetts has six HazMat response districts and each district has a Hazardous Materials Response Team (HMRT). These teams have resources staged at various locations throughout their districts to reduce initial response time. HMRTs can be requested directly by the on-scene Incident Commander as needed. HMRTs are an asset of the Department of Fire Services but upon being dispatched to a HazMat incident, HMRTs are included in the on-scene ICS structure.

Mass Decontamination – Massachusetts has a robust system for mass decontamination of victims. Deployment of specialized mass decontamination units (MDU) is coordinated through the Fire District Control Centers and MEMA Communications section. Depending on the incident, decontamination resources may be sent to the site to provide on-scene decontamination for large numbers of people, while additional resources may be sent directly to hospitals to decontaminate arriving patients.



Massachusetts Decontamination Program

Level	Response	Situation	State Hazmat Response
Level A	<i>I/C requests specific MDU (not pre-planned)</i>	<i>Limited/Controlled Event</i>	<i>Tier 3</i>
Level B	<i>1-2 District MDU's to Scene & MDU's to Local Hospital(s)</i>	<i>Moderate: Single Facility Occupancy (ex. office building)</i>	<i>Tier 3</i>
Level C	<i>5-7 MDU's to Scene & Hospital(s) in Effected & surrounding Fire Districts</i>	<i>Major: Shopping Mall, Public Arena, Multiple Buildings</i>	<i>Tier 5</i>
Level D	<i>Up to 17 MDU's to Scene & Most Hospitals in State</i>	<i>Extreme: Wide Geographic Area or Major Event</i>	<i>Tier 5 +</i>

Massachusetts Department of Environmental Protection (MassDEP)

While the Hazardous Materials Response Teams available through DFS represent the most appropriate and timely resources available for events with immediate potential to impact health and safety, the Massachusetts Department of Environmental Protection (Mass DEP) has several assets available to assist in a response or mitigate a large spill or release with potential environmental impacts. MassDEP resources are available 24 hours a day and can be requested at: **800-304-1133**.

Oil/Hazardous Materials Response Vehicle(s) – Each MassDEP Region maintains a primary oil/hazardous materials response vehicle equipped with bumper-mounted radiation detector, air monitoring instruments, spill containment supplies, and other oil and hazardous material monitoring equipment.

Oil Spill Response Trailer(s) - MassDEP has provided oil spill response trailers and equipment to 68 coastal municipalities and the two MassDEP regional offices covering coastal communities. The equipment, intended for use by local spill responders, provides the rapid response capability necessary to contain a spill at its source and to protect or prevent oiling of sensitive habitats and coastal resources. The equipment serves as an important response asset in the event of a localized spill as well as for a spill of regional scope.

Trailer Locations:

- Marshfield Fire Department
- Duxbury Fire Department
- Scituate Fire Department
- Cohasset Fire Department

*Contact through Hanover Fire via Plymouth County Control

Field Assessment and Support Team - In addition to emergency response hazmat activities, MassDEP has added a Field Assessment and Support Team (**FAST**) to its resource inventory. The FAST team is made up of MassDEP staff with various scientific backgrounds and competencies. Its primary mission is to rapidly deploy equipment and expertise to the field to assess and/or monitor an environmental incident. The FAST vehicle and associated field equipment are also available for non-emergency deployments to support agency field operations. The FAST vehicle is a 2008 GMC clean diesel “box truck”. Amenities and capabilities of this vehicle include the following:

- 2 On-Board 8 KW diesel Generators
- On-Board Weather Station
- 15 Feet of Counters & 4 Foot Desk
- Wet Chemistry Bench with Sink

- 30" Wide Fume Hood
- Laboratory Refrigerator & Oven
- Local Area Network
- Letter and Map Printers
- Direct-Push Well Points and Risers
- Bumper-Mounted Radiation Detector

Massachusetts Emergency Management Agency (MEMA)

As the primary Massachusetts agency responsible for the coordination of state resources, MEMA provides a gateway to additional state and federal aid. Any incident requiring a Level 2 response should prompt notifications to MEMA. Should the situation require, MEMA can be requested to coordinate additional aid from any available resource in conjunction with the HazMat Annex to the Massachusetts Comprehensive Emergency Response Plan (CEMP). This may include assistance with security, public information, crowd control, logistics, personnel and specialty equipment.

E M E R G E N C Y R E S O U R C E S

Trucks, Sand and Gravel

COMPANY / AGENCY	POINT OF CONTACT	TELEPHONE
██████████		██████████
██████████		██████████

HAZMAT Response / Clean Up Contractors (recommend this be pre-arranged)

COMPANY / AGENCY	POINT OF CONTACT	TELEPHONE
██████████	██████████	██████████
██████████	██████████	██████████

Other Resources

RESOURCE	COMPANY/AGENCY	LOCATION	TELEPHONE

NOTE: See Resource Manual for additional resources

**LICENSED HAZARDOUS WASTE TRANSPORTERS
AUTHORIZED TO DO EMERGENCY RESPONSE
CLEANUP IN MASSACHUSETTS**

In State

COMPANY	POINT OF CONTACT	TELEPHONE	ADDRESS	REMARKS
Advanced Pollution Control Corporation			120 High Street Bridgewater, MA 02184	
Clean Harbors Environmental Services, Inc.			1501 Washington Street Braintree, MA 02184	
CYN Oil Corp., CYN Environmental Services, Inc.			1771 Washington Street Stroughton, MA 02072	
ENPRO Services, Inc.			12 Mulliken Way Newburyport, MA 01950	
ENVIRO-SAFE, Inc.			P.O. Box 304 Sagamore Beach, MA 02562	Oil & Gasoline Only
FLEET Environmental Services, Inc.			8 Harding Street, Bldg 2 Lakeville, MA 02347	
Frank Corporation			615 Tarkiln Rd. New Bedford, MA 02745	Oil & Gasoline Only
FRANKLIN Environmental Services, Inc.			185 Industrial Road Wrentham, MA 02090	
General Chemical Corporation			133-138 Leland Street Framingham, MA 01701	
GEOCHEM, Inc. D/B/A Jet-Line Environmental Services, Inc.			263 Howard Street Lowell, MA 01852	
Green Environmental, Inc.			216 Ricciuti Drive Quincy, MA 02169	Oil & Gasoline Only
L.B. Corporation			P.O. Box 388 Lee, MA 02138	Oils, PCB's & Gasoline Contaminated Soils & solids
Mason Environmental Services, Inc.			11 Commerce Park Road P.O. Box 450 Pocasset, MA 02559	Oil & Gasoline Only
Maxymillian Technologies, Inc.			1801 East St. Pittsfield, MA 01201	

COMPANY	POINT OF CONTACT	TELEPHONE	ADDRESS	REMARKS
Oil Recovery Corporation			138 Palmer Ave. West Springfield, MA 01089	Oil & Gasoline Only
Southampton Sanitary Engineering Corporation			168 County Road Southampton, MA 01073	
Suffolk Services, Inc.			18 Williams Street Everett, MA 02150	
Triumvirate Environmental, Inc.			63 Inner Belt Road Somerville, MA 02143	
The Tyree Organization, Inc.			9 Otis Street Westborough, MA 01581-3811	
Zecco, Inc.			345 West Main Street Northboro, MA 01532	

Out-of-State

COMPANY	POINT OF CONTACT	TELEPHONE	ADDRESS	REMARKS
American Environmental Tech., Inc			3 Trowbridge Drive Bethel, CT 06801	
Dependable Environmental Services, Inc.			P.O. Box 117 48 Lowell Road Windham, NH 03087	Oil & Gasoline Only
Environmental Oil, Inc.			532 State Fair Blvd P.O. Box 315 Syracuse, NY 13209	
Environmental Services, Inc.			90 Brookfield Street South Windsor, CT 06074	
Inland Waters Pollution Control, Inc.			2021 S. Shaeffer Hwy Detroit, MI 48217	
Lincoln Environmental, Inc.			333 Washington Hwy Smithfield, RI 02917	Oil & Gasoline Only
Total Waste Management Corp.			142 River Road Newington, NH 03801	
TRI-S, Inc.			25 Pinney Street Ellington, CT 06029	
Western Oil, Inc.			389 Charles Street Providence, RI 02904	

ANNEX K (FACILITY PROFILES)

PURPOSE

To profile facilities in Hanover, Massachusetts which store or use extremely hazardous substances above threshold planning quantities on-site and pose a potential health or environmental threat to the community. In addition, special needs facilities at risk and emergency response resources are also listed in these *Facility Profiles*. A map showing the facility location and the surrounding community is included within each *Facility Profile*.

SITUATION

Facilities with reportable quantities of hazardous chemicals are required to provide information concerning these chemicals according to EPCRA. Information contained in these *Facility Profiles* is found in the Tier II reports filed by each facility, in accordance with the EPCRA, and forwarded to the City/Town LEPC.

LOCATION

Hazardous Facility profiles can be found in the Resource Manual of the Comprehensive Emergency Management Plan.

Special Needs Facility profiles can be found in the Resource Manual of the Comprehensive Emergency Management Plan

Facility Resource inventories can be found in the Resource Manual of the Comprehensive Emergency Management Plan

Figure 5.1

HAZARD ANALYSIS MAP

(Please See Attached Map Section)

ANNEX L (HUMAN SERVICES)

PURPOSE

To provide services and support to the populace during times of stress or disruption caused by a hazardous materials event.

SITUATION

Human service resources play a critical role in providing essential services to the populace when a disruption occurs due to a hazardous materials release. These resources specialize or assist with difficult problems such as mass feeding & sheltering, family reunification, professional counseling and targeted special needs programs. The complexity of daily life means that even minor disruptions such as traffic diversions can create difficulty and hardship. Larger events such as extended evacuations exacerbate the situation, especially when coupled with the fear of potential contamination or the deaths of loved ones.

Human service resources include organizations such as the Red Cross and the Salvation Army that provide direct services such as food, water and shelter support. In addition, fixed facilities such as churches and schools can serve as shelter sites or cooling/heating stations.

Fixed Facility Resources

CHURCH/SCHOOL/OTHER	LOCATION	TELEPHONE
Hanover High School	287 Cedar Street	781-878-5450
Hanover Council on Aging	665 Center Street	781-924-1913

Human Service Agencies

AGENCY	CONTACT PERSON	TELEPHONE
American Red Cross – MA HQ		781-410-3670
American Red Cross – MA Southeast		508-775-1540
American Red Cross – Disaster Services (24 Hours)		800-564-1234
Salvation Army – Canton, MA		339-502-5900

Counseling Services

AGENCY	CONTACT PERSON	TELEPHONE

ANNEX M
(BIOLOGICAL LAB RESPONSE)

PURPOSE

To provide a plan for response to facilities that use or store select biological agents.

SITUATION

Some facilities engaged in supporting medical services, research or defense projects store and handle biological materials. Depending upon the facility and type of agents, these facilities are assigned a Biological Safety Level (BSL) of 1, 2, 3, or 4. Facilities with a BSL level of 2, 3, or 4 require special consideration and preplanning prior to emergency response. The Town of Hanover has identified the below locations as BSL 2, 3 or 4 laboratories and a separate Biosafety Lab Response Plan has been created. The Biosafety Lab Response Plan is incorporated by reference within this plan.

Biological Safety Level (BSL) Facilities

NAME	LOCATION	TELEPHONE
N/A		

EMERGENCY
STANDARD OPERATING PROCEDURES

INITIAL 911 DISPATCHER

- A. *When a hazardous materials incident is reported, complete the "Hazardous Materials Release Form" with as much information as is immediately available. Throughout the incident continue to fill in information as it becomes available.*
- B. *Instruct the following to the reporting party, (non-technical):*
- ☐ To remain at the scene in a safe location and to keep all persons as far away from the incident as is practical.
 - ☐ Do not attempt to move or clean up any material involved in the incident.
 - ☐ Stay upwind of any fire or gas or vapor.
 - ☐ Avoid eating, drinking or smoking until health screening and/or decontamination has occurred.
 - ☐ Remain calm and contact/direct responding personnel to the incident location upon their arrival.
- C. *Notify and brief emergency responders.*
- D. *Call **National Weather Service 1-800-647-1735** and request the following:*
- ☐ Wind direction and speed.
 - ☐ Weather conditions, present and predicted i.e., light or heavy rain, snow, high humidity, barometric changes expected.
 - ☐ Temperature (current and predicted)
- E. *After Emergency Responders arrive at the scene obtain the following information:*
- ☐ Nature of the actual situation.
 - ☐ What additional services are needed.
 - ☐ Location of incident command post.
 - ☐ Complete "Hazardous Materials Release Form" with information not reported by reporting party.

- F. Check with the Incident Commander to see if contact of Facility or Shipper Technical Advisors is needed.*
- G. Call CHEMTREC 1-800-424-9300 if requested to do so by the Incident Commander. Have ready the following information when calling CHEMTREC:*

Chemical's full name and correct spelling: _____

CAS number: _____

Provide CHEMTREC with your call-back phone#: _____

Nature of the accident: _____

Physical surroundings: _____

Weather conditions: _____

Time of accident: _____

Location: _____

Type of container: _____

If the chemicals unknown, any information such as manufacturer name, placards, labels, shipping papers will help CHEMTREC identify the chemical.

- H. Notify any additional personnel requested by the Incident Commander.*

FIRE SERVICE

The fire department takes whatever action deemed necessary in response to an incident involving a release of hazardous materials based on their level of training and personal protective equipment availability.

A. Initial Response

- ☐ Observe situation from a safe distance, use binoculars, if necessary.
- ☐ Designate an *Incident Commander* – Implement ICS.
- ☐ Establish Command Post to coordinate all emergency and support activities.
- ☐ Note location and things affected (people, animals, environmental, etc.).
- ☐ Check wind direction and prevailing weather and position equipment and apparatus upwind.
- ☐ Identify source of hazardous material.
- ☐ Identify (or confirm) chemical name and form (solid, liquid, gas).
- ☐ Refer to North American Emergency Response Guidebook for Initial Response to Hazardous Materials Incidents for emergency response information.
- ☐ Report findings to dispatcher to notify other response agencies that might be involved.
- ☐ Determine level of the incident with law enforcement and facility personnel.
- ☐ Initially, determine which level of public protection action shall prevail and notify the public.
- ☐ Establish the hazardous area – hot line, contamination control areas.
- ☐ Initiate containment activities.
- ☐ Initiate control of overall scene area.

WARNING: *Do not enter incident area without appropriate protective clothing equipment.*

- ☐ Monitor and control exposure of personnel to hazardous substances.
- ☐ Request appropriate mutual aid, resources and support services – DFS HAZMAT
- ☐ Determine if rescue of injured persons is possible – Rescue injured persons.
- ☐ Maintain overall command of the emergency scene until the hazard is contained or until command is passed effectively to another department or agency.
- ☐ Coordinate with facility personnel regarding appropriate actions and responses for the situation.
- ☐ Monitor and control exposure of personnel to hazardous substances.
- ☐ Establish and maintain communications with the *Emergency Operations Center*.
- ☐ Establish staging area for incoming equipment and materials.
- ☐ Shut off source of hazardous materials leak, if possible.

- ☐ Continue spill containment activities.
- ☐ Remove contamination, if possible (call in spill clean up company)
- ☐ Decontaminate all personnel and equipment.

B. Alerting via Dispatcher

- ☐ Receive alert notification.
- ☐ Alert emergency response agencies.
- ☐ Activate fixed warning devices, per *Incident Commander (IC)* instructions.
- ☐ Initiate mobile warning efforts, per IC instructions.
- ☐ Notify special needs facilities and schools, per IC instructions.
- ☐ Notify surrounding jurisdictions, per IC instructions.
- ☐ Notify community and state authorities, per IC instructions.

C. Ongoing Incident Assessment

- ☐ Fire Service personnel will provide incident assessment information from the field to the IC at the Command Post.
- ☐ Incident assessment information will be collected and forwarded to the EOC on a regular basis or as necessary.
- ☐ Identify potential problems associated with secondary effects (fire, explosion, water, or sewer contamination).
- ☐ Determine long-term health hazards. Coordinate with *Emergency Medical Services*.
- ☐ Determine when additional resources are needed and release them as soon as they are no longer needed.
- ☐ Continually update dispatch center. Involve CHEMTREC as required.
- ☐ Be cognizant of incident spreading across political boundaries and coordinate actions as required.

NOTE: All news releases are to be handled by the authorized Public Information Officer with Incident Commander.

LAW ENFORCEMENT

Law Enforcement personnel have a vital role in response to hazardous materials incident (1st Officer on the Scene).

A. *Initial Response*

- ☐ Observe situation from a safe distance, use binoculars, if necessary.
- ☐ Confirm location and things affected (people, animals, environment, etc)
- ☐ Check wind direction and prevailing weather.
- ☐ Identify source of hazardous material.
- ☐ Identify chemical name and form (solid, liquid, gas)
- ☐ Refer to the Emergency Response Guidebook for *Initial Response* to Hazardous Materials Incidents for emergency response information.
- ☐ Report findings to dispatcher including safe access routes, size hazard area.
- ☐ Until help arrives, serve temporary on-scene communications point. Ultimately, the fire department will establish an incident command post.
- ☐ Estimate potential harm to life, property and environment, as necessary.
- ☐ Secure Area.

WARNING: Do not enter incident area without appropriate protective clothing and **equipment**.

- ☐ Evacuate immediate affected area, especially downwind, downstream and cross wind.
- ☐ Establish and control incident perimeter area and traffic control of area.
- ☐ Brief *Incident Commander* and coordinate further Law Enforcement activities with the *Command Post*.

INCIDENT COMMANDER

Local Fire Service Standard Operating Procedures take precedence over these checklist items when Fire Services is *Incident Commander*.

A. After receiving notification of hazardous materials incident:

- ☐ Make sure Command post is staffed with adequate representation from all necessary emergency agencies that can help in handling the incident. Ensure implementation of ICS.
- ☐ Check hazard vulnerability data to determine type of health or environmental hazard and impact area. Establish hot, warm and cold zones.
- ☐ Start gathering data on weather, wind direction, injuries and other information required in the Hazardous Materials incidents report.
- ☐ Collaborate among response agency chiefs and facility technical representatives.
- ☐ Determine response level and initiate actions.
- ☐ Call **CHEMTREC, 1-800-424-9300**, with any further questions.
- ☐ Set up media information center. Appoint *Public Information Officer*.
- ☐ Take protective or precautionary actions as necessary (consider whether evacuation or in-place sheltering is needed).
- ☐ Ensure protective actions for response personnel are taken.
- ☐ Ensure all personnel and equipment are decontaminated as required.
- ☐ Initiate containment or displacement techniques as advised by the *Department of Environmental Protection*. Check to make sure proper agencies have been notified and are enroute.

B. Ongoing Incident Assessment

- ☐ Keep monitoring situation and ensure information is relayed to the EOC if opened.
- ☐ Keep re-evaluation response levels and actions.
- ☐ Call for any assistance as needed.
- ☐ Determine any threats to water supply, sewage treatment, food and soil contamination.
- ☐ Consider restricting air traffic over incident scene. Contact **FAA 781-238-7007**.
- ☐ Conduct critique/after-action review of the incident.

EMERGENCY MEDICAL SERVICES

Emergency Medical Services provide support in response to a hazardous materials incident.

- ☐ Responders should take the following actions:
- ☐ At incident scene be aware of dangers.
- ☐ Take proper precautions when handling casualties.
- ☐ Coordinate all EMS activities with *Command Post*.
- ☐ Coordinate support activities with response agencies, as required.
- ☐ Establish decontamination and casualty collection points in a safe location, if not already done by *Fire Department*.
- ☐ Assist the Fire Department in decontaminating any victims exposed to hazardous materials.
- ☐ Provide on-site treatment of victims and transportation to hospitals.
- ☐ Provide communications from units to the hospitals for medical treatment information and assignment of patients to various hospital locations equipped to handle contaminated patients, as directed.
- ☐ Provide medical screening and care at shelters, if required.
- ☐ Monitor and control exposure of personnel to hazardous substances.
- ☐ Report ongoing assessments to the *Command Post*.
- ☐ Decontaminate personnel and equipment, as required.

NOTE: All news releases are to be handled by the authorized Public Information Officer. Check **with the Incident Commander**.

PUBLIC WORKS

Public Works is available to:

- ☐ Provide equipment (dump trucks, front-end loaders, etc.).
- ☐ Transport materials.
- ☐ Provide assistance with containment.
- ☐ Provide assistance with cleanup.
- ☐ Provide barricades and traffic control devices.
- ☐ Respond with facility information required in the event that the incident affects any public works facility.
- ☐ The *Sewer Division* provides information about the configuration of the sewer network into which materials may have been released. If necessary, the *Sewer Division* determines where the product may be transported to and outfall, the effects on treatment facilities, and the potential for explosion.
- ☐ Should the diversion of sewerage be necessary, the *Sewer Division* provides the *Command Post* with pertinent information and recommends response actions.
- ☐ Monitor and control the exposure of all personnel to hazardous substances.
- ☐ Field personnel provide ongoing assessment to the *Command Post*.
- ☐ Decontamination of personnel and equipment completed, as required.

NOTE: All news releases are to be handled by the authorized *Public Information Officer*. Check with *Incident Commander*.

PUBLIC INFORMATION OFFICER

Below are suggested actions for the *Public Information Officer (PIO)* and the *Joint Information Center (JIC)* staff during the various emergency phases of a hazardous materials incident:

A. *During all phases*

- ☐ Ensure that all information is clear, confirmed and approved by appropriate authority before release to the media or public. Do not release unconfirmed information or speculate on the extent of the emergency, despite repeated urging by reporters to do so. Never hesitate to say, "I do not know, but I will find out".
- ☐ Monitor news programs and review news articles for accuracy. Correct serious misinformation whenever possible.
- ☐ Establish *JIC/Media Center* & Provide sufficient staffing and telephones to handle incoming media and public inquiries and gather status information.
- ☐ Provide public information according to priorities.
- ☐ Ensure that official spokespersons are thoroughly briefed about all aspects of the emergency.
- ☐ Keep the *Emergency Management Director/Incident Commander* informed of all media actions taken or planned.
- ☐ Keep PIO's in other jurisdictions and at other government levels informed of information released.
- ☐ Maintain log and a file of all information.

B. *Emergency Period*

- ☐ Mobilize personnel for the *Joint Information Center*, as necessary.
- ☐ Request *Joint Information Center* support from next higher level of government or from neighboring jurisdictions, as necessary.
- ☐ Release emergency instructions/information to the public as necessary. (Evacuation, Shelters, Shelter-in-place).
- ☐ Release survival/self-help information, as appropriate.
- ☐ Release "media only" information including JIC telephone number and news conference information.
- ☐ Respond promptly to media and public calls.
- ☐ Release public inquiry ("Rumor Control") telephone line number when staffed.
- ☐ Follow EAS procedures if system is activated.
- ☐ Monitor incident status constantly.
- ☐ Attend periodic EOC/*Incident Command* briefings and planning sessions.
- ☐ Consider additional methods of distributing emergency instructions.
- ☐ Arrange media briefings/press conferences on a regular or "as needed" basis.
- ☐ Prepare news releases, as required.

- ☐ Provide emergency information in foreign languages, as required.
- ☐ Receive and handle non-emergency calls. Relay calls to other EOC/*Incident Command* staff, as appropriate.
- ☐ Conduct situation briefings for visitors.
- ☐ Work with the *American Red Cross* to release information on procedures for determining the status of relatives/friends in the affected areas.
- ☐ If media over flights of the area create unsafe conditions, temporary flight restrictions may be imposed according to the *Federal Aviation Administration Regulations*.
- ☐ News releases should stress the danger that sightseers face or may cause.
- ☐ Release damage assessment figures when obtained.

C. *Post Emergency Period (Recovery)*

- ☐ Continue to release status information upon request.
- ☐ Assist State and other agency information officers in releasing information, if requested to do so.
- ☐ Release information on re-entry into the area and any travel restrictions near the area.
- ☐ Gather all records kept during all phases of the incident and prepare a chronological summary of events, actions taken, inquiries made, and response given. Collect newspaper clippings and TV videotapes, if available.
- ☐ Survey JIC, EOC, Incident Command Staff and the local media for suggestions to improve emergency response procedures and this checklist for future emergencies.

EMERGENCY MANAGEMENT

Emergency Management provides off-scene support to the *Incident Commander* by coordinating and managing the Incident Command requests for assistance.

- ☐ Activate the Emergency Operating Center and staff, if necessary
- ☐ Coordinate all necessary function (i.e., warning, evacuation, sheltering, resource management, emergency response).
- ☐ Coordinate with the *Public Information Officer*, local radio stations (EAS), and news media to provide information to the citizens.
- ☐ Notify appropriate State and Federal authorities of the incident.
- ☐ Request further assistance, if necessary.
- ☐ Consult with *Incident Commander* and *Chief Elected Official* regarding need for local emergency declaration and/or state disaster declaration.

PUBLIC HEALTH

Public Health Officials advise the Incident Commander on health issues:

- ☐ Confirm health hazard.
- ☐ Seek antidote options.
- ☐ Assist environmental personnel assess the incident's immediate health effects and environmental effects that will impact health at a later time.
- ☐ Confirm evacuation area parameters (including establishment of triage areas as required).
- ☐ Assist in the coordination of medical transportation.
- ☐ Ensure no etiological (biological) agents are involved.
- ☐ Work with local emergency medical services in treating the injured.
- ☐ Monitor and control exposure of personnel to the hazardous substances.
- ☐ Coordinate with the *Command Post* to ensure optimum health results.
- ☐ Provide ongoing assessment information to the *Command Post*.
- ☐ Decontaminate personnel and equipment, as required.

NOTE: All news releases are to be handled by the authorized *Public Information Officer*. Check with the *Incident Commander*.

CHIEF ELECTED OFFICIAL

The *Chief Elected Official* of the community is responsible for the health and safety of the citizens of the community. The following are questions that the *Chief Elected Official* should have answers to during a hazardous materials incident:

- ☐ Who is the *Incident Commander*? _____
- ☐ What are the dangers to the public as a result of this incident? _____
- ☐ What are the dangers to the environment as a result of this incident? _____
- ☐ Who is responding to the incident? _____
- ☐ What was the cause of the incident? _____
- ☐ What remediation options do we have? _____
- ☐ Has the *Emergency Operations Center* been activated? _____
- ☐ Who is the *Public Information Officer* for the incident? _____
Phone number? _____
- ☐ What is the overall situation? _____
- ☐ Do we have enough resources to deal with the problem or do we need to obtain additional resources from neighboring jurisdictions or the State? _____
- ☐ Consider need for local emergency declaration and state disaster declaration/emergency in consultation with *Incident Commander* and *Emergency Manager*.
- ☐ *Chief Elected Official* should be provided with copies of all press releases and summaries of all statements provided to the media in live or taped broadcasts.
- ☐ Set up regular situation updates with the *Incident Commander*.
- ☐ *Chief Elected Official* should refer incident specific questions to the PIO, but be prepared to answer policy related questions in coordination with the *Incident Commander*.