



ADOPTED: APRIL 16, 2024

LOCAL EMERGENCY
MANAGEMENT PLAN
TOWN OF TROY

TROY SELECT BOARD
142 MAIN STREET
North Troy, VT 05869

Municipal Adoption		
<input checked="" type="checkbox"/>	Municipal Adoption Form	
	Municipal adoption of National Incident Management System (NIMS) – 01/19/2015	<input checked="" type="checkbox"/>
	Contact information for local authorities during an emergency	<input checked="" type="checkbox"/>
	Certification that LEMP meets Vermont NIMS / Implementation Guidance	<input type="checkbox"/>
	LEMP adoption by local Selectboard (annually – March or April) – 05/20/2021	<input checked="" type="checkbox"/>
LEMP Required Elements		Page
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1. Overview.

1.1. **Purpose.** This is the Local Emergency Management Plan (LEMP) for the Town of Troy (includes the unincorporated Town of Troy and the incorporated village of North Troy). It outlines how the municipal government will coordinate support from an Emergency Operations Center (EOC) and, if necessary, direct actions from an Incident Command Post (ICP). This is not a tactical plan for first response fire, emergency medical service, or law enforcement issues. This base document details general municipal Emergency Management activities, while the enclosures and (optional) annexes provide quick reference materials for specific tasks and incidents.

1.2. **Planners.** The following people are the Emergency Management (EM) stakeholders who wrote and maintain this plan.

- Robert Langlands, Board of Selectmen, Emergency Management Director (EMD and EOC Director).
- Anne Quirion, Board of Selectmen, EOC Assistant Director.
- Gaston Bathalon, Board of Selectmen, EOC Assistant Director, Town Health Officer, and Troy School Board representative.
- Robert (Bobby) Jacobs, Fire Chief, Troy Volunteer Fire Department.
- Terri Medley, Town Clerk, EOC Staff, and Village of North Troy Trustee's representative.
- Bruce Melendy, Regional Emergency Management Coordinator, Northeastern Vermont Development Association.

2. Normal Operations.

2.1. Information Sharing.

2.1.1. **Information Gathering.** Town officials get and receive information from many sources, including TV, radio, news websites, email, emergency dispatch, and/or personal interactions and observations. Troy Selectpersons, Town Clerk, Road Commissioner, and Fire Chief are the primary information collectors and coordinate response(s) as required. Residents, transients and/or visitors may contact Town officials with observations and reports about emergency situations; Town officials forward reports to appropriate official(s) for action and/or follow up, as needed.

2.1.2. **Response.** Responding organizations (e.g., Town official(s), departments, or emergency service organization - police, fire, or emergency medical services (EMS)) will not normally notify others when an incident does not exceed their capabilities. For example, the Fire Chief will not notify the Town about every fire or emergency called to and/or whether mutual aid was requested, nor will the Road Commissioner alert the Town for every snow or ice storm.

2.2. **Incident Size-Up.** As an incident develops, the Incident Commander (IC) and/or Select person(s) must validate the accuracy of reports and the severity of the situation to assess the risk to the Town and the need for broader coordination. For example, the Fire Chief may need to notify neighboring fire and rescue squads for mutual aid assistance.

2.3. **Early Notification.** As an incident develops that might affect the whole town, reports should go to the EMD. The EMD, in turn, will keep members of the Selectboard and Village Trustees, and others, e.g., Road Commissioner and/or Fire Chief, informed, as appropriate.

3. Municipal Emergency Operations Center Activation.

3.1. **General.** The EOC should activate when there is an incident that requires significant coordination between responders, municipal officials, and/or residents. This plan routinely uses the term EOC, but in some cases the municipal EOC may also serve as the municipal Incident Command

Post (ICP). See Enclosure 2 for facility, organization, and staffing details and specific incident annexes for action plans and municipal command and coordination relationships.

3.2. Decision to Activate. The EMD may decide to activate the EOC by contacting the Selectboard, Town Clerk, Fire Chief, and Regional Emergency Management Coordinator when, for example:

- Directed by the Selectboard,
- Requested by an IC,
- Requested by the Road Commissioner,
- Severe weather is forecasted that may lead to widespread damage.

3.3. Location. On activation, the EMD will select the EOC location (based on capability, need, and proximity to emergency) as being either:

- Primary: Town Municipal Office, 142 Main St., No. Troy
- Alternate: North. Troy Village Office, 160 Railroad Street, No. Troy
- Alternate: Troy Volunteer Fire Department/Station, 6850 VT Route 100, Troy

4. Emergency Operations (Enclosure 2 | Annexes). This plan provides the general operating framework for municipal Emergency Management for events that require some form of municipal Emergency Operations Center (EOC) or Incident Command Post (ICP), not for emergencies that the on-scene Incident Command structure can handle internally. Guidance related to specific events are provided at applicable annex(s).

4.1. Incident Command and the Emergency Operations Center. Each incident must have an Incident Commander (IC) in charge of the response. In some cases, the EOC will support the IC(s), but in some cases the EOC may also be the municipal ICP.

4.2. Maintaining Situational Awareness. The EOC tracks events and response actions for municipal leaders. In adopting the National Incident Management System (NIMS) as the standard for incident management – January 19, 2015 – the Town’s emergency management activities follow NIMS standardized procedures. As such, EOC operations should be sufficiently documented using standardized forms (<https://www.fema.gov/incident-command-system-resources>, <https://vem.vermont.gov/plans/local>). While the state does not require copies, it is considered a best practice to fill them out and retain them on file. Locating EOC documentation in a binder (hard copy) and/or file (electronically) facilitates easy access and reference.

4.2.1. Operations Log. Details of significant activities, decisions, and communications may be documented on ICS Form 214, Activity Log. These logs serve as an important reference and documentation when filing local, regional, state, and/or federal reports and forms after the event.

4.2.2 Map. The location of the event(s), critical facility(ies), area(s) of concern, shelter(s), and/or evacuation route(s), as applicable, may be identified on a large Town and/or Village situation map (or on a projected PowerPoint slide map) in the EOC. Use of symbols help to simplify and reduce ‘clutter’ on the map.

- *Circle* ○ – command level (e.g., EOC).
- *Oval* □ – unit level (first responder(s) or responder(s) on scene, e.g., police, fire, or EMS).
- *Rectangle* □ – task group level (group or individual with specific task, e.g., Public Information Officer (PIO), Selectperson).
- *Diamond* ◇ – hazards such as hazardous material (fixed or mobile) or hazardous natural event.

4.2.3. **Information Request Tracker.** List of information requests and their status/answers ensures all available information is available to guide EOC decisions and actions.

4.2.4. **Damage Report.** List of public infrastructure damage (including roads, bridges, and culverts, public water supplies, water supply and wastewater-treatment plant, historic structures, public library, etc.) to facilitate funding requests during recovery. The State Emergency Operations Center (SEOC) will typically contact the individuals listed in the LEMP to request damage information to file the Vermont Local Situation Report, A-2. If the SEOC has not contacted the local EOC, the required damage information may be provided by contacting the SEOC (1-800-347-0488).

4.3. **Coordinate Resource Requests (Enclosure 3).** As ICs identify resource needs, the EOC will record them, try to fulfill them locally, and, if necessary, request them through the State Emergency Operations Center (SEOC) - if local sources are not available.

4.3.1. **Emergency Purchasing.** When the EOC is active, the EOC Director may authorize the purchase of supplies, equipment, and services as required in support of ongoing incidents, up to a total of \$5,000.00. Purchases over \$5,000.00 requires approval of the Selectboard. If the Selectboard cannot reasonably meet because of the emergency, any available Selectboard member may approve these requests. However, the Selectboard must then ratify the purchase(s) when able to hold a meeting at its earliest convenience.

4.3.2. **Resource Request Tracker.** List of resource requests (identifying who made the request) and status. Real-time tracking can be accomplished using a whiteboard, Excel spreadsheet, Word document, or paper log.

4.3.3. **Financial Expenses.** Documentation for expenses including materials, personnel, and equipment to facilitate funding requests during recovery.

4.4. **Provide and Monitor Public Information (Enclosure 4).** Incident Commanders may have Vermont Emergency Management (VEM) send out an alert notification through the VT-Alert system. The Public Information Officer (PIO) in the EOC monitors news reports and social media for information and requests from the public. In coordination with IC(s), they create news updates and/or press releases to publish on the town web page and local social media and makes paper copies for distribution in areas that may not have normal communications.

- **Newspaper** – The Newport Daily Express,
- **Radio** – WMOO 92.1 FM and WIKE 1490 AM,
- **TV** – WCAX-TV,
- **Social Media** – Town (<https://troyvt.org/town-offices>) and Village (<https://villageofnorthtroyvt.org>) websites,
- **Posting Locations (Town)** –Municipal Office and Town Web page,
- **Posting locations (Village)** – Village Office and Town Web page.

4.5. **Vulnerable Populations (Enclosure 5).** If necessary, the EOC may contact organizations and facilities that serve vulnerable populations to identify residents who are at risk based on the emergency. If there are residents at risk, the EOC will monitor their status and if required coordinate support for them until their situation stabilizes.

4.6. **Sheltering and Care (Enclosure 6).** After a natural or manmade disaster, the American Red Cross (ARC) and Vermont Economic Services Division (ESD) can shelter small numbers of people in hotels/motels. The EMD may approve the short-term sheltering of a small number of affected individuals at local lodging facilities - up to the \$5,000.00 emergency purchase limit (after making every effort to contact the Selectboard). If necessary, the EOC may direct the opening of a daytime warming shelter or ask the local shelter manager to open an overnight shelter (i.e., Troy

School), and during major emergencies residents may go to the regional shelter (i.e., North Country Union High School, Newport).

4.7. Plan Future Operations. The EOC supports ICs in planning and coordinating future response and recovery operations. As soon as possible, responders should begin collecting supporting documentation that will facilitate reimbursement. At the municipal level, demobilization from response normally means a return to normal workdays with additional recovery tasks.

4.8. Update Briefings. Every day the EOC will conduct full update briefings for the staff, Selectboard, Village Trustees, and other key leaders. Depending on the emergency this may occur several times a day to set goals for the day, synchronize activities, review the day's events, or as needed. The briefing may follow a typical format:

- Overview (EOC Director)
- Current situation (Situational Awareness)
- Resource issues (Logistics Support)
- Incident / Operations updates and issues
- Priorities and general comments (Selectboard)

4.9. Night Shifts. The EOC Director will determine the need for staffing at night and the missions for those on duty.

5. Demobilization. EOC demobilization is a planned process to return the Town to normal working hours and conditions. CS Form 221, Demobilization Check-Out, is a helpful tool for ensuring that resources checking out of the incident have completed all appropriate incident business, and provides the EMD with resources released from the incident.

5.1. Decision to Demobilize. The EOC Director will demobilize the EOC based on the situation and operational objectives. Typical conditions for demobilization include:

- All first responders are demobilized or returned to normal work schedules.
- All emergency issues for people within the Town are resolved or completely transitioned to an appropriate service agency.
- There are less than 10 customers without power in the town, and none of them have unresolved support issues because of the outage.
- There are less than 5 homes that are inaccessible by road, and none of the occupants have unresolved support issues.

5.2. Demobilization Process. The EMD will complete the following actions when the decision to close the EOC is made.

- Notify the Selectboard, Village Trustees, Fire Chief, Road Commissioner, and SEOC that the local EOC is closing and post notification of its closure at designated locations (see section 4.4),
- Collect and file relevant documentation (e.g., logs and receipts),
- Clean and store EOC equipment and supplies,
- Schedule an after-action review with the Selectboard and Village Trustees to review EOC action and event timeline and to identify resources (i.e., supplies and /or equipment) that would improve future EOC activation and operation,
- Release EOC staff.

5.3. Transition to Recovery. If necessary, the Selectboard appoints a Recovery Officer as the IC for recovery. The EOC Director makes all incident related documentation available to the Recovery Officer. The Recovery Officer establishes a Recovery Committee as their staff and sets operational objectives and meetings and tasks as required to achieve the objectives.

ACRONYMS

- AEMT:** Advanced Emergency Medical Technician
- ALS:** Advanced Life Support
- ANR:** [Vermont] Agency of Natural Resources
- ARC:** American Red Cross
- BLS:** Basic Life Support
- CARE:** Citizen Assistance Registration for Emergencies
- CERT:** Community Emergency Response Teams
- DPS:** [Vermont] Department of Public Service
- EMAC:** Emergency Management Assistance Compact
- EMD:** Emergency Management Director
- EMS:** Emergency Medical Services
- EMT:** Emergency Medical Technician
- EOC:** Emergency Operations Center
- ERAF:** [Vermont] Emergency Relief and Assistance Fund
- FEMA:** Federal Emergency Management Agency
- HAZMAT:** Hazardous Material
- IC:** Incident Commander
- ICP:** Incident Command Post
- ICS:** Incident Command System
- ISM:** Incident Support Model
- LEMP:** Local Emergency Management Plan
- LEPC:** Local Emergency Planning Committees
- NAS:** Newport Ambulance Service
- NEIM:** North East International Mutual Aid
- NEKCA:** Northeast Kingdom Community Action
- NEMRC:** New England Municipal Resource Center
- NIMS:** National Incident Management System
- NKHS:** Northeast Kingdom Human Services
- NVDA:** Northeastern Vermont Development Association
- PIO:** Public Information Officer
- RCT:** Rural Communities Transportation
- RFS:** Requests for Support
- RPC:** Regional Planning Commission
- RTLTL:** [FEMA] Resource Typing Library Tool
- SEOC:** [Vermont Emergency Management] State Emergency Operations Center
- USAR:** [Vermont] Urban Search and Rescue
- VASA:** Vermont ATV Sportsman 's Association, Inc.
- VAST:** Vermont Association of Snow Travelers
- VEM:** Vermont Emergency Management
- VHMRT:** Vermont Hazardous Materials Response Team [Department of Public Safety, Division of Fire Safety]
- VNA:** Visiting Nurse Association
- VSP:** Vermont State Police
- VT DPS:** Vermont Department of Public Safety
- VT-TF1:** Vermont Task Force One
- VTrans:** Vermont Agency of Transportation

ENCLOSURES (Required)

- 1** – Contact Information
- 2** – Emergency Operations Center
- 3** – Resources
- 4** – Public Information and Warning
- 5** – Vulnerable Populations

6 – Sheltering and Care

ANNEXES (Optional)

A – Local Emergency Operations Center Job Guides / Duty Descriptions:

1. EOC Manager
2. Public Information Officer
3. Administration
4. Finance
5. Situational Awareness
6. Logistics

B – Memorandums of Agreement

1. Primary Shelter (Troy School) - PENDING
2. Alternate Shelter (Village Office, Poulin Building) - PENDING
3. Alternate Shelter (Fire Station, Troy) - PENDING

C – Emergency Operations Plans

1. Troy School
2. Water Treatment Plant

D – NMIS Resource Typing Definitions (Town and Village Resources)

1. Town of Troy Resources
2. Village of North Troy Resources

FORMS (Optional)

[VEM] A-1 Local Jurisdiction Request for Emergency Declaration,
[VEM] A-2 Local Situation Report,
ICS Form 201, Incident Briefing
ICS Form 214, Activity Log
ICS Form 221, Demobilization Check-Out

POSITION AGENCY	NAME	CONTACT INFORMATION Cell (C), Pager (P), Home (H), Work (W)		
		Primary	Alternate	E-mail Notes
Local Emergency Management Team				
EMD (Chair, Selectboard)	Robert Langlands	C:802-673-9048		mudlane@comcast.net
EOC Assistant Director (Selectboard)	Anne Quirion	C: 802-673-9146		aquirion30@gmail.com
EOC Assistant Director PIO (Selectboard)	Gaston Bathalon	C:802-323-9794	H: 802-744-2373	bathalon12@myfairpoint.net
Fire Chief	Robert (Bobby) Jacobs	C:802-673-4144		firefighter@yahoo.com
Road Commissioner Town Garage	Mike Santaw, Jr.		W: 802 988-2556	
Logistics Finance (Town Clerk)	Terri Medley	C:802-274-6368	H:802-988-9687	townoftroy@comcast.net medleys1@comcast.net
Liaison (Village Trustee)	Terri Medley	C:802-274-6368	H:802-988-9687	townoftroy@comcast.net medleys1@comcast.net
Local Response Organization Contacts				
Fire Chief - Troy	Robert (Bobby) Jacobs	C:802-673-4144	W: 802- 334-2023	911 (emergency) 802-744-2231
Assistant Fire Chief - Troy	Jeremy Rondeau	W: 802-744-6161		911 (emergency) 802-744-2231
Fire Chief – No. Troy	Albert Farley	C: 802-249-8629		911 (emergency) 802-988-4700
Assistant Fire Chief – No. Troy	John Farley	C: 802-487-5933		911 (emergency) 802-988-4700
EMS Newport Ambulance Service, INC.	Todd Pronto, President	W: 802-334-2023		
Vermont State Police	Derby Station	W: 802-334-8881		
Border Patrol, US Customs and Border Protection	Newport Station	W: 802-334-7903		
Orleans County Sheriff's Department	Sheriff Jennifer Harlow	W: 802-334-3333		
North Country Hospital		W: 802-334-7331		IC debriefs with EMS
Local Public Works Contacts				
Road Commissioner Town Garage	Mike Santaw, Jr.	W: 802-988-2556		
Drinking Water Utility Troy/Jay Wastewater Treatment Facility	R. Steve Button,	P: 802-749-6336	W:802-988-2636	buttontjww@comcast.net

POSITION AGENCY	NAME	CONTACT INFORMATION Cell (C), Pager (P), Home (H), Work (W)		
		Primary	Alternate	E-mail Notes
Town of Troy, Municipal Government Contacts				
Selectboard, Chair	Robert Langlands	C: 802-673-9048		mudlane@comcast.net
Selectperson Alternate	Anne Quirion	C: 802-673-9146		aquirion30@gmail.com
Selectperson Alternate	Gaston Bathalon	C:802-323-9794	H: 802-744-2373	bathalon12@myfairpoint.net
Town Clerk Treasurer	Terri Medley	C:802-274-6368	W: 802-988-2663	townoftroy@comcast.net medleys1@comcast.net
Assistant Town Clerk	Diane Forbes			Seasonal – winter months
Assistant Town Clerk	Sharon Patten			Seasonal – summer months
Forest Fire Warden	Paul Meunier	H: 802-744-2476		
Assistant Fire Warden	Lee Forbes	C: 802-673-4134		
Town Health Officer	Gaston Bathalon	C: 802-323-9794	H: 802-744-2373	bathalon12@myfairpoint.net
Town Animal Control Officer First Constable	Deborah Voltolina	H: 802-373-8033		
Troy School	Eric Erwin, Principal	W: 802-988-2565		eric.erwin@ncsuvt.org
School Director, Chair Troy School District	Gaston Bathalon	C: 802-323-9794	H: 802-744-2373	bathalon12@myfairpoint.net
Head Start North Troy Child and Family Development Program	Muguette Limoges, Director	W: 802-988-2262		Capacity:19 Eligibility: 0-3 yo 3-5 yo Email: lforcier@nekcavt.org
Village of North Troy, Municipal Government Contacts				
Village Trustee, Chair	Helene Croteau	H: 802-988-2348		
Village Trustee	Terri Medley	C:802-274-6368	W: 802-988-2663	townoftroy@comcast.net medleys1@comcast.net
Village Trustee	Holly Ross	H: 802-673-4333		happy1sus@yahoo.com
Village Clerk Treasurer	TBD		W: 802-988-4700	villagenorthtroy1@comcast.net
Fire Chief	Albert Farley	C: 802-249-8629		
Public Works Supervisor (Water / Sewer)	Karson McMahon	C: 520-241-6626	W: 802-988-4700	
Village Animal Control Officer	Deborah Voltolina	H: 802-373-8033		
Fire Warden	Albert Farley	C: 802-249-8629		

POSITION AGENCY	NAME	CONTACT INFORMATION Cell (C), Pager (P), Home (H), Work (W)		
		Primary	Alternate	E-mail Notes
Assistant Fire Warden	Chris Nisbet	C: 802-673-2166		
Local Contacts				
American Red Cross		W: 833-583-3111		
Vermont 2-1-1	In VT: Outside VT:	211 W: 866-652-4636 W: 802-652-4636	Contact Center available 24-7-365	
Electrical	Vermont Electric Co-Op	W: 802-635-2331		
#2 Heating Oil	Oil Supply Corporation	W: 802-744-2555		oilsupplycorp@yahoo.com
Natural Gas Propane	Fred's Energy	W: 802-766-4949		
Telecommunications (fixed, wireless, mobile)	Consolidated Communications	W: 866-984-2001		
Utility Locating Service	Dig Safe	811	W: 888-344-7233	www.digsafe.com
Adjacent Municipalities				
NEWPORT TOWN:				
Town Clerk	Denise Daigle	W: 802-334-6442	C: 802-673-6807	nctownclerk@comcast.net
Fire Chief	Jason Willis	W: 802-334-5627		ncvfdchief1@gmail.com
Emergency Management Director	Richard Gosselin	H: 802-334-5359		rgosseli@gmail.com
JAY				
Town Clerk	Lynnette Deaette	W: 802-988-2996		townofjay@comcast.net
Fire Chief	Fire Chief: Jeff Morse	W: 802-988-1084		jay6fireman@comcast.net
Emergency Management Coordinator	Kurtis Johnson	C: 207-337-8827		kurtjohnson2009@gmail.com
LOWELL				
Town Clerk	Christy M Pion	W: 802-744-6559		cpion@lowelltown.org
Fire Chief	Calvin Allen	W: 802-744 2450		Rescue sled
Emergency Management Director	Alden Warner	H: 802-744-2758		
WESTFIELD				
Town Clerk	LaDonna Dunn	W: 802-744-2484		townofwestfield@comcast.net

POSITION AGENCY	NAME	CONTACT INFORMATION Cell (C), Pager (P), Home (H), Work (W)		
		Primary	Alternate	E-mail Notes
Emergency Management Coordinator	Maurice Doyon	H: 802-744-2437		
State Federal Partners				
State Emergency Operations Center Waterbury		W: 800-347-0488	W: 802-244-8721	
VT-Alert [VEM]	Mark Bosma, PIO	W: 800-347-0488 W: 802-244-8721		mark.bosma@vermont.gov
VTrans District 9 Technician Derby	Jason Sevigny	C: 802-535-7767	W: 802-334-4342 W: 802-334-7934	jason.sevigny@state.vt.us
Vermont Department of Health		W: 800-464-4343	W: 802-863-7200	
Vermont Hazardous Materials Response Team (VHMRT) Barre	Emergency: HAZMAT Hotline Non-emergency: Team Chief	800-641-5005 802-479-7586		State, "I am requesting the State HAZMAT Team" Todd.Cosgrove@vermont.gov
Fire Safety Barre		W: 888-870-7888	W: 802-479-4434	VT DPS:
ANR: Emergency HAZMAT Spill Reporting	7:45am-4:30pm M-F: After hours:	W: 802-828-1138 W: 800-641-5005		
ANR River Engineer	Chris Brunelle	W: 802-777-5328		chris.brunelle@vermont.gov
ANR Floodplain Manager	Sacha Pealer, CFM	W: 802-490-6162		sacha.pealer@vermont.gov
ANR Dam Safety Engineer	Ben Green, PE - Section Chief, Dam Safety Engineer	W: 802-622-4093		Benjamin.Green@vermont.gov
Regional Emergency Management Coordinator Northeastern Vermont Development Association	Bruce Melendy	W: 802-424-1420		bmelendy@nvda.net
Orleans County Forester Craftsbury Common	Jared Nunery	W: 802-595-5754		jared.nunery@vermont.gov

RESOURCE CATEGORY MUNICIPALITY	NAME	CONTACT INFORMATION Cell (C), Home (H), Work (W)		
		Primary	Alternate	E-mail POC
Lodging Local Resources				
Jay	Jay Peak Resort	Main: 802-988-2611 Customer Service: 802-327-2215 Lodging: 800-451-4449		
Jay	The Jay Village Inn & Restaurant	W:802-988-2306		
Social Services Local Resources				
Elder Care	Northeast Kingdom Council on Aging, Meals on Wheels	W: 802-334-2190		
Mental Health	Northeast Kingdom Human Services	W:802-334-6744		Kelsey Stavseth, Executive Director
Home Health	Orleans Essex Visiting Nurse Association / HOSPICE	W: 802-334-5213		Lyne Limoges, Executive Director llimoges@oenva.org
Community Food Shelf	Jay Area Food Shelf	W: 802-848-3133		
Senior Home Delivered Meals ONLY Derby	Meals on Wheels - Cornucopia Senior Meal Site	W: 802-766-3642		Tia Maclure, Manager (Wednesday and Friday)
Senior Services St. Johnsbury	Area Agency on Aging for Northeastern Vermont	W: 800-642-5119		
Senior Services Newport	Northeast Kingdom Council on Aging	W: 802-334-2190		
Transportation Lyndonville (Headquarters)	Rural Communities Transportation (RCT)	W: 855-811-6360		To schedule a ride: 802-748-8170 (M-F, 8:00 AM – 4:30 PM)
Transportation Newport (Branch Office)	Rural Communities Transportation (RCT)	W: 802-334-0243		Rides available M-F, 7:30 AM to 4:30 PM
Nursing Home Newport	Bel-Aire Center	W: 802-334-2878		
Nursing Home Barton	Maple Lane Nursing Home	W: (802) 754-8575		
Nursing Home Glover	Union House Nursing Home	W: 802-525-6600		
Nursing Home Greensboro	Greensboro Nursing Home	W: 802-533-7051		
Child Care North Troy	Nanny's Early Learning Center	W: 802-988-1164		226 Pine Street
Child Care North Troy	Gloria Provencher	C: 802-673-6063		VT RT 105W
Child Care North Troy	Cathryn Ste Marie	W: 802-988-4754		Vincent Road

RESOURCE CATEGORY MUNICIPALITY	NAME	CONTACT INFORMATION Cell (C), Home (H), Work (W)		
		Primary	Alternate	E-mail POC
Child Care Troy	Christina Nelson	C: 802-238-3962		Vt Route 105 East
Child Care Troy	Carmen Bouchard	W: 802-744-6588		East Hill Road
Child Care Troy	Barbara Constantine	C: 802-338-6310		Acebobarb@outlook.com
Information Technology Computer (software and hardware) Local Resources				
Fund Accounting Morristown	New England Municipal Resource Center (NEMRC)	W: 800-387-1110		
Web Development Essex Junction	Ecopixel, LLC. Paul Hansen	W: 802-878-0380		info@ecopixel.com
Service Jay	Beloin Computing	C: 802-673-2010		
Community Service Organizations Local Resources				
North Troy	American Legion Post 28	C: 802-673-8433	W: 802-988-2861	Michael Starr, Commander
Snowmobile Club Country Riders Snowmobile Club	Jim Sugden	C: (203) 948 4573		
ATV Club Boarderline Ridge Riders (VT ATV Sportsman Association, Inc.)	Scott Jenness, President	C: 802-274-3870		scottmxz@gmail.com
Financial Institutions Local Resources				
Bank (Derby)	Community National Bank	W: 802-334-7915		Main office
Bank (Troy)	Community National Bank	W: 802-744-2287		
Credit Union (Newport)	North Country Federal Credit Union	W: 800-660-3258		
24-Hour Fuel Local Resources				
Newport	Cumberland Farms	W: 802-334-3091		
Derby	Derby Jolley	W: 802-334-6835		
Newport	Maplefields	W: 802-487-9926		
Derby	Sunoco Gas Station	W: 802-766-8143		
Predesignated Contractors Local Resources				
North Troy	D&D Electrical,	W: 802-988-4468		Jason Delabruere Gregory Dunn.
Troy	Rondeaus Plumbing & Heating	W: 802-744-6161		Jeremy Rondeau

RESOURCE CATEGORY MUNICIPALITY	NAME	CONTACT INFORMATION Cell (C), Home (H), Work (W)		
		Primary	Alternate	E-mail POC
Troy	Dan Pepin Excavating & Trucking	W: 802-744-8227		pepinexc@comcast.net
Building Supply Local Resources				
Westfield	Hometown Hardware & Supply	W: 802-744-6300		
Derby	Poulin Lumber	W: 802-766-4971		
Derby	Sticks n' Stuff	W: 802-624-2220		
Newport	Pick & Shovel	W: 802-334-8370		
Equipment Rental Local Resources				
Newport	Newport Rental Center	W: 802-334-8011		
Derby	The Farmyard Store	W: 802-766-2714		sales@thefarmyardstore.com
Excavation Local Resources				
Troy	Dan Pepin Excavating and Trucking	W: 802-744-8227		pepinexc@comcast.net
Westfield	Kennison & Son Excavating	W: 802-744-6457		
Restaurant and Take Out Local Resources				
Lowell	Cajun's Snack Bar	W: 802-744-2002		
Jay	Jay Village Inn and Restaurant	W: 802-988-2306		thejayvillageinn.com
North Troy	321-TACO	W: 802-321-8226		Travis Cote
North Troy	Toasted Bun	W: 802-988-1047		Aaron and Holly Prue
Troy	Junction Restaurant	W: 802-744-2700		
Grocery, Sandwiches, and Fuel Local Resources				
North Troy	Troy Hoagie's Mini Mart	W: 802-988-1170		Hoagiesvt.com
North Troy	802 Market and Deli	W: 802-988-1471		Heather Kennison
Jay	Jay Country Store	W: 802-988-4040		
Westfield	Westfield General Store	W: 802-744-2223		
Troy	Troy Country Store	W: 802-744-4048		
Grocery (larger quantities) Local Resources				
North Troy	Dollar General	W: 802-327-4928		

RESOURCE CATEGORY MUNICIPALITY	NAME	CONTACT INFORMATION Cell (C), Home (H), Work (W)		
		Primary	Alternate	E-mail POC
	Dollar General # 13411			
Troy	Troy General Store	W: 802-744-2200		
Newport	Price Chopper	W: 802-334-1475		
Newport	Shaw's Supermarket	W: 802-334-8466		
Newport	Vista Foods	W: 802-525-3444		
Solid Waste and Debris Removal Local Resources				
North Troy	Allen Rubbish Removal	W: 802-988-4067	C: 802-745-7975	allenrubbishremoval@gmail.com
Lyndonville	Northeast Kingdom Waste Management District	W: 802-626-3532		
Newport	Casella Waste Systems Inc.	W: 802-334-8300	W: 800-227-3552	21 Landfill Lane, Coventry
News Outlets Local Media				
Barton	The Chronicle	W: 802-525-3531		
Newport	Newport Daily Express	W: 802-334-6568		Designated Official Newspaper
South Burlington	WCAX-TV	W: 802-652-6397		
Derby	MOO92-FM	W: 802-334-9200 W: 802-766-9236		
Derby	WIKE-AM	W: 802-766-4485		
Newport	NEK-TV	W: 802-334-0264		
Veterinary and Boarding Local Resources				
Newport Town	The Animal Doctor	W: 802-334-1503		56 Eastern Ave, Newport Center
Newport	Nelson Veterinary Associates, Inc.	W: 802-334-3345		378 Prouty Dr, Newport
Lyndonville	Kingdom Canine Center	W: 802-274-6033		738 Lynburke Rd, Lyndonville
Orleans	Pope Memorial Frontier Animal Shelter	W: 802-754-2228		4473 Barton Orleans Rd, Orleans
Regional Airport				
Northeast Kingdom International Airport (EFK) Lakeview Aviation	David Boomer (VTRANS Contact), Airport Operations and Maintenance	C: 802-793-2175	W: 802-334-5001	2628 Airport Rd, Coventry

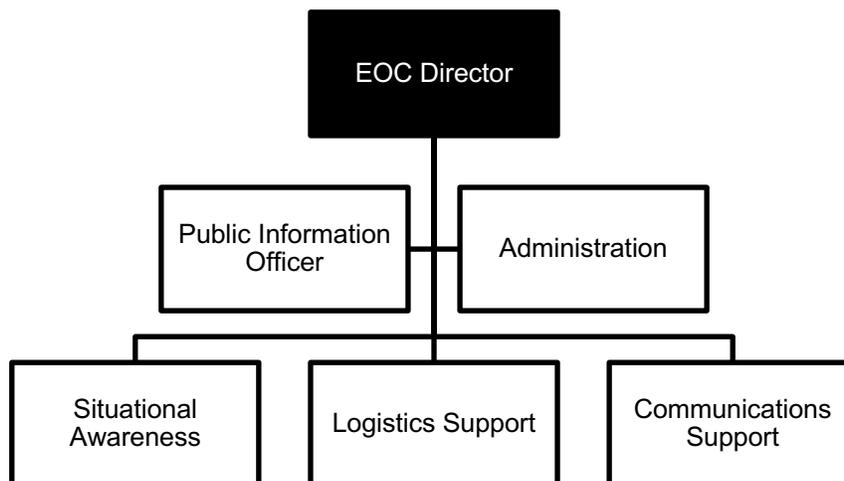
1. Concept. The Emergency Operations Center (EOC) is an organization that coordinates information, support, and response across the municipality for Incident Commanders (IC) and government officials. Its main functions are to maintain situational awareness for municipal leaders, coordinate resource and information requests, and provide public information.

1.1. Multiple IC Coordination. The EOC may need to coordinate support for one or more ICs (e.g., during an ice storm, the Road Commissioner is focused on keeping roadways safe and passable while the Fire Chief may be dispatched to fight a fire). In that case, the EOC may request information and provide or prioritize resources, but the EOC should never direct tactical operations – ICs direct tactical operations.

1.2. Town-Wide Coordination In some cases, typically during recovery or long-running, low threat incidents like pandemics or extended power outages, the EOC Director may be the Incident Commander for town-wide efforts. In that case, the EOC acts as the municipal Incident Command Post (ICP) and may direct tactical operations.

2. EOC Organizational Structure. The Town’s EOC organizational and operating structure follows the National Incident Management System (NIMS) Incident Support Model (ISM). Specifically, the EMD is in direct contact with IC(s) or with responsible individuals having real-time situational awareness and streamlines tracking, sourcing, and allocation of emergency response resources.

2.1. Emergency Operations Center Operating Structure. The EOC will be operated using the following organizational structure:



2.2. Positions and Functions. The functions of the EOC positions are listed below. Depending on the specific emergency and staff availability, positions and functions may be combined or subdivided. Refer to Annex A, Local Emergency Operations Center Job Guides / Job Duties, for more detailed listing of EOC positions and duties.

Position	Job Duties*
EOC Director	<ul style="list-style-type: none"> Supervise and direct EOC activities coordinating municipal support and response. Identify emergency response tasks.

Position	Job Duties*
Public Information Officer	<ul style="list-style-type: none"> • Coordinate all messaging with IC(s). • Produce and post timely, accurate, and accessible information to regional, state, or federal agencies/officials and local community. • Monitor public media for useful information and correct inaccurate reports.
Administrative Support	<ul style="list-style-type: none"> • Maintain operations log. • Support IC(s) document expenses for reimbursement.
Situational Awareness	<ul style="list-style-type: none"> • Update status board and map. • Track and respond to Requests for Information (RFI) from IC(s) and Town officials. • Develop reports, briefings, and presentations. • Assist PIO develop public messages.
Logistics Support	<ul style="list-style-type: none"> • Track and coordinate incident support and fulfillment of any Requests for Support (RFS) from on-scene IC(s). • Staff, source, request/order, and track resources (e.g., borrowed, purchased or leased supplies, equipment, and/or personnel) thru mutual aid, Emergency Management Assistance Compact (EMAC) sources, or nongovernmental partners. • Provide resources for the EOC (e.g., coffee, food, sleeping area, batteries, fuel for generator, etc.).
Communications Support	<ul style="list-style-type: none"> • Staff phone(s) and radio(s)

*Duties may shift or be added based on operational need.

3. Potential Emergency Operations Center Staff. The listed Town officials may assist in the operational staffing of the EOC. Refer to contact information at Enclosure 1.

3.1. Town Officials and Employees:

- Robert Langlands, Selectboard – EMD, Situational Awareness.
- Anne Quirion, Selectboard – EOC Assistant Director, Situational Awareness, Logistics.
- Gaston Bathalon, Selectboard – EOC Assistant Director and Town Health Officer, Situational Awareness, PIO, Communications.
- Terri Medley, Town Clerk/ Treasurer – Administration, Communications, Situational Awareness.
- Mike Santaw, Jr., Road Commissioner – Situational Awareness, Logistics.

3.2. Volunteer Staff:

- Robert (Bobby) Jacobs, Troy Volunteer Fire Department, Fire Chief – Situational Awareness.
- Albert Farley, North Troy Volunteer Fire Department, Fire Chief – Situational Awareness.

3.3. Auxiliary Volunteers: Not applicable.

4. Primary EOC Facility.

- 4.1. **Title and E911 Address:** Troy Town Clerk's Office
142 Main Street, North Troy
- 4.2. **Phone Number(s):** 802-988-2663 (public)
- 4.3. **Mobile service available / provider:** Comcast (good)
- 4.4. **EOC Risk Factors:** None
- 4.5. **Facility Contact:** Terri Medley, Town Clerk
- 4.6. **Access:** Keys and entrance instructions from Town Clerk
- 4.7. **Internet:** DSL and WiFi
- 4.8. **Available Equipment:**
 - Computers
 - Copy Machine
 - Fax
- 4.9. **Equipment Needed** Generator
- 4.10. **Backup Power / Instructions:** EMD
- 4.11. **Layout:** Two keyed entrances to Town Offices (main entrance and to back meeting room)

5. Alternate EOC Facility ('South' Troy).

- 5.1. **Title and E911 Address:** Troy Fire Station: 6850 VT Route 100, Troy
- 5.2. **Phone Number(s):** 802-744-2231 (public)
- 5.3. **Mobile service available / provider:** Consolidated Communications (good)
- 5.4. **EOC Risk Factors:** None
- 5.5. **Facility Contact:** Robert (Bobby) Jacobs, Fire Chief
- 5.6. **Access:** Keys and entrance instructions from Fire Chief
- 5.7. **Internet:** DSL and WiFi
- 5.8. **Available Equipment:**
 - Base radio
- 5.9. **Equipment Needed**
 - Computer and projector from primary EOC
 - Printer
- 5.10. **Backup Power / Instructions:**
 - Generator connection 75W (Fire Chief)
- 5.11. **Layout:** Main entrance opens to equipment bays with unlocked door to meeting room.

6. Alternate EOC Facility (Village of North Troy).

- 6.1. **Title and E911 Address:** North Troy Village Office, Poulin Building,
North Troy
- 6.2. **Phone Number(s):** 802-988-4700 (public)
- 6.3. **Mobile service available / provider:** Comcast (good)
- 6.4. **EOC Risk Factors:** None

- 6.5. Facility Contact:** April Descheneau, Village Clerk
- 6.6. Access:** Keys and entrance instructions from Village Clerk
- 6.7. Internet:** DSL and WiFi
- 6.8. Available Equipment:**
- Computer
 - Multifunction printer/scanner/copier
- 6.9. Equipment Needed**
- Computer and projector from primary EOC
- 6.10. Backup Power / Instructions:**
- Generator connection
- 6.11. Layout:** Two keyed doors (main entrance and Village Offices)

1. **Concept.** The Emergency Operations Center (EOC) can coordinate resource support for Incident Commander(s). The Town should **use municipal resources, mutual aid agreements, and local purchases first** to get resources for response as needed and available. The State Emergency Operations Center (SEOC, 800-347-0488) will help coordinate any state support teams or other external resources that local responders may need.

1.1. **State Resources (no cost).** Resources that may be requested and provided at no cost (typically but not guaranteed) include:

- Vermont Hazardous Material (HAZMAT) Response Team (VHMRT),
- Vermont Urban Search and Rescue (USAR) Vermont Task Force One (VT-TF1),
- Vermont State Police (VSP) and Special Teams,
- Community Emergency Response Teams (CERTs),
- Swiftwater Rescue Teams,
- Regional Shelter Support,
- State government agency expertise / services,
- Federal response agency expertise.

1.2. **State Resources (at cost).** Resources that will typically have to be paid for:

- Supplies and equipment (including sandbags),
- VTrans Equipment and Personnel,
- Vermont National Guard Support.

1.3. **Emergency Response Expenses.** The state may be able to provide resources at no expense, and in major disasters there may be state and federal funds available to help defray expenses, but **normally municipalities are responsible for paying for emergency response costs**. When requesting resources through the SEOC, the SEOC will ask if local resources have been exhausted; if so, the SEOC will help find sources from which the municipality can buy or contract for supplies or the SEOC may coordinate supplies and other resources for the municipality if the timing and cost is acceptable. **Only individuals authorized by the Selectboard can obligate the Town to pay for services or resources.**

2. Emergency Purchasing.

2.1. **Authority.** The Emergency Management Director (EMD) may authorize the emergency purchase of supplies, equipment, and services to support emergency response, up to \$5,000.00 without prior Selectboard authorization. Purchases over \$5,000.00 require approval of the Selectboard or, if the Selectboard cannot reasonably meet because of the emergency, any available Selectboard member (such action must be approved by the Selectboard as soon as possible after the purchase is made/required).

2.2. **Processes.** Emergency purchases, up to \$5,000.00, may be authorized by the EMD without prior approval by the Selectboard. The Town Clerk / Treasurer maintains the Town's credit card for authorized emergency purchases. Emergency purchases exceeding \$5,000.00 requires Selectboard approval. In most cases, the Selectboard will be present at the EOC and, thereby, approval can be had in real time. If unable to convene because of the emergency, any Selectperson may authorize the emergency purchase(s) but must notify and obtain Selectboard approval as soon thereafter as practicable.

3. **Businesses with Standing Municipal Contracts.** The following have standing contracts for services that may be required in an emergency. Contact information is at Enclosure 1.

- Law enforcement – Orleans County Sheriff's Department (Sheriff Harlow, 802-334-3333).
- Oil Supply Corporation – Town garage heating oil (Robert Pion, 802-744-2555).

- Allen Rubbish Removal – dumpster at the Town garage (C: 802-745-7975).

4. **The North East International Mutual Aid (NEIMA).** Eighteen NEIMA member departments of Orleans County and south east region of the Eastern Townships of Quebec work together by providing additional help and resources when requested by the Troy and North Troy Volunteer Fire Department Incident Commander (IC). This mutual aid is a resource available at no cost to the requesting department.

5. **Other Local Resources.** The following have resources or expertise that may be required during an emergency.

- **ATV Club:** *Borderline Ridge Riders*
[Vermont ATV Sportsman 's Association, Inc. (VASA)] – volunteers, ATVs, trail expertise and access for Newport region/Orleans County. Club contact: Scott Jenness, President, 802-274-3870
- **Snowmobile Club:** *Country Riders Snowmobile Club, Inc.*
[Vermont Association of Snow Travelers (VAST)] – volunteers, snowmobiles, trail expertise and access for Newport Center area. Club Contact: Jim Sugden, President, countryridersnek@gmail.com, 203-948 4573
- **Resources** with contact information listed at Enclosure 1 for:
 - Building Supplies
 - Contractors
 - Equipment Rental
 - Excavation
 - Fuel
 - Groceries
 - Information Technology
 - Restaurant / Take Out
 - Solid Waste / Debris Removal

6. **National Incident Management System (NIMS) Typed Resources.** NIMS is the State's standard for incident management (<https://vem.vermont.gov/sites/demhs/files/pdfs/programs/nims/Vermonts-NIMS-Implementation-Plan-FY2014.pdf>). The Town and Village adopted NIMS as the incident management system to be used in times of crisis on January 19, 2015 and December 11, 2007, respectively. Adoption of NIMS is a requirement when applying for and receiving Federal preparedness funds.

Federal Emergency Management Agency (FEMA) resource typing is the process of “defining and categorizing incident resources, including personnel, teams, facilities, equipment, and supplies, by capability.” Understanding the Town's capabilities is key to plan for and request needed resources supporting emergency operations. FEMA compiled a list of 483 widely used resources that may be used for incident management, support, and/or coordination. The resources are identifiable as either a:

- capability – most useful core capability,
- category – most useful function (firefighting, enforcement, health and medical),
- kind – personnel, team, facility, equipment and supplies,
- type – level of minimum capability (Type 1 is a higher capability than Type 4 based on size, power, and capacity (of equipment) or experience and qualifications (of personnel));

7. **Town Typed Resources.** The Town’s (including North Troy Village) typed resources are listed in the following tables. Typing follows FEMA Resource Typing Library Tool (RTLTL) definitions (<https://rtlt.preptoolkit.fema.gov/Public>). Specific RTLTL definitions for Town resources are provided at Annex F.

Town Resource	Type				Other	Description (model, specifications, size or experience)
	I	II	III	IV		
Trailer, Small Equipment			N/A	N/A		
Truck, On-Road Dump		1	1	1		
Truck, Plow 3 with 1 spare						
Fire Engine (Pumper)						Engine 3 1989 Spartan/E-One 2000 /2000
Firefighting Rescue Transport				N/A		Rescue 5 2007 Chevy/Local light rescue
Aerial Fire Truck			N/A	N/A		Tower 6 1991 Sutphen 1500/300/95' MM tower
Water Pumper Tanker				N/A		Tank 2 2004 International 4400/E-One 500/1800
Wheel Loader, Medium		1				
Wheel Loader Backhoe village)	1					
Floodlights trucks				N/A		
Generator						
Grader	1			N/A		

<https://www.firenews.org/vt/tu/troy/troyvt.html>

Village Resource	Type				Other	Notes
	I	II	III	IV		
Truck, On-Road Dump		1				
Wheel Loader Backhoe	1					
Fire Engine (Pumper)						Engine 1 2003 International/E-One
Water Pumper Tanker						Tanker 1 2013 International
Firefighting Rescue Transport						Rescue 11 1991 E-One Cyclone Hush walk-in heavy rescue

No. Troy (<https://www.firenews.org/vt/n/northtroy/northtroyvt.html>)

1. **Concept.** During any significant emergency, the Emergency Operations Center (EOC) and Incident Command Posts (ICPs) will coordinate and manage public information, both by producing accurate, timely reports and by tracking what is publicly reported to minimize confusion and help ensure a positive public response.

2. Public Information Officer (PIO) Coordination.

2.1. **Appointment.** The Emergency Management Director (EMD) may appoint a Town / EOC PIO, or they may choose to keep these responsibilities. Similarly, an IC may appoint an incident PIO or they may choose to act as the PIO for the incident. The Town / EOC PIO may provide support for one or more IC(s), as requested. The Selectboard representative at the EOC usually serves as the municipal PIO.

2.2. **Multiple PIOs.** If there is more than one PIO, *each PIO must only release information that is limited to their scope of responsibility*, approved by the IC or EMD (as applicable), and coordinated to ensure messages are free of conflicting information. Coordinating information is a key function of the PIO and the EOC. For example, if there is an ice storm and major fire, there may be a municipal / EOC PIO and a fire PIO. The municipal / EOC PIO releases information about general Town issues and road clearance statuses on behalf of the Road Commissioner (road clearance PIO) but not about the fire. The fire PIO may release information about the fire, but not general town issues or road status. Both PIOs should coordinate information releases and share any information they receive.

3. Releasing Public Information.

3.1. **VT-Alert.** The VT-Alert notification system (Vermont Emergency Management, VEM, 800-347-0488 or 802-244-8721) can send phone messages to all landlines in an area, and phone calls, text messages, and emails to people who have registered for them. Notifications may be issued for evacuation information; chemical spills; shelter-in-place alerts; severe weather advisories; boil water advisories; and roadway interruptions. To send a notification, pass the message and target area to the SEOC (800-347-0488).

3.2. **Current Information.** The PIO will post and publish press releases of all official municipal emergency news/updates to the Town web site and email list as soon as possible. The Town and Village web sites should only contain current, accurate information – the PIO will remove or archive old or erroneous information.

3.3. **Press Releases.** The PIO will publish press releases, as required. In addition to posting them to the town website, if there are power or connectivity issues, the PIO will make paper copies to post or distribute at key locations around town and for the community:

- **Newspaper** – Newport Daily Express,
- **Radio** – WMOO 92.1 FM and WIKE 1490 AM,
- **TV** – WCAX-TV,
- **Social Media** – Town website and Village Facebook page,
- **Posting Locations** – Municipal Offices (Town and Village) and Post Offices (Troy and North Troy).

3.4. **Media Inquiries and Interviews.** The PIO will respond to media inquiries and coordinate, if not give, media interviews, when requested.

3.5. **Media Corrections.** When possible, the PIO will correct inaccurate information in the news and on social media by ensuring the Town and or Village web sites have the correct information, and

then as soon as possible notifying the inaccurate source (e.g., by posting a comment, calling, sending an email, etc. along with a link to the town website).

4. Monitoring Public Information.

4.1. **Public Media.** The PIO will monitor regular news broadcasts from WCAX TV and WIKE and MOO-FM radio stations and will review the daily print and on-line issues of the Newport Daily Express, and Chronicle.

4.2. **Social Media.** The PIO will monitor the Vermont Emergency Management (VEM) Facebook page for state emergency news, and will also monitor locally active social media sites (i.e., Facebook page):

- **Town** – <https://www.facebook.com/pages/Troy-Town-Clerk/997920563613177>
- **Village** – <https://www.facebook.com/pages/North-TroyVT-243Canada/1584269098503950>
- **Troy Volunteer Fire Department** – Local <https://www.facebook.com/Troy-Vol-Fire-Department-753730958074705>
- **North Troy Fire Department** – <https://www.facebook.com/North-Troy-Fire-Department-1234645486563545>
- **Newport Ambulance Service (NAS)** – <https://www.facebook.com/newportambulance/>

5. **Vermont 2-1-1.** To coordinate for Vermont 2-1-1 to give out information during a local or regional emergency, call 2-1-1 directly and pass on the critical information. 2-1-1 will pass that information on to any residents who call. During an emergency, Vermont 2-1-1 will be manned 24 hours/day and can be contacted by dialing 2-1-1 (anywhere in Vermont); 1-866-652-4636 (toll free in Vermont), or 802- 652-4636 (outside of Vermont), and/or by texting zip code to 898211. Residents can tailor the alerts to specific location(s), types of alerts, and on the type of device(s) to receive notification (e.g., smart phone, e-mail, or home phone). Residents must sign up for an account (<http://vtalert.gov> Vermont Emergency Management).

5.1. **United Ways of Vermont.** United Ways of Vermont operates the Vermont 2-1-1 system. The system provides information and referral services to Vermonters in cooperation with state and local government and community-based entities. Vermont 2-1-1 collects and maintains a database of local resource information and is available to take calls from the public to inform and instruct them in relation to emergency events, and to refer them to the appropriate response and recovery resource, if necessary. Community resources (emergency food and shelter, disability services, counseling, senior services, health care, childcare, drug and alcohol programs, legal assistance, transportation agencies, educational and volunteer opportunities, etc.) are listed in a searchable State-wide database at <https://www.vermont211.org/home>. Individuals can contact Vermont 2-1-1 by calling 211 (within Vermont), 1-866-652-4636 (toll free within Vermont) or (802) 652-4636 (outside of Vermont). While dialing 211 is preferred, in the event of phone outages or if cellphone users “ping” cell towers outside of Vermont (i.e., cellphone use in the vicinity of the Village of North Troy commonly “ping” a Canadian cell tower) other contact numbers may prove helpful.

5.2. **Major State Emergency.** The State Emergency Operations Center (SEOC) will coordinate with Vermont 2-1-1 to provide and collect general information and will also coordinate directly with affected municipal governments to pass along key local information, both to and from Vermont 2-1-1, depending on the emergency.

5.3. **Vermont 2-1-1 Available (24-7-365).** Vermont 2-1-1 can provide general information and referral services - it is not just for emergencies. Individuals contact Vermont 2-1-1 by dialing 211 from a phone within Vermont, calling 1-866-652-4636 (toll free within Vermont), or (802) 652-4636

(from outside of Vermont). While 211 is the preferred number, the other numbers are useful if there are emergency issues with phone exchanges or when using a mobile phone that is reaching a tower outside of Vermont.

1. **Concept.** During a long duration emergency, the Emergency Operations Center (EOC) may need to monitor the needs of and coordinate support for vulnerable populations. The EOC will determine whether vulnerable populations may be at risk, identify individual needs, and monitor their status until normal services are restored. In many cases support for vulnerable populations may be reason to open or continue an EOC, even after initial response operations have ended.

2. **Risk Determination.** An Incident Commander (IC) determines whether vulnerable populations may be at risk based on the emergency and its potential impact on local residents. For example, closed and damaged roads may prevent people from getting food and medicines, and home medical equipment may not work during power outages, but even major flooding that only affects a limited area may not present any significant problems to vulnerable residents.

3. **Identification.** The EOC will identify vulnerable residents.

3.1. **At-Risk List.** The EOC will create an At-Risk List of people (or entire facilities) who may have special issues based on the emergency. The EOC will contact the organizations listed below and request that they contact their clients and, if necessary, notify the EOC of anyone needing assistance. Any residents the EOC staff or other responders personally know who may need a welfare check (i.e., typically conducted by Vermont State Police (VSP), but could also be EOC directed individuals) should also be listed.

3.2. **Welfare Checks.** Due to confidentiality restrictions, social service and medical organizations cannot provide the Town with lists of people they serve. However, they can contact their clients to get permission to share information during an emergency and request a welfare check for clients that they are unable to contact.

4. **Contact and Monitoring.** The EOC will monitor potentially vulnerable residents.

4.1. **Status.** The EOC will contact those on the At-Risk List to determine if they need help soon/immediately, if the emergency event continues for an extended period (e.g., 48-72 hours), or if they are unaffected and do not require help.

4.1.1. **Contact.** If phone service is available, phone calls are the best means of contacting people.

4.1.2. **Welfare Checks.** Vermont State Police (VSP) typically conduct welfare checks. Should the need arise, the EOC may assist with welfare checks by designating a person, team, or group (e.g., Fire Department or spontaneous volunteer(s)) to go to residences to check on people.

4.1.3. **Continued Monitoring.** During a long duration emergency, the EOC may need to contact residents on the At-Risk List every day or two.

4.2. **Support Coordination.** The EOC will coordinate support for residents on the At-Risk List who need help and as resources allow. The EOC should continue to monitor those on the At-Risk List until everyone on the list is in a stable situation and with resumption of normal services.

5. **Organizations and Facilities that Serve Vulnerable Populations.** The following organizations and medical facilities, etc. provide essential or social services, short- or long-term, that may be interrupted during a disaster, along with a brief description of services provided. Contact information can also be found at Enclosure 1.

Citizen Assistance Registration for Emergencies (CARE) – self-registered database of elderly and those with limited mobility or who require specialized medical equipment during a

significant emergency event; linked to Vermont 911 system; confidential and only shared with local responders and officials involved in emergency response.

POC | Town 911 Coordinator: Terri Medley –802-988-9687

Office: 802-828-4911

Website: <https://e911.vermont.gov/care>

Head Start and Early Head Start Child Care – provides services, including resources and referrals, for parents and children in the areas of health, mental health, special needs, parent education, nutrition, community resources and family support, etc. A Northeast Kingdom Community Action (NEKCA) program.

Main Office: Barton (802-525-3362)

North Troy EARLY HEAD START 0-3 years old and HEAD START 3-5 years old Program

Office: 802-988-2262)

Meals on Wheels – the Northeast Kingdom Council on Aging administers the Meals on Wheels program for seniors. Eligible individuals must register and enroll for meals thru the Northeast Kingdom Council on Aging, (802) 334-2190. Meals are fully cooked and delivered refrigerated for reheating. Special diets are accommodated.

Location: Umbrella/Cornucopia Community Dining Site (home delivery or take out) | Derby

POC: Vaunne Masse, Director Wednesday and Friday

Phone: 802-766-3642

Newport Ambulance Service, Inc. – provides 911 Basic Life Support (BLS) and Advanced Life Support (ALS) with mix of Paramedic, Advanced Emergency Medical Technician (AEMT), and Emergency Medical Technician (EMT) crews. Provides BLS- and ALS-level inter-facility transport services.

POC: Charles Pronto, President

Phone: (802) 334-2023

Web Page: <https://www.newportambulance.org>

Facebook Page: <https://www.facebook.com/newportambulance/>

North Country Hospital- 25 beds, Emergency Department, pharmacy

Newport

Office: (802)-334-7331

North Country Primary Care – care for common injuries and illnesses, as well as preventive care services, people of all ages

Newport

Office: (802) 334-3520

Northeast Kingdom Council on Aging – provides the following services:

- **Nutrition:** nutritious meals at congregate meal sites or thru home-delivered meals (Meals on Wheels);
- **Community Dining Sites:** home cooked meals (closest site is at the Westfield Community Center);
- **State Health Insurance Program:** provides health-insurance counseling for Medicare beneficiaries, caregivers, their families, and disabled adults younger than 65;
- **Wellness Program;**
- **Caregiver Support;**
- **Care and Support at Home:** conduct comprehensive assessments to determine how best to meet in-home needs and assist in identifying available programs;
- **Care and Support at Home:** provide options counseling, case management, and care transition with resources and referrals within and outside of the Council on Aging;

- **Transportation:** partners with Rural Community Transportation (RCT), Inc. to coordinate travel transportation;
- **Fuel Assistance and Community Resources;**
- **Support for Veterans;**
- **Online Classes;**
- **LGBTQ+ Advocacy;**
- **Pets4Life Program.**

Location: Newport Office. (800) 642-5119 | (802) 334-2190

Web Page: <https://www.nekcouncil.org>

Email: info@nekcouncil.org

Northeast Kingdom Human Services (NKHS) – mental health services (including emergency after hours) and programs for those with developmental disabilities, community rehabilitation treatment, addictions, and children's and adult services. Emergency services teams and specialty teams are on call 24/7 to assist individual or community wide crises.

Headquarters: Newport

Office: 802-334-6744

Orleans Essex VNA - provides home health and hospice services

Newport

Office: 802-334-5213

Vermont 2-1-1 – maintains statewide database of community resources (emergency food and shelter, disability services, counseling, senior services, health care, child care, drug and alcohol programs, legal assistance, and transportation agencies, etc.). Service is free, confidential, and available 24/7. United Ways of Vermont sponsored program.

Office | Essex JCT

Office: 2-1-1 (24/7) or text zip code to 898211 (8:00 AM – 8:00 PM, M-F)

1. **Concept.** During some emergencies, the Emergency Operations Center (EOC) will monitor or coordinate support for residents who are displaced due to property or infrastructure damage.

2. **Spontaneous Sheltering.** If there is no local shelter available:

- Determine the approximate number of people who need sheltering.
- Call the State EOC / Watch Officer at 800-347-0488 and request support.
- Track the status of residents who need shelter until their situation stabilizes.

2.1. **Temporary Lodging.** When small numbers of residents are displaced by a disaster, the American Red Cross (ARC) and Vermont Agency of Human Services, Economic Services Division (ESD), can provide temporary lodging in hotels or motels.

2.2. **Regional Shelters.** In major emergencies, the State will work with the American Red Cross to open regional overnight shelters for large numbers of displaced people. The nearest regional shelter is the North Country Union High School, Newport.

3. **Shelter Inspections.** When a shelter is established due to a flood or other disaster, the Division of Fire Safety shall make a site visit before sleeping occurs in that shelter. The Division of Fire Safety will notify the Troy Volunteer Fire Department and the Newport Ambulance Service that a shelter is in operation in their jurisdiction. The inspection will confirm:

- Smoke detection operability,
- Carbon monoxide detection operability,
- Means of egress, free and clear of obstructions,
- Fire extinguishers present,
- All fire protection systems are functional, if present.

4. **Daytime Shelter.** While daytime shelters are not currently available, the Town is working on identifying daytime shelter locations.

5. **Overnight Shelter – Troy School.**

Address:	126 Main Street, North Troy
Facility Contact:	Principal, Eric Erwin (eric.erwin@ncsuvt.org)
Phone (school):	802-988-2565
Activation:	Principal, Eric Erwin
Shelter Manager:	Gaston Bathalon, School Board Principal, Eric Erwin
Staff Required:	5 (approximate)
Capacity:	50 (approximate)
Generator:	NO
Pets:	NO
Services:	Food preparation (MaryLou.Bonneau@ncsuvt.org) and bathrooms.
Agreement Summary:	MOU Pending
Notes:	