

City of New Ulm Emergency Operations Plan

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STANDARD OPERATING GUIDELINES

- SOG A: Warning and Notification
- SOG A1: Weather Emergency
- SOG A2: Hazardous Materials Incidents
- SOG A3: Nuclear/Radiological Attack
- SOG A4: Activating the Emergency Alert System

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CHAPTER 1: BASIC PLAN

I. PURPOSE

Tornadoes, floods, blizzards and other natural disasters can affect the City of New Ulm. In addition, major disasters such as train wrecks, plane crashes, explosions, hazardous materials releases, pipeline leaks, disease outbreaks, terrorist attacks and national security emergencies pose a potential threat to public health and safety. An emergency plan is needed to ensure the protection of the public from the effects of these hazards.

The City of New Ulm has many capabilities and resources which could be used in the response to any major disaster. These include the facilities, equipment, personnel and skills of both government and non-government professions and groups. The purpose of this plan is to ensure the effective, coordinated use of these resources so as to:

1. Maximize the protection of life and property;
2. Prepare for and respond to emergencies and recover to a state of normalcy;
3. Ensure the continuity of government; and
4. Provide support to all areas in the city that require assistance.

II. FORMAT & SUMMARY OF PLAN

The City of New Ulm Emergency Operations Plan has three primary parts: an all-hazard Basic Plan with supporting chapters, a series of standard operating guidelines (SOGs) and Attachments.

The **Basic Plan** focuses primarily on the assignment of emergency responsibilities and on general operations policies. It is directed at those officials who have overall direction and control responsibilities.

The **SOGs** are detailed procedural documents to be used by the personnel who are expected to carry out the responsibility assignments contained in the Basic Plan.

The **Attachments** are contacts, materials, diagrams, equipment, supplies and organizations that could be needed in the event of a major emergency/disaster.

III. LEGAL BASIS & REFERENCES

- A. Public Law 920, as amended (U.S. Civil Defense Act)
- B. Public Law 99-499 [Superfund Amendments and Reauthorization Act (SARA) of 1986]
- C. Minnesota Statutes, Chapter 12, as amended (DEM)
- D. Minnesota Statutes, Section 299K.01 (Minnesota Emergency Planning and Community Right-to-Know Act)

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- E. Minnesota Statutes, Section 299J, as amended (Minnesota Pipeline Safety Act)
- F. Minnesota Statutes, Section 103F, Subdivision 3, (Emergency Flood Protection Measures)
- G. Brown County Emergency Operations Plan
- H. Minnesota Division of Emergency Management (DEM) BULLETIN No. 85-1 (Local government emergency operations plan requirements)
- I. City of New Ulm Ordinance No.234
- J. Common County Agreements
- K. Common City Emergency Management Agreements
- L. Brown County Fire Mutual Aid Agreement

IV. HAZARD SUMMARY

Potential hazards faced by the City of New Ulm and requiring priority attention include storms, transportation and community events.

<u>Hazards</u>	<u>Mitigation plans</u>
Storms	Community education; drills; close relationship with local Red Cross disaster staff and other public and private entities.
Transportation	Safety-related enhancement on routes during reconstruction; public safety first-response training.
Community Events	Review planning, issues, terrorism plans, evacuation plan, security issues.

V. ORGANIZATION

Existing government is the basis for emergency operations. That is, government agencies will perform emergency activities related to those they perform on a day-to-day basis. City organization and interrelationships that coordinate plan development and maintenance are shown on Chart A of this basic plan.

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CHART A

CITY ORGANIZATION AND INTERRELATIONSHIPS

Functional Responsibility Assignments

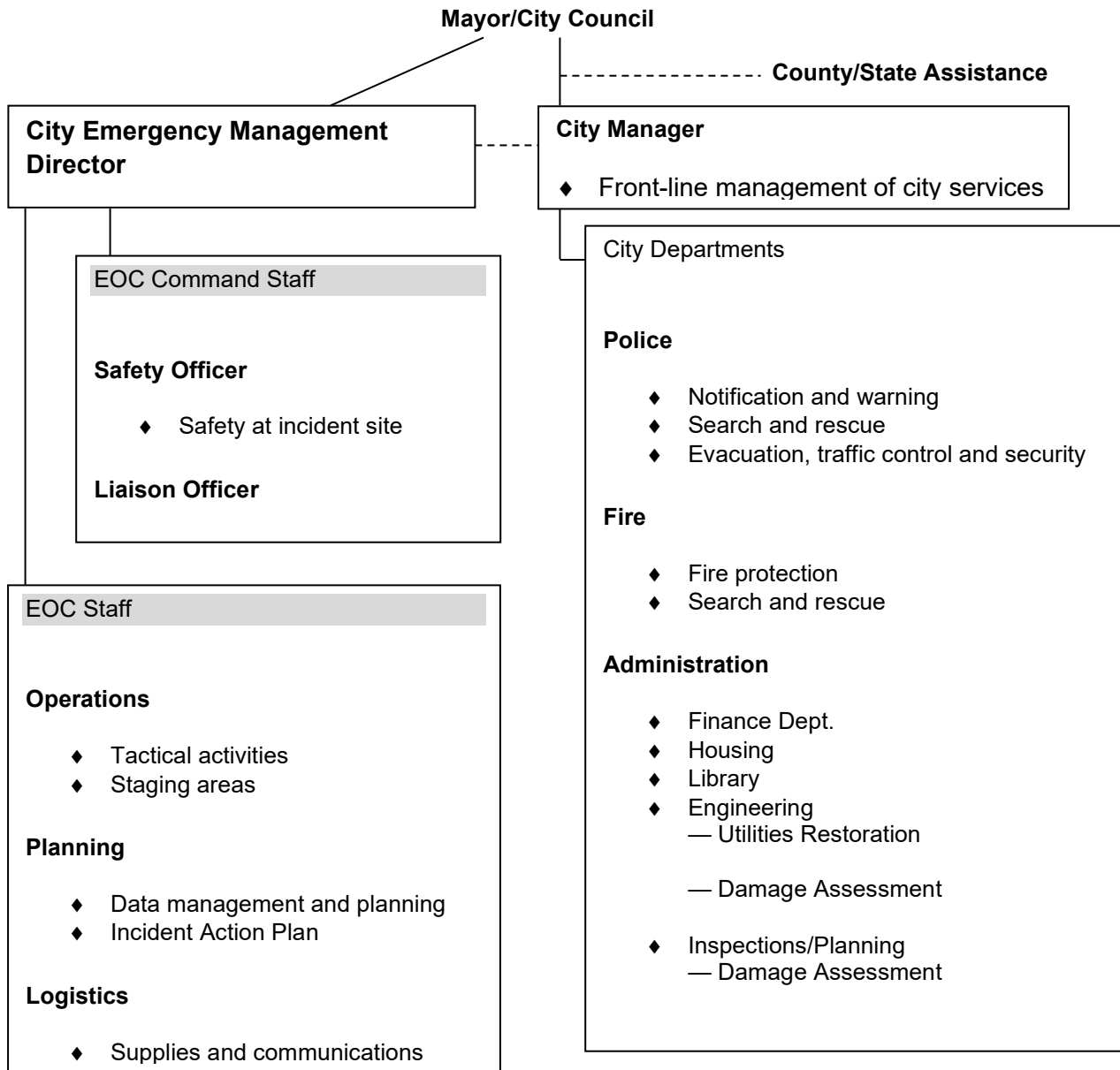


Chart includes primary operational positions/departments only.

----- Coordinate
————— Command

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VI. DIRECTION & CONTROL

The direction and control of government operations from a central, protected facility with adequate communications and key personnel is essential to the conduct of emergency operations. This has been provided for as follows:

The City Emergency Management Director shall be responsible for determining when it is necessary to implement the Emergency Operations Plan. The EM Director will be responsible for providing overall direction and control of city government resources involved in the response to a disaster. The City Emergency Management Director will implement this plan and coordinate emergency operations.

Direction and control of the City of New Ulm's response to a major disaster will be carried out at the Emergency Operations Center (EOC). The primary City EOC is located at the Fire Station at 526 8th North St. Alternate EOC locations are: The Community Center, 600 North German St. and the New Ulm Airport, 1617 Hwy 14 West.

(For additional direction and control information such as staffing, communications, incident command system [ICS], etc., refer to Chapter 3 on Direction and Control, and SOG A, to this plan.)

VII. EMERGENCY RESPONSIBILITY ASSIGNMENTS

- A. A summary of the City of New Ulm emergency responsibility assignments, by function, is shown on Chart B. Heads of the various city government departments and agencies will be responsible for carrying out the assignments shown on this chart. Additional information about these emergency responsibility assignments are contained in the chapters. One chapter exists for each of the responsibilities (functions) that are shown on Chart B. Lastly, city departments and agencies are expected to develop whatever SOGs they may need in order to carry out these responsibilities.
- B. Responsibilities have been assigned by a code letter: "P," "S" or "C."
 - 1. "P" indicates primary operational responsibility, which means that the official or agency is in charge of, and responsible to make provision for, that function.
 - 2. "S" indicates support responsibility, which means that the agency so assigned will, if possible, assist the official or agency that has primary or coordination responsibility for that function.
 - 3. "C" indicates coordination responsibility, and is assigned when several agencies have a partial responsibility, but no one official/agency has obvious primary responsibility. This will oftentimes be the situation when non-government agencies are involved.
 - 4. As a general rule, county officials primarily will be responsible for carrying out emergency functions outside city limits, and municipal officials will have the corresponding responsibility within city limits.
 - 5. Only one "P" or "C" can be assigned per function, and a minimum of one "S" should be assigned for each function.

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CHART B

EMERGENCY RESPONSIBILITY ASSIGNMENTS

Code: P= Primary S= Support C = Coordination

FUNCTION	RESPONSIBLE AGENCIES	REMARKS
1. Notification and Warning Part of Communications	P - Police Department S - Sheriff's Department S - City Emergency Management (EM) Director S - County EM Director	Police Dept/Sheriff's Dept call KNUJ AM (part of Radio One Network) upon siren activation with emergency warning information for immediate broadcast.
2. Direction and Control System for managing resources, analyzing information and making decisions.	P - City EM Director S - Mayor/City Council	City EM Director responsible to make sure Emergency Operations Plan utilizing the department heads as illustrated in Chart A is functional.
3. Emergency Public Information Part of Community Outreach	P – Mayor/Public Information Officer S - Assistant Public Information Officer	Mayor may delegate Emergency Public Information responsibilities to designated Assistant Public Information Officers.
4. Search and Rescue	P - Fire Department S - Police Department S - City EM Director	Volunteer Rescue Squad members are specialists within the Fire Department.
5. Health and Medical	P - New Ulm Medical Center	New Ulm Health/Medical Chief position is rotated among the doctors in New Ulm.
6. Evacuation, Traffic Control and Security	P - Police Department S - Sheriff's Department	
7. Fire Protection	P - Fire Department	Written county wide mutual aid agreement exists.
8. Damage Assessment	P - Damage Assessment Officer/Inspections Dept. S - City EM Director S - Engineering	
9. Mass Care	P - County Human Services S - City EM Director S - Red Cross S – Catholic Charities	
10. Debris Clearance	P - City Street Superintendent S - County Engineer	City workers and/or local construction contractors may be called for assistance as needed.
11. Utilities Restoration	P – Utilities Director S - Engineering Dept.	
12. Radiological/Hazardous Materials Protection	P – Fire Department S - City EM Director S - County EM Director	

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VIII. OPERATIONS POLICIES

- A. In the event of a major disaster, the Mayor may declare a local emergency. Such a declaration will invoke necessary portions of this plan, and will permit the city to take such actions as may be required to protect lives and property. In addition, any or all parts of the plan may be implemented whenever it is deemed necessary in order to provide for the Emergency Management.
- B. Protection of life and property and alleviation of human distress is the primary goal of city government emergency operations.
- C. The Emergency Management Director will assist in providing resource coordination between government agencies and the private sector.
- D. Each agency, department or service of city government will provide for the maintenance of records during an emergency. These records should include work hours, equipment hours, supplies and materials consumed, injuries to personnel, and damage to public facilities and equipment.
- E. All emergency response organizations in the city are required to prepare and maintain SOGs, resource lists and checklists to support their operations. Depending on the emergency, different departments/organizations will be required to be involved, but at minimum they will include Police, Fire, EMS, Public Works, Administration/Mayor, Finance and IT.

IX. STATE & FEDERAL SUPPORT

A. General

The City Emergency Management Director will be responsible for assisting the city in obtaining any county, state or federal government resources that may be needed as a result of a disaster. In carrying out this responsibility, the director will contact the County Emergency Management Director. The county director can provide/obtain technical information and assistance, if requested. Lastly, a summary of state and federal disaster assistance that may be available is contained in Disaster Response & Recovery: A Handbook for Local Government. This document is on file with the City Emergency Management Director.

B. Emergency Assistance

In the event of a major emergency/disaster which exceeds the resources and capabilities of city and county government, and which requires immediate state and/or federal assistance, the state duty officer should be contacted. **The State Duty Officer** telephone number is: **1-800-422-0798** (outside the Minneapolis/St. Paul metro area).

C. National Guard

When a natural disaster or other major emergency is beyond the capability of local government, support from the National Guard may be available. Only the Governor, as Commander-in-Chief of the Minnesota National Guard, has the authority to activate the Guard. The purpose of activation is to ensure the preservation of life and property and to support civil law enforcement authorities.

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1. Operational Policies

- a. National Guard assistance will complement, and not be a substitute for county and/or city participation in emergency operations.
- b. If made available, National Guard personnel will remain under military command at all times, but will support and assist city and/or city forces in the accomplishment of a specific task or tasks.

2. Request Procedure

The sheriff is the only local government official authorized to submit the request for National Guard assistance. Such requests are to be submitted to the State Duty Officer.

X. PLAN DEVELOPMENT & MAINTENANCE

- A. With regard to this plan, the City Emergency Management Director will serve as the planning coordinator. As such, the director will have overall authority and responsibility for the development, maintenance and implementation of the plan. The process used by the director to develop/maintain the plan will be as follows: The Emergency Management Committee will review and update chapters, SOG's and any attachments annually, or as needed.
- B. The City Emergency Management Director will be responsible for ensuring that this updating occurs, and that it is in accord with the schedule and procedures established by the Minnesota Homeland Security and Emergency Management (HSEM).
- C. This plan will be distributed to all city government departments and agencies that have emergency assignments relative to a major disaster in the city by the City Emergency Management Director.

XI. TRAINING

- A. The City will comply with Minnesota HSEM, Federal Emergency Management Agency and Public Law 99-499 (SARA) training and exercise requirements, as published. Information about both scheduled and previously conducted training and exercises can be obtained by contacting the City Emergency Management Director.
- B. Protection of essential records for continuing governmental functions, conducting emergency operations and reconstitution of the government (i.e., laws and regulations, etc.) will be the responsibility of each city department that handles them on a normal day-to-day basis. Department heads are responsible for the retention of all data, records and documents as outlined in the MN DATA Practices Act.
- C. All scheduling of training and the training of medical and emergency response personnel is the responsibility of each medical facility and emergency response agency. All training records, certifications and schedules are on file with each agency and medical facility.

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- D. The methods of exercising the emergency plans in the City of New Ulm will include conducting full-scale, functional and table top drills after holding planning meetings with participating agencies. NIMS/Incident Command protocols will be followed at all times.

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CHAPTER 2: WARNING & NOTIFICATION

I. PURPOSE

To provide an overview of the responsibilities and procedures whereby the notification of key officials and the warning of the general public are accomplished.

II. ROLES AND RESPONSIBILITIES

- A. The **Brown County Warning Point** is the Brown County Sheriff's Office.
 - 1. The Dispatch Center is responsible for the proper receipt and dissemination of all emergency notifications.
 - 2. The Brown County Sheriff is the Warning Point supervisor and is responsible for ensuring that all warnings and notifications received are handled properly. The alternate is the Chief Deputy or their designee.
 - 3. The Warning Point is responsible for:
 - a. Notifying key government and private organization officials as appropriate, using telephones, radios, pagers, email and direct contact.
 - b. Activating the appropriate outdoor warning sirens.
- B. The **City of New Ulm Warning Officer** is the highest ranking on-duty New Ulm Police Officer. The Warning Officer is responsible for:
 - 1. Ensuring that all emergency notifications are handled properly.
 - 2. Notifying key government officials as appropriate.
 - 3. Notifying affected public facilities (hospitals, schools, nursing homes, etc.) as appropriate.
- C. The National Weather Service is responsible for activating the Emergency Alert System (EAS) for weather alerts and for maintaining the procedures for activation.
- D. Businesses, institutions, schools, hospitals, nursing homes, assisted living facilities and private citizens can receive emergency notifications via emergency alert radios, EAS radios or emergency alert personal pagers. The emergency alert pagers can alert with a vibrate feature and the message printed in text, thereby serving the needs of the hearing impaired.
- E. Facilities in the City of New Ulm are responsible for making the following notifications, in the order listed, in the event of an accidental release which is subject to the reporting requirements of Section 304:
 - 1. Local officials: 911
 - 2. State Duty Officer: 800-422-0798
 - 3. National Response Center: 800-424-8802

III. STANDARD OPERATING GUIDELINE (SOG)

This standard operating guideline (SOG) is intended to provide specific guidance for the proper receipt and dissemination of disaster notifications and warnings.

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A. GENERAL

1. The City of New Ulm Warning Officer is the Emergency Management Director.
2. The Brown County Warning Point is the Sheriff's Office, which has a 24-hour warning capability.
3. The Brown County Warning Officer is responsible for ensuring that all warnings and notifications are properly received and disseminated. The City of New Ulm back-up paging and siren activation systems are located at the Main Fire Station.

B. ACTIONS TO BE TAKEN BY THE COUNTY WARNING OFFICER WHEN THERE IS AN IMMEDIATE THREAT TO LIFE

1. Weather Emergency (SOG A1)

- a. Notify affected City officials by radio or telephone as appropriate.
- b. Activate sirens by notifying City Warning Officer or their designee. The Brown County Sheriff's Dispatcher may activate the warning sirens.
- c. Notify news media (KEYC, KNUJ, KTOE, NUCAT and/or KYSM) and request activation of the Emergency Alert System (EAS). KEYC requests that the caller ask them to call back to the Brown County Sheriff's Office for verification of call.
- d. Emergency notification by way of IPAWS (Integrated Public Alert and Warning System) using the NIXLE system.
- e. Reasonable measures will be taken to notify all residents, to include the use of social media.
- f. Notify the City Emergency Management Director.
- g. Notify key city staff members by telephone or as appropriate (Attachment 2-3).

2. Hazardous Materials Incident (SOG A2)

For a hazardous materials accident/incident requiring an evacuation, the following actions should be taken:

- a. Obtain accurate description of the area to be warned/evacuated and, if appropriate, evacuation route(s). (See Chapter 9: Evacuation & Traffic Control.)
- b. In the event of a hazardous release, facilities are required by law to immediately notify 911, the Minnesota State Duty Officer (800-422-0798) and the National Response Center (800-424-8802).
- c. Notify news media (KEYC, KNUJ, KTOE, NUCAT and/or KYSM) and request activation of the Emergency Alert System (EAS). KEYC requests that the caller ask them to call back to the Brown County Sheriff's Office for verification of call.

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- d. Emergency notification by way of IPAWS (Integrated Public Alert and Warning System) using the NIXLE system.
- e. Reasonable measures will be taken to notify all residents, to include the use of social media.
- f. Notify the City Emergency Management Director.
- g. Notify key city staff members by telephone or as appropriate (Attachment 2-3).

3. Nuclear Attack (SOG A3)

- a. Notify City EM Director, who will notify the State Duty Officer.

C. ACTIONS TO BE TAKEN BY THE COUNTY WARNING OFFICER WHEN THERE IS NOT AN IMMEDIATE THREAT TO PUBLIC SAFETY

1. Contact the City Emergency Management Director or other appropriate local government official to review the situation.

IV. REQUIRED TESTING

The City of New Ulm participates with Brown County in testing its public warning system (sirens) at 1300 hours (1 p.m.) the first Wednesday of each month. (Attachment 2-2 - Locations and Map of City warning sirens).

V. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

VI. ATTACHMENTS

The **Warning and Notification SOG A** details the specific notification and warning procedures to be followed by the New Ulm City Warning Point (Brown County Dispatcher). **SOG A** has specifics

on these situations: the warning comes from outside or within the City; and there is or is not immediate threat to life.

- SOG A: Warning and Notification
- SOG A1: Weather Emergency
- SOG A2: Hazardous Materials Incident
- SOG A3: Nuclear/Radiological Attack
- Attachment 2-1 Diagram of Brown County Warning System
- Attachment 2-2 City of New Ulm Siren Coverage Map
- Attachment 2-3 City Notification List for Emergencies
- Attachment 2-4 SARA Title III Hazardous Materials Incident Notification List

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CHAPTER 3: DIRECTION & CONTROL

I. PURPOSE

To describe how direction and control of the City of New Ulm's response to an emergency and/or disaster will be accomplished. Direction and Control is the system for managing resources, analyzing information and making decisions in an emergency.

II. SITUATION

An emergency is defined as a serious, unexpected event which requires immediate action to prevent/minimize threat to life and property.

A disaster is an event with wide-spread destruction and/or distress.

An incident is defined as an emergency or disaster and its immediate emergency response.

A. For the purposes of this chapter, an emergency/disaster incident is divided into 3 levels dependent upon the complexity of the incident:

1. **Response Level I** (Potential or Limited Emergency Conditions)

An incident which can be controlled by the first response agencies and does not require evacuation of other than the involved structure or immediate outdoor area. The incident is confined to a small area and does not pose an immediate threat to life or property.

2. **Response Level II** (Emergency Conditions)

An incident involving a greater hazard or larger area which does pose an immediate threat to life or property and which may require a limited evacuation of the surrounding area.

3. **Response Level III** (Large Scale Emergency Conditions/Disaster)

An incident involving a severe hazard or large area which does pose an immediate threat to life or property AND will require a large scale evacuation; OR an incident with multiple locations AND/OR when multiple responding agencies are involved.

III. ASSUMPTIONS

A. **For Emergencies/Limited Scope Disasters (Response Level I & II)**

An incident command system (ICS) will be established to direct the initial response by city forces to the event. When ICS is implemented, the first arriving senior official will serve as the incident commander, until he/she is properly relieved.

B. **For Disasters (Response Level III)**

If organizational control of the incident escalates beyond the capability of **field command**, the City Emergency Operating Center (EOC) will be activated to provide a location for the City's Incident Management Team. This will generally become necessary when the incident

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covers a large geographic area, multiple locations, and/or when multiple responding agencies are involved.

New Ulm EOC locations are:

- 1) **Primary location:** Fire Station No. 1, 526 8th North St.
- 2) **Alternate locations:** The Community Center, 600 North German St.
The New Ulm Airport, 1617 Hwy 14 West

IV. CONCEPT OF OPERATION

The functions performed at the EOC will vary according to the type and scope of the disaster, but will generally involve the following:

- A. Coordinating the city government response to the disaster (including coordinating with the on-scene commander).
- B. Coordinating with any adjacent local government(s) affected by and/or responding to the disaster.
- C. Coordinating with any county, state and/or federal agencies responding to the disaster.
- D. Coordinating with any businesses/industries directly affected by and/or responding to the disaster.
- E. Coordinating with the National Weather Service during periods of projected or actual flooding.
- F. Generating appropriate public information.
- G. Coordinating and channeling the service of volunteers. (Specific task assignments to, and management of volunteers normally will be provided by the Operations Section Chief.)

V. ROLES & RESPONSIBILITIES

- A. The **City Manager** of New Ulm is ultimately responsible for providing direction and control of city government resources involved in the response to a disaster.
 1. The line of succession to the City Manager is as follows:
 - a. City Manager
 - b. Assistant City Manager
 - c. City Engineer
 - d. Finance Director
- B. **The Mayor and City Council** shall follow "Interim emergency succession" as outlined in City Code Section 2.40. (See **Attachment 3-1 Interim Emergency Succession**)
- C. The **New Ulm Emergency Management Director**, serving in a staff capacity to the City Manager, will implement this plan and will coordinate emergency operations.
 1. The line of succession to the New Ulm Emergency Management Director is as follows:
 - a. Director
 - b. Assistant Director
 - c. Operations Chief

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- D. **EOC Officers and Staff**, who have been assigned primary duties, are listed on **Attachment 3-2 EOC Contact Information List**.

VI. DIRECTION & CONTROL

Incident Command System is a method for providing direction and control for disaster incidents. Clear chain of command and responsibilities are laid out using this system. See **Attachment 3-3 Incident Command Chart**.

VII. ADMINISTRATION & LOGISTICS

A. Criteria for Activation

The degree of EOC activation is determined by the logistical support needs of the team assigned to the emergency.

B. Responsibilities for EOC Activation

The Emergency Management Director is responsible for ensuring that the EOC is activated and that staff are notified.

1. **Planning Chief, Logistics Chief and staff will set up EOC** with stations for Incident Command, Logistics, phone bank, Operations, Planning and Finance.
2. See **Attachments 3-4 EOC Floor Plans and Phone Charts and 3-5 EOC Forms and Reports**.

C. Staffing the EOC

1. The Emergency Management Director will alert the emergency service chiefs as necessary.
 - a. Staff will be requested to report to the EOC on an **as-needed basis** only, as determined by the emergency.
 - b. EOC staffing as a result of a **hazardous materials incident** will be in accord with the seriousness of the incident.
 - c. EOC staffing as a result of a nuclear disaster will follow the readiness conditions (REACON) 3-2-1. See **Attachment 3-6 REACON Actions for Nuclear Disasters**
2. Each **EOC emergency service chief** is responsible for the activation of his/her **EOC support staff** in order to carry out his/her agency's emergency response role. Each EOC position is responsible for ensuring that its representative is familiar with the duties which they are expected to perform at the EOC. EOC will be staffed as needed with 24-hour coverage and managed by the City Emergency Management Director. (See **Attachment 3-2 EOC Contact Information List**).
3. When the decision is made to activate the EOC, the chief of police will immediately assign personnel, as required, to provide **security**.

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VIII. PLAN DEVELOPMENT

- A. The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.
- B. Operational Readiness
The Emergency Management Director is responsible for maintaining the operational readiness of the primary and alternate EOCs. This involves ensuring that the EOC has the necessary maps, displays, tables and chairs, message logs, etc., as well as personnel and staff to provide adequate security, fuel reserves, food and water, sanitation and ventilation. Activation could happen as quickly as personnel are available. The Primary EOC has an **emergency (backup) power source**. The Alternative EOCs do not have an emergency (backup) power source.

IX. ATTACHMENTS

- Attachment 3-1 Interim Emergency Succession (Code 2.40)
- Attachment 3-2 EOC Contact Information List
- Attachment 3-3 EOC Telephone and Internet Communications
- Attachment 3-4 EOC Telephone and Internet Communications
- Attachment 3-4.1 Fire Station Phone Chart & Email Addresses (Primary EOC)
- Attachment 3-4.2 Fire Station Floor Plan (Primary EOC)
- Attachment 3-4.3 Community Center Phone Chart and Email Addresses
- Attachment 3-4.4 Community Center Floor Plan
- Attachment 3-4.5 Airport Phone Chart and Email Addresses
- Attachment 3-5 EOC Forms and Reports
- Attachment 3-6 REACON Actions for Nuclear Disasters
- Attachment 3-7 Brown County ARMER Charts

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CHAPTER 4: PUBLIC INFORMATION

I. PURPOSE

To provide an overview of how emergency public information will be disseminated in the event of a major emergency/disaster.

II. PUBLIC INFORMATION OFFICER (PIO) / SPOKESPERSON

- A. The Incident Commander (IC) has initial responsibility for public information until the duty is delegated to another.
- B. The IC can request the assistance of a PIO at any time.
- C. Activation of the EOC includes the activation of the PIO.
- D. The City Manager is the primary PIO for the City of New Ulm, an Assistant PIO may also be assigned. Depending upon the event, a different PIO may be assigned.
- E. The PIO will decide who would be best suited to act as spokesperson and make statements to the media.

III. ROLES AND RESPONSIBILITIES

- A. City government personnel in the field will be responsible for relaying important information about the emergency/disaster to the PIO. They will follow their department's policy in relation to media releases.
- B. The PIO will be responsible for:
 - 1. Disseminating information and instructions to the public on a timely basis, and coordinating all City news releases.
 - 2. Handling or arranging for rumor control.
 - 3. Ensuring that a system exists for responding to the inquiries of families regarding the status of relatives.
 - 4. Choosing the news briefing room. See Attachment 4-1.
- C. The Brown County Sheriff will be responsible for ensuring that the Emergency Alert System (EAS) is activated when necessary.
- D. Brown County Public Health will be responsible for the preparation of materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions, and other appropriate survival measures. The PIO will be responsible for coordinating the dissemination of this information.
- E. Brown County Human Services will be responsible for preparing materials for the visually/hearing impaired and non-English speaking groups if appropriate. The PIO will be responsible for coordinating the dissemination of this information.
- F. The Police Department will be responsible for preparing instructions for people who must evacuate from a high-risk area, and instructions for sheltering in place. (See Chapter 9: Evacuation and Traffic Control) The PIO will be responsible for coordinating the dissemination of this information.

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- G. The Police Department will be responsible for preparing of instructions that identify centrally located staging areas and pickup points for evacuees without private automobiles or other means of transportation. The PIO will be responsible for coordinating the dissemination of this information.
- H. The Red Cross will be responsible for preparing instructions for evacuees upon arrival in a hosting area. Such instructions would indicate the location of reception centers, shelters, lodging, feeding facilities and medical centers. The PIO will be responsible for coordinating the dissemination of this information.

IV. FACILITIES

If it becomes necessary to establish a news briefing room, the PIO will choose a site from the listing in Attachment 4-1 or another facility as appropriate. News media personnel will be asked to report to the selected facility.

V. PLAN DEVELOPMENT & MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

V. ATTACHMENTS

- Attachment 4-1 News Briefing Rooms
- Attachment 4-2 Media Outlets
- Attachment 4-3 News Release Template

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CHAPTER 5: SEARCH & RESCUE

I. PURPOSE

To provide an overview of how search and rescue operations will be accomplished in the event of an emergency or disaster situation.

II. ROLES AND RESPONSIBILITIES

A. Inside City Limits

The New Ulm Fire Department, under the direction of the Fire Chief, will have primary responsibility for performing search and rescue operations inside City limits.

B. Outside City Limits

The Brown County Sheriff's Office, under the direction of the Sheriff, will have primary responsibility for performing search and rescue operations outside City limits.

III. SUPPORTING AGENCIES

A. The following local agencies are potential resources to assist with a search and rescue operation:

1. New Ulm Police Department and Reserves
2. Brown County Sheriff's Office and Reserves
3. Minnesota State Patrol
4. Local and mutual aid fire departments
5. Local and mutual aid law enforcement departments
6. Allina Health Emergency Medical Services and mutual aid ambulance services
7. Local Saddle Clubs
8. River Valley Dutchmen Snowmobile Club

B. The following State and Federal agencies are potential resources to assist with a search and rescue operation:

1. Minnesota Department of Natural Resources (DNR)
2. Minnesota National Guard
3. Minnesota Search and Rescue Dog Association
4. Minnesota Civil Air Patrol
5. Minnesota Homeland Security and Emergency Management (HSEM)
6. FEMA Search and Rescue Teams

IV. COORDINATION

City of New Ulm Emergency Operations Plan

- A. All agencies responding to disasters and major emergency situations will be required to operate within the National Incident Management System (NIMS).
- B. Should an event require the activation of the Emergency Operations Center (EOC), overall coordination of the response of the agencies identified in this section will take place in the EOC. The responding agencies would be responsible for assigning appropriate representation in the EOC.
- C. The EOC will provide administration and logistical support as requested by the responding agencies.
- D. The Logistics Branch of the EOC will forward all requests to the Brown County EOC for additional resource needs.

V. PLAN DEVELOPMENT AND MAINTENANCE

- A. The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.
- B. Agencies involved in a search and rescue operation will develop and maintain their own standard operating procedures. Such SOPs may include guidance and instructions for performing search and rescue following an accident/incident involving hazardous materials, depending on the level of HAZMAT response training received.

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CHAPTER 6: HEALTH PROTECTION

I. PURPOSE

To provide an overview of how health and medical care needs will be met in the event of a major emergency or disaster situation, or when a large number of residents have the potential to be affected, such as an infectious disease.

II. ROLES AND RESPONSIBILITIES

A. Law Enforcement

1. The New Ulm Police Department is the primary law enforcement agency for the City of New Ulm.
2. The Brown County Sheriff's Office is the secondary law enforcement agency for the City of New Ulm.
3. Health protection responsibilities during an emergency include the following:
 - a. Initial on-scene care of victims, to their level of training.
 - b. Supporting and assisting emergency medical service staff.

B. Fire Department

1. The New Ulm Fire Department is the primary fire department for the City of New Ulm.
2. Health protection responsibilities during an emergency include the following:
 - a. Initial on-scene care of victims, to their level of training.
 - b. Supporting and assisting emergency medical service staff.
 - c. Decontamination of victims exposed to hazardous chemicals. If necessary, the State of Minnesota Chemical Assessment (CAT) and Emergency Response (ERT) Teams are to be requested through the State Duty Officer and will work with the Fire Department in a coordinated response.

C. Emergency Medical Service

1. Brown County Dispatch will alert the local ambulance service provider when the treatment and transport of residents affected by an emergency is required.
2. Allina Health Emergency Medical Services is the primary ambulance service provider for the City of New Ulm. Health protection responsibilities during an emergency include the following:
 - a. Coordinating the triage, treatment and transportation of injured victims.
 - b. Coordinating the transportation of special needs populations with physical or mobility challenges, including institutional residents.
 - c. Utilizing mutual aid ambulance services, and public or private transportation services as needed.

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3. Due to the unpredictable nature of disaster situations, casualty collection points are not pre-identified within this plan but would be established as required by the Incident Commander and EMS Branch Director as identified in NIMS.

D. Hospital

1. Injured victims will be transported to and treated at the nearest medical facility accepting emergency patients.
2. New Ulm Medical Center is the primary hospital serving the City of New Ulm.
 - a. New Ulm Medical Center has a plan for the decontamination of victims exposed to chemical or biological contaminants.
 - b. In the event of mass casualties and disease outbreaks, New Ulm Medical Center will activate their Medical Surge Plan.

E. Coroner

The Brown County Coroner is responsible for emergency mortuary operations.

F. Funeral Directors

1. Minnesota Valley Funeral Home is the primary funeral service provider in the City of New Ulm.
2. When death tolls overwhelm local mortuary resources, the Minnesota Funeral Directors Association (MFDA) Emergency Mortuary Response Plan will be implemented.

G. Public and Environmental Health

1. Brown County Public Health

Health protection responsibilities during an emergency include the following:

- a. Distributing health alert information received from the Minnesota Department of Health via the Health Alert Network regarding disease outbreaks, environmental threats, natural disasters or acts of terrorism.
- b. Providing appropriate inoculations, if needed, for disease prevention.
- c. Assisting with the detection of potential biological, chemical, respiratory protection, and decontamination.
- d. Setting up and staffing, with assistance from Brown County Human Services, a service center for victims impacted by the event.
- e. Performing door-to-door neighborhood assessments, following search and rescue operations, to determine the needs of families.
- f. Educating the public.

2. Brown-Nicollet Environmental Health

Health protection responsibilities during an emergency include the following:

- a. Water purification.
- b. Food safety.

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- c. Detecting and monitoring food contamination.

H. Mental Health

Crisis counseling for emergency workers and/or victims dealing with grief or other mental health issues will be made available as able.

I. American Red Cross

1. The Southwest Minnesota Chapter is the local chapter of the American Red Cross serving the City of New Ulm.
2. Health protection responsibilities during an emergency include the following:
 - a. Providing congregate care and shelter services.
 - b. Providing health and medical care for the disaster victims in the shelters.

III. COORDINATION

- A. All agencies responding to disasters and major emergency situations will be required to operate within the National Incident Management System (NIMS).
- B. Should an event require the activation of the Emergency Operations Center (EOC), overall coordination of the response of the agencies identified in this section will take place in the EOC. The responding agencies would be responsible for assigning appropriate representation in the EOC.
- C. The EOC will provide administration and logistical support as requested by the responding agencies.
- D. The Logistics Branch of the EOC will forward all requests to the Brown County EOC for additional resource needs.

IV. PLAN DEVELOPMENT AND MAINTENANCE

- A. The Emergency Management Committee will review this chapter and any attachments annually, or as needed.

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CHAPTER 7: MASS CASUALTIES

I. PURPOSE

To provide an overview of how health and medical care needs will be met in the event of a major emergency or disaster situation.

II. SITUATION

A mass casualty incident is an event with critical injuries that exceed the normal response capability of an emergency medical services organization.

III. ROLES AND RESPONSIBILITIES

A. Law Enforcement

1. Provide initial on-scene care of victims, to their level of training.
2. Support and assist emergency medical service staff.
3. Provide on scene security/perimeter control.

B. Fire Department

1. Provide initial on-scene care of victims, to their level of training.
2. Support and assist emergency medical service staff.
3. Provide decontamination of victims exposed to hazardous chemicals, to their level of training. If necessary, the State of Minnesota Chemical Assessment (CAT) and Emergency Response (ERT) Teams are to be requested through the State Duty Officer and will work with the Fire Department in a coordinated response.

C. Emergency Medical Service

1. Allina Health Emergency Medical Services is the primary ambulance service provider for the City of New Ulm. Health protection responsibilities during an emergency include the following:
 - a. Coordinating the triage, treatment and transportation of injured victims.
 - b. Coordinating the transportation of special needs populations with physical or mobility challenges, including institutional residents.
 - c. Utilizing mutual aid ambulance services, and public or private transportation services as needed.
 - d. Injured victims will be transported to and treated at the nearest medical facility accepting emergency patients.
2. New Ulm Medical Center is the primary hospital serving the City of New Ulm.
 - a. In the event of mass casualties and disease outbreaks, New Ulm Medical Center will activate their Medical Surge Plan.
 - b. New Ulm Medical Center has a plan for the decontamination of victims exposed to chemical, biological or radiological contaminants.

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IV. COORDINATION

- A. All agencies responding to disasters and major emergency situations will be required to operate within the National Incident Management System (NIMS).
- B. Should an event require the activation of the Emergency Operations Center (EOC), overall coordination of the response of the agencies identified in this section will take place in the EOC. The responding agencies would be responsible for assigning appropriate representation in the EOC.
- C. The EOC will provide administration and logistical support as requested by the responding agencies.

V. PLAN DEVELOPMENT AND MAINTENANCE

- A. The Emergency Management Committee will review this chapter and any attachments annually, or as needed.

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CHAPTER 8: MASS FATALITY

I. PURPOSE

To provide an overview of how mortuary services will be established in the event of a mass fatalities incident in the City of New Ulm. The Brown County Coroner will be the lead in the event of a mass fatalities incident and will be responsible for removal and examination of the deceased, notification of next of kin, and determination of the need for investigation and/or autopsy or the release of and disposition of remains.

II. ROLES AND RESPONSIBILITIES

- A. The City Emergency Management Director (or designee) is responsible for establishing response and recovery priorities through the Emergency Operations Center and will coordinate the resources to support emergency operations.
- B. The City Council is responsible for determining the need for declaring a local emergency and for determining whether a request should be made to the governor to declare an emergency and request his assistance relating to the safe disposition of the dead human bodies.
- C. Law enforcement is responsible for notifying the Brown County Coroner upon notification of a death. Requests for the Brown County Coroner should be coordinated through law enforcement. Local law enforcement will secure the scene and maintain a perimeter around the impacted area until all operations are complete.
- D. The Brown County Coroner is responsible for a) establishing control of the mass fatality incident to include security of the scene and its victims; b) coordinating the identification of victims; c) notifying next of kin in a manner that will preclude abnormal time delays; d) preparing and signing death certificates; and e) facilitating ways for preparing, processing and releasing victims' remains.
- E. The DMORT (Disaster Mortuary Operational Response Team), organized under the U.S. Department of Health & Human Services, is activated in response to large scale disasters. DMORT's work to quickly and accurately identify victims and support local mortuary services. The DMORT team is assigned to be available to aid in the necessary acts of recovery, evacuation, identification (sanitation and preservation, such as preparation or embalming as authorized) and notification of next of kin, counseling (which may include families as well as disaster workers) and facilitating the release of identified remains to the next of kin or their representative under direction of authorized persons.

III. SITUATION

The City of New Ulm is vulnerable to numerous natural and technological disasters such as tornadoes, floods, blizzards, transportation accidents, explosions, hazardous materials releases, pipeline leaks, disease outbreaks, terrorist attacks and national security emergencies. Any of these occurrences could result in multiple death response requirements that would overwhelm local capabilities. Should local capabilities be exceeded, support will be available from neighboring counties, state agencies and federal agencies.

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IV. ASSUMPTIONS

- A. Multiple deaths may occur during an emergency or disaster.
- B. Local systems and resources providing victim identification and mortuary services may be insufficient or disrupted by a disaster.
- C. The Brown County Coroner will determine whether local resources and capabilities will be exceeded and can request assistance from the MN Disaster Mortuary Emergency Response Team (DMERT).
- D. The Brown County Coroner can ask the state to request federal assistance from the Disaster Mortuary Operations Response Team (DMORT) if the resources at the state level are insufficient for responding to the mass fatalities incident.
- E. Disaster workers and families of the victims may require mental health resources following a mass fatalities incident.
- F. Any changes to regular practice pertaining to the management of autopsies and handling of bodies during a pandemic would require the authorization of the Brown County Coroner.
- G. Many religious and ethnic groups have specific expectations about the handling of bodies, the ceremonial wishes and embalming.
- H. Family Assistance Centers will serve as an information collection area and a coordination site for information concerning safe disposition of human bodies and the return of remains as designated by the family/next of kin.
- I. An incident involving hazardous materials or Weapons of Mass Destruction event will require precautions when handling, identifying and processing human remains.
- J. Under extreme circumstances, mass burial may be required and will be done in accordance with regulations set by the Minnesota Department of Health and the Brown County Coroner.
- K. While the initial response to a disaster will come from local resources, state and federal disaster assistance may be required at some time during any given incident.

V. CONCEPT OF OPERATION

- A. Mass fatality incident response is separate from and secondary to search and rescue operations. Mass fatality response activities should occur only after all survivors of the incident are moved to safety.
- B. The primary concerns of mass fatality incident response are recovery, identification of human remains and assistance to affected families.
- C. When multiple deaths occur and when requested by the Brown County Coroner, the DMERT or DMORT team will aid in estimating the number of dead. When required, temporary morgue sites will be selected and activated. The remains will be recovered and taken to the morgue sites for identification and sanitary preservation in preparation for final disposition as designated by the Brown County Coroner. Personal effects on the remains will be collected and kept in a secure place. Necessary information about each victim will be compiled using DMORT protocols.

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VI. DIRECTION AND CONTROL

Incident Command System is a method for providing direction and control for disaster incidents. Clear chain of command and responsibilities are laid out using this system. See Attachment 3-3 for specifics.

VII. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review this chapter and any attachments annually, or as needed.

VIII. ATTACHMENTS

- Attachment 8-1 Mass Fatalities Plan Template
- Attachment 8-2 List of Area Funeral Homes

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CHAPTER 9: EVACUATION AND TRAFFIC CONTROL

I. PURPOSE

To provide an overview of how evacuation and traffic control will be carried out in the event of an emergency or disaster situation. The rationale for evacuation, whether for a large or small-scale emergency, is that hazardous conditions or potentially hazardous conditions can best be mitigated by moving the affected population to an area of lesser risk.

II. ROLES AND RESPONSIBILITIES

Prior to recommending evacuation due to an actual or potential threat involving hazardous materials, the Fire Chief and Chief of Police will evaluate the benefits of sheltering in place. If sheltering is determined to be the most appropriate protective action, information and instructions will be provided to the affected residents. (See Attachment 9-1 Sheltering in Place Considerations)

If an evacuation is deemed necessary, the Chief of Police will order the evacuation with consultation from the Fire Chief. If possible, this decision will be based on an analysis and vulnerability assessment of the various hazards, and a determination of appropriate evacuation routes and traffic control. In situations where rapid evacuation is critical to the continued health and safety of the population, the Incident Commander can and may order an evacuation.

- A. The New Ulm Fire Department will have primary responsibility for conducting and coordinating an evacuation due to a hazardous condition involving chemical and biological agents. The Fire Chief will be responsible for determining when evacuees can safely return to their homes.
- B. The Chief of Police is responsible for plans that relate to evacuation and traffic control.
- C. The Police Department will be responsible for coordinating the evacuation of residents and determining the routes that should be used. They will prepare maps showing primary and secondary evacuation routes.
- D. The New Ulm Fire Department has identified and located all Section 302 facilities which handle or store hazardous materials within the City of New Ulm.
- E. The Police Department will be responsible for the identification and coordination of available transportation resources, both public and private.
- F. The Police Department will be responsible for preparing evacuation instructions. These are to include the identification of staging areas and pickup points for evacuees who do not have a car or other means of transportation.
- G. The Police Department will have primary responsibility for notifying the affected residents and facilities of the need to evacuate and providing them with evacuation maps and instructions.
- H. The Police Department will have primary responsibility for coordinating assistance for handicapped, elderly mobility-impaired and other individuals unable to evacuate themselves. Buses, ambulances and wheelchair-accessible vehicles may be utilized.
- I. New Ulm Medical Center, nursing homes and assisted living facilities each have their own evacuation plans and will be responsible for activating their plans and evacuating those individuals who require special transportation. The Brown County Emergency Operations Plan lists the congregate care facilities that are available in the city and county.

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- J. The Police Department will be responsible for establishing and staffing any traffic control points. Mutual aid may be requested if required.
- K. The Police Department will be responsible for maintaining access control and security for the evacuated areas.
- L. The Public Works Department will be responsible for overseeing the removal of debris, obstructions or other roadway impediments so that designated evacuation routes can remain open.
- M. Brown County Emergency Management will be responsible for overseeing the physical set-up of mass care facilities, with assistance from the American Red Cross.
- N. In the event of a large-scale and long-term evacuation, essential resources (critical supplies, equipment, personnel, etc.) will be relocated as necessary.
- O. The Chief of Police and Fire Chief will coordinate with the appropriate agencies for the return of the evacuees to their homes. This includes determining when it is safe, routes to be used, and limiting access to the area.

III. PUBLIC NOTIFICATION

Residents to be evacuated will be given as much warning time as possible. Television, radio, social media and the NIXLE system are the best sources of information for evacuation. City staff will utilize every available means of notification in order to provide the public with as much advance notice of evacuation as possible.

IV. EVACUATION CONSIDERATIONS

- A. While some disaster events are slow-moving, thereby providing ample reaction time, the worst case scenario is that there will be little or no warning of the need to evacuate.
- B. The decision to evacuate could occur any time, day or night.
- C. Because most evacuations cannot be staged or stretched out, maximum traffic congestion should be expected.
- D. Voluntary evacuation may occur after the residents have been advised of a potential danger.
- E. There would normally not be enough time to secure aid from the State or other resources in the event of an evacuation.
- F. Some residents will refuse to evacuate.
- G. Designated evacuation routes should utilize only the best available roads. Primary and alternate routes should be identified based on the safety and conditions of the roads.
- H. Evacuees will possibly have little time to prepare and would therefore require maximum support at shelters for food and bedding.
- I. Central locations, such as schools and churches, should be used as staging areas to evacuate large numbers of residents.

V. COORDINATION

- C. All agencies responding to disasters and major emergency situations will be required to operate within the National Incident Management System (NIMS).

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- D. Should an event require the activation of the Emergency Operations Center (EOC), overall coordination of the response of the agencies identified in this section will take place in the EOC. The responding agencies would be responsible for assigning appropriate representation in the EOC.
- E. The EOC will provide administration and logistical support as requested by the responding agencies.
- F. The Logistics Branch of the EOC will forward all requests to the Brown County EOC for additional resource needs.

VI. PLAN DEVELOPMENT AND MAINTENANCE

- A. The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

VII. ATTACHMENTS

- Attachment 9-1 Sheltering in Place Considerations
- Attachment 9-2 Public Evacuation Checklist

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CHAPTER 10: FIRE PROTECTION

I. PURPOSE

To provide for the coordination of fire prevention, suppression and control within the City of New Ulm. The goal is to ensure a rapid and coordinated response to any emergency to save lives, reduce personal injuries and minimize damage to property and the environment.

II. ROLES AND RESPONSIBILITIES

- A. Fire protection in New Ulm is the responsibility of the New Ulm Fire Department
- B. Mutual aid agreements with neighboring jurisdictions provide for additional personnel and resources in the event the City is unable to contain a given situation with existing personnel and resources.
 - 1. Brown County Fire Mutual Aid Agreement
 - a. Comfrey Fire Department
 - b. Hanska Fire Department
 - c. Sleepy Eye Fire Department
 - d. Springfield Fire Department
 - 2. Nicollet County Mutual Aid Agreement
 - a. Courtland Fire Department
 - b. Lafayette Fire Department

III. COMMUNICATIONS CAPABILITY

New Ulm Fire Department vehicles are equipped with interoperable radio communications equipment through the statewide ARMER system and have communications capability with the New Ulm Police Department, New Ulm Medical Center and community ambulance services. Fire department personnel are notified by a pager system and a backup cellular paging system for responding to an emergency. See Attachment 3-7, Brown County ARMER Charts.

IV. ADDITIONAL RESPONSIBILITIES

In addition to its primary responsibility of providing fire protection, the New Ulm Fire Department also has other responsibilities in the event of a disaster. These include the following:

- A. Coordinating or assisting with an evacuation.
- B. Coordinating or assisting with a search and rescue effort.
- C. Informing other local government personnel of the risks associated with a hazardous materials incident/accident that has occurred.
- D. Reporting important disaster status information (casualties, damage, evacuation status, chemical releases/exposures, radiation levels, etc.) to the EOC and/or to the State Duty Officer during emergency operations.

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- E. Responding to hazardous materials incidents within the limits of hazmat response training received. The New Ulm Fire Department is trained to Operations Level.
- F. Providing heavy and light rescue services.

V. DIRECTION AND CONTROL

- A. All operations, including a multi-agency response, will be managed within the National Incident Management System (NIMS). Incident Command System is a method for providing direction and control for disaster incidents. Clear chain of command and responsibilities are laid out using this system.
- B. Each agency assisting under the mutual aid agreement retains its own autonomy, with overall direction provided by the Incident Commander of the affected jurisdiction. In the event of a multi-agency fire response, direction, control and coordination may be established from a Command Post at the scene or from the Emergency Operations Center. Incoming units may receive assignments from either location or from designated staging areas.

VI. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

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CHAPTER 11: DAMAGE ASSESSMENT

I. PURPOSE

To provide a timely, comprehensive damage assessment system which will provide an estimate of the community damages/losses soon after a disaster in the City of New Ulm.

II. ROLES AND RESPONSIBILITIES

- A. The City Emergency Management Director is responsible for the following:
 - 1. Developing and maintaining a damage assessment “team” composed of municipal and/or private sector agency representatives.
 - 2. Maintaining an up-to-date listing of damage assessment team personnel.
 - 3. Coordinating the damage assessment process following the occurrence of a disaster.
- B. Municipal/other government officials who, depending upon the nature of the disaster, will participate in a damage assessment effort:
 - 1. City Engineer/Public Works Superintendent
 - 2. Utilities Director
 - 3. City Building Official
 - 4. County Assessor
 - 5. City Park and Recreation Director
 - 6. City Finance
 - 7. City and County Emergency Management Directors
- C. Private sector agencies/organizations may be available for damage assessments as needed.

III. CONCEPT OF OPERATION

- A. A damage assessment effort will be initiated as soon as practical following the occurrence of a disaster.
- B. Where possible and when appropriate, pictures will be taken of damaged areas, and city maps will be used to show the location of damage sites.
- C. When damage assessment is carried out in conjunction with a request for state or federal disaster assistance, the City Emergency Management Director will coordinate with the County Emergency Management Director, and with the Homeland Security Emergency Management (HSEM).

IV. DIRECTION AND CONTROL

Incident Command System is a method for providing direction and control for disaster incidents. Clear chain of command and responsibilities are laid out using this system. See Attachment 3-3 for specifics.

V. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review this chapter and any attachments annually, or as needed.

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CHAPTER 12: DEBRIS CLEARANCE

I. PURPOSE

To describe how debris clearance will be accomplished following a disaster in the City of New Ulm.

II. ROLES AND RESPONSIBILITIES

- A. Except in unusual circumstances, removal of debris from private property will be the responsibility of the property owner. Citizens will assist in removing debris from the immediate area of their homes and businesses, but will generally need government assistance in hauling it away for disposal.
- B. Public Works shall be responsible for the debris clearance of City streets, public right-of-ways and City facilities.
- C. Debris will be disposed of at the Brown County Landfill or in private demolition landfills. Downed trees would be disposed of at the New Ulm tree burning site or at temporary disposal sites developed as needed.
- D. Public Works will coordinate and oversee mutual aid requests and responding resources regarding debris clearance during an emergency/disaster event.
- E. The cleanup and disposal of (spilled or leaked) hazardous materials will be the obligation of the responsible party. The New Ulm Fire Department and state hazardous materials team(s), with support from Public Works, may be involved in the cleanup of a spill.

III. DIRECTION AND CONTROL

Incident Command System is a method for providing direction and control for disaster incidents. Clear chain of command and responsibilities are laid out using this system. See Attachment 3-3 for specifics.

IV. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

V. RESOURCES

- A. A listing of the major private construction contractors (which have debris removal equipment) in the City of New Ulm is on file with the Public Works Superintendent.
- B. A listing of hazardous materials clean-up contractors is located in the Brown County Resource Manual.
- C. Minnesota Pollution Control Agency forms are available at <http://www.pca.state.mn.us/>
- D. DisasterLAN website: <https://www.dlan.dps.state.mn.us/> (for resources after the City's are exhausted)

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CHAPTER 13: UTILITIES RESTORATION

I. PURPOSE

To provide an overview of how utility services will be restored following a disaster or emergency in the City of New Ulm.

II. SERVICE PROVIDERS

In the event of a utility outage due to a disaster, the following agencies/companies should be called in order to restore service:

1. Electrical Service
New Ulm Public Utilities, 310 1st North St., 359-8295 / 359-8204 After Hours
2. Gas Service
New Ulm Public Utilities, 310 1st North St., 359-8289 / 359-8204 After Hours
3. Steam/Water Service
New Ulm Public Utilities, 306 N. German St., 359-8279 / 359-8204 After Hours
4. Waste Water Treatment
Waste Water Treatment Plant, 3 Tower Road, 359-8360 / 359-8204 After Hours
5. Telephone Service
Nuvera, 400 2nd North St., 354-4111
6. Railroad
Canadian Pacific Railway
Police Services (24 hour answering) 1-800-716-9132

III. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

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CHAPTER 14: RADIOLOGICAL/HAZARDOUS MATERIALS PROTECTION

Radiological Protection

I. PURPOSE

To provide an overview of the City of New Ulm will protect its residents from incidents or threats involving radiological materials.

II. SITUATION

It is recognized that emergency situations could develop in which City residents could be exposed to radiological incidents or threats. Planning is needed in order to ensure a coordinated response and recovery from transportation accidents, nuclear power plant incidents, industrial accidents, laboratory radiation incidents, military accidents or nuclear attack.

III. ASSUMPTIONS

Proper development and execution of a radiological protection system will significantly reduce the number of casualties from a nuclear attack or peacetime nuclear incident. Warning, detection, prevention and remedial measures will reduce the effects of nuclear radiation. A combination of trained radiological personnel and operational equipment can be positioned to detect, measure, report, analyze, evaluate and conduct countermeasure operations with support from State Departments.

IV. CONCEPT OF OPERATION

Incident Command System (Attachment 3-3) is a method for providing direction and control for disaster incidents. Clear chain of command and responsibilities are laid out using this system.

V. ROLES AND RESPONSIBILITIES

- A. The State of Minnesota Homeland Security Emergency Management has ultimate jurisdiction at a radiological event. HSEM will be contacted/alerted immediately via the State Duty Officer (1-800-422-0798).
- B. The City Emergency Management Director is the head of the City's radiological protection organization. The City Emergency Management Director is responsible for the following:
 - 1. Ensuring that skills, knowledge, data, information (e.g., radiation readings, damage reports, response requirements, chemical properties, exposure estimates) and materials needed to minimize the effects of all radiological accidents or threats are available and utilized in time of emergency.
 - 2. The City's overall radiological preparedness and mitigation efforts, including planning, training, exercising and developing radiological resources. FEMA Civil Preparedness Guide 1-30, "Guide for the Design and Development of a Local Radiological Defense Support System," describes this planning process in detail.
 - 3. The City's overall radiological response and recovery efforts, including monitoring, reporting, assessment, containment, decontamination and protective actions.

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- C. The Radiation Control Section of the Minnesota Department of Health (MDH) will be called upon for instrumentation, guidance, decontamination and medical evaluation via the State Duty Officer (1-800-422-0798).
 - 1. Minnesota Department of Health Radiation Control 651-201-4545
- D. The City Engineer/Public Works Superintendent is responsible for:
 - 1. Decontamination of, or arranging for decontamination of City roads and bridges, allowing for safe evacuation or other movements.
 - 2. Coordination with the County Engineer and the Minnesota Department of Transportation and/or a spill cleanup contractor for road decontamination and evacuation route clearance
- E. City fire and police department personnel are responsible for:
 - 1. Supporting emergency operations during radiological incidents.
 - 2. Assisting in the decontamination of facilities, thoroughfares and public areas.

VI. DIRECTION AND CONTROL

- A. Radiological protection operations will be directed and controlled at the scene during a small-scale radiological emergency. During a large-scale radiological incident, operations will be directed from the City Emergency Operations Center (EOC). If there is a significant probability that the City of New Ulm could be a nuclear hazard area, radiological protection operations will be moved to an alternate location.
- B. Radiological information will be obtained from shelter monitors, self-support monitors, and state and regional EOC's when adequate communication exists. The primary center of radiological operations shall be the direction and control staff and advisors operating from the City EOC.

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Hazardous Materials Protection

I. PURPOSE

To provide an overview of the City of New Ulm will provide for the protection of life and property as the result of a hazardous materials incident.

II. SITUATION

It is recognized that emergency situations could develop in which City residents could be exposed to an accidental release of hazardous materials. Planning is needed in order to ensure a coordinated response to all types of hazardous materials incidents, whether they occur at a fixed facility or are the result of a transportation accident.

III. ASSUMPTIONS

For purposes of planning, it is assumed there is major threat to life and/or property and that disruptions could occur in utility and transportation systems. Occupants of residences and businesses could be required to evacuate or shelter in place.

IV. CONCEPT OF OPERATION

Incident Command System (Attachment 3-3) is a method for providing direction and control for disaster incidents. Clear chain of command and responsibilities are laid out using this system.

V. ROLES AND RESPONSIBILITIES

- A. The State of Minnesota Homeland Security Emergency Management has ultimate jurisdiction at a hazardous materials event. HSEM will be contacted/alerted immediately via the State Duty Officer (1-800-422-0798).
- B. Within the City, the New Ulm Fire Department has the primary responsibility for responding to hazardous materials incidents.
 - 1. The department is trained and equipped at the Hazardous Materials Operations Level.
 - 2. Police and Ambulance personnel do not enter an area until instructed by the Fire Department that it is safe to do so.
 - 3. First responders will begin their determination of the area affected by a hazardous materials release by identifying/verifying the hazardous material(s) involved. For the most part, they will then rely on the following methodology to determine the need for evacuation, and the area of the city to evacuate: previously conducted hazard analysis, resource manuals and facility input.
 - 4. A listing of emergency equipment and facilities owned by public agencies and available for use in response to a hazardous materials accident is located in the City of New Ulm Resource Manual.
 - 5. A description of the evacuation/shelter-in-place procedures to be used for the protection of the public in the event of a hazardous materials release is contained in Chapter 9 – Evacuation and Traffic Control.

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C. State Support

1. In the event of a hazardous materials incident that is beyond the capabilities of City government, assistance from county and state agencies may be requested. Such requests should be submitted to the State Duty Officer (1-800-422-0798). HSEM will function as primary.

D. Federal Support

1. In the event of a hazardous materials incident that is beyond the capabilities of municipal, county and state government, the national Regional Response Team may be requested through the Minnesota Pollution Control Agency (MPCA). Requests for such assistance should be submitted to the State Duty Officer (1-800-422-0798).

VI. DIRECTION AND CONTROL

A. Pre-identification and Analysis of Risk

In response to the requirements and recommendations contained in the Superfund Amendments and Reauthorization Act (SARA) of 1986, Title III, as well as other legislation, the following facilities/locations within the city have been pre-identified:

1. 302 facilities (facilities that possess extremely hazardous materials) See Attachment 14-1.

B. Determination that a Release of Hazardous Materials has Occurred – Facilities

1. Facilities located within the city that use, store, manufacture or transport hazardous materials are responsible for developing systems and training their employees so as to be able to promptly determine and report that a release of hazardous materials has occurred. The systems, methods and/or procedures in place at each facility for determining that a release has occurred, along with a brief description of any specialized system (i.e., monitor/sensor system), are listed as follows: Employee observation is the method of determining a release has occurred.

C. Determination that a Release of Hazardous Materials has Occurred - Emergency Responders.

1. City government employees (or their designee) who respond to hazardous materials incidents should have training designed to help them properly respond to such incidents. (Firefighters are trained in Hazardous Materials Operation Level).

D. Response to a Release of Hazardous Materials.

1. Facilities within the City that possess extremely hazardous materials are required to develop and maintain emergency response plans as specified in 29 CFR 1910.120, or emergency action plans as specified in 29 CFR 1910.38(a) that their employees will follow in the event of a release of those materials. At the minimum, facilities are required by law to immediately notify the following in event of an accidental emergency release: local authorities by dialing 9-1-1, state authorities by contacting the State Response Center (State Duty Officer) by dialing 1-800-422-0798, and the National Response Center by dialing 1-800-424-8802.

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VII. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review this chapter and any attachments annually, or as needed.

VIII. ATTACHMENTS

- Attachment 14-1 - 302 Facilities

City of New Ulm Emergency Operations Plan

CHAPTER 15: TERRORISM (CBRNE)

I. PURPOSE

To provide general guidance on the orderly coordination of emergency operations and resources within Brown County to save lives, protect property, and restore order in the event of a situation involving terrorism e.g.: Chemical, Biological, Radiological, Nuclear or Explosive (CBRNE) incidents.

II. POLICIES

Responders during an emergency situation, located in the City of New Ulm shall perform the following tasks:

- A. **Law Enforcement** will exercise broad lawful authority, within existing capabilities, to protect life and property threatened by terrorism incidents, to include ordering evacuations, curfews, and other necessary actions to contain or control the incident.
- B. **Fire and Rescue** will provide fire control, rescue operations, and hazardous material response (according to their level of training). Fire departments shall request the HAZCAT team when needed through the Minnesota State Duty Officer.
- C. Will establish overall direction, control, and/or coordination through a unified command and/or an Emergency Operations Center (EOC) to support the response to a terrorism incident.
- D. Will utilize the National Incident Management System (NIMS) as the organizational basis for response to terrorism incidents.
- E. **Law Enforcement** shall access the bomb unit when required.
- F. The **Emergency Management (city)** will coordinate all resource requirements during the incident.
- G. **Emergency Management (city)** will ensure that the appropriate state and federal agencies are notified, i.e. Federal Bureau of Investigation (FBI), Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF), Federal Emergency Management Agency (FEMA), MN Homeland Security and Emergency Management (HSEM), etc.
- H. This section may be used singularly or in concert with a unified command concept or full EOC activation.

Once the incident is determined to be an act of terrorism, the FBI becomes the lead federal agency in accordance with Presidential Decision Directives (PDD-39) U.S. Policy on Counterterrorism.

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III. SITUATION

A terrorism emergency situation could occur at any time and with minimum warning. Terrorist or Weapons of Mass Destruction (WMD) attacks in New Ulm will cause mass casualties and fatalities, catastrophic damage to buildings or other property, psychosomatic responses from non-affected citizens, and major contamination.

Targeting of first responders will have a major impact upon the city's capabilities; and will place a major burden upon emergency services including, fire, law enforcement, public health, Emergency Medical Service (EMS), other medical and mass care providers.

In a terrorist incident, the area of operations is potentially a crime scene, hazardous materials site, and a disaster area-spanning the borders of several local jurisdictions. In order to organize a complex on-scene operation, operational boundaries are defined with common terminology and procedures for officials responding to the crime, the hazardous materials incident, and the disaster. Operational boundaries may be used to control access to the area, target public information messages, assign operational sectors among responding organizations, and assess potential impacts on the population and the environment.

Crime Scene Boundary

The crime scene boundary defines the crime scene. The crime scene may include the areas that are referred to in technical operations as the *working point* or *red zone*. Access to the crime scene may be restricted by the state, federal, and local law enforcement. Response activities within the crime scene may require special procedures in order to protect evidence collection.

Hazardous Boundary

The hazardous boundary defines the hazardous materials site, which may be referred to in technical operations as the *hot zones*. Depending on the distribution of contaminants, the HazMat site may include some portion of the crime scene and the surrounding community. Access to the HazMat site may be restricted to response personnel wearing protective clothing and using proper decontamination procedures.

Disaster Boundary

The disaster boundary identifies the community at risk, which may need to take protective actions-such as shelter, evacuation, or quarantine. Access into this area may or may not be restricted on the authority of state and local health officials.

The scope of the incident may expand geometrically and may affect mutual aid jurisdictions. Mass evacuation could be required and may need to establish a quarantine of citizens, animals and/or food supplies.

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Assumptions

The public will act in its own interest, and evacuate dangerous areas spontaneously or when advised to do so by local government authorities.

People who refuse to follow evacuation recommendations and are unwilling to leave will not be forced to evacuate. If and when any such persons wish to evacuate, on a time and condition permit basis efforts will be made to assist with their evacuation.

IV. CONCEPT OF OPERATIONS

The city plays a key role in crisis management. During a terrorist threat or actual incident, it will likely require the response by state and federal governments.

With the response of multiple levels of government, the coordination between and among such agencies is a necessity. The NIMS is a means for ensuring that the required close coordination is realized. Involved government agencies will organize responses to terrorist threats and incidents according to the Incident Management System.

Four Stages of Emergency Management

1. **Mitigation** - Emergency Management and supporting agencies will:
 - a. Identify key areas and facilities that are potentially at risk
 - b. Identify means for prevention of the spread of contaminants
 - c. Identify shelters
2. **Preparedness** - The following agencies will maintain a staffed, trained and equipped response team within available appropriations: Law Enforcement, Fire, EMS, Public Health (PH), Utilities, Transportation, Public Works, Red Cross, Salvation Army, New Ulm Medical Center, Chemical Assessment Team (CAT), Tactical Response Team (TRT) and funeral directors.

Agencies may utilize any available resources for response equipment consisting of detection devices, personal protective clothing, containment devices, etc. Mutual aid can be requested for extra equipment and Inventory Collection Engine (ICE) will be employed for resource contact and location information.

Emergency Management will conduct terrorism exercises to test plans and procedures and update plans and procedures as needed. Responders and the general public will be educated to recognize signs of potential terrorist activity and how and to whom they should report them.

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3. Response

City/County emergency responders shall perform the following tasks:

Multi-Hazard and Agency Response

- **Shelter In-Place**

Coordination:

- Incident Commander will determine if need to shelter in-place
- Incident Commander will coordinate the shelter in-place with the primary facilitating agency
- Backup for Law Enforcement will be Brown County Emergency Management or the Red Cross

Notification:

- Public Information Officer (PIO) and Incident Commander will announce to the public the decision to shelter in-place

Information sheets used to provide guidance on sheltering in place:

- Public Health will provide an information sheet for the biological incident (if one is occurring)
- Red Cross will provide general education of sheltering in-place

- **Evacuation and Mass Evacuation**

Coordination

- Incident Commander will determine the need to evacuate
- PIO or the event's spokesperson will announce to the public the evacuation plan/procedures
- Public Health will advise Brown County Emergency Management on the evacuation procedures for special needs populations

Special Population

- The primary ambulance service for the jurisdiction experiencing the event will be responsible for coordinating the transportation and services required by special populations with physical or mobility challenges, during emergencies, disasters, or evacuations. They will utilize the assistance of mutual aid ambulance services, and public or private transportation services as needed.
- Law Enforcement for the jurisdiction will be the primary coordinating agency.
- Mutual aid will provide backup.

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Notification

- The community will be notified through the PIO, Emergency Alert System (EAS), and Media bulletins on TV and radio
- Information sheets will be used to provide guidance on evacuation procedures
- Chief Law Enforcement Officer and Emergency Management Director(s) will incorporate evacuation plans for proposed and alternate traffic routes.

Evacuation & Sheltering of Pets

- Please see Chapter 14 of the Emergency Operations Plan which delineates the responsibilities for transport, quarantine, shelter and medical care.

- **Quarantine and isolation of possible infectious people**

Tracking of injured victims

- At the scene:
 - a) Biological attack - Public Health
 - b) All others - Law Enforcement
- Scene to hospital: EMS (for those transported by ambulance)
- At the hospital: the health facility
- After the incident and hospital release: Brown County Public Health
- Information to family members: Red Cross

Facilities for emergency treatment centers of mass casualties and disease outbreak

Implementation of State Ordered Quarantine

isolation

- Local Public Health and MDH (Minnesota Department of Health) will advise the Incident Commander on matters related to infectious disease, infection control procedures, and isolation based on the development of prevention plans.

- **Law Enforcement Responsibilities**

- a) Identify affected area from attack
- b) Evacuation of public
- c) Traffic Control ingress/egress
- d) Threat Investigations
- e) Liaison and security functions
- f) Evidence collection
- g) Secure the scene
- h) Establish Command Post
- i) Establish staging area for media

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- j) Request TRT if need help with terrorist
- k) Locate any secondary devices and notify Incident Command
- l) Participate in Unified Incident Command System (ICS)
- m) Coordinate response with other agencies
- n) Provide a "Command Staff" Officer for the Federal Joint Operations Command Center (JPO) as needed
- o) Coordinate evacuation of prisoners, if required

- **EMS Responsibilities**

- a) Normal functions
- b) Mass Casualty Incident (MCI) triage, treatment, transport
- c) Hazmat rehab
- d) Coordinate with local hospitals
- e) Help to evacuate patients when needed

- **Incident Commander Responsibilities**

- a) Provide timely and accurate alert and notification to public
- b) Implement the ICS, including Unified ICS
- c) Initiate and ensure the orderly evacuation of the community

- **Emergency Management Director's (City) Responsibilities**

- a) Activate and support the City EOC
- b) Designate, open and support shelters in conjunction with Brown County Public Health and Red Cross.
- c) Request mutual (local, state and federal) aid if needed
- d) Provide technical assistance and support to field operations
- e) Participate in Unified ICS
- f) Procure buses and drivers for evacuation
- g) Open Alternate EOC facility depending on situation. The alternate EOC can become fully operational in 2-4 hours.
- h) Act as the Designated Emergency Response Authority (DERA) for all hazardous materials incidents in unincorporated Brown County outside of the right of way of public roads

- **CAT (Chemical Assessment Team) Responsibilities**

- a) Determine presence of chemical, biological, radiological, or nuclear agents
- b) Establish the hazard type(s), and disaster boundary
- c) Identify, contain, and remove any secondary devices that may be present.
- d) Preserve evidence (assuming it may be pursued criminally)

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- **Hospital Responsibilities**

- a) Decontaminate victims exposed to any radiological, chemical or biological agents using the hospitals personal decontamination units
- b) Transport non-ambulatory to medical care

- **Public Health and/or Brown Nicollet Environmental Health Responsibilities**

- a) Act as lead medical and public health agency
- b) Participate in Unified ICS
- c) Assist PIO for bio-terrorism and health issues
- d) Provide environmental health specialists to aid Incident Commander
- e) Participate in educating, warning and alerting the public
- f) Establish quarantine and shelter in-place in accordance with guidelines and regulations
- g) Assist in hazard assessment and monitoring as appropriate
- h) Provide guidance for quarantine and embargoing food supplies
- i) Provide medical guidance as needed
- j) Coordinate with EMS, hospitals, and other medical response personnel to insure proper tracking and treatment of patients
- k) Depending on situation, deploy medical personnel, supplies and equipment to disaster site(s).
- l) Prepare site for fatalities, refer to Chapter 8 Mass Fatalities
- m) Provide information to public regarding public health issues and treatment options/locations.
- n) Monitor situation of possible health threats
- o) Initiate alerts
- p) Liaison for CDC
- q) Coordinates operations for immunizations or quarantine procedures

- **Fire-Rescue Responsibilities**

- a) Implement ICS
- b) Participate in Unified Command
- c) Implement a response
- d) Analyze hazardous materials and contain to best of ability, request CAT team as needed.
- e) Provide for the mobilization plan
- f) Treat a terrorist act as a crime scene
- g) Preserve evidence
- h) Collect and interpret hazmat data
- i) Plan response operations according to competencies of personnel and Personal Protective Equipment (PPE)
- j) Provide mass decontamination
- k) Chemical, biological and radiological decontamination
- l) Rescue trapped victims
- m) Assist with medical care

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- n) Request the Urban Search & Rescue Team if needed
- o) Contain hazards and suppress fires
- p) Identify, contain, and remove any secondary devices
- q) Coordinate with other agencies
- r) Provide a "Command Staff" Officer for the Federal Joint Operations Command Center as needed

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Coroner Responsibilities

- a) Collect evidence in post mortem examinations
- b) Coordinate with the Mortuary Emergency Response Team and FBI in decontamination of fatalities, body disposal, and evidence collection
- c) Assist in the decontamination of fatalities
- d) Isolate fatalities prior to and following decontamination
- e) Provide logistics of transportation and storage of fatalities

- **Responsibilities for all utility providers (private and/or public) involved with the incident**

- a) Provide current maps and blue prints of all communications, electrical and natural gas
- b) Control electrical, natural gas and water service in the affected area
- c) Provide heavy equipment and operators
- d) Obtain adequate water flow for emergency use
- e) Provide temporary service to affected areas

- **Public Works Responsibilities**

- a) Provide heavy equipment and trained operators for emergency rescue/mitigation measures
- b) Provide dirt or aggregates for use in runoff control
- c) Supply barricades and traffic control devices
- d) Assist with coordination of other resources
- e) Debris clearance
- f) Assist with traffic control (detours)
- g) Conduct damage assessment of publicly owned facilities

- **Heartland Express**

- a) Provide transportation for evacuation
- b) Vehicles for mass patient transport

- **Administration and Logistics**

- a) The Chief Elected Officials will support administration and logistics through the implementation of the Unified ICS

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- b) Normal practices and procedures will continue under emergency conditions to the extent possible
- c) County and city administration and finance agencies will support the emergency response by recording events and transactions
- d) Transaction will be documented so claims are properly verified after the emergency period has passed
- e) No administrative process (to the extent consistent with law) will be permitted to interfere with operations essential to preventing injury, loss of life and significant property damage

- **Communications**

- a) Interoperable communications will occur between local, state, and federal response agencies with the use of handheld radios, cell phones and liaisons

- **Resources and Staging**

- a) Staging areas will be determined by members of the command staff with consultation from the EOC.

4. Recovery

- a. Emergency Management and Public and Environmental Health will coordinate decontamination of properties.
- b. Public Health will reevaluate and lift quarantine when appropriate.
- c. Emergency Management and Law Enforcement will notify the public when it is safe to return.
- d. Law Enforcement will protect and preserve the vacated area until the return of occupants
- e. FEMA will be the lead federal agency during the consequence management
- f. The National Guard may be called in to protect, at the discretion of the county sheriff and depending on approval from the governor

V. NOTIFICATIONS

If Received at City Level - Notification Actions

- Notify City Emergency Management Agency, who in-turn will notify County Emergency Manager, State Duty Officer, FBI office & FEMA
- Notify city departments (i.e., Law Enforcement, Fire departments, and public works [include other city departments as required])
- Notification of other levels dependent upon nature of threat and security considerations

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VI. NIMS

The City of New Ulm has adopted the National Incident Management System (NIMS) as the jurisdiction's all-hazard incident management system.

VII. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

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CHAPTER 16: MASS CARE

I. PURPOSE

To describe how the congregate care (emergency housing, feeding, clothing and counseling) needs of the City of New Ulm residents, as well as potential incoming evacuees from other communities, will be met in the event of a disaster.

II. ROLES AND RESPONSIBILITIES

- A. New Ulm Emergency Management Director
 - 1. Liaison to Brown County Public Health to coordinate activities.
- B. American Red Cross
 - 1. Maintain a list of mass care shelters and mass feeding providers available within the City of New Ulm.
 - 2. Emergency housing
 - 3. Emergency feeding
 - 4. Reception and registration center teams
 - 5. Inquiry and referral (regarding disaster victims)
- C. Salvation Army
 - 1. Maintain a list of mass care shelters and mass feeding providers available within the City of New Ulm
 - 2. Emergency clothing
 - 3. Emergency feeding
- D. Crisis Counseling
 - 1. Sioux Trails Mental Health Center
 - 2. Catholic Charities
 - 3. New Ulm Medical Center
 - 4. South Central EMS (Critical Incident Debriefing)
- E. New Ulm Police Department
 - 1. Security

III. SITUATION

Hazardous conditions or potentially hazardous conditions are best mitigated by moving the affected population to an area of lesser risk.

IV. ASSUMPTIONS

Brown County Public Health, American Red Cross, NuVantage, Sioux Trails Mental Health Center, Catholic Charities and any other governmental or voluntary organization assisting in this effort will develop whatever standard operating procedures they may need.

- A. Brown County Public Health (BCPH) will serve as the primary support agency responsible for operating shelter facilities.

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- B. All agencies responding to disasters and major emergency situations will be required to operate with in the National Incident Management System (NIMS).
- C. To supplement/assist BCPH, the American Red Cross will provide trained staff and volunteers to manage an operate the shelters while the Salvation Army will provide trained staff and volunteers to assist with feeding operations.
- D. Individuals with special needs may require additional assistance.
- E. Some residents who suffer some structural damage to their home following a disaster may choose to remain on their property, but still have needs and expectations for disaster assistance from local government.
- F. Critical infrastructure will be impacted during a disaster or emergency, which will have an impact to services for mass care operations.

V. CONCEPT OF OPERATION

Incident Command System is a method for providing direction and control for disaster incidents. Clear chain of command and responsibilities are laid out using this system. See Attachment 3-3 for specifics.

- A. The registration area for the shelter shall be clearly identified and will be staffed by either city personnel and/or volunteers certified by a volunteer organization during disasters (VOAD). The checklist used by the American Red Cross will be followed for each person signing in at the registration area.
- B. Shelter staff is responsible for establishing and maintaining a current list of residents at their location and providing it to the EOC. The EOC will be responsible for updating a list of know missing persons. The American Red Cross may be asked to assist with this. Notification of family members shall be done through the Family Assistance Center. All inquiries by family or friends shall be sent to the EOC and handled by EOC staff.

VI. DIRECTION AND CONTROL

Incident Command System is a method for providing direction and control for disaster incidents. Clear chain of command and responsibilities are laid out using this system. See Attachment 3-3 for specifics.

VII. ADMINISTRATION AND LOGISTICS

The Emergency Management Committee will provide administration and logistical support as requested by Brown County Public Health and American Red Cross.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

IX. ATTACHMENTS

- Attachment 16-1 Red Cross Shelter List

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CHAPTER 17: FAMILY ASSISTANCE CENTER (FAC)

I. PURPOSE

To provide a private and secure place for families to gather, receive information and response and recovery, to grieve the loss of loved ones, protection from the media and curiosity seekers, facilitate information sharing with hospitals, to provide a location for reunification and to coordinate missing person inquiries during a disaster or emergency response event in New Ulm. The family assistance center (FAC) will be opened during any mass fatality and / or mass casualty event or when deemed necessary by incident command, working closely with Brown County resources.

II. CONCEPT OF OPERATIONS, ORGANIZATION & RESPONSIBILITIES

- A. The registration area for the shelter shall be clearly identified and will be staffed by either county personnel and/or volunteers certified by a volunteer organization active during disasters (VOAD). The checklist used by the American Red Cross will be followed for each person signing in at the registration area.
- B. A medical assessment will be done by a nurse located at the shelter. BCPH with assistance from the American Red Cross will provide medical care at all shelter location(s) as needed.
- C. Inspection of the kitchen facilities and/or any food brought into the shelter location(s) by Brown Nicollet Environmental Health.
- D. Mental Health and Spiritual Care support services may be provided by Brown County Family Services, Catholic Charities and/or any other VOAD or NGO service provider authorized by Brown County Family Services.
- E. The Animal Control Officer will have primary responsibility for coordinating household pet or service animal evacuation and sheltering. However, Brown County Humane Society may assist as needed in caring for household pets and establishment of a pet shelter if deemed necessary. Service animals shall not be considered household pets and are to be allowed within the shelter. Consideration for others regarding allergies and noise may be needed in locating any individuals with service animals in the shelter(s).
- F. Shelter staff is responsible for establishing and maintaining a current list of residents at their location and providing it to the EOC. The EOC will be responsible for updating a list of known missing persons. The American Red Cross may be asked to assist with this. Notification of family members shall be done through the FAC. All inquiries by family or friends shall be sent to the EOC and handled by EOC staff.

III. COORDINATION

Should an event require the activation of the Emergency Operations Center (EOC), overall coordination of the response of organizations mentioned in this section will take place in the EOC of the affected jurisdiction(s). The responding organizations will be responsible for assigning appropriate representation to act as their liaison in the EOC.

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IV. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

V. AVAILABLE RESOURCES AND FACILITIES

South Central MN Chapter of the American Red Cross maintains contracts with pre- selected facilities in the area. Additional equipment and supplies may be made available from other organizations (VOADS), such as the Salvation Army, or from Emergency Management storage.

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CHAPTER 18: VOLUNTEER RESOURCES & DONATIONS MANAGEMENT

I. PURPOSE

- A. To provide guidance for the coordination of volunteers responding to an emergency or disaster.
- B. To establish a consistent framework for coordinating with volunteer organizations supporting the response and recovery.
- C. To provide guidance for the coordination of goods donated in response to an emergency in an efficient and timely manner.
- D. To outline a volunteer and donations management program for the city that can be implemented for large-scale, high-visibility disasters, or for smaller scale emergencies that may also generate a flow of unsolicited volunteer services and donated goods.
- E. To provide general guidelines for departments who are using volunteers to ensure that they are covered by workers compensation in accordance with Minnesota Statute 12.22 Subd. 2a and are being used in the safest, most efficient manner possible.
- F. To ensure that any risks, exposures, and liabilities to the city are minimized and/or eliminated.

II. SCOPE

- A. This chapter applies to all departments of the City of New Ulm, along with the private sector, volunteer organizations, and citizens. This chapter also governs support agencies that respond within the City of New Ulm to an emergency or disaster and that responsibility involving the recruitments, process, assignment, and/or management of volunteers.
- B. This chapter governs the overall coordination of New Ulm affiliated volunteer organizations, affiliated volunteers, unaffiliated volunteers and donated goods. New Ulm affiliated organizations will respond in coordination with one another, to the best of their abilities, to emergencies or disasters occurring in the city.
- C. Planning for every possible volunteer and/or donation contingency is beyond the scope of this chapter, but it will outline objectives that will provide for the greatest possible management and utilization of these resources.

City of New Ulm Emergency Operations Plan

- D. This chapter is organized into three different sections: a basic plan, volunteer reception center, and donations management.

III. SITUATION

- A. New Ulm is subject to the effects of many disasters, varying widely in type and magnitude. The impact of these disasters can be felt across the local community, regionally, and even across the state.
- B. Disaster conditions resulting from natural phenomena or from technological threats, or a combination of any of those hazards, could result in the need for volunteers to assist in response and recovery.
- C. The City of New Ulm does not wish to operate or change an organization's system to recruit, train, or background check volunteers who are affiliated with a volunteer organization.
- D. The City does, however, retain the right to coordinate these efforts with regard to response in an emergency or disaster situation with multiple volunteers and volunteer organizations responding.
- E. All unsolicited or spontaneous volunteers, who are not affiliated with a volunteer organization, must first obtain credentials from the Volunteer Response Coordination Center before they can assist with response to the disaster.
- F. Additional requirements or assessments of volunteers may be necessary to meet jurisdictional or legal requirements or needs.
- G. Recognized local and national volunteer organizations have been recruiting, training, credentialing, and background checking volunteers for many years. These volunteer organizations are skilled in the volunteer management process, and they should be the first source for processing and managing volunteers after a major emergency or catastrophic disaster.

IV. ASSUMPTIONS

- A. An overwhelming number of unaffiliated, spontaneous volunteers will arrive in the impacted area in order to assist with the response and recovery efforts.
- B. All departments and agencies of New Ulm involved in the management of volunteers may be expected to perform additional duties and responsibilities during disaster and emergency situations.

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- C. Assistance to New Ulm by other response organizations is expected to supplement efforts in an efficient, effective, and coordinated response, when local officials determine their own resources to be insufficient.
- D. Effective response to a catastrophic incident will occur when local jurisdictions coordinate efforts.
- E. Both federal, state and county disaster assistance will supplement, not be a substitute for, the response provided by the City of New Ulm. This assistance is provided only when jurisdictional resources are clearly insufficient to cope with the effects of the disaster.
- F. During a disaster affecting New Ulm, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable influx of unaffiliated volunteers.
- G. Management of volunteer services requires a coordinated effort by all government entities, voluntary and community-based organizations, the business sector and the media.
- H. When spontaneous, unsolicited volunteer activity is well managed, it positively affects the volunteers and the community, and contributes to the healing process of both individuals and the larger community.
- I. In a catastrophic event, the Mayor/City Council will submit a resolution declaring a state of emergency and will also request a presidential disaster declaration.

V. POLICIES

- A. City of New Ulm Emergency Management will coordinate with the American Red Cross, Salvation Army, United Way and associated agencies in the management of registered volunteers and registration of unaffiliated volunteers and unsolicited donations.
 - 1. Registration does not guarantee participation in response and/or recovery efforts.
 - 2. Registration does not guarantee reimbursement for costs incurred for transportation, lodging, food or other expenses related to response and/or recovery efforts.
- B. This Chapter does not affect the established procedures of any agency or organization regarding their respective procedures for management of volunteers and/or solicited goods.
- C. Any local affiliated organization that has a parent organization responding to a local disaster will fall under the guidance of the parent organization.
- D. Requesting agencies incur expenses associated with the request for volunteer support.

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1. Those expenses may be reimbursed in the event that it is a presidentially declared disaster.
2. Requesting agencies are responsible for accurate record keeping and applying for reimbursement.

E. Policies and procedures in this chapter do not supersede any existing policies or procedures that normally apply to non-City of New Ulm Emergency Management agencies.

III. DEFINITIONS

Community Emergency Response Team (CERT): Community volunteers assist local emergency management with project to help stabilize neighborhoods in the aftermath of disasters or emergencies.

Distribution Center: A facility where disaster clients go to receive donated goods. Distribution centers are stocked directly from donation reception centers (for critically needs supplies) and from warehouses (for donated goods that have been stored until needed).

Donation: Goods, volunteer services, or cash offered without any expectation of payment or reimbursement. Vendors offering goods or services at a discount, however, generous, are considered “contractors” and should be routed to the Public Works function for licensing and coordination.

Donation Reception Center (Donations Staging Area): A facility where donated goods are initially brought to be categorized, received, sorted and processed to make them ready for distribution or warehousing.

Goods: Material donations such as food, clothing, and household products.

MN VOAD: Minnesota Voluntary Organizations Active in Disaster

Perishable Goods: Materials, frequently food items and some medicines, with a limited viable usage time (normally a relatively short timeframe). Perishable items often require some form of refrigeration or freezing to prevent rapid spoiling.

Unaffiliated volunteer (unsolicited, convergent or emergent volunteers): A volunteer who may or may not be an official member of a formal voluntary agency participating in the response prior to a particular disaster or emergency, but shows up without having been requested.

Unsolicited Donated Goods: Goods/Equipment/Supplies offered to support disaster operations that were not requested by any voluntary or government organization. (Management of this type of goods is usually the responsibility of the local government unit.)

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Volunteers in Police Service (VIPS): Community volunteers assist local law enforcement with projects that do not require the services of sworn or armed officers.

Voluntary Organizations Active in Disaster (VOAD): A group of voluntary organizations with missions during times of disaster that have pledged to collaborate, communicate, coordinate and cooperate to provide disaster services to those who need them in the most effective and efficient ways possible.

Volunteer: A person who, of his or her own free will assumes responsibility for the performance of a task for which he or she will receive no compensation.

Volunteer (Voluntary) Organization: Any chartered or otherwise duly recognized local, state or national organization that provides needed services to communities or individuals in coping with a disaster.

Volunteer Reception Center (VRC): A facility where unaffiliated volunteers are directed to be registered, credentialed, provided training and orientation, assigned to work parties and transported to work sites.

Warehouse: A facility where donated goods that will be needed in the future, but are not currently needed are stored until requested.

VII. RISKS

Volunteers present many of the risks and exposures for the city as does an employee. A volunteer performing work that they are not physically capable of doing, untrained to do, or actions that they take beyond the scope of their duties could expose the City to higher insurance, or legal difficulties.

VIII. LIABILITY

Liability is based on negligence, and includes volunteers as well as employees. It requires the city to defend and indemnify these volunteers and employees who are acting within the scope of employment or duties. And who are not guilty of malfeasance, willful neglect of duty, or bad faith. It provides defense in the form of immunities (i.e.: acting within their discretionary boundaries, or in an official capacity).

A. **Volunteers that are covered by workers compensation:**

1. An Authorized Emergency Response Volunteer or Employee is covered by Workers Compensation if:
 - They meet the definition of MS Statute 12.22 Subdivision 2.a – individuals who volunteer to assist a local political subdivision during an emergency or disaster.
 - They are acting within the scope of their employment or duties on behalf of the city.

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- They are an Authorized Volunteer and have completed all the requirements of the City's registration process.
- They are Law Enforcement Personnel under the direct supervision of the Chief of Police in active duty and/or training duty, members of fire department or EMS agencies.
 - Reserve Peace Officers
 - First Responders, EMS and Fire
 - Search and Rescue Team (refer to Chapter 5)
- 2. They are working for/with City of New Ulm Emergency Management:
 - a. Have been registered with the City
 - b. Are under the Direction and Control of the City
 - c. Are working within the Scope of their duties
 - d. Are following the City's Policies and Procedures
 - e. They are physically capable and trained to perform their assignments, having received training regarding the task, possible hazards, and physical requirements. *(It is the volunteer's responsibility to inform the city if they are physically and/or mentally unable to perform their assigned duties.)*
 - f. Are working within the scope of the City's Emergency Plan
 - g. In preparation for and/or carrying out disaster or emergency functions.
 - h. Working during the occurrence of, or imminent threat of an illness or health condition affecting the public.

B. **Volunteers that are NOT covered by workers compensation:** Do not meet the MS Statute 12.22 Subd. 2a definition as mentioned under section V. A. 1. a. of this plan.

IX. CONCEPT OF OPERATIONS

A. General

1. All emergency operations will follow NIMS/ICS principles and guidelines.
2. As unsolicited, unaffiliated volunteers arrive in the impacted area or surges in volunteers occur and overwhelm the system, resources will be requested to assist with volunteer management. This could include request to the next level of government or non-governmental organizations (NGO).
3. This chapter defines the actions and roles necessary to provide a coordinated response by departments and agencies of the City of New Ulm.
4. When the Volunteer Management Plan is activated, it will be activated at the City level. This plan describes actions to be taken by the city.
5. Organizational chart(s) following NIMS and ICS protocol can be found in Attachment 3-3.

B. Plan Activation

1. Before this plan is activated, a need of potential need for volunteer management must be identified. Indicators that volunteer management is or may be required include, but are not limited to, the following:
 - a. Survivors who have not previously affiliated with a response organization looking for opportunities to assist with the response and recovery efforts.
 - b. The arrival of large numbers of out-of-area volunteers.
 - c. Requests for volunteers from any response agency or organization.

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- d. Regional entity requesting volunteers and/or volunteer management from the City of New Ulm.
- e. A shelter needs to be opened and staffed.
- f. Request from local Incident Commander (IC).
- 2. The Emergency Operations Center (EOC) Director/Manager will determine the need to activate this chapter entirely or in part in coordination and consultation with the local incident management team (IMT). Size of the activation is dependent upon the scope and impact of the incident.
- 3. The City of New Ulm Emergency Management will work with MN VOAD Responders to identify a volunteer coordinator who will assist with the coordination of volunteers and donations during an emergency or disaster. All volunteers will be routed through the EOC to a volunteer reception center (VRC) where they will then be assigned tasks by the volunteer coordinator. If they are not part of an established volunteer agency or group, then they will be asked to work with one until the response and recovery efforts are over.
- 4. The EOC Director and/or Logistics Section Chief, if appointed, will notify the Volunteer Coordinator of the need to mobilize resources.
- 5. The EOC Liaison Officer will be responsible for routing information from the EOC to the VRC and Volunteer Coordinator.
- 6. The VRC will notify and help coordinate volunteer and donations activities.
 - a. Activate the local affiliated organizations.
 - b. Organizations that have prior working relationship(s) with the City or that are members of Minnesota Volunteer Organizations Active in Disaster (MN VOAD) may be notified by the Volunteer Coordinator. They may be asked to report to and coordinate with the VRC, the City EOC, or any other area as appropriate for response and recovery operations.
- 7. Volunteer Coordinator Responsibilities
 - a. Coordinate all actions with the EOC.
 - b. At the request of the EOC Logistics Section Chief, will notify, activate and mobilize volunteer personnel and equipment to perform or support assigned functions.
 - c. Track request for volunteers and volunteer availability status.
 - d. Furnish personnel and resources to perform operations as directed by the EOC.
 - e. Maintain communications with the EOC, reporting to them as instructed.
 - f. Maintain records of personnel, money and time expended in support of directed operations.
 - g. Support agencies will advise the EOC if tasking exceeds available resources.
 - h. If a VRC is activated, the Liaison Officer and/or Logistics Section Chief will maintain communications with the VRC regarding requests for volunteers.
- 8. The Public Information Officer will coordinate with the EOC and VRC/Volunteer Coordinator for any and all messages being given to the public, members of the media, and what is available at the Joint Information Center (JIC). One of the keys to keeping volunteers and donations from impeding the response and recovery process of a catastrophic incident, and essentially becoming a second disaster, is timely, informative, and accurate information distributed to the public. For example, it is important to make it clear what the needs are in the impacted area(s), appropriate ways to help, and what is NOT needed.

C. Volunteer Management

- 1. The scope of volunteer management is to organize and vet unaffiliated volunteers and assign them to a supervising agency, organization, or emergency support function (ESF).

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2. This chapter is designed to be scalable and will be used for very large or catastrophic disasters as well as those on a smaller scale. The design and operation of the volunteer management plan is flexible in order to provide appropriate support to these situations.
3. Activation is dependent on the type and level of assistance needed or requested by a local jurisdiction. In many cases, the level of assistance needed will not necessitate activation of the entire volunteer management plan, because some volunteer and donation needs may be met and handled by local agencies as part of their normal response operations.
4. Three (3) levels of volunteer management have been identified to permit flexibility in the system so that it meets the unique needs of the disaster.
 - a. **Level A** – This level will be used in disasters that are small, limited, or localized in nature. Unsolicited or spontaneous volunteers will generally come from surrounding neighborhoods, and there will be no need to stand up a VRC. Voluntary, faith-based or community organizations responding to the scene will identify and appoint a Volunteer Coordinator who will manage the unsolicited volunteers onsite. This level of response may not require the activation of the City EOC.
 - b. **Level B** – This level will be implemented for medium to large disasters. Often significant attention is paid to this size of incident by local and regional media outlets, prompting mobilization by both gawkers and those desiring to help. A more coordinated level of volunteer management will be necessary, and a VRC may need to be setup outside the impact area. A volunteer coordinator will be activated for this level of response. Not all components of this plan or the VRC standard operating procedures (SOPs) will need to be activated, and VRC staff will fill multiple roles. The City EOC may be activated, but not at full staffing capacity.
 - c. **Level C** – This level of volunteer management will occur in very large and catastrophic events that may not be entirely localized within one jurisdictional boundary and may have multiple impact sites throughout the city. This type of event will generate a large number of unsolicited volunteers and donated goods. A Volunteer Management Unit will be established in the City EOC under the Logistics Branch. At least one VRC will be established and a phone bank/call center will be active in the City EOC.
5. The volunteer coordinator will notify and help coordinate volunteer activations among the local volunteer organizations. They will work with the EOC Command and General Staff to assess what resources are required to meet the needs for volunteer management. Potential requirements include but are not limited to those listed below:
 - a. Facilities to serve as VRCs and volunteer staging area(s).
 - b. Transportation
 - c. Communications
 - d. Radios
 - e. Personnel
 - f. VRC Staff
 - g. Security for the VRC
 - h. Office equipment and supplies
 - i. VRC go-kits
 - j. Ensure accountability for all volunteers assisting with the incident/emergency so that no one is lost or left behind. This will most likely include the need for wristbands or ID tags to be returned at the end of the work day.
 - k. Sanitation stations as necessary
6. Each affiliated volunteer shall be informed of the expected duration of service they are being requested for, before they commit to helping the in the response and recovery efforts.

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7. All volunteers shall be informed that their personal equipment is not covered by the city's insurance.
8. All volunteers will be provided with a job description, including the task together with its purpose, thereby clearly indicating the action to be taken and the reasoning for the action. This will also provide who they report to with contact information (their boss onsite). This description should also clearly identify any safety hazards expected with their line of work and how to mitigate for them.

D. Volunteer Reception Center (VRC)

1. The EOC IC, Operations Section Chief and the Volunteer Coordinator will direct the mobilization of the VRC when the scope of the emergency or disaster dictates activation.
2. The VRC is the administrative branch for the unaffiliated volunteers.
3. Communication capability between the EOC and the VRC and/or Donations Center will be established using the ARMER system. Cell phones will be the backup form of communication if the ARMER system is unavailable.
4. When the EOC IC determines that the VRC can be closed, the VRC Director and facility representative will be notified. The VRC will put the facility back into the original condition with representatives from the facility and the VRC noting any damage or loss.

E. Procedures for activation of the Donations Management Plan

1. The City Emergency Management, with assistance from the City Finance Office, is designated to be the Office of Primary Responsibility (OPR) for the Donations Management Program during a disaster or calamity affecting the City of New Ulm.
2. Donations management will be under the logistics section in the EOC.

F. Donations Management

1. The purpose of this section is to coordinate the processes used to ensure the most efficient and effective utilization of unsolicited, un-designated donated goods during major emergencies and disasters in New Ulm. A donations management team will be established when the plan is activated consisting of at least one person dedicated to assist with finances. This team will be responsible for receiving, staging, processing, and the distribution of all unsolicited, un-designated donated goods received from the general public.
2. Donations management activities include:
 - a. Providing guidance to citizens, managing telephone registration and database system located in the EOC of all goods received.
 - b. Establishing and managing one (1) or more collection facility.
 - c. Creating a system to sort and distribute donated items.
 - d. Storing donated resources in a warehouse until they are needed.
3. The PIO will work with the donations management team, EOC command and general staff and/or the JIC to inform the public of appropriate ways to help, highlighting what goods and services are NOT needed and those that are requested. Messages will be made that direct citizens in volunteer affiliation information and the needs of those volunteer organizations assisting with the response and recovery efforts in the city.
4. The PIO and Liaison Officer will work together to establish the needs of each responding voluntary organization and provide that information to the public in a timely manner.
5. While being the most helpful, cash donations will be encouraged to go to a voluntary organization of the donor's choice (of those responding to the emergency/disaster). If

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necessary, the city may accept cash donations; however, they will be placed in a separate account to be used only for the response and recovery efforts of the disaster. Funds received by the city can't be used for any other means.

6. In the event that unsolicited goods are received, such as clothing or food, these donations will be directed to community based agencies and organizations such as the Brown County food shelf, Disabled American Veterans, and local voluntary organizations that have a need for the donated goods.
7. When a warehouse(s) is needed, the EOC command and general staff will assist the responsible person for management of the warehouse(s) (ideally this will be a participating VOAD) to pre-identify sites to be utilized as a warehouse site, as well as managing warehouse operations, including receiving, sorting, storage, distribution and disposition of donated goods.
8. The donations management team will work with the Logistics and Operations Sections in the EOC to establish transportation methods, when needed, for routing goods from the warehouse to the pickup location for citizens.
9. A hotline phone number may be established in the EOC of Joint Information Center as well as information posted on the city website regarding what goods are still needed/request and where they can be sent.
10. All cooperating agencies may provide a liaison to the EOC to assist with oversight on volunteer and donations management activities.

X. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.

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CHAPTER 19: CONTINUITY OF OPERATIONS

I. PURPOSE

To describe how Continuity of Operations (COOP) will be accomplished by the City of New Ulm in response to a disaster. Realizing that the COOP is an ongoing process that never ends, it is imperative that the standing COOP Committee meet on a regular basis to update and insure the COOP remains a fully operational plan.

II. ROLES AND RESPONSIBILITIES

A. COOP Coordinator (City Emergency Management Director) and COOP Committee (Comprised of City Administrator, Personnel Department, Emergency Management, Finance, Law Enforcement, Information Technology, and any other key department heads).

1. Maintain an up-to-date contact listing of COOP Committee and (3) line of succession for department heads and key personnel.
2. Annual review and approval of COOP
3. Coordinating the COOP process (during a disaster or exercise)
4. Re-Allocation of Personnel
5. Participate in Planning, Training and Exercises

B. Department COOP Coordinator (Department Heads)

1. Develop/review annually (3) line of succession list
2. Develop/review annually Department service priority list
3. Develop internal communication plan consistent with jurisdiction wide communication plan
4. Develop employee contact list including contact numbers and addresses
5. Develop and maintain a current resource list of supplies, equipment and personnel.
6. Develop/identify critical resource contact list and availability during a disaster.

C. Personnel

1. Develop management process for daily/weekly attendance reports to include forms, documentation and timely reporting methods.

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2. Coordinate the re-allocation of personnel necessary to keep priority service functions operational.
3. Review City policies and collective bargaining agreements in order to maintain the necessary flexibility to best manage the department's priority services.
4. Develop/maintain current employee list.

D. Information Technology

1. Identify capacity required/requested during COOP event
2. Develop procedures for off-site access
3. Provide information for access to employees on how to access e-mail via internet

E. City Safety Committee

1. Work with key agencies to protect the health of employees during a COOP event
2. Develop fact sheets and information for employee safety specific to the event
3. Provide Personal Protective Equipment (PPE) specific to event
4. Recommend and initiate procedures to reduce impact on employee safety such as social distancing, workplace cleaning, hand hygiene, etc.

III. PLANNING

The ability of a local jurisdiction to provide services will be impacted during disasters and the demand for those services will increase. It is necessary for departments to clearly identify the level of service they intend to provide throughout all response phases. All departments within the City shall maintain their lists of essential function by priority as well as which employees have been cross-trained to perform essential functions for that department.

A. Prioritization of Services

1. Priority Service #1 – Immediate threat to public health, safety or welfare. Activities that must remain uninterrupted include departments and facilities that operate 24 hours a day and/or 7 days a week. (If the service closes on a weekend or holiday, it is not considered a Priority Service #1 function).
2. Priority Service #2 – Direct economic impact, constitutionally or statutorily mandated time frames, or civil disorder may develop if not performed in a few days. This would include activities that can be disrupted temporarily or might be period in nature, but must be re-established within a few days.

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3. Priority Service #3 – Regulatory Services required by law, rule or order that can be disrupted temporarily (a few days or weeks) but must be re-established sometime before the event is over (60 days per MN Statute 15.99)

IV. COORDINATION

Concept of Operations: During a disaster or catastrophic event, coordination of overall emergency planning, preparedness and response of all city agencies would occur through Emergency Management at the Emergency Operations Center (EOC). Activation of the Emergency Operations Plan (EOP) identifying agency purpose and responsibilities will be implemented during an event.

V. COMMUNICATION

During a COOP event, communication will be essential for effective implementation of this plan. Communication to the public, employees and all departments will be critical. The potential for normal communication systems like radio, phone or email, to be impacted during an event is likely. A communication plan that outlines when to transition from normal operations to emergency operations for city communications will be implemented by the COOP Coordinator (Emergency Management Director).

VI. PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Management Committee will review and update this chapter and any attachments annually, or as needed.