

Development Authority of the North Country Governance Policies

Subject: Emergency Response Plan

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EMERGENCY RESPONSE PLAN

Table of Contents

SECTION 1.0 PURPOSE	2
SECTION 2.0 EMERGENCY DECLARATION	2
SECTION 3.0 RESPONSIBILITIES.....	2
SECTION 4.0 RESPONSE PROCEDURES.....	3
4.1 General	3
4.2 Existing Emergency Response Plans	4
4.3 Employee Accountability Reporting	5
SECTION 5.0 END OF EMERGENCY OPERATIONS.....	5
APPENDIX A.....	7
Emergency Response Command Center.....	7
(ERCC)	7

SECTION 1.0 PURPOSE

The purpose of this document is to describe the response procedure for a Development Authority of the North Country (Authority) state of emergency (SOE). This plan identifies the necessary steps to ensure that the Authority responds effectively to an Authority-wide SOE by establishing centralized command and control and reporting procedures. This procedure may be implemented in emergency situations that are isolated such as loss of power or severe damage to a single Authority facility. The operational divisions have specific emergency response procedures that apply to these situations.

SECTION 2.0 EMERGENCY DECLARATION

The Executive Director may issue an Emergency Declaration in response to a natural or manmade disaster that affects Authority facilities or operations. The Emergency Declaration may duplicate an emergency declaration issued by a local or county government, the State of New York, or the federal government. An Emergency Declaration may also be a standalone order without reference to any other governmental declaration. The Executive Director will consult the Authority Board Chairman on the status of any Emergency Declaration and subsequent emergency operations.

SECTION 3.0 RESPONSIBILITIES

At the declaration of an Authority-wide SOE by the Executive Director, the Emergency Response Command Center (ERCC) shall be established. This would typically occur if a State or Federal emergency is declared and several Authority facilities have stopped normal operation causing the likelihood that Authority customers will not be served for an extended period of time, or if there is an imminent threat to public health and/or the environment as a result of lack of service.

The ERCC shall be structured by a chain of command shown in Appendix A. The following is a description of the roles and responsibilities of the ERCC Team members:

- **Executive Director** –The Executive Director will be responsible for initiating the startup of the ERCC. The Executive Director will have the overall responsibility of coordinating with federal, state and local agencies as well as directing the Authority resources and operations towards an effective and efficient recovery and return to normal operations. He or she will also designate when the ERCC will disband and normal operations will resume.
- **Deputy Executive Director (DED)** – The DED will be responsible for coordinating the assembly of the ERCC and implementing directives of the Executive Director. He or she is also responsible for relaying status reports to the Executive Director from the Division Managers. The Deputy Executive Director will be responsible for directing Division Managers as required to assist with implementation of tasks needed to respond to the emergency.
- **WQM, SWM and Telecommunications Division Managers (DMs)** – The DMs will have the responsibility of directing their division’s personnel and equipment to achieve recovery and return to normal operations. This will include directing when and where their employees report to work and what responsibilities shall be assigned to them. These Managers will be responsible for giving status reports to the DED on their personnel,

facilities, equipment, and recovery effort. These Managers will also recommend response and recovery priorities to Executive Management.

- **Director of Engineering (DE)** – The DE will have the primary responsibility of providing engineering and environmental advice and direction to Division Managers and Executive Management. Due to the potentially unique and very challenging circumstances an Authority-wide SOE may pose, the focus of the DE’s efforts will be to recommend actions to limit risks of damage to the environment and the Authority’s facilities and equipment, and may also communicate directly with regulatory agencies regarding public health and environmental compliance matters. The DE will direct his or her personnel when and where they shall report to work and what responsibilities shall be assigned to them.
- **Director of Information Technology (DIT)** – The DIT will have the responsibility of directing technology personnel to restore systems, if any, affected by an Authority-wide SOE. DIT will work closely with the other Division Managers to identify their immediate technology needs and work with them to achieve their restoration goals. The DIT will provide a report to the DED to include details of restoration operations and status of personnel.
- **Director of Regional Development (DRD)** – The DRD will be responsible for managing public relations and community outreach efforts during the emergency. The DRD will ensure that accurate information is disseminated to the press and other affected entities that require updates regarding an emergency situation. The DRD will also coordinate with other Public Information officers (PIOs), as necessary.
- **Comptroller** – The Comptroller will be responsible for Administrative support and documentation of communications, timelines, actions taken during emergency, etc. The Comptroller will maintain a record of the activities that have transpired over the course of the emergency and will designate administrative personnel to assist in this role, as necessary. The responsibilities may include maintaining an ‘event tracking log’, normal administrative activities such as receiving/directing phone calls and maintaining records, and other responsibilities the situation warrants in order to assist Management to effectively perform ERCC operations. Administrative employees may be from one or multiple divisions, but while a part of the ERCC Team, will report directly to the Comptroller or other divisions as assigned.
- **Human Resources Director** – The Human Resources Director will assist in ensuring that statutory personnel obligations are met during an emergency and for addressing personnel related questions that may arise during an emergency situation. The Human Resources Director will also assist the Comptroller as needed with administrative functions related to documentation of the emergency event.

SECTION 4.0 RESPONSE PROCEDURES

4.1 General

When the Executive Director declares a SOE, he or she will authorize the Deputy Executive Director to activate the ERCC and establish a time for which ERCC operations will begin. The Deputy Executive Director will coordinate with the Division Managers to assemble the ERCC Team. The ERCC Team shall assemble at a location to be determined by the Executive Director to begin response efforts. The ERCC will serve as the centralized command and control center to direct Authority personnel and resources to most effectively respond to the emergency. The Dulles State Office Building will be the primary ERCC as the utilities serving

this facility are primarily underground and the building is likely to maintain communication links during an emergency. Back-up locations will include the Warneck Pump Station, Solid Waste Management Facility, and County command centers, or other location as deemed appropriate by the Executive Director given the nature and extent of the emergency situation.

The primary goals of the emergency response shall be:

- 1. Determine the Scope of Damage:** Each division, at the direction of its Division Manager, shall assess the extent of damage to its facilities, equipment, impact on operational capabilities, and environmental impacts. Timeliness of completing this is important so that emergency response priorities can be set.
- 2. Public Health and Environmental Protection:** The operational Division Managers shall eliminate or limit the risk of damage to public health and the environment. For example, an extended loss of power to the Warneck Pump Station, without the use of emergency back-up systems, would cause a major environmental problem and, consequently, a public health incident.
- 3. Sustain and Recover:** The Authority shall strive to sustain the services it is able to provide and work towards recovering service capability for those it has lost. Services that are vital to immediate public health and protection of the environment shall take priority.

4.2 Existing Emergency Response Plans

The Authority currently has several emergency response plans for its facilities. They may be useful in an Authority-wide SOE as they give instruction on the recovery of specific facilities. Hard copies of the site specific plans will be maintained at the respective facilities and a CD or thumb drive containing all the Authority Emergency Response Plans will be provided to Division Managers. Additionally, Emergency Response Plans will be stored electronically on Business Portal. These plans will be reviewed annually and modified as warranted by changes in procedures, organization, etc. Plans are summarized below.

A. Open Access Telecommunication Plans

OATN Emergency Response Plan (Revised October 5, 2015): This plan was developed as a guideline in the event of an emergency to minimize disruption of service to Authority customers.

B. Solid Waste Management Facility Plans

Solid Waste Management Contingency Plan (Revised October 2015): This plan is required by the Facility's Part 360 Permit and includes specific procedures that will be taken by the Facility to deal with emergency situations that could impact the hauling of leachate to our primary treatment facility, etc.

C. Water Quality Plans

1. Authority-Owned Facility ERPs

Army Sewer Line - Sewer Collapse and Overflow Response Plan (SCORP) (Revised September 14, 2015): This plan was developed as a guideline for the Authority by O'Brien & Gere to minimize disruption to customers and provide environmental and public health protection and safety in the event of a sewer collapse or overflow.

Army Water Line Emergency Response Plan (Revised September 29, 2015): This plan was developed as a guideline for Authority personnel to respond to potential emergencies that could impact the City of Watertown to Fort Drum Waterline and includes specific Department of Health requirements for notification of emergency, current spare parts that may be needed during an emergency, contact information during a public health emergency, etc.

Regional Water Line Emergency Response Plan (Revised September 29, 2015): This plan was developed as a guideline for Authority personnel to respond to potential emergencies that could impact the Regional Waterline and includes specific Department of Health requirements for notification of emergency, current spare parts that may be needed during an emergency, contact information during a public health emergency, etc.

2. Contract Operated Facility ERPs

- a. Village of Heuvelton Wastewater Emergency Response Plan (Revised November 13, 2015):
- b. Village of Heuvelton Water Emergency Response Plan (Revised November 13, 2015):
- c. Route 3 Sewer Corridor Emergency Response Plan (Revised October 29, 2015):
- d. Village of Clayton Wastewater Emergency Response Plan (October 13, 2015)
- e. Village of Carthage Wastewater Emergency Response Plan (October 21, 2015):
- f. Newton Falls WWTP Emergency Response Plan (January 9, 2015)

4.3 Employee Accountability Reporting

An Authority-wide SOE may require that previously approved vacations be rescinded, employees work more or less hours, or even different hours than would be the case for normal operations. Furthermore, during a SOE the Executive Director may waive or supersede Authority policy for the period of the declaration. Supervisors are responsible for ensuring that statutory obligations are met for their employees and records of the employee work hours are maintained throughout the emergency. Division Managers may determine their own procedures; however, the key is adequate training of personnel prior to an emergency situation. Division Managers shall ensure that updated employee contact lists are made available via hard copy at their facilities and disseminated to key personnel.

SECTION 5.0 END OF EMERGENCY OPERATIONS

The Executive Director may declare an end to the Authority-wide SOE at his or her own discretion. At that point the Division Managers will transition their personnel to normal operations. The Division Managers will also assist the DED in preparing an After Action Report (AAR). The AAR shall highlight a summary of major events and the response taken. It should also summarize lessons learned and best management practices developed during the response.

October 31, 2014; non-substantive edits not requiring Board Resolution
November 19, 2015; non-substantive edits not requiring Board Resolution

Emergency Response Command Center (ERCC)

