

**4<sup>TH</sup> ANNUAL  
EMERGENCY PREPAREDNESS CONFERENCE**

**REINFORCING**

**THE**

**FOUNDATION**

**Radisson Hotel—Manchester, NH**

**Wednesday, June 25, 2008**

**8:00<sup>AM</sup> — 4:00<sup>PM</sup>**

# AGENDA

**7:00AM – 8:00AM Registration, Continental Breakfast and Exhibits**

**8:00AM – 8:30AM Welcome & Opening Remarks**

John J. Barthelmes, *Commissioner, NH Department of Safety*  
Nicholas A. Toumpas, *Commissioner, NH Department of Health and Human Services*

**8:30AM – 9:45AM Keynote Panel**

Clinton Hostage Situation: Applying Lessons Learned from Regional Planning & Response

**9:45AM – 10:00AM Break**

**10:00AM – 12:15PM Morning Breakout Sessions**

Choose **ONE**, 2-hour workshop or **TWO**, 1-hour workshops

**12:15PM – 1:30PM Lunch & Stovepipe Award presentation**

Governor John Lynch, *Invited*  
Free time for exhibits

**1:30PM – 3:45PM Afternoon Breakout Sessions**

Choose **ONE**, 2-hour workshop or **TWO**, 1-hour workshops

## REGISTRATION INFORMATION

Pre-registration is required. Due to limited space, walk-ins will not be accepted. To register, please go to [WWW.NH.TRAIN.ORG](http://WWW.NH.TRAIN.ORG) and follow the instructions.

If you have questions about the conference, please contact Lori Walter at the Community Health Institute at (603) 573-3306 or via email at: [lwalter@jsi.com](mailto:lwalter@jsi.com).

If you do not have Internet access, an email address or have technical difficulties while registering, please contact Thom Flynn at (603) 271-7499

**Registration is due by June 18, 2008.**

***There is no charge for this conference.***

# SESSIONS AT-A-GLANCE

10:00AM to 11:00AM	11:00AM to 11:15AM	11:15AM to 12:15PM	12:15PM to 1:30PM	1:30PM to 2:30PM	2:30PM to 2:45PM	2:45PM to 3:45PM	
<b>1-Hour Sessions</b>	<b>BREAK</b>	<b>1-Hour Sessions</b>	<b>LUNCH</b>	<b>1-Hour Sessions</b>	<b>BREAK</b>	<b>1-Hour Sessions</b>	
Legal Issues Roundtable <i>Page 3</i>		NIMS/ICS Requirement Update <i>Page 4</i>		NH Disaster Animal Response Team <i>Page 6</i>		School Compliance to RSA 189:64 <i>Page 7</i>	
Community Resiliency: Preparing Communities to Survive and Thrive <i>Page 3</i>		Best Practices for the Management of Community Volunteers in NH <i>Page 4</i>		After Action Report/ Improvement Plan (AAR/IP) Nuts & Bolts <i>Page 6</i>		NIMS/ICS Requirement Update <i>Page 7</i>	
Public Health Emergencies 101: What's so special about public health emergency response? <i>Page 3</i>		Public Health Emergencies 201: NH's Framework for Public Health Emergency Response <i>Page 4</i>		Overview of the FBI's Weapons of Mass Destruction (WMD) Program <i>Page 6</i>		Animals and Animal-Related Disease: Roles, Responsibilities and Impacts <i>Page 8</i>	
<b>2-Hour Sessions</b>			<b>LUNCH</b>	Community Organizations Active in Disasters <i>Page 7</i>	<b>BREAK</b>	Work Zone Safety and Emergency Response Awareness <i>Page 8</i>	
Homeland Security Exercise Evaluation Program (HSEEP) Module 6 Evaluator Training <i>Page 5</i>				<b>2-Hour Sessions</b>			
Psychological First Aid <i>Page 5</i>				Practicing What We Preach: Increasing Personal Preparedness in the Response Community and Critical Infrastructure <i>Page 9</i>			
Using Technology to Support Emergency Preparedness and Response <i>Page 5</i>				Functional and Medical Needs Sheltering Plan <i>Page 9</i>			

# MORNING BREAKOUT SESSIONS

Choose **ONE**, 2-hour workshop or **TWO**, 1-hour workshops  
**10:00AM – 11:00AM (1-Hour Sessions)**

## Legal Issues Roundtable (1 Hour)

Update on new legislation affecting emergency planning and response for public health and public safety officials.

- Learning Objectives
- Understand NH's current and pending legislation affecting emergency preparedness and response activities, including legislation affecting volunteer liability.
  - Learn strategies used at the local level to provide liability protection for health care workers during exercises.
  - Discuss changes to EMTALA regulations that can be used in public health emergencies.

Presenters **Nancy Smith**, Assistant Attorney General, NH Department of Justice  
**Marta Modigliani**, Attorney, NH Department of Safety  
**Suzanne Prentiss**, EMS Bureau Chief, NH Fire Standards & Training and EMS

## Community Resiliency: Preparing Communities to Survive and Thrive (1 Hour)

Planning is a key to disaster recovery. Learn how the town of Lyme, with a population of only 1,700, has prepared for disasters for years and when the time came during the 2007 Nor'easter they were able to 'survive the storm' with little to no outside assistance and was able to assist an adjoining community as well. A key factor in any disaster is the resiliency of the community.

- Learning Objectives
- Learn about Lyme's flood experience and what replicable strategies they used ahead of the disaster which allowed them to be self-sufficient during the emergency.
  - Increase awareness of key factors in building community resiliency.
  - Learn how to promote resiliency in your community.

Presenters **Michael Hinsley**, Fire Chief, Town of Lyme  
**Mark Lindberg**, NH Disaster Behavioral Health Response Team (DBHRT) Liaison

## Public Health Emergencies 101: What's so special about public health emergency response? (1 Hour)

This workshop, geared to non-public health professionals, will highlight those characteristics that make public health emergencies unique and provide an overview of typical public health emergency response actions. Key interfaces between EMT, fire, police and public health response actions will be discussed.

- Learning Objectives
- Understand the similarities and differences between non public health and public health emergencies.
  - Understand typical public health response actions.
  - Discuss how a public health response can be integrated into the response actions of police and fire.

Presenter **Phil Alexakos**, Chief of Environmental Health and Emergency Response, Manchester Health Department

# MORNING BREAKOUT SESSIONS

Choose **ONE**, 2-hour workshop or **TWO**, 1-hour workshops  
**11:15AM – 12:15PM (1-Hour Sessions)**

## **NIMS/ICS Requirement Update** (This 1 hour session is repeated at 2:45 PM)

This session will detail updates to NIMS/ICS requirements for responders from different disciplines, reviewing and interpreting recommendations from the National Integration Center. Trainings available to meet the requirements will also be discussed.

- Learning Objectives
- Understand NIMS/ICS requirements for responders of different disciplines.
  - Identify available courses to meet the requirements.

Presenter **Bob Pragoff**, Captain, NH Fire Standards & Training and EMS

## **Best Practices for the Management of Community Volunteers in NH** (1 Hour)

Presenters will describe how their CERT/MRC teams got started and detail their ability to recruit, train, retain and deploy their team members. Participants will also learn about ESAR-VHP (Emergency System for Advance Registration of Volunteer Healthcare Professionals).

- Learning Objectives
- Learn proven strategies of success for existing or to-be-developed Community Emergency Response (CERT) or Medical Reserve Corps (MRC ) Teams.
  - Understand the Integration of Medical Reserve Corps (MRC) and ESAR-VHP (Emergency System for Advance Registration of Volunteer Healthcare Professionals).
  - Learn how MRC and CERT Teams can benefit your community.
  - Learn how to keep volunteers engaged.

Presenters **Kerran Vigroux**, Director, Town of Derry, Bureau of Public Health; Coordinator, Greater Derry Medical Reserve Corps; Coordinator, Greater Derry Area Health and Safety Council (Public Health Network site)  
**Reverend Curtis E. Metzger**, Hospital Preparedness Coordinator; ESAR-VHP Coordinator; State Medical Reserve Corps Coordinator; Deputy Public Information Officer, NH Homeland Security and Emergency Management  
**Samantha Brann**, Emergency Planning Assistant and Coordinator of Volunteers, Lakes Region Partnership for Public Health  
**Richard Hanegan**, Firefighter/EMT-1, Pelham Fire Department, CERT/MRC Program Director

## **Public Health Emergencies 201: NH's Framework for Public Health Emergency Response**

During the past year the NH Homeland Security and Emergency Management and the NH Department of Health and Human Services have developed a new framework that describes how state agencies will coordinate with local and regional entities during different types of emergencies. The presenters will describe this framework and how it will be operationalized during public health emergencies.

- Learning Objectives
- Understand how NH's framework for responding to large-scale public health emergencies differs from the framework for other types of emergencies.
  - Understand the role and function of the NH Department of Health and Human Services' Incident Command Center during large-scale public health emergencies.
  - Understand the role and function of the NH Emergency Operations Center during public health and other emergencies.

Presenters **Christopher M. Pope**, Director, NH Homeland Security and Emergency Management  
**Joe Arcidiacono**, Director, Emergency Services, NH Department of Health and Human Services

# MORNING BREAKOUT SESSIONS

Choose **ONE**, 2-hour workshop or **TWO**, 1-hour workshops

**10:00AM – 12:15PM (2-Hour Sessions)**

## Homeland Security Exercise Evaluation Program Module 6 Evaluator Training (2 Hours)

HSEEP evaluation is not a single event in the exercise process, but an integral part of each step in the exercise cycle, starting from the time vulnerability is assessed and a capability is targeted. This session addresses discussion- and operations-based exercises to validate strengths and document weaknesses in the exercising jurisdiction or organization's preparedness, as observed during the exercise. **Participants receive a state certificate as an HSEEP Evaluator.**

- Learning Objectives
- How to plan and organize the evaluation around the Exercise Evaluation Guides (EEG).
  - How to select and train evaluators to observe and record events using the EEGs.
  - How to reconstruct the timeline and then analyze data to determine the root cause.

Presenter **Leigh Cheney**, State Exercise Officer, NH Homeland Security and Emergency Management

## Psychological First Aid (PFA) (2 Hours)

This workshop is designed to give participants an introduction to skills needed to assist affected individuals in coping with a disaster. These skills are useful for the general public as well as for first responders impacted by an event.

- Learning Objectives
- Understand the purpose of PFA, the roles of those providing PFA and the basic principles involved in implementing PFA in a disaster situation.
  - Understand how people react to and cope with stress, trauma and loss.
  - Understand communication strategies that support healthy coping and resilience and communication skills to calm anxious individuals.
  - Understand common signs of escalating anxiety and effective methods of de-escalating agitated behavior.
  - Understand the characteristic reactions of vulnerable groups and effective interventions to assist vulnerable groups.
  - Understand how reactions to stress may affect helpers and strategies to manage helper stress.

Presenter **Paul Deignan**, Disaster Behavioral Health Coordinator, NH Homeland Security and Emergency Management

## Using Technology to Support Emergency Preparedness and Response (2 Hours)

NH state agencies have made significant investments to use technology-based systems to help manage emergencies. Presenters will discuss a number of systems: WebEOC; Health Alert Network; HealthCare Standard; Supplemental Automatic Location Information; and Traffic Management and the Lab Response Network.

- Learning Objectives
- Identify five technology systems used in NH and their primary functions.
  - Understand how these systems interface with local EOCs and other response agencies.

Presenters **Denise M. Krol**, Health Alert Network Coordinator, NH DPHS, Disease Surveillance Section  
**David Swenson**, AHEDD Project Manager, NH DPHS, Disease Surveillance Section  
**Donald Keeler**, Chief Emergency Management Specialist, NH Homeland Security and Emergency Management  
**Wanda Hemeon**, Public Information Representative, Bureau of Emergency Communications, NH Department of Safety  
**Christine Tolis**, Sr. Research Support Specialist NE Center for Emergency Preparedness  
**Maureen Callopy**, BT Coordinator, NH Public Health Laboratory  
**Denise Markow**, TMC Project Manager, NH Department of Transportation

# AFTERNOON BREAKOUT SESSIONS

Choose **ONE**, 2-hour workshop or **TWO**, 1-hour workshops

**1:30PM – 2:30PM (1-Hour Sessions)**

## **NH Disaster Animal Response Team (NH DART)** (1 Hour)

What is a disaster animal response team and how can a community develop one? These and many more questions will be addressed in this informative and interactive session. Learn about the new FEMA requirements for planning for household pets and strategies that some regions and municipalities have implemented to meet these requirements.

Presenters **Kathryn Doutt**, Assistant Director, NH Homeland Security and Emergency Management  
**Lora dePlante**, Coordinator, NH Disaster Animal Response Team

## **After Action Report/Improvement Plan (AAR/IP) Nuts and Bolts** (1 Hour)

Come learn how to navigate the Homeland Security Emergency Evaluator Program After Action Report and Improvement Plan process. Bring your questions and together we will troubleshoot and identify creative solutions.

Learning Objectives

- Explain the AAR/IP process.
- Identify the basic elements of an AAR and provide examples.
- Explain the components of and the method for writing an IP.

Presenters **Leigh Cheney**, State Exercise Officer, NH Homeland Security and Emergency Management  
**Bill Weinhold**, Battalion Chief, Concord Fire Department

## **Overview of the FBI's Weapons of Mass Destruction (WMD) Program** (1 Hour)

This workshop is a basic-intermediate level class for those wanting a clearer understanding of the FBI's role in WMD events. Threat assessment, sample collection, sample screening, and proper documentation will be reviewed.

Learning Objectives

- Obtain a basic understanding of the FBI's WMD program.
- Describe the need and process for threat assessment.
- Obtain a basic understanding of FBI's screening program.
- Describe the need for a screening program.
- Describe the sample handling process including sample collection, packaging, and required paperwork.

Presenter **J. Brooks Broadus**, Special Agent, WMD Coordinator, FBI—Boston Division.

# AFTERNOON BREAKOUT SESSIONS

Choose **ONE**, 2-hour workshop or **TWO**, 1-hour workshops  
**1:30PM – 2:30PM (1-Hour Sessions)**

## Community Organizations Active in Disasters (1 Hour)

To promote their effectiveness in all phases of disaster, communities have begun to recognize the importance of organizing prior to an event. Several New Hampshire communities have used recent disasters to springboard the development of their COADs. A Community Organization Active in Disaster (COAD) is an umbrella organization that exists to bring together stakeholders interested in building better prepared and more resilient communities. COADs provide a network through which individual organizations can more effectively address their mission and service goals during all four phases of disaster. In this workshop we will describe the course of development of COADs in NH, how they have proven to benefit our communities, and steps you can take to organize your own community in the face of disasters.

- Learning Objectives
- Understand the course of development for COADs in the state of New Hampshire.
  - Learn how a COAD benefits a community.
  - Understand how COADs relate to other established organizations.

Presenters **Lisa Michaud**, Executive Director, Greater Manchester Red Cross  
**Erin Kizer**, AmeriCorps VISTA Greater Manchester Red Cross Project, NH Homeland Security and Emergency Management

## 2:45PM- 3:45PM (1-Hour Sessions)

### School Compliance to RSA 189:64 (1 Hour)

This session will focus on the NH State law requiring site-specific emergency response plans for private and public schools. Come and learn what your school district has to do to comply with this new law.

- Learning Objectives
- Define RSA 189:64.
  - Identify approaches to assist local school districts with compliance.

Presenter **Gregg Champlin**, Natural Disasters Planner, NH Homeland Security and Emergency Management

### NIMS/ICS Requirement Update (1 Hour—This is a repeat of the 11:15 – 12:15 session)

This breakout will detail updates to NIMS/ICS requirements for responders from different disciplines, reviewing and interpreting recommendations from the National Integration Center. Trainings available to meet the requirements will also be discussed.

- Learning Objectives
- Understand NIMS/ICS requirements for responders of different disciplines.
  - Identify available courses to meet the requirements.

Presenter **Bob Pragoff**, Captain, NH Fire Standards & Training and EMS

# AFTERNOON BREAKOUT SESSIONS

Choose **ONE**, 2-hour workshop or **TWO**, 1-hour workshops  
**2:45PM – 3:45PM (1-Hour Sessions)**

## **Animals and Animal-Related Disease: Roles, Responsibilities and Impacts** (1 Hour)

Animals play an integral part in personal and agricultural spheres through companionship, food, and economic stability. Disease in animal communities can have far-reaching impacts on human health, economy, tourism, and local/regional personnel demands. Emergency management will be involved in animal-related incidents. This workshop will highlight likely animal-related scenarios involving emergency preparedness and response, local and regional roles and responsibilities, and direct and indirect impacts. Special attention will be placed on New Hampshire-specific examples and data when available.

- Learning Objectives
- Recognize how animals and animal-related disease have dramatic emergency management implications.
  - Understand likely roles and responsibilities during an event.
  - Appreciate far-reaching impacts from an event.

Presenter **Jason Stull**, Public Health Veterinarian, Bureau of Disease Control and Health, NH State Health Department; Assistant Clinical Professor, University of NH

## **Work Zone Safety and Emergency Response Awareness** (1 Hour)

Typical highway, urban and rural roadway work zone conditions change drastically after hurricanes and other natural disasters. Issues typically faced in work zones include traffic which encroaches on the work zone, noise, and hazards which result from the operation of heavy equipment within the work zone. Additional health and safety challenges faced by workers include downed power lines and trees, slippery roadways, exhaustion from working extended shifts, falls from heights, work around debris, and the decreased visibility of workers in the work zones.

- Learning Objectives
- Identify common hazards associated with roadway work zones during natural and man-made disasters.
  - Identify additional protective equipment, materials and procedures used to minimize the dangers of operating in a roadway work zone.
  - Identify resources to assist in preparing for working in roadway work zones following an emergency incident.

Presenter To Be Announced

# AFTERNOON BREAKOUT SESSIONS

Choose **ONE**, 2-hour workshop or **TWO**, 1-hour workshops

**1:30PM – 3:45PM (1-Hour Sessions)**

## Practicing What We Preach: Increasing Personal Preparedness in the Response Community and Critical Infrastructure (2 Hours)

Presenters will discuss the findings of a survey of NH residents describing their personal preparedness initiatives implemented by three entities to increase personal preparedness among employees working in different sectors: the NH Homecare Association's "Good to Go" campaign, Meredith Village Savings Bank's work to promote emergency preparedness and New London Hospital's campaign to promote employee readiness, including its work to establish MOUs for elder, child, and pet care.

- Learning Objectives
- Describe the three areas in which NH residents report the lowest and highest levels of personal preparedness.
  - Understand the commonalities of two successful workplace-based campaigns to increase personal preparedness among their workforce.

Presenters **Susan Knight**, Program Planner, Health Statistics and Data Management, NH Division of Public Health Services  
**Kent Wheeler**, Director of Emergency Services, New London Hospital  
**Margaret Gilmour**, RN, MS, Healthcare Consultant  
**Joanne Pearce**, Vice President of Risk Management, Meredith Village Savings Bank

## Functional and Medical Needs Sheltering Plan (2 Hours)

When it comes to shelters, one size doesn't necessarily fit all. This workshop will showcase the state's Functional and Medical Needs Sheltering Plan including a local best practice sheltering model.

- Learning Objectives
- Educate state and local planners and various stakeholders about sheltering individuals with functional and medical needs.
  - Discuss the critical elements of a plan to shelter functional and medical needs individuals during a disaster.
  - Share best sheltering practices.

Moderator: **Carole Totzkay**, Bio-terrorism Preparedness Planner, NH Homeland Security and Emergency Management

Presenters **Derek Peters**, Rochester Fire Department  
**Sandy Weld**, Division of Family Assistance, NH Department of Health and Human Services  
**Colleen Fitzpatrick**, Emergency Service Director, Red Cross - Great Bay Chapter



# 2008 STOVEPIPE AWARD

## We are searching for the recipient of the 2008 Stovepipe Award!

Do you know an individual, organization or regional planning group in New Hampshire that has:

- Reached out beyond traditional working relationships to strengthen preparedness and response capacity?
- Is a model for others in the state working to move beyond silos?

If so, please tell us who they are, and give us an example of what they have done to move beyond stovepipes and towards a more collaborative response to emergencies.

### 2008 Stovepipe Nomination Form

**Name of nominee:** \_\_\_\_\_

**Description of anti-stovepipe activity:** \_\_\_\_\_

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**Description of result of this activity:** \_\_\_\_\_

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**Your name and contact information (optional):** \_\_\_\_\_

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Stovepipe award recipients will be selected from among the nominees by the Emergency Preparedness Conference Planning Committee and NH HSEM Director Christopher M. Pope. The Stovepipe Award will be presented at the Emergency Preparedness Conference at lunch by Director Pope.

### Nominations Due by: June 11, 2008

Submit Your Nomination: Community Health Institute, Attn: Lori Walter, 501 South Street, 2nd Floor, Bow, NH 03304; or fax your nomination to (603) 573-3301; or email [lwalter@jsi.com](mailto:lwalter@jsi.com).

INSTRUCTIONS: Please complete the nomination form then cut along the dotted line and fax or mail the form to the address at the bottom of this page

## CONFERENCE FOCUS

This conference will focus on sharing critical information and best practices to strengthen emergency plans and response capacity.

## KEYNOTE PANEL 8:30 – 9:45AM

### Clinton Hostage Situation: Applying Lessons Learned from Regional Planning & Response

Moderated by Betsey Andrews Parker, Executive Director, Northern Strafford Health and Safety Council

During the NH Primary, New Hampshire was once again in the national spotlight but not for the first in the nation primary. On December 1, 2007, campaign workers at the Clinton campaign office in Rochester were taken hostage for several hours and national focus was centered on the response from our local and state emergency personnel. The situation ended with no injuries but the lessons learned were invaluable. This panel will discuss the logistical and tactical operations of the event and lessons learned from law, fire, school, EMS, and medical responders.

Panel members include: Rochester Police, Fire and School departments, Strafford County SWAT, Frisbie Memorial Hospital, State Police and media representatives.

## STOVEPIPE AWARD

We are searching for the recipient of the 2008 Stovepipe Award! Please complete the **2008 Stovepipe Award Nomination form included in this packet** before June 11. Stovepipe award recipients will be selected from among the nominees by the Emergency Preparedness Conference Planning Committee and NH Homeland Security and Emergency Management Director Christopher Pope. The award will be presented during lunch at the conference.

### Presented by:

NH Department of Health and Human Services, NH Department of Safety, NH Health Officers Association, NH Public Health Network, and Community Health Institute

Wednesday, June 25, 2008 8:00AM – 4:00PM

# LOCAL EMERGENCY PREPAREDNESS CONFERENCE REINFORCING THE FOUNDATION

Community Health Institute  
501 South Street, 2<sup>nd</sup> Floor  
Bow, NH 03304