



The Incorporated Village of East Hills
EMERGENCY MANAGEMENT PLAN

**Prepared by Mayor Michael R. Koblenz
for the Incorporated Village of East Hills
Effective January 1, 2012**

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The Incorporated Village of East Hills
EMERGENCY MANAGEMENT PLAN

I. STATEMENT OF NECESSITY

A. URGENCY

The Incorporated Village of East Hills (Hereinafter, “Village”) acknowledges that a comprehensive emergency management plan is necessary to ensure the Village’s ability to respond in emergency/disaster situations. This plan responds to the needs of the Village and its residents to be safe, sound and secure during emergencies including natural disasters and electrical power outages.

The primary responsibility for responding to emergencies rests with the Village. However, local government and local emergency service organizations play an essential role as a line of defense in addition to Nassau County and the Town of North Hempstead. Managing routine emergencies is the function of certain municipal agencies such as the Roslyn Fire Department, and the Nassau County Police Department.

When local resources are inadequate, the Village may obtain assistance from other political subdivisions and the County government. State assistance is supplemental to local emergency efforts. If an emergency or disaster occurs which is clearly beyond the management capabilities and emergency resources of the State and local governments, federal assistance may be required.

B. LIMITATIONS AND CAVEATS

This plan is not intended to limit or restrict any other prudent measures that may be taken by the Village, its officers, directors, employees, agents or servants in emergency/disaster situations. The development of the plan includes an analysis of potential hazards which could affect the Village. All municipal departments and employees are urged to become familiar with this plan in order to ensure its efficient and effective execution in the event of an emergency/disaster situation.

There is no guarantee of any specific results guaranteed by this plan. During an emergency situation, municipal assets, equipment and systems may be damaged, destroyed or overwhelmed. The Village can only endeavor to make reasonable efforts to respond based on the situation, information and resources available at the time.

C. OTHER CRITICAL ACTION NECESSARY

The Village also urges residents to develop its own family disaster plan and maintain essential supplies. Businesses are also encouraged to develop internal disaster plans that will integrate and be compatible with municipal resources. They should additionally encourage their employees to develop a family disaster plan.

II. EMERGENCY MANAGEMENT STEPS AND NECESSARY ACTION

The Village desires to take every possible prudent measure to protect the life and property of its residents from the effects of hazardous events by taking the following action: mitigation, preparedness, response, and recovery. These phases are neither linear in implementation nor do they have a distinct starting or ending point.

A. MITIGATION

Mitigation activities reduce the probability of a disaster occurring and lessen the damage of unavoidable hazards. Mitigation efforts include amending or suspending building codes and working with other governmental agencies to avoid emergency conditions. This may require a declaration of a state of emergency in the Village.

B. PREPAREDNESS

Under this phase, response capabilities needed during an emergency are worked on, including, but not limited to planning, training, and exercises.

C. RESPONSE

A proper response to emergencies is established to help protect life and property and speed recovery. Examples of response actions include warning, evacuation and rescue. Most response activities follow the immediate impact of an emergency and are designed to minimize casualties and protect property to the extent possible. They seek to reduce probability of secondary damage and speed recovery operations.

D. RECOVERY

The recovery stage is the development of the methods and means to restore the community to its normal state of affairs. This includes repairing roads, restoring communications, returning services, removing trees and debris, and assist in finding housing and care for displaced families.

III. TYPES OF HAZARDS DURING EMERGENCIES

The Village is vulnerable to the damaging effects of certain hazards, which can be categorized into three basic types:

- A. *Natural Hazards*, which are unexpected or uncontrollable events caused by nature.
- B. *Technological Hazards*, which are generally caused by human error or omission. They may also be triggered by a natural hazard, such as a weather-related power failure.
- C. *Human/Societal Hazards*, which are the result of deliberate human acts.

The following chart illustrates examples of each of the hazard types the Village faces:

Natural	Technological	Deliberate Human/Societal
Earthquake	Energy Emergency	Civil Disturbance
Hurricane	Hazardous Materials Release	Terrorism
Extreme Weather	Power Failure	WMD: Chemical, Biological,
Flooding	Transportation Accident	Radiological, Nuclear, or
Infectious Disease	Air Pollution	Explosive Agents
Food/Water Contamination	Communications Failure	

IV. EMERGENCY OPERATIONS CENTER IN VILLAGE AND OFFICERS IN CONTROL

In the event of an emergency, the Emergency Operations Center (EOC) will be located at Village Hall, 209 Harbor Hill Road, East Hills, New York 11576. During an emergency or threat, the members of the EOC, including the Mayor, Board, Village Attorney, Clerk, head of DPW, Building Inspector, Parks Director and Chief of Public Safety will coordinate command decisions, resources, and public information. The EOC facilitates the coordination of multiple agencies into a comprehensive municipal strategy of incident response. It will remain open 24 hours a day, 7 days a week for the duration of the emergency.

A. ESSENTIAL STAFFING AT THE EMERGENCY OPERATIONS CENTER

Once activated, the EOC will be staffed by other municipal employees and community partners. EOC teams will work together. Municipal employees working in the activated EOC may not perform their regular job functions during an emergency.

B. FULL CONTINGENCY PLANS FOR EMERGENCY OPERATIONS CENTER IN THE VILLAGE

In the event that the EOC becomes damaged or otherwise unavailable during an emergency, the Mayor may designate another location as a Contingency EOC.

C. A GENERATOR PROVIDED TO RUN ALL OPERATIONS AT EMERGENCY OPERATIONS CENTER AT VILLAGE

The EOC will have a back-up generator to provide heat and electricity for residents during an emergency in separate facilities which shall involve the Senior Center, Village Hall rooms, Village Theatre, Meeting Rooms, bathrooms and showers.

V. THE MEMBERS OF THE CRITICAL RESPONSE TEAM AT THE VILLAGE

A. RESPONSIBILITIES AND DUTIES OF THE HIGHEST RANKING MUNICIPAL OFFICER

The Mayor, as the highest ranking municipal officer and chief administrator, will care for and provide for the safety and welfare of persons and property within the Village and may delegate emergency responsibility to appropriate agencies and other officials as allowed by law, as deemed necessary in the Mayor's discretion. The Mayor's emergency management responsibilities include:

- (1) Coordinating overall strategic disaster response during a major emergency or disaster.
- (2) Coordinating local resources to address all phases of emergency management for all potential hazards including terrorism, natural or manmade disasters, and other contingencies.
- (3) Suspending, whenever necessary, local ordinances when necessary to support emergency operations.
- (4) Ordering evacuations as necessary.
- (5) Reassigning functions of municipal agencies when necessary to facilitate emergency services.
- (6) Requesting state and federal assistance when local capabilities have been or are reasonably expected to be exhausted.
- (7) Providing information and leadership in helping residences, businesses, and organizations cope with the consequences of major emergencies or disasters.
- (8) Conducting and attending meetings with other municipal officials, staff together with the Village Attorney, whenever necessary, regarding emergency response.
- (9) Conducting, attending and participating in meetings with public and elected officials at the federal, state, county and town levels.

(10) Disseminating information to residents via email and regular website updates.

B. EMERGENCY SERVICES PROVIDED BY VILLAGE STAFF

During an emergency, the Mayor may suspend municipal functions that do not contribute directly to response action and may divert those municipal resources, including personnel, to the accomplishment of emergency tasks. During some periods of an emergency, department heads or their designated alternate may be required to remain in the EOC and direct their agencies from that facility.

- (1) All municipal employees are subject to be called for service during a declared emergency and may be required to work extended hours and outside their normal job class to assist disaster response. All requirements of the Fair Labor Standards Act will apply and compensation will be in accordance with existing standards, including, if appropriate, labor bargaining agreements.
- (2) Municipal employees are advised to maintain a family preparedness plan so that they can better respond both to their personal needs and to the Municipality's needs during a disaster.
- (3) Municipal agencies are encouraged to develop policies and procedures in coordination with the Mayor that will ensure accommodation of employees' family needs so they may better perform their public functions during an emergency.
- (4) Additional personnel needs may be met by hiring temporary employees or by the use of volunteers.
- (5) All personnel actions taken during a disaster, including appointments, assignments, and reassignments will be documented and submitted to the Mayor for approval.
- (6) The responsibilities of staff members are to assist with:
 - (a) Coordinating overall strategic disaster response during a major emergency or disaster.
 - (b) Coordinating with and supporting requests from other agencies during a major emergency or disaster.

- (c) Maintaining and updating a list of relevant available staff as part of the master resource list.
- (d) Maintaining and updating a list of resident contact information including home addresses, telephone numbers and email addresses. This information will be kept confidential by municipal staff.
- (e) Ensuring dissemination of critical emergency information and instructions to municipal personnel.
- (f) Ensuring dissemination of critical emergency information and instructions to residents.
- (g) Coordinating the gathering, verification, and dissemination of public information for distribution to residents and media outlets.
- (h) Maintaining current employee contact information to ensure that municipal employees can be contacted during an emergency.
- (i) Maintaining and distributing a list of all emergency sites which will remain open to house residents during an emergency.
- (j) Contacting the Nassau County Police and/or the Roslyn Fire Companies if a resident is injured during the course of the emergency.
- (k) Acting as lead agency for hiring emergency personnel and coordinating reassignment of municipal employees to meet human resource needs during an emergency.
- (l) Assisting agencies in identifying contacts who can assist in an emergency.
- (m) Assisting identification of staging areas for coordination and deployment of municipal employees to assist emergency operations.
- (n) Answering calls and in-person visits by residents to provide requested information.
- (o) Sending emails to residents with the most up-to-date emergency information.

- (p) Providing contacts and telephone numbers, whenever possible, and all staff will be courteous and understanding of the difficulties encountered by the public during a time of crisis. They will assist and be cooperative in any way plausible.
- (q) Attending meetings with municipal officials and the Village Attorney regarding emergency response.
- (r) Coordinating with local communications utilities and other entities to restore municipal telephone and computer systems after a disaster.
- (s) Attending meetings with public officials to resolve difficulties and surmount obstacles.
- (t) Coordinating dissemination of critical public information and instructions regarding volunteer roles and requirements.
- (u) Coordinating the development and maintenance of damage assessment following a major event.
- (v) Working with various vendors to supply food and drinks, such as water, juice, coffee and tea - to residents, to the extent practicable.

C. VILLAGE'S CRITICAL COORDINATION WITH POLICE DEPARTMENT, SECURITY FORCE AND DEPARTMENT OF PUBLIC WORKS

The Mayor will coordinate with the Third Precinct, the Department of Public Safety, and the Building Department, the Department of Public Works, and Village staff to:

- (1) Order evacuations whenever necessary to protect lives and property.
- (2) Assist with dissemination of evacuation instructions and information to the public.
- (3) Provide damage assessments to the EOC regarding dangerous conditions such as fallen trees, damaged power lines and other emergency conditions.
- (4) Provide traffic and crowd control for residents as a result of evacuation, fallen trees or damaged power lines.

- (5) Manage access to and protects property within evacuated areas.
- (6) Coordinate removal of stalled vehicles and equipment.
- (7) Assist in notifying the EOC regarding the location and welfare of affected citizens.
- (8) Disseminate warnings and emergency public information to affected areas.
- (9) Report the status of facilities, equipment, and personnel to the EOC.
- (10) Assist, through the Department of Public Works, in the maintenance and cleaning of streets during and after an emergency. The Department of Public Works will also work on repairing any damage to municipal buildings, parks, village owned or maintained drains and drainage structures.

D. VILLAGE'S COORDINATION WITH OTHER AGENCIES, DEPARTMENTS, WORKERS AND VOLUNTEERS

The EOC will coordinate, supervise and work with other agencies including the following:

(1) Long Island Power Authority (LIPA)

Restoration of communications systems is a priority following a disaster. Village officials will be in constant and frequent contact with LIPA regarding restoration of electricity to the affected area(s).

(2) KeySpan

The EOC will work with this provider of natural gas to ensure the restoration and continuing flow of gas during disasters and emergency situation.

(3) Verizon

The EOC will work to inform the company and press for restoration of the phones. Also, assist, if possible, to restore FIOS

(4) Cablevision

The EOC will work to inform the company and press for restoration of the phones. Also, assist, if possible, to restore Cablevision TV

(5) Independent Electricians and Plumbers

The names and contacts of electricians and plumbers will be available should the Village need any emergency services.

(6) Tree Removal Companies

The EOC shall ensure that the names and addresses of properly licensed companies are available so they are available for emergency services.

(7)Volunteers

Volunteers may be requested by the Village to perform the following functions during an emergency:

- (a) Provide local public information as directed by the EOC.
- (b) Assist evacuation of persons and animals.
- (c) Act as neighborhood public information officers.
- (d) Assist local vulnerable residents.
- (e) Conduct area sweeps for victims and pets.

VI. IMPLEMENTATION OF EMERGENCY MEASURES FOR VILLAGE

A. VILLAGE-WIDE EVACUATION

The Village will provide for the evacuation from any area within the municipality that is threatened by an emergency jeopardizing human life. Factors such as magnitude, intensity, spread of impact, and duration of the emergency will determine the type of evacuation required. Area-to-area evacuations might be required because of a small-scale localized incident such as a hazardous materials accident,

major fire, transportation accident, or flooding. Evacuation will be coordinated to locations that will provide safety and shelter.

- (1) All mass evacuation information will be coordinated through the EOC and will be provided to the residents through the news media, door-to-door notification, emails, hand distribution, and/or website announcements.
- (2) Agencies wishing to deliver services to vulnerable populations in evacuated or otherwise restricted areas should contact the EOC to coordinate access.
- (3) Each individual or head of household within the Village is encouraged to develop its own family disaster plan which includes maintaining the essential supplies to sustain for five to seven days in the event that evacuation is not possible.
- (4) Businesses, schools, private educational institutions, hospitals, child and adult day care facilities should establish evacuation plans.
- (5) During an evacuation, Village Hall will remain open for residents who do not have shelter and need heat, electricity, and showers.

B. CRITICAL DISSEMINATION AND DISTRIBUTIONS OF COMMUNICATIONS, PUBLIC INFORMATION AND WARNINGS

Communication is a critical function to assist in emergency response and ensure the delivery of essential services. Rapid dissemination of warning and emergency information about an imminent or occurring emergency is critical to protecting life, safety, and health during an emergency. The Village will distribute through emails, its website, and at Village Hall, all emergency information, warnings, and instructions for the duration of an emergency.

- (1) Responders will use plain English communications for all public safety operations affecting the Village.

- (2) Municipal employees will be available at Village Hall to answer questions.
- (3) Constant information and updates will be provided to residents via emails and telephone calls with and through the EOC.
- (4) The Village's website (www.villageofeasthills.org) will be consistently updated to produce and disseminate information to residents in the event of a threat or disaster affecting the Village.
- (5) When the scope of an emergency prevents residents from using television, radios, computers, cell phones or land lines, information will be available at Village Hall if residents are able to travel to that location. Nevertheless, emails and the Village website plus hard copy distribution will be used during an emergency.
- (6) The Village will coordinate with out-of-state companies and/or individuals to provide information to residents via email if the emergency situation renders the Village unable to do so locally.
- (7) Restoration of communications systems will be a priority following a disaster.
- (8) The EOC will serve as the central contact point for all news and to coordinate all incident-related public information, including safety precautions.
- (9) The Village will coordinate warnings with adjacent jurisdictions when appropriate.

C. INDEPENDENT ACTION REQUIRED BY RESIDENTS IN VILLAGE WHO OWN DOMESTIC ANIMALS

During disasters, animal owners frequently put themselves in danger and disrupt evacuation efforts to ensure the safety of their pets. For this reason, the care of domestic animals in disasters is important to the care of human life.

- (1) Residents will be informed by the Village of the locations available to temporarily provide shelter for their domestic animals.

- (2) Animal owners should be prepared to evacuate and provide shelter for their domestic animals in the event of an emergency requiring evacuation.
- (3) Only service animals will be allowed inside Village Hall to respect those who fear, object or are allergic to animals.

D. EXTENSIVE EFFORTS TO BE DEVOTED BY VILLAGE FOR VULNERABLE POPULATIONS

The Municipality recognizes that certain people are particularly vulnerable to the effects of a disaster. During an emergency, the Village will also assist in making every effort to give special care for the following persons:

- (1) Persons who are frail or housebound.
- (2) Persons with disabling mental illness or conditions.
- (3) Persons with physical disabilities, including sight or hearing limitations or mobility impairment.
- (4) Persons who are medically fragile.
 - (a) Vulnerable residents living independently are encouraged to have a disaster kit that includes personal and medical information, and a list of necessary medical supplies, medications, and assistive devices.
 - (b) Those assisting vulnerable populations will make every effort not to separate users from wheelchairs, walkers and other durable medical equipment. If a person who has been separated from their medical equipment is unable to return home, every effort should be made to retrieve or replace the equipment as quickly as possible.
 - (c) Agencies wishing to deliver services to vulnerable populations in evacuated or otherwise restricted areas should contact the EOC community services to coordinate access. If conditions

for limited entry are appropriate, the EOC will identify a process to expedite the travel of approved service providers.

(d) In connection with other programs, a Neighbor-to-Neighbor response program will be activated which provides volunteers to assist frail, housebound, ill or disabled neighbors with evacuation and relocation to a safe facility.

E. CONTROL, OVERSIGHT AND SUPERVISION OF VOLUNTEERS

The Municipality will coordinate volunteer resources to augment emergency response when a natural disaster overwhelms professional emergency response resources.

- (1) Volunteers acting of their own accord during an emergency should exercise common sense in responding to minor incidents in their immediate area and be willing to direct the efforts of other citizens.
- (2) Volunteer organizations should not respond to an incident unless directed by the EOC. Agencies should establish formal agreements with the Village to be included in municipally managed emergency response efforts.
- (3) All volunteers are expected to defer to the direction of the incident commander or to any emergency response professionals that appear on the scene.
- (4) General volunteers will not be contacted by or deployed through the EOC but may be requested through the Village's website or the media to perform neighborhood damage assessment and provide local information during an emergency.

F. FAIR, COMPLETE AND IMMEDIATE DAMAGE ASSESSMENT BY VILLAGE

Accurate damage assessment information following a disaster is critical to ensure that the Mayor can adequately determine the overall impact of a disaster on the Municipality, evaluate what resources are

necessary, prioritize resource assignments for response requirements, and establish objectives for current and future operations periods.

The Village will conduct a frequent and rapid assessment of buildings, structures, roadways, and utilities as soon as practicable after a major event has occurred and determine when conditions are deemed safe. Rapid assessment may consist of agency assessment, drive-by inspections, and damage reported by citizens.

VII. CONCLUSION: THE VILLAGE'S PROTECTION AND PRESERVATION OF RESIDENTS AND THEIR FAMILIES

The Incorporated Village of East Hills will maintain and implement this Emergency Management Plan. The Emergency Management Plan sets forth a recommended course of action which will be implemented by the Village during a declared emergency in order to assist in minimizing hazards and disruption to lives. This plan will be reviewed and adjusted periodically as needed in order to perfect the plan further.



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