

Local Emergency Management Plan
Town of Waterbury, Vermont
April 19, 2021

1. Overview.

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

1.2. Planners. The following people are the Emergency Management (EM) stakeholders who contributed to, and maintain this plan.

- William Shepeluk, Municipal Manager
- Bill Woodruff, Public Works Director
- Barbara Farr, Emergency Management Director (EMD)
- Gary Dillon, Chief, Waterbury Fire Department (and incoming EMD)
- Carla Lawrence, Town Clerk
- Michael Bard, Select Board (and incoming EM Coordinator)
- Almy Landauer, Director, Waterbury Public Library
- Karen Petrovic, Office Management
- Almy Landauer, Library Director
- Steve Lotspeich, Community Planner

2. Normal Operations.

2.1. Information Sharing.

2.1.1. Town officials get information from many sources, including Vermont Emergency Management, TV, radio, social media, email, emergency dispatch, and personal interactions and observations. The emergency management director, public works director, fire chief, road foreperson, and are the primary information collectors and coordinate as required. Residents and visitors may also call various offices with observations and reports about emergency situations; town staff and the select board should forward those reports to the appropriate official.

2.1.2. Responding organizations will not normally alert others to incidents that do not exceed their capabilities. For example, the fire chief will not notify the town about every fire; the road foreman will not alert the town for every snowstorm.

2.2. Incident Development. As an incident develops, the EMD or Incident Commander must validate the accuracy of reports and the severity of the situation to assess the risk to the town and the need for broader coordination.

2.3. Early Notification. As an incident develops that might affect the whole town, reports should go to the EMD. The EMD, in turn, will keep the municipal manager, public works director, the road foreperson, and the fire chief informed as appropriate. The municipal manager will keep the select board informed.

3. Municipal Emergency Operations Center (EOC) Activation.

3.1. General. The EOC should activate when there is an incident that requires significant coordination between responders, municipal officials, and/or residents. This plan routinely uses the term EOC, but in some cases the municipal EOC may also serve as the municipal Incident Command Post (ICP). See Enclosure 2 for facility, organization, and staffing details and specific incident annexes for action plans and municipal command and coordination relationships.

3.2. Decision to Activate. The EMD or municipal manager makes the decision to activate the EOC. These are common reasons to open the EOC.

- Request from an Incident Commander
- Request from municipal manager
- Request from the public works director
- Request from road foreperson
- Request from the fire chief
- A situation may escalate that could cause widespread damage

3.3. Location. The EMD or municipal manager selects the EOC location on activation. The following are established EOC locations that may be available to activate depending on the nature of the threat or event.

- Primary: Municipal Offices, 28 North Main St
- Alternate: Main Street Fire Station, 43 South Main Street
- Alternate: Maple Street Fire Station, Maple Street, Waterbury Center

4. Emergency Operations. This plan provides the general operating framework for events that require some form of municipal Emergency Operations Center (EOC) or

Incident Command Post (ICP), not for emergencies that the on-scene Incident Command structure can handle internally. For what to do during specific incidents, see any incident annexes.

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

4.2. Maintain Situational Awareness. The EOC tracks events and response actions for municipal leaders and maintains essential elements of information.

4.2.1. Operations Log - Word document (or Excel file, or paper log form, etc), of all significant activities, decisions, and communications.

4.2.2. Map - tracks events graphically on the large situation map in the EOC (or on a projected map. The Waterbury Community Planner has a large-scale map available for use.

4.2.3. Information Request Tracker - list of information requests and their status in an Excel file or paper log.

4.2.4. Prepare situational reports on a regular schedule.

4.2.5. Damage Report - list of public infrastructure damage (including roads, bridges, and culverts as well as municipal public water supplies, waste water treatment plants and pump stations, historic structures, public libraries, etc.) to facilitate funding requests during recovery.

4.2.6. Prepare updates to the State EOC and/or public as needed.

4.3. Coordinate Resource Requests. See Enclosure 3. As ICs identify resource needs, the EOC will record them, try to fulfill them locally, and if not available locally, request them through the State EOC.

4.3.1. Purchasing. When the EOC is active, the EOC Director may authorize the purchase of supplies, equipment, and services as required in support of ongoing incidents, up to a total of \$5,000. Purchases over \$5,000 require approval of the municipal manager, acting municipal manager or, a select board member if the municipal manager or Acting MM cannot reasonably meet because of the emergency

(which action must be ratified by the whole board at the earliest convenience of holding a meeting).

4.3.2. Resource Request Tracker - list of resource requests and their status in an Excel file (or Word document, paper log, etc).

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

4.4. Provide and Monitor Public Information. See Enclosure 4. The Town of Waterbury has the ability to send out emergency alert notifications or may request that Vermont Emergency Management (VEM) send out an alert notification through the VT-Alert system. The Public Information Officer (PIO) in the EOC monitors news reports and social media for information and requests from the public. In coordination with ICs, he or she creates news updates and/or press releases to publish on the town web page and local social media and makes paper copies for distribution in areas that may not have normal communications. WDEV is an active and responsive partner in current news.

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

4.6. Sheltering and Care. See Enclosure 6. During or after a natural or manmade disaster, the American Red Cross (ARC) and Vermont Economic Services Division (ESD) can shelter small numbers of people in hotels/motels. If necessary, the EOC may direct the opening of a daytime warming/cooling shelter in a designated location or ask the local shelter manager to open an overnight shelter. During major emergencies residents may be directed to a regional shelter with location(s) to be determined.

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

4.8. Update Briefings. Every day the EOC will conduct full update briefings for the staff, select board, and other key leaders. Depending on the emergency this may occur several times a day to set goals for the day, synchronize activities, review the day's events, or as needed. The normal format is as follows.

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

4.9. Multiple Shifts. The EOC Director will determine the need for extended periods of staffing and the missions for those on duty. If the emergency event is expected to go on for an extended time period, multiple shifts will need to be determined and scheduled.

5. Demobilization.

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

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

5.2. Demobilization Process.

- Notify select board, public works department, fire department, road foreperson, and State EOC that local EOC is shutting down
- Collect and file all EOC documentation for the incident
- Clean and put away all EOC equipment and supplies
- Identify any supply or equipment needs for the next EOC activation
- Release EOC staff and secure facility

5.3. Transition to Recovery. If necessary, the municipal manager appoints a Recovery Officer for recovery. The EOC Director makes all incident related documentation available to the Recovery Officer. The Recovery Officer establishes a

Recovery Committee as his/her staff and sets operational objectives and meetings and tasks as required to achieve the objectives.

Enclosures:

- 1 - Contact Information (NOT included in public version due to personal contact info)
- 2 - Emergency Operations Center (EOC)
- 3 - Resources
- 4 - Public Information and Warning
- 5 - Vulnerable Populations (Table 5.1 NOT included in public version due to personal info)
- 6 - Sheltering and Care

Supporting Documentation Attached

- Waterbury road and bridge maps
- Waterbury map of flood areas and infrastructure vulnerabilities maps
- Bright Futures Registered Child Care Providers as of 3/11/21

Annexes by reference:

- A - Waterbury Dam Response Plan (currently being updated)
- B - Waterbury Hazard Mitigation Plan with Risk Assessment (2017)
- C - Thatcher Brook Primary School Crisis Plan (2020)

Table 1.1 Town of Waterbury Emergency Contacts - 2021

NOT included in public version due to personal information.

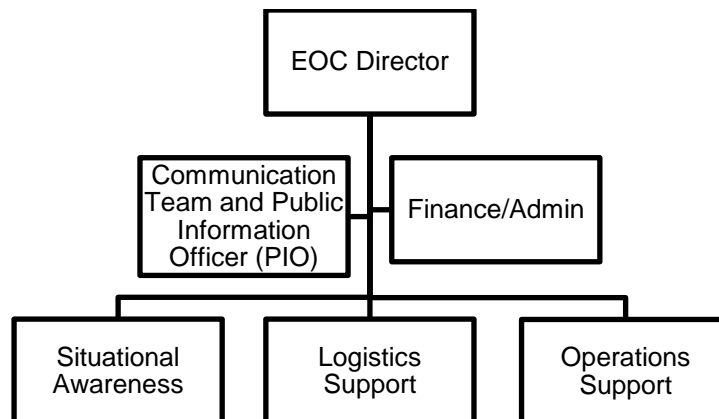
1. Concept. The Emergency Operations Center (EOC) is an organization that coordinates information, support, and response across the municipality for Incident Commanders and government officials. Its main functions are to maintain situational awareness for municipal leaders, coordinate resource and information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

1.1. In some cases, the EOC coordinates support for one or more ICs. In that case, the EOC may request information and provide or prioritize resources.

1.2. In some cases, typically during recovery or slow-moving incidents, the EOC Director may be the Incident Commander for town-wide efforts. In that case, the EOC acts as the municipal Incident Command Post (ICP) and may direct tactical operations.

2. EOC Organizational Structure.

2.1. This is the preferred operating structure for The Town of Waterbury.



2.2. These are the functions of the positions within the preferred operating structure above. Depending on the specific emergency and staff available, positions and functions may be combined or subdivided.

Table 2.1

| Position | Job Description |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EOC Director | - Supervises and directs all EOC activities coordinating municipal support and response and reporting |
| Communication Team and Public Information Officer | - Communicates with local, state and federal entities on current status. Coordinates all messaging with Incident Director and Select Board and Communication/Outreach positions - Produces and posts public information and press releases - Monitors public media for useful information and to correct inaccurate reports |
| Admin | - Maintains operations log - Documents expenses for reimbursement |
| Situational Awareness | - Updates status board and map - Tracks and answers any Requests For Information (RFI) from Incident Commander(s) and town officials |
| Logistics Support | - Tracks and coordinates fulfillment of any Requests for Support (RFS) from Incident Commander(s), Volunteer Coordinator - Provides resources for the EOC itself (e.g. coffee, food, sleeping areas, batteries, fuel for generator, ...) |
| Operations Support | - Staffs phones, forwards and tracks requests for assistance, provides support where needed |

3. Potential EOC Staff - Contact information on Enclosure 1.

3.1. Municipal Employees

- Gary Dillon, Emergency Management Director (EMD), EOC Director
- Bill Woodruff, Public Works Director, EOC Director/Operations

- William Shepeluk, Municipal Manager, EOC Director/PIO
- Celia Clark, Highway Department, Road Foreperson
- Carla Lawrence, Town Clerk, Shelter Coordinator and Operations, Situational Awareness
- Michael Bard, Select Board, EMC, EOC Support
- Steve Lotspeich, Community Planner, Planning/Situational Awareness/Documentation
- Karen Petrovic, Office Management, PIO Team/Logistics/Resource Support
- Pam Pratt, Office Management, Operations Support/Tracking
- Michelle Ryan, Bookkeeper, Finance/Admin
- Nick Nadeau, Recreation Director, PIO Team/Communications/Outreach
- Library Director, PIO Team/Communications/Outreach
- Dina Bookmyer-Baker, Zoning Administrator, Planning/Situational Awareness Support
- Dan Sweet, Tax Assessor, Planning/Situational Awareness Support
- Beth Jones, Asst. Town Clerk, General Office Business not related to emergency

3.2. Volunteer Staff

- Select board members, Logistics
- Select board members, Operations
- Revitalizing Waterbury, Volunteer Support
- Revitalizing Waterbury, Business Support
- Others as needed

4. Primary EOC Facility

1. Municipal Center, 28 North Main Street, Waterbury, VT,
2. Phone: 802-244-7033 (public)
3. Access: Good
4. EOC risk factors: Access may be limited from Stowe Street if other areas are flooded
5. Facility Contact: Bill Woodruff, Public Works Director
6. Access: Staff have keys
7. Internet: Town has main server, public access through public wifi, password = waterbury
8. Equipment Available:
 - Computers

- Phones
 - Office supplies
 - Projector
 - Copy Machine/Fax
9. Backup power / instructions: automatic propane generator, fuel for ~40 hours

5. Alternate EOC Facility

1. Main Street Fire Station, 43 South Main Street, Waterbury, VT
2. Phone Number(s): 802-244-8856
3. EOC risk factors: Floodplain
4. Facility Contact: Gary Dillon, Fire Chief (all firefighters have access)
5. Access: Entrance Code (Gary Dillon)
6. Internet: DSL, Cable /wifi, unsecure public wifi;
7. Available Equipment:
 - Multifunction printer/copier
 - Base radio
8. Equipment available:
 - Computers and phone
9. Backup power / instructions: generator and fuel (LP gas needs to be elevated out of floodplain for generator use)

6. Alternate EOC Facility #2

1. Maple Street Fire Station
2. Phone Number: 802-244-5293
3. EOC Risk Factor: None
4. Facility Contact: Gary Dillon, Fire Chief (all firefighters have access)
5. Internet: Yes
6. Available Equipment:
 - Multifunction printer/copier
 - Base radio
7. Equipment available:
 - Computers and phone
8. Backup power / instructions: generator and LP gas

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

1.1. State support that is usually at no cost to the municipality:

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

1.2. State support the municipality will normally eventually have to pay for:

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

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

2. Emergency Purchasing.

2.1. Authority. When the EOC is active, the EOC Director may authorize the purchase of supplies, equipment, and services as required in support of ongoing incidents, up to a total of \$5,000. Purchases over \$5,000 require approval of the municipal manager, acting municipal manager or, a select board member if the municipal manager or acting MM cannot reasonably meet because of the emergency

(which action must be ratified by the whole board at the earliest convenience of holding a meeting).

2.2. Processes. Several staff have town credit cards that may be used to purchase emergency supplies. Staff are restricted to a \$500.00 limit but the EOC Director or municipal manager can act under Authority 2.1.

3. Businesses with Standing Municipal Contracts.

- First Group Busing - Request as needed
- Bourne's Fuel - Request as needed
- Butler Technology - IT services

4. Other Local Resources.

- Revitalizing Waterbury - assist local businesses when needed
- Front Porch Forum, WDEV, Waterbury Reader/Roundabout - public information resource
- List of contractors that do business with town - changes frequently
- Aubuchon Hardware Store
- Waterbury True Value Hardware Store
- Fairfield Inn
- Best Western
- Good Neighbor Fund
- Waterbury Area Food Shelf
- Waterbury Senior Center and Meals on Wheels

Table 3.1 National Incident Management System (NIMS) Typed Resources.

| Type | I | II | III | IV | Other | Type | I | II | III | IV | Other |
|---------------------------------------------------------|-----|-----|-----|-----|-------|-----------------------------------------------------|---|-----|-----|-----|-------|
| Critical Incident Stress Management Team | | | | N/A | | Hydraulic Excavator, Large Mass Excavation | | | | N/A | |
| Mobile Communications Center | | | | | | Hydraulic Excavator, Medium Mass Excavation | | | | | |
| Mobile Communications Unit | | | N/A | N/A | | Hydraulic Excavator, Compact | | | | | 1 |
| All-Terrain Vehicles | N/A | N/A | N/A | N/A | | Road Sweeper | | | | | 1 |
| Marine Vessels | N/A | N/A | N/A | N/A | | Snow Blower, Loader Mounted | | | | | |
| Snowmobile | N/A | N/A | N/A | N/A | 2 | Track Dozer | | | | | |
| Public Safety Dive Team | | | | | | Track Loader | | | | | |
| SWAT/Tactical Team | | | | | | Trailer, Equipment Tag-Trailer | | | | N/A | |
| Firefighting Brush Patrol Engine | N/A | N/A | N/A | | | Trailer, Dump | | N/A | N/A | N/A | |
| Fire Engine (Pumper) | | | | | | Trailer, Small Equipment | | | N/A | N/A | 1 |
| Firefighting Crew Transport | | | | N/A | | Truck, On-Road Dump | | | | | 3/1 |
| Aerial Fire Truck | | | N/A | N/A | | Truck, Plow | | | | | 2 |
| Foam Tender | | | N/A | N/A | | Truck, Sewer Flusher | | | | | |
| Hand Crew | | | | | | Truck, Tractor Trailer | | | | N/A | |
| HAZMAT Entry Team | | | | N/A | | Water Pumps, De-Watering | | | | | 2 |
| Engine Strike Team | | | | | | Water Pumps, Drinking Water Supply - Auxiliary Pump | | | | | |
| Water Tender (Tanker) | | | | N/A | 2 | Water Pumps, Water Distribution | | | | | |
| Fire Boat | | | | N/A | | Water Pumps, Wastewater | | | | | |
| Aerial Lift - Articulating Boom | | | | | | Water Truck | | N/A | N/A | N/A | |
| Aerial Lift - Self Propelled, Scissor, Rough Terrain | | | | | | Wheel Dozer | | | N/A | N/A | |
| Aerial Lift - Telescopic Boom | | | | | 1 | Wheel Loader Backhoe | | | | | 1 |
| Aerial Lift - Truck Mounted | | | | | | Wheel Loader, Large | | | | | |
| Air Compressor | | | | | 2 | Wheel Loader, Medium | | | | | 2 |
| Concrete Cutter/Multi-Processor for Hydraulic Excavator | | | | | | Wheel Loader, Small | | | | N/A | |
| Electronic Boards, Arrow | | | | | | Wheel Loader, Skid Steer | | | | N/A | 1 |
| Electronic Boards, Variable Message Signs | | | | | | Wheel Loader, Telescopic Handler | | | | | |
| Floodlights | | | | N/A | FD | Wood Chipper | | N/A | N/A | N/A | 1 |
| Generator | | | | | 2 | Wood Tub Grinder | | | | | |
| Grader | | | | N/A | 1 | | | | | | |

Information about the NIMS Typed resources can be found at: <https://rtilt.preptoolkit.org>

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

2. Public Information Officer (PIO) Coordination will be addressed by a Communication/Outreach Team including the municipal manager who will provide information to local, state and federal entities including media, along with Communication/Outreach staff that will work with social media dissemination.

2.1. The EOC Director normally appoints a municipal PIO, though he or she may keep those responsibilities. Incident Commanders normally appoint an incident PIO or act as the PIO for their incidents. The municipal PIO may provide PIO support for one or more Incident Commanders, as requested. The municipal manager usually serves as the municipal PIO.

2.2. The designated PIO shall coordinate with the Communication/Outreach Team position(s) to assure consistency in messaging with the most current and accurate information.

3. Releasing Public Information.

3.1. Emergency Notifications. The VT-Alert notification system can send phone messages to all landlines in an area, and phone calls, text messages, and emails to people who have registered for them. Contact the State Emergency Operations Center (800-347-0488) to initiate a message to a targeted area.

3.2. Current Information. The PIO or Communication/Outreach team will post all official municipal emergency news to the town web site/email list as soon as possible. The main town web site should only contain current, accurate information.

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

3.4. Media Inquiries and Interviews. The lead PIO will answer any media inquiries and conduct media interviews.

4. Monitoring Public Information.

4.1. Public Media. The Communication/Outreach team will monitor regular news broadcasts from WCAX TV and WDEV radio, Front Porch Forum, Waterburyvt.com website, and provide current content for the Waterbury Reader/Roundabout Facebook page.

4.2. Social Media. The Communication/Outreach Team will monitor the VEM Facebook page for state emergency news, and will also monitor these locally active social media sites:

- Front Porch Forum
- Official Website: www.Waterburyvt.com
- WDEV, Waterbury Reader/Roundabout, Times Argus
- Local Email distribution list
- Public posting: town office, library, post office, Times Argus

5. Vermont 2-1-1. To coordinate with Vermont 2-1-1 to give out information during a local or regional emergency, call 2-1-1 directly and pass on the critical information. 2-1-1 will pass that information on to any residents who call.

5.1. United Ways of Vermont operates the Vermont 2-1-1 system. The system provides information and referral services to the people of Vermont in cooperation with a large number of state and local government and community-based entities. 2-1-1 collects and maintains a database of local resource information and is available to take calls from the general public to inform and instruct them in relation to emergency events, and to refer them to the appropriate response and recovery resource, if necessary.

5.2. In a major state emergency, the State Emergency Operations Center will coordinate with 2-1-1 to provide and collect general information and will also coordinate directly with affected governments to pass along key local information, both to and from 2-1-1, depending on the emergency.

5.3. **2-1-1 is always available (24-7-365) to provide general information and referral services** - it is not just for emergencies. Individuals contact 2-1-1 by dialing 211 from a phone within Vermont, calling 1-866-652-4636 (toll free within Vermont), or (802) 652-4636 (from outside of Vermont). While 211 is the preferred number, the other numbers are useful if there are emergency issues with phone exchanges or when using a mobile phone that is reaching a tower outside of Vermont.

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

2. Risk Determination. An Incident Commander determines whether vulnerable populations may be at risk based on the emergency and its potential impact on local residents.

2.1. Citizens Assistance Registry for Emergencies (CARE). Vulnerable citizens or their caregivers can voluntarily sign up to be on a secure list that is available through dispatch agencies to provide to responders in the event of a large-scale emergency event or extended power outage. Waterbury had distributed CARE information in the community in 2019.

3. Identification.

3.1. Vulnerable populations, at-risk facilities and organizations have been identified in Table 5.

4. Contact and Monitoring.

4.1. The EOC will be the contact identified on the At-Risk List to determine if they need help soon, or if they will need help if the situation continues for a given period (e.g. 48-72 hours), or if they are unaffected.

4.1.1. Phone calls and property visits are likely methods of notification.

4.1.2. The EOC may designate a person, team, or group (e.g. the Fire Department or spontaneous volunteers) to go to residences for a safety check.

4.1.3. In a long-duration emergency, the EOC may need to contact known vulnerable populations daily or as needed.

4.2. The EOC will coordinate support vulnerable populations who require assistance and as resources allow. The EOC should continue to monitor these populations until a stable situation with normal services resumes.

5. Organizations and Facilities that Serve Vulnerable Populations. The following organizations routinely work with people who may have short or long-term special needs.

- 2-1-1
- Ambulance / Rescue Squad - serves and transports people with short and long-term medical problems

- Meals on Wheels - Senior Center, delivers food to elderly residents -
- Central VT Home Health and Hospice - provides health and hospice services
- Senior Center - provides on-site meals - Stowe Street
- Downstreet Housing - Housing for vulnerable populations, Ladd Hall, Stimson Graves, Seminary Building (Waterbury Center)
- Outpatient Medication Clinic - Waterbury Health Center, Main Street
- Pharmacies - Shaw's, Kinney's
- Green Mountain Power (GMP) - maintains a Critical Care Customers list

Table 5.1

NOT included in public version due to personal information.

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

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

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

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

Potential Resources based on availability:

- Best Western - (802) 244-7822
- Fairfield Inn - (802) 241-1600
- Stagecoach Inn - (802) 244-5056

2.2. Regional Shelters. In major emergencies, the state will work with the American Red Cross to open regional overnight shelters for large numbers of displaced people in a regional shelter to be determined.

3. Temporary daytime shelters for warming or cooling

3.1. Congregational Church

- 8 North Main Street, Waterbury
- Peter Plagge, Polly Sabin
- 802-244-6606
- Capacity: 50
- Red Cross Agreement

3.2 Municipal Center and Waterbury Public Library

- 28 North Main Street
- Carla Lawrence, Karen Petrovic and Almy Landauer
- Phone: 802-244-7033
- Staff Required: 2
- Capacity: 50
- Generator: yes
- Pets: Cats only if owner brings a pet carrier

Notes: At least two volunteers are needed as a monitor when acting as a warming shelter

4. Overnight Shelters. Local facilities where people may be able to stay overnight and get services such as meals. Note that the American Red Cross will not normally operate a local shelter for the first few days of an emergency. Local shelters should have a trained shelter manager and staff and ideally each shelter will have its own plan and/or a shelter agreement with the municipality.

4.1. Thatcher Brook Primary School

- Stowe Street
- Principal, Chris Neville
- Phone: 802-244-7195,
- Shelter Manager: Brad Gresham
- Staff Required: 7 for 24 hours, Shelter manager maintains volunteer roster
- Capacity: 50 or more, but cots will need to be brought in
- Generator: yes
- Services: food preparation, bathrooms
- Agreement Summary: Memorandum of Agreement, August 8, 2017. Shelter limited gym, bathrooms and cafeteria. Town will reimburse school for janitorial support and any cleaning costs or damages.

4.2. Waterbury Congregational Church

- 8 Main Street
- Peter Plagge
- Phone: 802-244-6606, [REDACTED]
- Shelter Manager: Polly Sabin/Carla Lawrence
- Staff Required: Depends on attendees. P. Sabin maintains volunteer roster
- Capacity: 21 cots
- Generator: No
- Pets: OK only if owner brings pet carrier
- Services: food preparation, cots
- Agreement Summary: Memorandum of Agreement, August 8, 2017. Shelter limited to dining room, bathrooms and shelter staff can use kitchen. Town will reimburse school for janitorial support and any cleaning costs or damages.