



**CITY OF NOVI CITY COUNCIL**  
**DECEMBER 16, 2024**

**SUBJECT:** Approval of Resolution to adopt the City of Novi Emergency Action Guidelines (EAG) in support to the Oakland County Emergency Operations Plan.

**SUBMITTING DEPARTMENT:** Public Safety

**KEY HIGHLIGHTS:**

- Updated from the approved EAG in 2022 to include staff changes and modernized language.
- Clearly outlines the chain of command and ensures leadership continuity.
- Includes alignment with the National Incident Management System (NIMS) for standardized emergency management practices.
- Full integration with Oakland County Emergency Management and their Emergency Operations Plan.

**BACKGROUND INFORMATION:**

The City of Novi is authorized to direct and coordinate emergency operations plans pursuant to Section 10 of the Public Act 390 of 1976, the Emergency Management Act (MCL 30.401, *et seq.*). Oakland County has developed an Emergency Operations Plan that sets forth the response to any emergency (natural disaster, act of terrorism, etc.) occurring within the County. The City's Emergency Action Guidelines (EAG) are intended to supplement and support the County's operations for a disaster occurring within the City, or outside the City if called upon to aid another community in Oakland County. The EAG identifies a chain of command in the case of an emergency and identifies the location of the emergency operations center. It further delineates the responsibilities of the various City departments, prior to and during an emergency.

**RECOMMENDED ACTION:** Approval of Resolution to adopt the City of Novi Emergency Action Guidelines (EAG) in support to the Oakland County Emergency Operations Plan.

**CITY OF NOVI**

**COUNTY OF OAKLAND, MICHIGAN**

**RESOLUTION TO ADOPT THE CITY OF NOVI EMERGENCY ACTION GUIDELINES**

Minutes of a Meeting of the City Council of the City of Novi, County of Oakland, Michigan, held in the City Hall of said City on December 16, 2024 at 7 o'clock P.M. Prevailing Eastern Time.

PRESENT: Councilmembers \_\_\_\_\_

ABSENT: Councilmembers \_\_\_\_\_

The following preamble and Resolution were offered by Councilmember \_\_\_\_\_ and supported by Councilmember \_\_\_\_\_.

**WHEREAS**, the city of Novi elected to be incorporated into the Oakland County Emergency Management Program and that by becoming part of the Oakland County Emergency Management Program, the City of Novi, and Oakland County have certain responsibilities to each other. and

**WHEREAS**, this Emergency Action Guidelines, in conjunction with the Emergency Operations Support Plan has been developed to identify the responsibilities between the City of Novi and Oakland County in regard to emergency management activities.

**WHEREAS**, the Emergency Action Guidelines, in conjunction with the Emergency Operations Support Plan provides a framework for the City to use in performing emergency functions before, during, and after a natural disaster, hostile attack, technological incident or other emergency.

**WHEREAS**, this Emergency Action Guidelines, in conjunction with the Emergency Operations Support Plan is to be used in concurrence with Oakland County's Emergency Operations Plan as it is a supporting document.

**WHEREAS**, the Emergency Action Guidelines, in conjunction with the Emergency Operations Support Plan will be maintained in accordance with the current standards of the Oakland County Emergency Operations Plan. Review of this plan shall be accomplished every four years.

**NOW THEREFORE, IT IS THEREFORE RESOLVED** that the City of Novi City Council hereby adopts this Emergency Action Guidelines, in support to the Oakland County Emergency Operations Plan.

**AYES:**

**NAYS:**

RESOLUTION DECLARED ADOPTED.

\_\_\_\_\_  
Cortney Hanson, City Clerk

**CERTIFICATION**

I hereby certify that the foregoing is a true and complete copy of a resolution adopted by the City Council of the City of Novi, County of Oakland, and State of Michigan, at a regular meeting held this 16<sup>th</sup> day of December 2024, and that public notice of said meeting was given pursuant to and in full compliance with Act No. 267, Public Acts of Michigan, 1976, and that the minutes of said meeting have been kept and made available to the public as required by said Act.

\_\_\_\_\_  
Cortney Hanson, City Clerk  
City of Novi

**PROMULGATION**

December 16, 2024

To All Recipients:

Transmitted herewith is the Emergency Action Guidelines (EAG) for the City of Novi in support to the Oakland County Emergency Operations Plan. The EAG provides a framework for the City of Novi to use in performing emergency functions before, during, and after a natural disaster, technological incident, or a hostile attack.

These emergency guidelines were adopted by the City of Novi under Resolution Approving the City of Novi Emergency Action Guidelines in support of the Oakland County Emergency Operations Plan dated December 16, 2024. It supersedes all previous plans and emergency guidelines.

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Justin Fischer, Mayor Date

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Victor Cardenas, City Manager Date

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Erick Zinser, Emergency Manager Date  
Director of Public Safety – Chief of Police

# City of Novi Emergency Action Guidelines



These guidelines are an all-hazards approach for use in the event of disaster or severe emergency of natural, human, wartime, technological, or terrorism origin.

Updated

**December  
2024**

By Scott A. Berkseth

## TABLE OF CONTENTS

### General Information

Contact Information .....	1
Legal Authority of Emergency Management .....	2
Purpose and Scope .....	2
Certification .....	3
Plan Maintenance and Distribution .....	5
Authorities and References.....	6

### Introduction

Planning Assumptions & Considerations .....	11
Roles & Responsibilities .....	12
Concept of Operations.....	14
Incident Management Components .....	18
Plan Management & Maintenance.....	21
Pre-Planning for Emergencies .....	21
City Officials & Departments Emergency Task Assignments.....	22
Administrative Responsibilities .....	24
Operational Responsibilities.....	25
Supportive Responsibilities .....	30
Other Responsibilities .....	31
Glossary of Key Terms .....	34
Succession of Authority .....	39
Continuity of Government.....	40
Emergency Operations Support Plan .....	41

### Emergency Action Guidelines - Annexes

Direction and Control.....	46
Warning .....	52
Communications.....	58
Public Information.....	62
Damage Assessment .....	68

Law Enforcement.....	72
Fire Services.....	78
Public Works .....	86
Emergency Medical Services.....	92
Public Health Services .....	98
Human Services.....	104

## **Supporting & Supplemental Documents**

Quick Reference Documents Guide .....	110
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## GENERAL INFORMATION

### CONTACT INFORMATION

#### Personnel

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##### Emergency Manager

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Novi, MI 48375  
248-347-0504 Office  
248-921-9827 Cell  
[ezinser@cityofnovi.org](mailto:ezinser@cityofnovi.org)

##### Emergency Management Coordinator

Scott A. Berkseth  
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Novi, MI 48375  
248-347-0556 Office  
248-302-7795 Cell  
[sberkseth@cityofnovi.org](mailto:sberkseth@cityofnovi.org)

##### MSP/EMHSD District Coordinator

Lt. Timothy Kevirtis  
42800 Merrill Road  
Sterling Heights, MI 48314  
586-726-6709 Office  
517-202-5597 Cell  
586-726-6661 Fax  
[ketvirtis@michigan.gov](mailto:ketvirtis@michigan.gov)

##### Oakland County Emergency Manager

Thom Hardesty  
Bldg. 47 West  
1200 North Telegraph Road  
Pontiac, MI 48341  
248-858-5300 Office  
[hardestyt@oakgov.com](mailto:hardestyt@oakgov.com)

#### Facilities

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##### Emergency Operations Center

Police Department Training Center  
45125 West 10 Mile Road  
Novi, MI 48375  
248-348-7100

##### Alternate Emergency Operations Center

Department of Public Works Complex  
26300 Lee Begole Dr.  
Novi, MI 48375  
248-735-5640

##### Joint Information Center

Novi Civic Center  
45175 West 10 Mile Road  
Novi, MI 48375  
248-735-5628

##### Incident Command Post

Located near scene of incident  
Contact made via Liaison Officer and/or  
other Command and General staff

##### Michigan State Police, Operations Center

Michigan State Police Headquarters  
714 South Harrison Road  
East Lansing, MI 48823  
517-241-8000



## **LEGAL AUTHORITY OF EMERGENCY MANAGEMENT PROGRAM**

Pursuant to a city resolution and the Michigan Emergency Management Act, Act 390, P.A. 1976 as amended, the City of Novi Emergency Management Program has been established. These Emergency Action Guidelines have been developed to describe the City of Novi response policy and procedures to a disaster or an emergency situation.

The City of Novi, with a population of over 66,000, has elected to coordinate and participate in the County's emergency management program. The City of Novi will maintain an Emergency Support Plan along with an Emergency Action Guideline.

## **PURPOSE AND SCOPE**

The City of Novi has developed these Emergency Action Guidelines to describe how the jurisdiction, in accordance with the National Incident Management System, will work coinciding with other jurisdictions to respond effectively and efficiently to an emergency situation. These guidelines assign various emergency tasks that might need to be performed based on situational awareness during any emergency. Tasks are assigned to the most suitable agency.

The City of Novi has taken various preparedness and incident management steps to enhance its capabilities in responding to emergency incidents using this document as guidance. Steps taken include training and exercising first responders in the NIMS and ICS concepts and principles to ensure effective collaboration. The jurisdiction has also identified its capabilities; looking at resources, personnel, and agencies using the 32 Core Capabilities list that are essential for the five mission areas of Prevention, Protection, Mitigation, Response, and Recovery. This document reflects these activities in addition to establishing the following for the jurisdiction's emergency operations:

- The chain of command for disaster operations
- The emergency powers of government
- Alerting, operating and recovery procedures
- The functions of the Emergency Operations Center (EOC)
- Field Incident Command
- Guidelines for coordinating operations among departments and between field and EOC operations during major emergencies or disaster emergencies
- The authority for the development and execution of training exercises
- The administrative procedures for maintaining and updating emergency plans
- The requirement for all jurisdiction departments to contribute to the development of functional and hazard-specific Annexes to this plan
- The emergency responsibilities of each department and agency
- The responsibility of each department or agency to develop its detailed emergency plans to support the jurisdiction-wide Emergency Action Guidelines
- The basic interfaces with other local jurisdictions, state and federal agencies
- The delegation of authority

## **CERTIFICATION**

I certify these guidelines are the official Emergency Action Guidelines (EAG) for the City of Novi. The policies contained herein do not discriminate based on race, color, national origin, religion, sex, age, handicap, or political belief.

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Signature of Chief Executive Official

Date

**NOTE:** The City of Novi has chosen to be included in the Oakland County Emergency Operations Plan and has completed an Emergency Support Plan. However, the City of Novi has chosen to complete an Emergency Action Guidelines (EAG) in support of the Oakland County Emergency Operations Plan.

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## PLAN MAINTENANCE AND DISTRIBUTION

This plan will be regularly reviewed and updated by the City of Novi Emergency Management Coordinator. Whenever after-action reports and corrective actions are documented, they will prompt the need to review and update the plan as needed. This will be conducted by the local emergency management coordinator with support from the appropriate agencies who have been delegated roles in this plan.

The following depicts the individuals and facilities that have been provided a copy of the EAGs in order to conduct the assigned tasks addressed in this plan. The agencies are responsible for assisting the emergency management coordinator in maintaining their **sections of the plan as well as developing specific standard operating procedures in support** of the tasks identified.

NO.	Title	Name
1	Mayor	Justin Fischer
2	City Manager	Victor Cardenas
3	Assistant City Manager	Danielle Mahoney
4	Director of Public Safety/Chief of Police	Erick Zinser
5	Assistant Police Chief	Scott Baetens
6	Fire Chief	John Martin
7	Assistant Fire Chief	Todd Seog
8	Fire Marshall	Kevin Pierce
9	Department of Public Works	Jeff Herzeg
10	911 Communications Manager	Al Patterson
11	911 Communications Center	Al Patterson
12	Emergency Management Coordinator	Scott Berkseth
13	Community Relations	Sheryl Walsh-Molly
14	City Clerk	Cortney Hanson
15	Community Development	Charles Boulard
16	Emergency Operations Center (EOC)	Police Training Center
17	Back-up EOC	DPW Complex
18	Oakland County Emergency Mgt.	Thomas Hardesty
19	Finance Director	Carl Johnson

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## **AUTHORITIES AND REFERENCES**

### **Authorities:**

#### Federal Government

Public Law 81-920, as amended, the Federal Civil Defense Act of 1950

Public Law 93-288, as amended, the Robert T. Stafford Disaster Relief and Emergency Assistance Act

Public Law 106-390, the Disaster Mitigation Act of 2000.

Homeland Security Presidential Directive 5, Management of Domestic Incidents, February 28, 2003.

#### State Government

Act 390, Public Acts of 1976, as amended, the Emergency Management Act

Act 207, Public Acts of 1941, the Fire Prevention Act

Michigan Emergency Management Assistance Compact

#### Local Government

Act 102, Public Acts of 1999, the School Safety Information Act

City Resolution establishing an Emergency Manager

NIMS Resolution adopted by the City of Novi

### **References:**

Oakland County, Local Hazard Mitigation Plan

Oakland County Emergency Operations Plan

Comprehensive Master Plan

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## Introduction

The City of Novi is vulnerable to a variety of hazards such as winter storms, tornadoes, hazardous material incidents, and terrorism. To respond effectively to any emergency of a size or complexity beyond routine response systems, it is critical that all City of Novi public officials, departments and agencies, non-governmental emergency organizations and the public understand their roles and responsibilities. These non-routine responsibilities begin as the incident is recognized and response ensues and become particularly important as command organizes beyond the initial reactive phase of first responders.

A prepared and coordinated response on the part of local officials supporting the emergency responders can save lives, protect property, and more quickly restore essential services. The foundation for this coordinated response is established through the City of Novi Emergency Action Guidelines. The State of Michigan "**EMERGENCY MANAGEMENT ACT**" (Public Act 390 of 1976) requires that state and local governments develop and maintain current Emergency Action Guidelines (EAG) in order to be prepared for such events.

The City of Novi Emergency Action Guidelines (EAG) consists of a Basic Information followed by the Support Annexes.

### **A. Purpose**

The purpose of the Basic Plan is to establish the legal and organizational basis for operations in the City of Novi to effectively respond to and recover from all-hazards disasters and/or emergency situations. It assigns broad responsibilities to the City of Novi and support organizations for disaster prevention, preparedness, response, and recovery. These responsibilities are generally extensions of normal, day-to-day functions involving the same personnel and material resources. Supporting plans for all-hazards disasters set forth the concepts and procedures whereby the City of Novi can effectively apply available resources to ensure that casualties and property damage will be minimized and that essential services will be restored as soon as possible following an emergency or disaster situation.

### **B. Scope and Applicability**

The EAG identifies a range of disasters that could possibly occur in or near the City of Novi, anticipates the needs this jurisdiction might experience during an incident, and provides guidance across departments, agencies, and response organizations by describing an overall emergency response system that addresses the items outlined below:

1. How City departments/agencies will be organized during response to an event, including command authorities.
2. Critical actions and interfaces during response and recovery.
3. How the interaction between the City and county, state, and federal authorities is managed.
4. How the interaction between the city and private partner organizations (hospitals, nongovernmental emergency organizations and others) is managed during

emergencies.

5. How to handle and manage needs with the resources available.

The plan is applicable to all local agencies that may be requested to provide support.

### **C. Incident Management Activities and Key Concepts**

1. This plan addresses the full spectrum of activities related to local incident management, including mitigation, preparedness, response, and recovery actions. Attention is paid to focusing on those activities that are directly related to an evolving or potential incident.

Examples of incident management actions include:

- o Increasing public awareness.
- o Coordinating protective measures across jurisdictions.
- o Increasing countermeasures such as inspections, security, and infrastructure Protection.
- o Conducting public health assessments and conducting a wide range of prevention measures to include, but not limited to immunizations.
- o Providing immediate and long-term public health and medical response assets.
- o Coordinating support in the aftermath of an incident.
- o Providing strategies for coordination of resources.
- o Enabling immediate recovery activities, as well as addressing long-term consequences in the impacted area.

#### 2. Key Concepts

- a. Systematic and coordinated incident management, including protocols for:
  - o Incident reporting.
  - o Coordinated action.
  - o Alert and Notification.
  - o Mobilization of resources.
  - o Operating under differing threats; and
  - o Integration of crisis and consequence management functions.
- b. Providing proactive notification and deployment of resources in anticipation of or in response to catastrophic events in coordination and collaboration with Federal, State, County, private entities, and other local governments when possible.
- c. Organizing interagency efforts to minimize damage, restore impacted areas to pre-incident conditions, if feasible, and/or implement programs to mitigate vulnerability to future events.
- d. Coordinating incident communication, worker safety and health, and other activities that are common to the majority of incidents.
- e. Organizing Support Annexes following federal recommendations, to facilitate the delivery of critical resources, assets, and assistance. Departments and agencies are assigned to lead or support other annexes based on authorities, resources, and

capabilities.

- f. Providing mechanisms for coordination, communications, and information sharing in response to threats or incidents. These mechanisms facilitate coordination between Federal, State, County and local entities of government, as well as, between the public and private sectors.
- g. Facilitating support to departments and agencies acting under the requesting departments or agency's own authorities.
- h. Developing detailed supplemental operations and hazard-specific contingency plans and procedures.
- i. Providing the basis for coordination of interagency and intergovernmental planning, training, exercising, assessment, coordination, and information exchange.



## **Planning Assumptions & Considerations**

- A. Incidents are typically managed at the lowest possible level of government.
- B. Incident Management activities will be initiated and conducted using the principles contained in the National Incident Management System (NIMS).
- C. The combined expertise and capabilities of government at all levels, the private sector, and nongovernmental organizations will be required to mitigate, prepare for, respond to, and recover from disasters.
- D. Incidents requiring local government to coordinate operations and/or resources may:
  - 1. Occur at any time with little or no warning.
  - 2. Requires significant information sharing across multiple jurisdictions and between the public and private sectors.
  - 3. Involve single or multiple geographic areas and jurisdictions.
  - 4. Have significant impact and/or require resource coordination and/or assistance.
  - 5. Span the spectrum of incident management to include mitigation, preparedness, response, and recovery.
  - 6. Involve multiple, varied hazards or threats on a local or regional scale.
  - 7. Results in numerous casualties, fatalities, displaced people, property loss, disruption of normal life support systems (essential public services and basic infrastructure), and significant damage to the environment.
  - 8. Attract a sizeable influx of independent, spontaneous volunteers and supplies.
  - 9. Require short notice for state and Federal asset coordination.
  - 10. Require prolonged, sustained incident management operations and support
- E. The top priorities for the City of Novi are to:
  - 1. Save lives and protect the health and safety of public, responders, and recovery workers.
  - 2. Ensure security of the city.
  - 3. Prevent an imminent incident from occurring.

4. Protect and restore critical infrastructure and key resources.
5. Ensure local government continues to function throughout the incident.
6. Protect property and mitigate damages and impacts to individuals, communities, and the environment; and
7. Facilitate recovery of individuals, families, businesses, government, and the environment.

## Roles and Responsibilities

### **A. Emergency Manager**

The Director of Public Safety/Chief of Police, as the Emergency Manager, is responsible for the public safety and welfare of the people of that jurisdiction. The Emergency Manager:

1. Responsible for coordinating local resources to address the full spectrum of actions to mitigate, prepare for, respond to, and recover from incidents involving all hazards including terrorism, natural disasters, accidents, and other contingencies.
2. Provides leadership and plays a key role in communicating to the public, and in helping people, businesses, and organizations cope with the consequences of any type of emergency incident within the jurisdiction.

Departments and agencies participate in the Incident Command Structure (ICS) structure as Branch Directors, Group Supervisors, primary departments, and/or support agencies and/or as required to support incident management activities.

### **B. Support Annexes**

The Support Annexes is a grouping of government and certain private-sector departments into an organizational structure to provide support, resources, program implementation, and emergency services that are most likely to be needed during incidents.

Each annex is composed of primary and support agencies. The City of Novi identifies primary departments on the basis of authorities, resources, and capabilities. Support agencies are assigned based on resources and capabilities in a given functional area. The scope of each annex is summarized in this section, and they are expected to support one another in carrying out their respective roles and responsibilities.

Additional discussion on roles and responsibilities of Branch Directors, Group Supervisors, primary departments, and/or support agencies can be found in the introduction.

**Note: Not all incidents result in the activation of the EOC. It is possible an incident may be addressed without activating the EOC.**

### **C. Non-governmental and Volunteer Organizations**

Non-governmental organizations collaborate with first responders, governments (at all levels), and other agencies and organizations providing relief services to sustain life, reduce physical and emotional distress, and promote recovery of disaster victims when assistance is not available from other sources. For example, the American Red Cross provides relief at the local level and also provides staffing for Mass Care. The Salvation Army provides mobile feeding units, serving food and beverages to victims and first responders.

### **D. Private Sector**

Primary and support governmental departments coordinate with the private sector to effectively share information, form courses of action, and incorporate available resources to prevent, prepare for, respond to, and recover from disasters. The roles, responsibilities and participation of the private sector during a disaster vary based on the nature of the organization and the type and impact of the disaster.

Private sector organizations support emergency management by sharing information with the local government, identifying risks, performing vulnerability assessments, developing emergency response and business continuity plans, enhancing their overall readiness, implementing appropriate prevention and protection programs, and donating or otherwise providing goods and services through contractual arrangement or government purchases to assist in response and recovery activities.

Private sector organizations are encouraged to develop and maintain capabilities to respond and to manage a complete spectrum of incidents and emergencies. The City of Novi maintains ongoing interaction with the critical infrastructure and key resources and industries to provide coordination of prevention, preparedness, and response and recovery activities. Private sector representatives should be included in planning and exercises.

### **E. Citizen Involvement**

Strong partnerships with citizen groups and organizations provide support for incident management prevention, preparedness, response, recovery, and mitigation.

The Citizen Corps brings these groups together and focuses efforts of individuals through education, training, and volunteer services to help make communities safer, stronger, and better prepared to address all-hazards incidents. The Citizen Corps, which works through a national network of state and local Citizen Corp Councils, was introduced after the terrorist attacks of September 11, 2001 through the Department of Homeland Security. The Citizens Corps brings together leaders from law enforcement, fire, emergency medical, and other emergency management volunteer organizations, local elected officials, the private sector, and other community stakeholders.

The Citizen Corps Council implements the Community Emergency Response Teams (CERT), Medical Reserve Corps (MRC), Neighborhood Watch, Volunteers in Police Service (VIPS), and provides opportunities for special skills and interests. These programs develop targeted outreach for special needs groups and organize special projects and community events.

The City of Novi has a dedicated CERT team, with volunteers available to assist with emergency preparedness, response and recovery activities.

## Concept of Operations

### **A. General**

This section describes the local coordinating legislating structures, processes, and protocols employed to manage incidents. These coordinating structures and processes are designed to enable execution of the responsibilities of local government through the appropriate departments and agencies, and to integrate County, State, Federal, non-governmental organizations and private sector efforts into a comprehensive approach to incident management.

1. *The Oakland County Emergency Operations Plan*, as amended, provides that emergency services organizations and operations will be structured around existing constitutional government. The City of Novi organization for emergency operations consists of existing government departments, nongovernmental, and private sector emergency response organizations. Once local resources are exhausted, The Oakland County Emergency Management office shall be notified to request the assistance of county resources.
2. The Emergency Manager is the Director of Public Safety/Chief of Police. The day-to-day activities of the emergency preparedness program have been delegated to the Emergency Management Coordinator. The Emergency Manager, in conjunction with the Emergency Management Coordinator, will direct and control operations in time of emergency and issue directives to other services and organizations concerning disaster preparedness. The Emergency Manager will be responsible for dissemination of emergency public information through the Director of Community Relations and the Communications Manager.
3. The Coordinator of Emergency Management, assisted by department heads, will develop and maintain a primary Emergency Operations Center (EOC) from which to direct operations in time of emergency. The primary EOC is currently located on the ground floor of the Novi Police Department, Police Training Center, 45125 W. Ten Mile Novi, Michigan. The alternate EOC facility is located in the Department of Public Works Complex, 26300 Lee Begole Dr., Novi, Michigan.
4. The day-to-day activities of the emergency management program, for which the Emergency Management Coordinator is responsible; include developing and maintaining an Emergency Action Guidelines, maintaining the Primary EOC in a constant state of readiness, and other responsibilities as outlined.
5. The Emergency Manager will determine the need to evacuate large areas and will request the Fire Chief to issue orders for evacuation or other protective action as needed. Local Law Enforcement will implement evacuation and provide security for the evacuated area. In the event of a hazardous materials incident, the Fire Chief or his/her representative on the scene should implement immediate protective action to include

evacuation as appropriate.

6. Succession to the Emergency Manager will be the City Manager, the Assistant City Manager, the Assistant Police Chief and the Fire Chief, respectively.
7. All City Department Directors will maintain plans and procedures in order to be prepared to effectively accomplish their assigned responsibilities.
8. The Emergency Management Coordinator will assure compatibility between the locality's Emergency Action Guidelines and the plans and procedures of Oakland County and private organizations within the City as appropriate.
9. The City must be prepared to bear the initial impact of a disaster on its own. Help may not be immediately available from the county, state or federal government after a natural or manmade disaster. All appropriate locally available resources will be fully committed before requesting assistance from the county. Requests for assistance will be made through Oakland County Emergency Management.
10. The Emergency Manager or, in his/her absence, the Emergency Management Coordinator, with support from designated City officials, will exercise direction and control from the EOC during disaster operations. The EOC may be partially or fully staffed depending on type and scope of the disaster. The EOC will provide logistical and administrative support to response personnel deployed to the disaster site(s). Any available warning time will be used to implement increased readiness measures, which will insure maximum protection of the population, property, and supplies from the effects of threatened disasters.
11. The Department Directors or managers of operating agencies will develop and maintain detailed plans and standing operating procedures necessary to effectively accomplish their assigned tasks. Department and agency heads will identify sources from which emergency supplies, equipment, and transportation may be obtained promptly when required. Accurate records of disaster-related expenditures will be maintained. All disaster-related expenditures will be documented to provide a basis for reimbursement if federal disaster assistance is needed. In time of emergency, the managers of City offices, departments, and agencies will continue to be responsible for the protection and preservation of records essential for the continuity of government operations. Department and agency managers will establish succession plans for key personnel and essential functions.
12. Day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of any emergency. Efforts that would normally be required of those functions will be redirected to accomplish the emergency task by the agency concerned.

### 13. Declaration of a Local Emergency

- The Mayor, by resolution, should declare an emergency to exist whenever the threat or actual occurrence of a disaster is, or threatens to be, of sufficient severity and magnitude to require significant expenditures and a coordinated response in order to prevent or alleviate damage, loss, hardship, or suffering.
- A local emergency may be declared by the Mayor. The declaration of a local emergency activates the Novi Emergency Action Guidelines and authorizes the provision of aid and assistance and should be declared when a coordinated response among several local agencies/ organizations must be directed or when it becomes necessary to incur substantial financial obligations in order to protect the health and safety of persons and property or to provide assistance to the victims of a disaster.
- A declaration of a local emergency activates the response and recovery programs of all applicable local Emergency Action Guidelines and authorizes the furnishing of aid and assistance in accordance with those plans. All disaster-related expenditures must be documented in order to be eligible for post-disaster reimbursement should a state or federal disaster be declared.
- When local resources are insufficient to cope with the effects of a disaster and the city requests County assistance, the following procedures will apply: The Mayor, by letter to the Oakland County Executive, will indicate that a local emergency has been declared, the local Emergency Action Guidelines has been implemented, available resources have been committed and county assistance is being requested. A copy of the resolution declaring a local emergency to exist should accompany this letter.

14. Emergency assistance may be made available from neighboring jurisdictions in accordance with mutual aid agreements. Emergency resources may be sent from the city to assist adjoining jurisdictions. Such assistance will be in accordance with existing mutual aid agreements or, in the absence of official agreements, directed by the Emergency Manager after determining that such assistance is necessary and feasible.

15. The Emergency Manager, the Emergency Management Coordinator, Communications Department, and Social Service agencies, with assistance from local private nonprofit agencies will assist disaster victims in obtaining post disaster assistance, such as temporary housing.

16. This plan is effective as a basis for training and pre-disaster preparedness upon receipt. It is effective for execution when:

- Any disaster threatens or occurs in the city.
- A State of Emergency is declared by the County Executive or Governor.

17. The Emergency Manager, assisted by the Emergency Management Coordinator, has overall responsibility for maintaining and updating this plan. It should be updated, improved based on lessons learned, and republished following an actual or threatened emergency situation. In the absence of such a situation, it should be updated no less than biennially, preferably after a training exercise/drill, and/or as needed. A plan distribution list must be maintained. Responsible individuals and officials should recommend to the Director, or the Emergency Management Coordinator, appropriate improvements and changes as needed based on experiences in emergencies, deficiencies identified through drills and exercises, and changes in government structure.

## **B. Concurrent Implementation of Other Plans**

The Novi Emergency Action Guidelines is the core plan for managing incidents and details using coordinating structures and processes during incidents. Other supplemental departmental, agency and interagency plans and procedures provide details on the authorities, response protocols, and technical guidance for responding to and managing specific contingency situations (such as hazardous materials spills, fires, etc.). In many cases, City Departments manage incidents under these plans using their own authorities. These supplemental agency or interagency plans and procedures may be implemented concurrently with the Emergency Action Guidelines (EAG) but are subordinated to the overarching core coordinating structures, processes, and protocols detailed in the EAG.

## **C. Organizational Structure**

While most emergency situations are handled locally, in the event of a major incident, help may be needed from other jurisdictions, the county, the state and the federal government. The National Incident Management System (NIMS) was developed so responders from other jurisdictions and disciplines can work together creating a better response to natural disasters and emergencies, including acts of terrorism. NIMS benefits include a unified approach to incident management; standard command and management structures; and an emphasis on preparedness, mutual aid and resource management.

One of the key features of NIMS is the Incident Command System (ICS). The ICS is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures and communications within a common organizational structure.

ICS is used by all levels of government – Federal, State and local – as well as by many private sector and nongovernmental organizations. ICS is also applicable across disciplines.

ICS is structured to facilitate activities in five major functional areas that include:

- Command
- Operations
- Planning
- Logistics
- Finance and Administration

In accordance with NIMS process, resource and policy issues are addressed at the lowest possible organizational level. If issues cannot be resolved at that level, they are forwarded up to the next level. Reflecting the NIMS structure, and in alignment with the National Response

Plan, the Emergency Action Guidelines includes the following command and coordination structures:

- Emergency Manager
- Emergency Management Coordinator
- Incident Commander and Incident Command Post; on-scene using the Incident Command System, Area Command (if needed)
- Emergency Operations Center.
- County Emergency Management.
- County Emergency Operations Center.
- Michigan State Police Emergency Management District Coordinator.
- Joint Information Center.
- Joint Field Office, which is responsible for coordinating Federal assistance and supporting incident management activities locally.

## **Incident Management Components**

This section describes, in further detail, the concept of operations through incident management elements ranging from initial threat notification to early coordination efforts to assess and disrupt the threat, to preparatory activation of the EOC structure, to deployment of resources in support of incident response and recovery operations. These actions do not necessarily occur in sequential order, and many may be undertaken concurrently in response to single or multiple threats or incidents. These components are revised and detailed from the phases of Emergency Management: Preparedness, Response, Recovery, and Mitigation.

### **A. Notification and Assessment**

City and non-governmental organizations report threats, incidents, and potential incidents using established communications and reporting channels. Once a significant threat or incident has occurred, the Emergency Manager makes an initial determination to initiate the coordination of information-sharing and incident management activities.

### **B. Reporting Requirements**

The city is required to report a Declaration of Emergency to the Oakland County Emergency Management (OCEM) office and is encouraged to report all incidents of significance to the OCEM office. In most situations, incident information is reported using existing mechanisms and may include:

1. Implementation of an incident management or emergency response plan or action to mitigate, respond to, or recover from an incident; and
2. Activation of local and state mutual-aid agreements in response to incidents



resulting in emergency proclamation or declarations or requiring Federal assistance.

### C. Dissemination of Warnings and Bulletins

Watches, warnings, and other emergency bulletins are issued by various agencies based on their statutory missions and authorities. A variety of communications systems may be used to disseminate information, such as:

- Local Cable Access
- WOVI (89.5 FM)
- Emergency Alert System (EAS) through television and radio)
- NIXLE
- OakAlert
- Integrated Public Alert & Warning System (IPAWS)

### D. Pre-Incident Actions

The majority of initial actions in the threat or hazard area are taken by first responders and include efforts to protect the public and minimize damage to property as follows:

1. **Public Health and Safety:** Initial Safety efforts focus on actions to detect, prevent, or reduce the impact to public health and safety. Such actions can include environmental analysis, plume modeling, evacuations, emergency sheltering, air monitoring, decontamination, emerging infectious disease tracking, emergency broadcasts, etc. These efforts may also include public health education; site and public health surveillance and testing procedures; and immunizations; prophylaxis, and isolation or quarantine for biological threats.
2. **Responder Health and Safety:** The safety and health of responders is also a priority. Actions essential to limit their risks include full integration of deployed health and safety assets and expertise; risk assessments based upon timely and accurate data, and situational awareness that considers responder and recovery worker safety.
3. **Property and Environment:** Responders may also take incident management actions to protect public and private property and the environment. Such actions may include sandbagging in anticipation of a flood or booming of environmentally sensitive areas in response to a potential oil spill.

### E. Response Actions

Once an incident occurs, the priorities shift from mitigation and preparedness to immediate and short-term response activities to preserve life, property, the environment, and the social, economic, and political structure of the community.

Response actions include immediate law enforcement, fire, emergency medical services; emergency flood fighting; evacuations; transportation system detours; emergency public information; actions taken to minimize additional damage; urban search and rescue; the provision of public health and medical services, food, ice, water, and other emergency essentials; debris clearance; the emergency restoration of critical infrastructure; control, containment, and removal of environmental contamination; and protection of responder

health and safety.

In the context of a single incident, once immediate response missions and life-saving activities conclude, the emphasis shifts from response to recovery operations, and if applicable, hazard mitigation. The Planning Section develops a demobilization plan for the release of appropriate resources.

## **F. Recovery Actions**

Recovery involves actions needed to help individuals and communities return to normal when feasible. The Emergency Manager, along with applicable Department heads are charged with assessing the long-term impacts of an incident, define available resources, and facilitate the development of a course of action to most efficiently apply available resources to restore and revitalize the community as well as reduce the impact from future disasters.

## **G. Mitigation Actions**

Hazard Mitigation involves reducing or eliminating long-term risk to people and property from hazards and their side effects. City officials and non-governmental organizations begin the process that leads to the delivery of mitigation assistance programs.

The Emergency Management Coordinator is responsible for coordinating the delivery of all mitigation programs within the affected area, including hazard mitigation for:

- Grant programs for loss reduction measures (if available).
- Delivery of loss reduction building-science expertise.
- Coordination of Federal Flood Insurance operations and integration of mitigation with other program efforts.
- Conducting flood recovery mapping to permit expedited and accurate implementation of both recovery and mitigation programs.
- Predictive modeling to protect critical assets.
- Early documentation of losses avoided due to previous hazard mitigation measures.
- Community education and outreach necessary to foster loss reduction, and
- Facilitate the development of a long-term recovery strategy for the impacted area.

## **Plan Management and Maintenance**

### **Coordination**

1. The City should conduct a comprehensive plan review and revision, and exercise prior to formal adoption by the City council every four years in order to maintain plan currency. It is also suggested that plans be updated and reviewed following a training exercise.
2. The Emergency Management Coordinator will update the Emergency Action Guidelines no less than biennially and will coordinate with each emergency resource organization and assure the development and maintenance of appropriate emergency response capabilities.
3. The Emergency Action Guidelines will be available in PDF format on the City E-Web.

## **Pre-Planning for Emergencies**

### **Before an Emergency**

There are some basic preparatory and precautionary actions that should be taken by each city department before an emergency occurs:

- Maintain a comprehensive roster of departmental personnel
- Establish and maintain lines of department succession
- Plan, prepare, maintain and implement internal departmental emergency operations procedures
- Familiarize all personnel with emergency duties
- Maintain inventory and sources of supply for emergency required equipment and Supplies
- Be prepared to provide protection for personnel and property
- Keep a roster of contacts for outside assistance

### **During an Emergency**

There are some common activities that are taken during an emergency

- Report an emergency situation quickly
- Alert affected departments and personnel to the emergency
- Mitigate hazards to minimize the potential for the emergency to escalate
- Do not panic
- Follow plans, procedures, and protocols
- Perform specific tasks as appropriate and as assigned by proper authorities
- Rotate emergency workers to avoid excess fatigue
- Provide work methods that minimize risks to employees and others
- Provide appropriate clothing, supplies, equipment, facilities, food, and water

## After an Emergency

After an emergency, be prepared to respond to the next one.

- Be prepared to respond immediately to the next emergency
- Replenish supplies
- Inventory and assess the condition of all equipment making repairs as needed
- Clean, refurbish, and re-supply facilities
- Debrief and revise plans, policies, procedures, and work methods
- Resume routine activities

## City Officials and Departments Emergency Task Assignments

The following is a list of those task assignments each department is responsible for carrying out in the event of a disaster, emergency, or crisis.

These task assignments generally apply to virtually all hazards and emergency situations. They are not necessarily all-inclusive but are the most urgent ones to be accomplished and will apply to most emergency situations. The exercise of individual judgment, initiative, knowledge, awareness, urgency, flexibility, cooperation and coordination is essential in accomplishing these emergency task assignments.

Departments are responsible for developing and maintaining emergency plans and procedures to assure their capability to carry out assigned tasks. They are also responsible for training their personnel and others for providing all needed supplies and equipment appropriate to their responsibilities.

The following are primary responsible for managing emergencies in the City of Novi.

### ADMINISTRATIVE:

Mayor and City Council  
 City Manager  
 Emergency Manager  
 Emergency Management Coordinator

### OPERATIONAL:

Police Department	Fire Department
Public Works	Community Relations
Parks, Recreation & Cultural Services	

### SUPPORTIVE:

Assessing Department	Human Relations
City Attorney	Information Technology
City Clerk	Finance Department
Community Relations	

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OTHER:

Novi Community School District  
Non-Governmental Organizations (American Red Cross, Salvation Army)  
Faith-based Organizations

## **Administrative Responsibilities**

### **MAYOR AND CITY COUNCIL**

The Mayor and City Council have the ultimate responsibility to the citizens of the City of Novi for the state of emergency preparedness and the capability of the city to cope with and recover from disasters, emergencies and crisis situations. The Mayor and City Council shall:

1. Report to the City of Novi Emergency Operations Center or other designated place as may be appropriate.
2. Make emergency policy decisions governing the direction of the City's response to the disaster.
3. Request aid from the county, state and federal government as deemed necessary.
4. Pass emergency ordinances as may be required.

### **CITY MANAGER**

The City Manager has primary responsibility for managing all operations of the city government and directing the resources of the City of Novi. The City manager shall:

1. Report to the City of Novi Emergency Operations Center or other designated place as may be appropriate.
2. Notify the Mayor and City Council when confirmation of an impending or existing emergency has been verified.
3. Assure that the Mayor and City Council are kept abreast of emergency operations.
4. Work with the Director of Communications to coordinate all information of a public nature to ensure that the community and news media is properly informed.
5. Work with the City of Novi Emergency Manager to supervise all personnel and equipment for the performance of duties in the disaster area through the respective department heads.

### **EMERGENCY MANAGER/EMERGENCY MANAGEMENT COORDINATOR**

The City of Novi Emergency Manager is responsible for providing advice and coordinating the activities of departments during emergencies. The Emergency Manager shall:

1. Activate and report to the Novi Emergency Operations Center.
2. Prepare and maintain the city's overall basic Emergency Action Guidelines.
3. Maintain the Novi Emergency Operations Center in a ready condition.

4. Advise the City Manager in emergency preparedness matters and as to current or anticipated conditions.
5. Coordinate with the City Manager all city department responses to emergencies.
6. Notify Oakland County Emergency Management (OCEM) representatives of the emergency and serve as the Novi liaison to the OCEM.
7. Ensure that all departments represented in the Novi Emergency Operations Center have communications with staff at both their offices and at the site of the emergency. This equipment may consist of telephones, radios and pagers.

## **Operational Responsibilities**

### **COMMUNITY DEVELOPMENT**

The Community Development Department is responsible for damage assessment activities.

1. A designated representative reports to the Novi Emergency Operations Center.
2. Inspects public and private buildings for structural, electrical, gas, plumbing and mechanical damage.
3. Conducts necessary inspections to assure the integrity of structures following an incident and that there is no danger of additional damage.
4. Records information from first responders such as police and fire.
5. Provides information to the City Manager and Novi Emergency Management Coordinator and assists transmitting this data to the county Emergency Response and Preparedness office.
6. Assist in the preparation of a request for county assistance.
7. Prepare reports and share information with the Community Relations Manager.
8. Establishes and maintains contact with local building, electrical, plumbing, and mechanical contractors to obtain their services when needed.
9. Assists in preparation of initial damage assessment report and revisions to it.
10. Conducts inspections necessary to code enforcement, such as fire, residential housing, structural, mechanical, plumbing, gas, and electrical.
11. Reviews engineering plans prior to construction as a means of minimizing the potential for emergency/disaster situations.
12. Assist in identifying and organizing damage assessment information.

**COMMUNITY RELATIONS DEPARTMENT**

The Community Relations Department is responsible for public information services in the City of Novi. The Department is responsible for keeping the media, citizens, and businesses advised of information related to emergencies.

1. Reports to the Novi Emergency Operations Center.
2. Serves as the point of contact for the news media and others.
3. Prepares news releases.
4. Maintains liaison with news media.
5. Establishes news release centers and dates/times of news releases.
6. Controls the news media reporters and photographers from interfering with emergency operations, assisted by police as required.
7. Serves as the central clearing house for information to the media.
8. Serves as the source by which media gains access to public officials.
9. Maintains liaison with the Novi Emergency Operations Center in order to stay abreast of current information.
10. Establishes procedures and methods for the flow of information to the public in an emergency/disaster situation.
11. Prepares and maintains a list of newspaper, radio, and television stations, including names and telephone numbers of their key personnel as contact points.
12. If the Oakland County Emergency Operations Center is activated, establish and maintain contact with county Public Information Official.
13. Assist the county in establishing a joint public information center and rumor control center.
14. Help facilitate communications to affected areas of the City.



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**FIRE DEPARTMENT & EMS OPERATIONS**

The Fire Department is responsible for all fire service activities.

1. A designated representative reports to the Emergency Operations Center.
2. Assumes primary control of fire suppression, rescue, emergency medical services, and hazardous materials.
3. Assists in the initial and ongoing assessments.
4. Participates with the City Manager and Emergency Management Coordinator in planning and providing response.
5. Implements mutual aid agreements with other jurisdictions as may be necessary.
6. Provides fire protection for critical facilities and resources.
7. Perform urban search and rescue operations.
8. Coordinates emergency medical care and transportation to victims.
9. Provides hazardous materials response and decontamination services.
10. Assist in evacuating people with special needs.
11. Assists in debris clearance.
12. Provides backup equipment for water pumping.
13. Assists in shutting off electric and gas services.
14. May assist with access control to the affected area.
15. Assists in the evacuation of displaced or threatened citizens and people with special needs.

**PARKS, RECREATION, AND CULTURAL SERVICES**

The Parks, Recreation and Cultural Services Department are responsible for human services activities.

1. A representative reports to the Novi Emergency Operations Center.
2. Coordinates temporary emergency shelter, food, and water for displaced persons and families as may be required.
3. Provides necessary outreach services to citizens affected by emergencies or disasters.

4. Assists in registering and processing evacuees and registers all people in shelters.
5. Renders special assistance to elderly or disabled persons.
6. Assists in reuniting families and relatives that have been separated.
7. Assists and coordinates with the American Red Cross in managing evacuation shelters.
8. Distributes appropriate emergency literature to disaster victims that gives instructions and information pertaining to their immediate needs.
9. Assists in the evacuation of nursing homes, hospitals, and other medical facilities.
10. Coordinates the provision of transportation for evacuation.
11. Provides shelter, food, water, and clothing to emergency response workers as may be required.
12. Assist the medical examiner in locating a facility to be used as a temporary morgue.
13. When the Oakland County Emergency Management office is used to manage emergencies in Novi; coordinates with the person representing Human Services. When not used, coordinate with the Oakland County Department of Social Services directly.

## **POLICE DEPARTMENT**

The Police Department is responsible for primary operational control of law enforcement, traffic and crowd control, security of emergency area, bomb threat or detonation, civil disorder, hostage or terrorist situations, and evacuation.

1. Responds to Novi Emergency Operations Center and/or field command post.
2. Assists in warning the affected population.
3. Coordinates the removal of vehicles and other impediments to evacuation routes and other response activities.
4. Assists medical examiner with morgue activities.
5. Assists in the identification of victims.
6. Assist in the urban search and rescue activities.
7. Exercises crowd control.
8. Establishes traffic control.

9. Secures emergency site and directs access control at the site.
10. Assists in the evacuation of displaced or threatened citizens.
11. Directs law enforcement actions.
12. Provides security to the emergency operations center, critical resources and facilities, and public shelters.

### **DEPARTMENT OF PUBLIC WORKS**

The Department of Public Works is responsible for the public works activities in Novi.

1. A representative reports to the Novi Emergency Operations Center.
2. Assumes primary operational control of flood, snow removal, and water distribution.
3. Transport and erects barricades.
4. Clears streets, removes debris, and maintains transportation routes.
5. Coordinates road closures and travel restrictions.
6. Identifies evacuation routes in conjunction with the Police Department.
7. Performs initial damage assessment and revises assessments of bridges, streets, and other infrastructure.
8. Coordinates with local contractors to obtain additional equipment and operators as needed.
9. Provides for emergency water supply and sewage disposal.
10. Provides emergency lighting.
11. Provides heavy equipment and operators as needed.
12. Conducts snow removal.
13. Coordinates traffic activities with police.
14. Make and posts traffic directional signals as needed.
15. Assist with access control to the affected area.
16. Maintains public infrastructure

## **Supportive Responsibilities**

### **ASSESSING**

1. Re-evaluate taxable real and personal property.
2. Adjust values as appropriate.

### **CITY ATTORNEY**

1. Provide legal research and render opinions.
2. Provide general advice and counsel.
3. Draft emergency ordinances and resolutions.
4. Assist Finance in contracting with others.
5. Assists in attempts to obtain restitution and reimbursements as appropriate.

### **CITY CLERK**

1. Assemble and keep documented records of event.
2. Document Council actions.

### **FINANCE DEPARTMENT**

1. Coordinate with City Council and departments for the purchase of equipment, facilities, and supplies.
2. Monitor and account for expenditures of City funds.
3. Coordinate contracts with private businesses for support activities.
4. Seek restitution and reimbursement from others as may be appropriate.

### **HUMAN RESOURCES**

1. Coordinate emergency activities with unions.
2. Hire additional employees as required and authorized.
3. Coordinate provision of medical assistance for injured or contaminated employees.

### **INFORMATION TECHNOLOGY / G.I.S.**

1. Provide IT support to affected departments.
2. Ensure IT and department databases are accessible during emergencies.
3. GIS provides maps of the affected areas.

## **ENGINEERING**

1. A designated representative reports to the Novi Emergency Operations Center.
2. Works with the Building Department to assess and assist in preparation of damage assessment reports.
3. Reviews damage assessment and provide advice and counsel related to existing dangers and corrective/recovery actions.
4. Reviews engineering plans prior to construction as a means of minimizing the potential for emergency/disaster situations.
5. Establishes and maintains contact with other specialized engineers to obtain their services when needed.

## **Other Responsibilities**

### **AMERICAN RED CROSS**

1. Responds as requested to emergency situations in accordance with ARC directives.
2. Coordinates with County Public Schools for use of school buildings as evacuation centers.
3. Dispatches as representative to the Emergency Operations Center when requested.
4. Serves as manager of evacuation shelters.
5. Coordinate activities of other volunteer groups.
6. Provides for traditional emergency needs of evacuees, i.e., food, blankets, clothing, shelter, first aid, financial assistance, counseling etc.
7. Provides rest area for emergency workers.
8. Assists and coordinates with Parks, Recreation, and Cultural Services for the provision of emergency services.

### **NOVI COMMUNITY SCHOOL DISTRICT**

1. Conducts emergency training in schools for students and staff.
2. Furnishes school buses and drivers for evacuation.
3. Makes school facilities available like evacuation centers, aid stations, morgues, etc.
4. Performs damage assessment of school facilities.
5. Prepares evacuation plans for schools.

6. Plans to recall essential workers for food services and maintenance work as may be required.

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## **Glossary of Key Terms**

### **Amateur Radio Emergency Services**

A public service organization of licensed amateur radio operators who have voluntarily registered their qualifications and equipment to provide emergency communications for public service events as needed.

### **American Red Cross**

An organization charged by statute and agreements with the responsibility of helping meet the human needs of disaster victims.

### **Command Section**

This section is one of the five functional areas of the Incident Command System. The function of command is to direct, control, or order resources, including people and equipment, to the best possible advantage.

### **Command Post**

That location at which primary Command functions are executed; usually collocated with the Incident Base (also referred to as the Incident Command Post).

### **Comprehensive Resource Management**

Maximizes the use of available resources, consolidates like resources and reduces the communications load on the Incident Command Operation.

### **Coordination**

The process of systemically analyzing a situation, developing relevant information, and informing appropriate personnel of viable alternatives for selection of the most effective combination of available resources to meet specific objectives.

### **Declaration of Emergency**

Whenever, in the opinion of the Mayor, the safety and welfare of the people of the City of Novi require the exercise of extreme emergency measures due to a threatened or actual disaster; he may declare a state of emergency to exist.

### **Decontamination**

The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the Hazardous Materials/HAZMAT.

### **Emergency Action Guidelines**

A document which provides for a preplanned and coordinated response in the event of an emergency or disaster situation. This plan contains the City of Novi emergency operations plans that will be implemented in the event of a large-scale incident. It also outlines the activities and responsibilities of various departments. The checklists within the plan assist responsible personnel to effectively manage and respond to emergency incidents.



**Emergency/Disaster/Incident**

An event that demands a crisis response beyond the scope of any single line agency or service and that presents a threat to a community or larger area. An emergency is usually an event that can be controlled within the scope of City capabilities, a major emergency or disaster usually requires resources beyond what is available locally.

**Emergency Alert System**

A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission (FCC) to operate in a controlled manner to warn and inform the public of protective actions needed in the event of a disaster or emergency situation.

**Emergency Operations Center**

A facility from which government directs and controls its emergency operations; where information about the status of the emergency situation is officially collected, assimilated, and reported on; where coordination among response agencies takes place; and from which outside assistance is officially requested.

**Emergency Management**

The preparation for, and the carrying out of functions (other than those which military forces are primarily responsible) to prevent, minimize, and repair damage and/or injury resulting from natural or manmade disasters. These functions include firefighting, law enforcement, medical and health, rescue, warning, engineering, communications, evacuation, resource management, plant protection, restoration of public utility services, and other functions related to preserving the public health, safety, and welfare.

**Exercise**

An activity designed to promote emergency preparedness; test or evaluate emergency operations plans, procedures, or facilities; train personnel in emergency response duties, and demonstrate operational capability. There are three specific types of exercises: tabletop, functional, and full scale.

**Evacuation**

Assisting people to move from the path or threat of a disaster to an area of relative safety.

**Federal Disaster Assistance**

Aid to disaster victims and/or state and local governments by federal agencies under provisions of the Booker T. Stafford Relief and Emergency Assistance Act of 1988 (PL 93-288).

**National Response Plan**

A federal document which establishes a process and structure for the systematic, coordinated, and effective delivery of federal assistance to address the consequences of any major disaster or emergency.

**Geographic Information System**

A computer system capable of assembling, storing, manipulating, and displaying geographically referenced information, i.e.-data identified according to their locations.

**Hazardous Materials**

Substances or materials which may pose unreasonable risks to health, safety, property, or the environment when used, transported, stored or disposed of, which may include materials which are solid, liquid, or gas. Hazardous materials may include toxic substances, flammable and ignitable materials, explosives, or corrosive materials, and radioactive materials.

**Hazardous Materials Emergency Response Plan**

The plan was developed in response to the requirements of Section 303 (a) of the Emergency Planning and Community Right-to-Know Act (Title III) of Superfund Amendments and Reauthorization Act of 1986. It is intended to be a tool for our community's use in recognizing the risks of a hazardous materials release, in evaluating our preparedness for such an event, and in planning response and recovery actions. This plan is separate from the Emergency Action Guidelines.

**Incident Command System**

A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span or control, predesigned facilities, and comprehensive resource management. In ICS there are five functional elements: Command, Operations, Logistics, Planning and Finance/Administration.

**Incident Commander**

The individual responsible for the management of all incident operations.

**Initial Damage Assessment Report**

A report that provides information regarding overall damage to public and private property, thereby providing a basis for emergency declaration and/or disaster assistance.

**Integrated Communications Plan**

This plan coordinates the use of available communications means and establishes frequency assignments for certain functions.

**Local Emergency**

The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent, or alleviate loss of life, property damage, or hardship. Only the Governor, upon petition of a local governing body, may declare a local emergency arising wholly or substantially out of a resource shortage when he/she deems the situation to be of sufficient magnitude to warrant coordinated local government action to prevent or alleviate the hardship or suffering threatened or caused thereby.

**Mitigation**

Activities that actually eliminate or reduce the chance of occurrence or the effects of a disaster. Examples of mitigation measures include, but are not limited to, the development of zoning laws and land use ordinances, state building code provisions, regulations and licensing for handling and storage of hazardous materials, and the inspection and enforcement of such ordinances, codes and regulations.

**Mutual Aid Agreement**

A written agreement between agencies and/or jurisdictions in which they agree to assist one another, upon request, by furnishing personnel and equipment in an emergency situation.

**National Weather Service**

The federal agency which provides localized weather information to the population, and during a weather-related emergency, to state and local emergency management officials.

**Operational Period**

The period of time scheduled for execution of a given set of operation actions as specified in the Incident Action Plan. Operational Periods can be various lengths, usually not over 24 hours. As it pertains to the City of Novi, an Operational Period shall last 12 hours.

**Preparedness**

The development of plans to ensure the most effective, efficient response to a disaster or emergency. Preparedness activities are designed to help save lives and minimize damage by preparing people to respond appropriately when an emergency is imminent. Preparedness also includes establishing training, exercises and resources necessary to achieve readiness for all hazards, including Weapons of Mass destruction incidents.

**Presidential Declaration**

A presidential declaration frees up various sources of assistance from the Federal government based on the nature of the request from the governor.

**Primary Agency**

While several City departments will be performing varied and critical tasks during a disaster, in most cases only one agency will be considered the 'primary agency.' The primary agency shall be responsible for detailed planning, testing, and evaluation of their respective emergency support function. The Department Director of the primary agency shall serve as the principle advisor to the Emergency Management Director during the response and recovery phase. In addition, the primary agency must assure that essential operations of his/her agency will continue, unless otherwise directed by the Incident Commander.

**Regional Information Coordination Center**

The center facilitates communications and coordination among local, state, and federal government authorities to ensure an effective and timely response to regional emergencies and incidents, including coordination of decision-making regarding events such as closings, early release of employees, evacuation, transportation decisions, health response, etc.

**Situation Report**

A form, which, when completed at the end of each Operational Period, will provide an official daily summary of the status of an emergency and local emergency response

**Span of Control**

As defined in the Incident Command System, Span of Control is the number of subordinates one supervisor can manage effectively. Guidelines for the desirable span of control recommend three to seven persons with the optimal number of subordinates being five.

**State of Emergency**

The condition declared by the Governor when, in his judgment, a threatened or actual disaster in any part of the State is of sufficient severity and magnitude to warrant disaster assistance by the State to supplement local efforts to prevent or alleviate loss of life and property damage.

**Superfund Amendments and Reauthorization Act of 1986**

Established Federal regulations for the handling of hazardous materials.

**Unified Command**

Shared responsibility for overall incident management as a result of a multi-jurisdictional or multi-agency incident. In the event of conflicting priorities or goals, or where resources are scarce, there must be a clear line of authority for decision-making. Agencies contribute to unified command by determining overall goals and objectives, jointly planning for tactical activities, conducting integrated tactical operations and maximizing the use of all assigned resources.

**Weapons of Mass Destruction**

Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or a missile having an explosive incendiary charge of more than 0.25 ounce, or mine or device similar to the above; poison gas; weapon involving a disease organism; or weapon that is designed to release radiation or radioactivity at a level dangerous to human life. (Source: 18 USC 2332a as referenced in 18 USC 921).

## Succession of Authority

Continuity of emergency operations is critical to the successful execution of emergency operations. Therefore, the following lines of succession are specified in anticipation of any contingency, which might result in the unavailability of the ranking member of the administrative hierarchy. The decision-making authority for each Department or service function is listed below by position in decreasing order.

Chief Elected Official	Mayor
	Mayor Pro-Tem
Manager Office	City Manager
	Assistant City Manager
Direction & Control	Emergency Manager
	Emergency Management Coordinator
Communications/PIO	Director of Community Relations
	Deputy Director of Communications
Warning	911 Manager
	Assistant Police Chief
Communications	Communications Manager
	Assistant Police Chief
Damage Assessment	Community Development Director
	Assistant Community Development Director
Law Enforcement	Director of Public Safety/Chief of Police
	Assistant Police Chief
	Commander – Operations
	Commander – Support Services
Fire Services	Fire Chief
	Assistant Fire Chief
	Fire Marshal
	Shift Supervisor
Public Works	Director
	Manager, Field Operations
	Manager, Water & Sewer Operations
EMS	Fire Chief
	Assistant Fire Chief
	Fire Marshal
	Shift Captain
Public Health	Oakland County Public Health Director
Human Services	Emergency Manager
	Emergency Management Coordinator
	Fire Chief

## **Continuity of Government**

The preservation of essential records for the city resides with each Department. All matters dealing with the City Council are the responsibility of the City Clerk. All essential records are to be stored / archived in the predetermined location. These records include the following:

- Real Estate Records
- Criminal Records
- Tax and Valuation Records
- Finance and Budgetary Records
- Civil Records

The evacuation of records in the event of an emergency will be accomplished only by approval of the City Clerk.

The loading and transportation of these records is the responsibility of the Novi Police Department.

## **Agencies/Organizations**

Each agency/organization within the structure of the City of Novi government should establish its own records protection program. Those records deemed essential for continuing government functions should be identified and procedures should be established for their protection, such as duplicating copies in a separate location and/or the use of safe and secure storage facilities. Provisions should be made for the continued operations of automated data processing systems and records.

## **Emergency Operations Support Plan**

### **A. PURPOSE**

The City of Novi has elected to be incorporated into the Oakland County Emergency Management program. By becoming part of the county emergency management program, the City of Novi and Oakland County have certain responsibilities to each other. The Emergency Action Guidelines and City of Novi Emergency Operations Support Plan have been developed to identify the responsibilities between the City of Novi and Oakland County in regard to pre-disaster emergency response planning activities. It also provides for the City of Novi government agencies to respond to various types of emergencies or disasters that affect the community. This support plan is to be used in conjunction with the Oakland County Emergency Operations Plan. Review of this support plan shall be accomplished concurrently with the county plan.

### **B. EMERGENCY RESPONSE & PREPAREDNESS PROGRAM OVERSIGHT**

Oakland County has established an Emergency Management office to prepare for disasters, which may affect the County and the City of Novi. The Oakland County Emergency Manager is responsible for the county's emergency management program and the development of the County Emergency Operations Plan. The Emergency Manager acts for and at the direction of the Oakland County Executive.

The City of Novi has appointed an Emergency Manager who is responsible for overseeing all emergency preparedness activities and the development of the City of Novi Support Plan and the Emergency Action Guidelines. The Emergency Manager acts for and at the direction of the Mayor and/or designee of the City of Novi. The Emergency Manager or designee will work with the County Emergency Manager to execute all emergency preparedness and response activities.

### **C. MUNICIPAL/COUNTY DISASTER RESPONSE**

1. The City of Novi Director of Public Safety/Chief of Police has been appointed as the Municipal Emergency Manager, responsible for working with the Emergency Management Coordinator on all matters pertaining to emergency response & preparedness within the City of Novi.
2. Assure that municipal emergency response agencies, elected officials, and the County Emergency Response & Preparedness Coordinator are notified of the situation.
3. The City of Novi will assess the nature and scope of the emergency or disaster.
  - a. If the situation can be handled locally, do so, using the procedures in this plan. The Emergency Manager advises the Mayor, City Manager and coordinates all emergency response actions.
  - b. The mayor declares a local state of emergency and notifies the Oakland County E.R.P. Coordinator of this action.

- c. Forward the local state of emergency declaration to the County E.R.P. Office.
  - d. The Emergency Manager activates the Novi Emergency Operations Center. This facility is located at the Novi Police Department.
  - e. The City of Novi emergency response agencies response according to procedures found in the City of Novi Emergency Action Guideline plan.
  - f. The Emergency Manager directs departments/agencies to respond to the situation.
  - g. The Mayor and City Council issues directives as to travel restrictions on local roads and recommends protective actions if necessary.
  - h. Notify the public of the situation and appropriate actions to take.
  - i. Keep the Oakland County Emergency Manager or designees informed of the situation and actions taken.
4. If city resources become exhausted or if special resources are required, request county assistance through the Oakland County Emergency Management as provided for in Section D.
  5. If assistance is requested, the Oakland County Emergency Manager assesses the situation and makes recommendations.
  6. The county may do the following:
    - a. Activate the Oakland County Emergency Operations Center.
    - b. Activate the Oakland County Emergency Operations Plan.
    - c. Respond with county resources as requested.
    - d. Coordinate county resources with the city resources.
    - e. Notify Michigan State Police District Emergency Management Coordinator
    - f. Forward Flash Report and Damage and Injury Assessment Report to Michigan State Police, Emergency Management Division.
  7. If Oakland County resources are exhausted, the county makes a request to the Governor to declare a "State of Emergency" or "State of Disaster" in accordance with procedures set forth in P.A. Act 390, as amended. The county shall not request state assistance of a declaration of a state disaster or a state of emergency unless requested to do so by the Mayor of the City of Novi if the situation occurs solely within the confines of the municipality.
  8. If state assistance is requested, the State Police District Emergency Management Coordinator, in conjunction with the Oakland County Emergency Manager and the Novi Emergency Manager, assesses the disaster



or emergency situation and recommends the personnel, services, and equipment that are required for its prevention, mitigation, or relief.

9. After completing the assessment, the District State Police Emergency Management Coordinator immediately notifies the State Emergency Manager of the situation.
10. The State Director of Emergency Management notifies the Governor and makes recommendations.
11. If state assistance is granted, procedures will be followed as stated in the Michigan Emergency Management Plan and the Oakland County Emergency Operations Plan.

## **ANNEXES – CITY OF NOVI**

### **EMERGENCY ACTION GUIDELINES**

The following lists the functions the jurisdiction has determined to be a critical function to conduct during an emergency. The following pages list the actions and considerations to address in support of the function as well as considerations.

<b>SECTION/FUNCTION</b>	<b>RESPONSIBLE AGENCY</b>
<b>Direction and Control</b>	<b>Emergency Management</b>
<b>Warning</b>	<b>Communications Department</b>
<b>Communications</b>	<b>Communications Department</b>
<b>Public Information</b>	<b>Community Relations Department</b>
<b>Damage Assessment</b>	<b>Community Development</b>
<b>Law Enforcement</b>	<b>Police Department</b>
<b>Fire Services</b>	<b>Fire Department</b>
<b>Public Services</b>	<b>Department of Public Works</b>
<b>Emergency Medical Services</b>	<b>Fire Department</b>
<b>Public Health Services</b>	<b>Oakland County Health Department</b>
<b>Human Services</b>	<b>Emergency Management &amp; Fire Department</b>

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## **DIRECTION & CONTROL**

Concerned With:

- o Emergency Operations Center Management
- o Direction and coordination of response
- o State and federal coordination

<b>LEAD AGENCIES</b>	<b>SUPPORT AGENCIES</b>
<b>Emergency Management</b>	<b>Public Safety</b>
	<b>Department of Public Works</b>

The Line of succession for representing the Direction and Control functions during a response to an emergency or disaster situation is:

<b>TITLE</b>	<b>AGENCY</b>
Emergency Manager	Police Department
Emergency Management Coordinator	Police Department
Fire Chief	Fire Department

Emergency Manager is responsible for the Direction and Control Section of the City of Novi Emergency Action Guidelines.

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**A. All – Hazards Checklist of Considerations: Direction and Control**

	Report to the Emergency Operations Center (EOC) when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and to implement your plan.
	Activate the Emergency Operations Center.
	Declare a local "state of emergency" and, if necessary, issue directives as to travel restrictions on jurisdiction or local roads.
	Reassign jurisdiction employees of normal duties temporarily to other duties and employ temporary workers as necessary.
	Direct and coordinate response activities in accordance with this plan, including prioritizing allocation of scarce resources.
	Ensure staff maintains logs of actions taken and financial records.
	Activate mutual aid agreements with neighboring jurisdictions.
	Provide aid to other communities as provided for in mutual aid agreements. (May be for 7 days without board of commissioner's approval).
	Recommend appropriate protective measures to provide for the health and safety of people and property.
	Review and authorize the release of information given to the public via the public information official.
	Ensure all resources are made available for response.
	Convene governing body as soon as practical for their participation in responding to the incident.
	Keep legislative body informed of measures taken.
	Based on compiled data on the incident, request Oakland County to declare a "State of Disaster or State of Emergency."
	If a State of Disaster or State of Emergency is declared by Oakland County, assign and make available for duty the employees, property, or equipment of the jurisdiction, can be ordered by the County or the director of the Oakland County Emergency Response and Preparedness Division.
	Make, amend, or rescind ordinances or rules necessary for emergencies which supplement a rule, order or directive issued by the governor or a state agency under a governor's directive.
	Maintain liaison with Oakland County and State included in this plan.
	Provide a system for augmenting existing resources as it relates to your function.
	Ensure EM or EMC assumes "chief of staff" to the chief executive official duties.
	Ensure appropriate emergency response and EOC staff is notified.
	Advise Oakland County Emergency Response and Preparedness and the Michigan State Police district coordinator of situation.

	Fully or partially activate the EOC, incorporate frequent staff briefings, and ensure all groups function as planned.
	Forward situation reports via E Team to appropriate parties.
	Establish communications with and provide support to incident command system (s).
	Formulate specific assistance requests to adjacent jurisdictions, the county and the state.
	Advise the chief executive official on the need to declare a local "state of emergency."
	Assist the EOC staff in prioritizing and allocating scarce resources.
	Review damage assessment information via E Team situation report and submit to the county/state through appropriate channels.
	Forward request for a County declaration of disaster or emergency to the county, when chief executive official deems it appropriate.
	Maintain liaison with the county, state and adjacent jurisdictions.
	Coordinate with public information officer to hold emergency operations center briefings just prior to press briefings.
	Maintain logistical and administrative materials for the EOC, i.e., pencils, paper, maps, and status boards, as appropriate.
	Ensure emergency operations plan/action guidelines and EOC SOPs are available to EOC staff.
	Ensure resource information is accurate via OakEOC database.
	Coordinate with law enforcement officials for EOC security.
	Coordinate with communications officials for appropriate support.

**B. Hazard Specific Checklist of Considerations: Direction and Control**

**Natural Disaster**

	Provide appropriate support listed under general checklist of considerations.
	Assist in submitting an OakEOC incident report indicating potential to severe flooding situation.
	Activate the Emergency Operations Center if necessary.
	Identify damage assessment teams. Potentially seeking assistance from the Michigan Rapid Impact Assessment Teams (MIRIAT) through Oakland County.

	Prepare request for county/governor's declaration.
	Ensure situation report including damage assessment information are sent via OakEOC and MI CIMS WebEOC to the County/State (within 48 hours of requesting a declaration)
	Assist in assessing availability of sandbags or other necessary equipment to minimize natural hazard effects with internal resource inventory manual and seek additional needs through MI CIMS WebEOC.
	Activate mutual aid agreements with neighboring jurisdictions.
	Work with the county and state in conducting preliminary damage assessment

**Technological Hazard**

	Provide appropriate support listed under general checklist of considerations.
	Assist in submitting E Team incident report indicating technological emergency
	Ensure first responders are necessarily equipped with PPE
	Determine if a cleanup team is needed.
	Determine if a regional response team is needed.
	Activate mutual aid agreements.
	For emergencies involving pipelines, ensure pipeline control centers have been notified.

**Terrorism/CBRNE**  
**(Chemical, Biological, Radiological, Nuclear, Explosive) Attacks**

	Provide appropriate support listed under general checklist of considerations.
	Has incident command system/unified command been established at scene?
	Has incident command established a staging area?
	Have all surrounding hospitals been notified?
	Is the MSP bomb squad or MUSAR (Michigan Urban Search and Rescue) needed?
	Has county health been notified?
	Is quarantine necessary?
	Have hot zones, warm zones and cold zones been established?
	Is public warning necessary?



	Has district coordinator, EMHSD, been notified?
	Has a safety officer been assigned at the scene?
	Is the scene evidence being safeguarded?
	Have secondary devices been considered?
	Is the emergency alert system needed?
	Ensure communications is established with the state using 800 MHZ and/or amateur radio.
	Activate EOC for all terrorism/CBRNE (Chemical, Biological, Radiological, Nuclear, and Explosive) events.
	Establish location for press conferences.
	Be prepared to declare a local state of emergency.
	Be prepared to request a county/governor's declaration of emergency or disaster.
	Provide incident commander administrative and logistical support and start planning recovery operations.
	Is evacuation necessary? If so, where should evacuees be sheltered?
	Is decontamination necessary? If so, remind EMS not to transport contaminated patients to the hospital prior to decontamination.
	Notify the Federal Bureau of Investigation.
	Is there a possibility of another attack?
	Biological agents may produce delayed reactions.
	Radiological agents may produce delayed reactions.

**Catastrophic Incident**

	Plan for extended operational periods.
	Consider activation of Incident Management Teams (IMT)
	Consider requesting assistance under the Michigan Emergency Management Assistance Compact (MEMAC)

**WARNING**

Concerned With:

- o Receiving and disseminating warning information
- o Informing the public of critical information

LEAD AGENCIES	SUPPORT AGENCIES
<b>911 Dispatch Center - PSAP</b>	<b>GIS Department</b>
	<b>Emergency Management</b>

The Line of succession for representing the Warning functions during a response to an emergency or disaster situation is:

TITLE	AGENCY
Communications Manager	Police Department
Assistant Police Chief	Police Department

Communications Manager (911 Dispatch Center) is responsible for the Warning Section of the City of Novi Emergency Action Guidelines.

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**A. All – Hazards Checklist of Considerations**

	Report to the Emergency Operations Center (EOC) when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and implement your plan.
	Report to the Emergency Operations Center when notified of an emergency or disaster or event.
	Ensure that all necessary officials have been notified and/or updated of the incident. Determine which Warning Representatives, if not all, should be contacted to staff the Emergency Operations Center and contact them.
	Ensure that warning messages received through the Law Enforcement Information Network (LEIN), Integrated Public Alert & Warning System (IPAWS), Emergency Alert System (EAS) Local Weather Spotters, or other verifiable means are issued in a timely manner.
	Coordinate warning frequencies and procedures with adjacent communities and other Government Agencies.
	Notify neighboring jurisdictions of impending hazard or hazardous situations when instructed to do so by the Chief Executive Official, Emergency Management Coordinator, Emergency Manager, or Incident Commander.
	Determine which facilities are endangered by the incident and contact those facilities. Ensure they are contacted when protective actions are rescinded.
	Activate public warning systems when instructed to do so by the Chief Executive Official, Emergency Management Coordinator (EMC), or Incident Commander.
	Consider use of the following <ul style="list-style-type: none"> <li>▪ Warning Systems:</li> <li>▪ EAS</li> <li>▪ Door-to-Door</li> <li>▪ Telephone</li> <li>▪ Central Dispatch Radio (For Emergency Responders)</li> <li>▪ NIXLE</li> </ul>
	Activate EAS system when notified a threat to the general public exists. Ensure proper EAS message is sent to the appropriate radio or television station.
	Ensure that special populations are notified of impending hazard.
	If sirens or EAS are unavailable or unable to warn the public, consider using local police, fire departments, and road/citizens' patrols to warn the public door-to-door and, when available, by bull horns.
	Ensure that hazardous materials incidents are reported to the appropriate authorities.
	Provide a system for augmenting existing resources as it relates to your function.

**B. Hazard Specific Checklist of Considerations**

**Natural Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Consider use of PIO for warnings not involving an immediate pending disaster.
	Consider use of National Weather Service via NOAA Weather Radio system.

**Technological Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Review North American Response Guidebook for personal understanding of the hazard.
	What is the evacuation zone?
	What is the vulnerable zone?
	What is the wind direction and wind speed? Consider contacting the National Weather Service at White Lake, MI to ensure warnings affected by the weather are given to appropriate populations.

**Terrorism/CBRNE  
(Chemical, Biological, Radiological, Explosive) Attacks**

	Provide appropriate support listed under General Checklist of Considerations.
	Has the public been warned of evacuation routes?
	Has the Emergency Alert System been activated?
	Is door-to-door warning necessary?
	Are there any Special Populations who need to be warned?
	Is another attack possible? Should the public be warned?
	Can the media assist in warning the public?
	Coordinate warning procedures with PIO for public dissemination.

	Coordinate biological and chemical attack warning procedures.
	Coordinate radiological warning procedures.
	Coordinate hazardous materials warning procedures.
	Ensure State and Federal Warning Officials are aware of local warning procedures.

**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.

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## COMMUNICATIONS

Concerned With:

- o Communication equipment and establishment between operational facilities

LEAD AGENCIES	SUPPORT AGENCIES
911 Dispatch Center	Emergency Management

The Line of succession for representing the Communications functions during a response to an emergency or disaster situation is:

TITLE	AGENCY
Communications Manager	Police Department
Assistant Police Chief	Police Department

Communications Manager (911 Dispatch Center) is responsible for the Communications Section of the City of Novi Emergency Action Guidelines.



**A. All – Hazards Checklist of Considerations: Communications**

	Report to the Emergency Operations Center (EOC) when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and implement your plan.
	Coordinate the provision of extra telephone lines and/or cellular telephones through the local telephone company.
	Consider implementing additional radio resources through the local RACES.
	Provide necessary support to Warning Official in contacting individuals to report to the EOC.
	Coordinate communications between EOC and Public Information Center.
	Provide communications between shelters and the EOC.
	If normal telephone service is disrupted and emergency response equipment is unavailable, consider the following: Cellular telephones, Amateur Radio, Citizens' band/road patrols have CB
	Ensure communications group is available on a 24-hour basis.
	Ensure communications group has necessary office supplies.
	Establish communications links with adjacent communities and higher levels of government.
	Maintain accurate records and logs.
	Provide a system for augmenting existing resources as it relates to your function.

**B. Hazard Specific Checklist of Considerations**

**Natural Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Consider use of amateur radio as weather spotters and communications augmentation.
	Be aware of the effects of adverse weather on communications systems.

**Technological Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Consider effects of personal protective equipment on voice communications.
	Ensure proper reports are forwarded to MSP Operations and EMHSD.

**Terrorism/CBRNE**  
**(Chemical, Biological, Radiological, Nuclear, Explosive) Attacks**

	Provide appropriate support listed under General Checklist of Considerations.
	Are communications established between County EOC and State EOC?
	Does Incident Commander have access to 800 MHz radios?
	Is amateur radio being used for routine traffic to SEOC?
	Do additional telephone lines need to be requested for EOC?
	Is there a need for additional cell phones?
	Can the Internet be used?
	Is there a need for additional dispatchers in 911?
	How will the Public Information Officer (PIO) communicate with the media?
	Will overuse of communications resources tie up normally dependable lines of communication?
	Consider effects of communications infrastructure by CBRNE and Terrorism events.
	Consider Central Dispatch, key communications towers, wire and fiber optic lines, etc. as potential targets in an attack.
	Consider the use of "cyber-attacks" as it pertains to Communications.
	Consider the effects of "electro-magnetic pulse" in a radiological event.
	Consider vulnerability of off-site communications if another attack is imminent, expected, or possible.

**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.
	Consider activation of Incident Management Teams (IMT)
	Consider requesting assistance under the Michigan Emergency Management Assistance Compact (MEMAC)>

## **PUBLIC INFORMATION**

Concerned With:

- o Disseminating Information
- o Media relations

<b>LEAD AGENCIES</b>	<b>SUPPORT AGENCIES</b>
<b>Community Relations</b>	<b>Public Safety</b>
	<b>City Manager's Office</b>

The Line of succession for representing the Public Information functions during a response to an emergency or disaster situation is:

<b>TITLE</b>	<b>AGENCY</b>
Director of Communications	Community Relations
Deputy Director of Communications	Community Relations

The Community Relations Director is responsible for the Public Information Section of the City of Novi Emergency Action Guidelines.

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**A. All – Hazards Checklist of Considerations: Public Information**

	Report to the EOC when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and implement your plan.
	Document which Emergency Alert System (EAS) messages have been delivered over radio and television.
	Develop and release updated EAS messages based on incoming information.
	Distribute prepared public educational materials explaining hazards and what people can do to protect them and to recover from the situation.
	Ensure those written materials are developed for non-English speaking individuals or other special needs groups.
	Ensure that accurate information is disseminated describing such items as the locations of shelters, missing persons information hotline, volunteer hotline, rumor control hotline, etc.
	Prepare news releases.
	Schedule media briefings.
	Verify that information is accurate before releasing information to the media.
	Establish a location for a Joint Information Center (JIC). (The JIC can be used by agency representatives for releasing information to the news media.)
	Coordinate a media tour of disaster area.
	Schedule interviews between Chief Executive Official/Incident Commander and media agencies.
	Coordinate activities with Emergency Operations Center (EOC) Chief-of-Staff (Emergency Management Coordinator).
	Provide a system for augmenting existing resources as it relates to your function.

**B. Hazard Specific Checklist of Considerations**

**Natural Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Ensure public is notified of hazards as soon as possible.
	Ensure public is aware of "all clear" notifications as soon as possible.
	Ensure public is aware of areas to avoid.

	Ensure all press releases and "official information" is reviewed by the executive group.
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**Technological Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Provide "facts" to the public to avoid "rumor control."
	Review the North American Emergency Response Guide to ensure personal knowledge of chemical in question.
	Ensure "on-scene" PIO is aware of your location and offer assistance to same.
	Are any considerations listed in Terrorism and CBRNE Attacks appropriate for this event?
	Understand hot, warm and cold zones.
	Is a Joint Public Information Center (JPIC) necessary?

**Terrorism/ CBRNE**  
**(Chemical, Biological, Radiological, Nuclear, Explosive) Attacks**

	Provide appropriate support listed under General Checklist of Considerations.
	It is essential to get the public timely and accurate information.
	Can the PIO communicate with the PIO at the scene?
	Can the PIO communicate with the EOC?
	Is the establishment of a Joint Public Information Center necessary?
	Are press releases and press conferences effectively addressing rumor control?
	Is the public aware of the Warning procedures?
	Is the media aware of press conference locations and times?
	Is the public aware of decontamination locations?
	Is the public aware of shelter locations?
	Is the PIO sharing information with the EOC staff?

	Is the public aware of which hospitals the victims have been transported to?
	Is the PIO ensuring victims' families are consulted prior to releasing personal information?
	Is the Executive Group of the EOC reviewing and approving all press releases?
	Have local hospitals activated their Public Information Plan, and can the PIO communicate with them?
	Is the public aware of the procedures for biological and chemical protection?
	Does the public understand "in-place-shelter"?

**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.
	Consider activation of Incident Management Teams (IMT)
	Consider requesting assistance under the Michigan Emergency Management Assistance Compact (MEMAC)



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## **DAMAGE ASSESSMENT**

Concerned with:

- Gathering and Reporting Damage Assessments
- Assisting with individual and public assistance application
- Working with state and federal agencies on assessing damage

<b>LEAD AGENCIES</b>	<b>SUPPORT AGENCIES</b>
<b>Community Development</b>	<b>Building</b>
	<b>Code Enforcement</b>
	<b>Emergency Management</b>

The Line of succession for representing the Damage Assessment functions during a response to an emergency or disaster situation is:

<b>TITLE</b>	<b>AGENCY</b>
Community Development Director	Community Development
Deputy Community Development Director	Community Development

Community Development Director is responsible for the Damage Assessment Section of the City of Novi Emergency Action Guidelines.

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**A. All – Hazards Checklist of Considerations: Damage Assessment**

	Report to the EOC when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and implement your plan.
	Maintain current list of damage assessment field team members.
	Activate damage assessment field teams.
	Provide an initial assessment to the emergency operations center staff...
	Collect both public and private damage information.
	Compile and maintain a record of expenditures for personnel, equipment, supplies, etc.
	Maintain a status list of requested resources.
	Prominently display damage assessment information in the emergency operations center, to include maps, situation updates and assessment data.
	Provide the public information official with current damage assessment information for release to the public.
	Provide and verify damage assessment information for the Chief Executive Official to use for deciding whether a local state of emergency declaration is needed.
	Provide and verify damage assessment information via the situation report through OakEOC and/or MI CIMS WebEOC.
	Maintain damage assessment field team supplies for contingency purposes, i.e. damage assessment handbook, blank forms, flashlights, cameras, pencils, paper, maps, etc.
	Provide a system for augmenting existing resources as it relates to your function.
	Be prepared to augment damage assessment field teams as the situation dictates.
	Provide a shift schedule for EOC damage assessment staff.

**B. Hazard Specific Checklist of Considerations**

**Natural Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Ensure damage assessment field teams have appropriate "adverse weather" gear.
	Consider long-term effects of flooding. i.e., basement flooding, etc.

	Consider use of amateur radio for communications and field team members.
	Ensure public and private damage is reported separately.
	Consider use of GIS, GPS, cameras and other technological advantages.

**Technological Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Consider prolonged effects of chemical exposure.
	Ensure damage assessment field teams “never” enter an active scene involving a technological disaster, i.e. HAZMAT incident.
	Be aware of hot, warm, and cold zones.

**Terrorism/ CBRNE**  
**(Chemical, Biological, Radiological, Nuclear, Explosive) Attacks**

	Provide appropriate support listed under General Checklist of Considerations.
	Never deploy damage assessment teams to an active event. (Safety is the utmost priority.)
	Be aware of secondary devices.
	If chemical or biological agents are involved, ensure all contaminated members of damage assessment team have been decontaminated.
	Damage assessment will be conducted from “cold zones” only.
	Remember, damage assessment of a Terrorism/ CBRNE event is evidence. Precise documentation is essential!

**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.
	Consider activation of Incident Management Teams (IMT)
	Consider requesting assistance under the Michigan Emergency Management Assistance Compact (MEMAC)>

## **LAW ENFORCEMENT**

Concerned With:

- Public Safety
- Evacuation
- Search and Rescue
- Traffic Control
- Scene Security

<b>LEAD AGENCIES</b>	<b>SUPPORT AGENCIES</b>
<b>Police Department</b>	<b>Fire Department</b>
	<b>Emergency Management</b>

The Line of succession for representing the Law Enforcement functions during a response to an emergency or disaster situation is:

<b>TITLE</b>	<b>AGENCY</b>
Public Safety Director/Police Chief	Public Safety Department
Assistant Police Chief	Police Department
Commander - Operations	Police Department
Commander – Support Services	Police Department

Director, Public Safety is responsible for the Law Enforcement Section of the City of Novi Emergency Action Guidelines.

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**A. All – Hazards Checklist of Considerations: Law Enforcement**

	Report to the EOC when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and implement your plan.
	Provide security at the following: <ul style="list-style-type: none"> <li>· Shelters</li> <li>· Temporary Morgue</li> <li>· EOC</li> <li>· Command Post</li> <li>· Jail</li> <li>· Disaster Site</li> <li>· Others, as required</li> </ul>
	Secure unusable roads. (Use Fire Services and Public Services for support, if necessary).
	Identify routes that need barricades and signs. Request necessary assistance from Public Works.
	Coordinate with the department of public services and Oakland County Road Commission in rerouting traffic and putting the appropriate signs in place.
	Ensure security passes are being issued to appropriate personnel in secured areas.
	Implement any curfews ordered by the Mayor, County or State Officials.
	Develop a method and a location for a "lost and found" service. Inform Public Information Official of the details of how the public can access this service.
	Assist families isolated by the effects of the disaster.
	Ensure vehicles on evacuation routes are removed. If necessary, request that the Department of Public Services or Road Commission trucks move vehicles off of the road. Maintain record of where vehicles are being taken. Inform Public Information Official of the details and how the public can access this service.
	Ensure the jail is notified of potential threat and determine whether proper safety and security precautions are being taken.
	Increase Urban Search and Rescue capabilities.
	Monitor "over-time" of staff.
	Activate Mutual Aid agreements.
	Assist Warning Official when necessary.
	When Emergency Operations Center (EOC) is activated: <ul style="list-style-type: none"> <li>Act as Law Enforcement Official</li> <li>Assist EMC in all matters relating to Law Enforcement</li> </ul>
	Provide a system for augmenting existing resources as it relates to your function.



**B. Hazard Specific Checklist of Considerations**

**Natural Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Consider loss of communications due to overuse of the systems.
	Provide security at event locations.
	Consider possible looting at the scene of large disasters.

**Technological Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Provide security at event location.
	Ensure all Law Enforcement responders are in appropriate PPE.
	Ensure all Law Enforcement responders understand hot, warm and cold zones.
	Consider use of Unified Command.
	Assist fire department IC as needed.
	Are any considerations listed in Terrorism and CBRNE (Chemical, Biological, Radiological, Nuclear, and Explosive) Attacks appropriate for this event?

**Terrorism/CBRNE**

**(Chemical, Biological, Radiological, Nuclear, Explosive) Attacks**

	Provide appropriate support listed under General Checklist of Considerations.
	Has Incident Command/Unified Command been established at the scene? Is Law Enforcement participating?
	Has a staging area been established?
	Has the scene been secured/isolated? Have control zones been established?
	Are all emergency responders aware of evidence preservation?

	Is it necessary for Law Enforcement to don Personal Protection Equipment (PPE) at the scene?
	Is decontamination necessary? Who is conducting DECON (decontamination)?
	Have secondary devices been considered?
	Is there a possibility of another attack?
	Has the Federal Bureau of Investigation been notified?
	Has the Oakland County Sheriffs' Department and the Michigan State Police, Operations, been notified?
	Are the MSP Bomb Squad or Search and Rescue Team needed?
	Consider victims as potential terrorists.
	Has the Bureau of Alcohol, Tobacco and Firearms (ATF) been notified?
	Has the outer perimeter been secured?
	Have entry/egress routes been established?
	Have hot, warm and cold zones been established? If so, are all Law Enforcement personnel aware of them?
	Is the Regional Response Team needed? Have they been requested through MSP Operations?
	Are all safety precautions being considered for Law Enforcement?
	Has Emergency Management been notified?
	Should Law Enforcement assist with Public Warning? (Door-to-door, etc.)
	Can Law Enforcement communicate with Central Dispatch?
	Can Law Enforcement communicate with responding units from other jurisdictions?
	Can Law Enforcement communicate with the EOC?
	Has all necessary mutual aid been activated and/or requested?
	Is evidence being secured properly: diagram of area, photograph of area, narrative description, evidence log?
	Can Law Enforcement communicate with the Incident Commander?

**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.
	Consider activation on Incident Management Teams (IMTs)
	Consider requesting assistance under the Michigan Emergency Management Assistance Compact (MEMAC).
	Provide services to assist first responder's family(s) in the affected area.

## **FIRE SERVICES**

Concerned With:

- Explosions
- Hazardous Materials
- Evacuation
- Search and Rescue
- Warning and Communications
- Traffic control
- Damage Assessment
- Scene Security

<b>LEAD AGENCIES</b>	<b>SUPPORT AGENCIES</b>
<b>Fire Department</b>	<b>Police Department</b>
	<b>EMS Operations</b>

The Line of succession for representing the Fire Services functions during a response to an emergency or disaster situation is:

<b>TITLE</b>	<b>AGENCY</b>
Fire Chief	Fire Department
Assistant Fire Chief	Fire Department
Fire Marshal	Fire Department
Shift Captain	Fire Department

The Fire Chief or designee is responsible for the Fire Services Section of the City of Novi Emergency Action Guidelines.

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**A. All – Hazards Checklist of Considerations: Fire Services**

	Establish Unified Command as necessary
	Report to the EOC when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and implement your plan.
	Establish staging area for additional resources
	Activate search and rescue teams as needed.
	Provide technical advice on such issues as the removal of rubble, the structural integrity of buildings, etc.
	Provide communications and other logistical supplies, as needed.
	Assist Public Works agencies in performing fire safety inspections at facilities designated as shelters.
	Provide trained personnel to inspect damaged buildings before occupancy, after repairs have been done.
	Notify the Public Works organization of the gas valves turned off in order for Public Works to coordinate the return of gas service.
	The Incident Commander will determine the location of decontamination services and the necessary procedures, based upon the type of incident.
	Coordinate Fire Departments' role in providing emergency medical services.
	Report disaster-related damage assessment information to appropriate Emergency Operations Center staff. (EMC, Damage Assessment Official, etc.)
	Assist in traffic control by providing personnel to direct traffic at certain intersections, as requested by the law enforcement agency.
	Assist in warning the population. Loudspeakers on fire vehicles or door-to-door warning may be utilized. (See Warning Section for more information).
	Establish a single incident Information Center or press area at the scene.
	When the Emergency Operations Center is opened, and a media center established through the emergency management program, the Information Officer will coordinate the release of information with the Public Information Representative.
	Assist the Incident Commander in determining the location of staging areas. (Keep EOC Staff updated on staging area locations).
	Keep Emergency Service Organizations informed of existing dangers associated with a hazardous materials emergency
	Ensure U.S. Coast Guard and Sheriff Department Water rescue team is notified of shipboard fires.
	Has EOC Staff been notified what firefighting related resources are needed to assist the Incident Commander.
	Brief EOC Staff on Fire Services related issues (as determined by the EOC Chief-of-Staff).
	Provide a system for augmenting existing resources as it relates to your function.

**A. Hazard Specific Checklist of Considerations:**

**Natural Disaster**

	Provide appropriate support listed under All-Hazards Checklist of Considerations.
	Ensure fire-fighting apparatus are dispersed from fire department facilities during a severe weather event.
	Establish Incident Commander for response to severe natural disaster events. Life safety issues are the incident priority.
	Report severe weather to EOC when appropriate.
	Provide staging area for natural disaster events when appropriate.
	Consider use of Unified Command.
	Assist law enforcement when appropriate.
	Assist EMS when appropriate.
	Assist with damage assessment as necessary.
	Determine need to Urban Search and Rescue Team.
	Provide security at downed wires, gas leaks and other hazardous environments.

**Technological Disaster**

	Provide appropriate support listed under All-Hazards Checklist of Considerations.
	Has the Incident Command System/Unified Command been established?
	Is evacuation or in-place-shelter necessary?
	Ensure all responder safety precautions are being observed.
	Ensure all responders are in appropriate Personal Protective Equipment (PPE).
	Consider "downwind" hazards.
	Consider use of contractors for cleanup services.
	Does DEQ need to be notified?
	Does MSP Operations need to be notified?
	Does the National Response Center need to be notified?

	Are all appropriate reports being forwarded to MSP Operations and EMD?
	Has a HAZMAT group been established?
	Is technical information being shared with Command, EMS, hospitals, and law enforcement?
	Are all available detection and monitoring devices being used?
	Is the environment being controlled adequately? i.e. ventilation, HVAC, utilities?
	Has a technical DECON corridor been established?
	Is access to contaminated area being denied to unauthorized personnel?
	Is the Emergency Alert System (EAS), or other warning procedures, being utilized to full potential? (Discuss with Warning Official).
	Is this possibly a Terrorism/CBRNE event? If so, refer to Terrorism and CBRNE (Chemical, Biological, Radiological, Nuclear, Explosive) attacks checklist.
	Has Mutual Aid/MABAS been requested? Is it needed?
	Does Incident Commander have access to binoculars?
	Is an Emergency Response Guide available to the Incident Commander? Does he/she need one?
	If on-site, has the on-site response plan been activated?
	If off-site, has the appropriate off-site response plans been activated?
	Have local hospitals been notified?
	Has the Oakland County Health Department been notified?
	Is mass decontamination necessary?
	Is a Public Information Officer needed on the scene?
	Can the Red Cross, or another agency, assist with canteen operations, Family Support Center, counseling or sheltering activities? If so, discuss with Human Services Official or notify Red Cross.
	Are all local hazardous materials technicians and specialists being used to their fullest potential? Are any of these personnel available through Mutual Aid/MABAS?
	Is the Michigan Urban Search and Rescue team (MUSAR) needed? If so, request through MSP Operations.
	Is evidence being preserved for illegal spill events?
	Is a local hazardous materials ordinance in effect? If so, have all appropriate agencies and the local government been notified?



	Have hot, warm and cold zones been identified and established?
	Is decontamination necessary? If so, has it been coordinated?
	Does the Coast Guard need to be notified?

**Terrorism/CBRNE**  
**(Chemical. Biological. Radiological. Nuclear. Explosive)**  
**Attacks**

	Provide appropriate support listed under All-Hazards Checklist of Considerations.
	Has Incident Command/Unified Command been established at the scene?
	Has all available Mutual Aid/MABAS been requested?
	Can the Incident Commander communicate with the staging area?
	Can the Incident Commander communicate with State resources? I.e., 800 MHZ radio, and phone and phone
	Can the Incident Commander communicate with Central Dispatch?
	Are backup communications available? I.e. Ham Radio
	Can the Incident Commander communicate with the EOC?
	Has communications been established between the EOC and the Liaison Officer?
	Is Regional Response Team activation necessary?
	Is a commercial HAZMAT response team necessary?
	IC: Isolate/secure scene, deny entry, establish control zones, and assign ICS positions as needed.
	Is decontamination necessary? If so, where?
	Has a Safety Officer been assigned at the scene?
	Are secondary devices being considered?
	Is evidence preservation being considered? Chain of custody?
	Have hot zones, warm zones and cold zones been established at the scene?
	Is evacuation necessary?
	Is there a possibility of another attack?
	Is quarantine necessary? If so, are all responding firefighters accounted for?
	Is a Public Information Officer needed at the scene? If so, has the IC assigned one? Can you help?
	BIO & Radiological agents may produce delayed reactions.
	IC: Time, distance, and shielding.
	IC: Minimize number of personnel exposed to danger.
	Have public safety measures been initiated?
	Is law enforcement providing security? Is it necessary?

	Is appropriate information being gathered, i.e. type of event, number of patients, severity of injuries, signs & symptoms?
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**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.
	Provide services to assist first responder's family(s) in the affected area.
	Consider activation of Incident Management Teams (IMT)
	Consider requesting assistance under the Michigan Emergency Management Assistance Compact (MEMAC)
	Ensure sanitation facilities are available for responders.

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## **PUBLIC WORKS**

Concerned With:

- Utility Restoration
- Search and Rescue Support
- Evacuation Support
- Traffic Control
- Debris removal
- Disaster Mitigation and Restoration

<b>LEAD AGENCIES</b>	<b>SUPPORT AGENCIES</b>
<b>Department of Public Works</b>	

The Department of Public Works Director is responsible for the Public Works Section of the City of Novi Emergency Action Guidelines. The Line of succession for representing the public works functions during a response to an emergency or disaster situation is:

<b>TITLE</b>	<b>AGENCY</b>
Director	Department of Public Works
Manager	Field Operations Division, DPW
Manager	Water & Sewer Division, DPW

The Director of Public Works is responsible for the Public Works Section of City of Novi Emergency Action Guidelines.

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**A. All – Hazards Checklist of Considerations: Public Works**

	Report to the EOC when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and implement your plan.
	Assist in rescue efforts by providing equipment and personnel as necessary. Maintain contact with Emergency Services to implement rescue operations.
	Provide barricades and signs for road closures and boundary identification. (To include activating mutual agreements if additional barricades are needed).
	Assist in identifying boundaries of areas in which access must be controlled.
	Provide technical expertise in road weight limits, road capacity, etc. to determine whether evacuation routes are adequate for traffic flow.
	Provide vehicles and personnel to transport essential goods such as food and medical supplies when directed by the EOC staff.
	In conjunction with Public Health, help identify sources of potable water.
	Notify Law Enforcement of the location(s) of disabled vehicles.
	Contact appropriate Michigan Department of Transportation Official to request travel restrictions on state highways, if necessary.
	Maintain contact with local utilities to determine the extent and cause of damage and outages. Report this information and restoration schedules to Emergency Operations Center staff.
	Coordinate with utility companies in the restoration of essential services. Provide appropriate assistance, such as debris clearance and traffic control, to expedite restoration.
	Provide engineering expertise to inspect public structures to determine whether they are safe to use.
	DPW's engineers can assist with this function; however, this area lies with Community Development/Building Division. DPW will assist the Damage Assessment Group by providing damage information for roads, bridges, buildings, infrastructures, etc.
	Prioritize and coordinate the use of emergency lights and other equipment.
	Assist in identifying and obtaining the appropriate construction equipment to support disaster response and recovery operations.
	Determine interim and permanent debris collection points.
	Coordinate activities designed to control the flow of floodwater.
	Provide materials that may be needed for disaster mitigation (e.g., sand for sandbagging, gravel for emergency road repairs, etc.).
	Identify personnel trained to work in a hazardous materials incident.

	Determine what support public services crews can provide during a hazardous materials incident.
	Provide a system for augmenting existing resources as it relates to your function.

**B. Hazard Specific Checklist of Considerations:**

**Natural Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Ensure public roads are cleared of debris.
	Ensure EOC is aware of status of road closures and other public services activities.
	Maintain close contact with PIO.
	Keep detailed records of man-hours and equipment used in response to the disaster.
	Provide list of contractors and heavy equipment providers to EOC staff, as needed.

**Technological Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Ensure DPW personnel understand hot, warm and cold zones.
	Ensure all movement of DPW personnel and equipment inside a potential hot or warm zone is closely coordinated with the Incident Commander and EOC.
	Are any considerations listed in Terrorism and CBRNE Attacks appropriate for this event?
	In the case of spills, ensure all evidence of the spill has been retained prior to disposal of the agent (except for incidents involving life-safety and property protection).
	Has the chemical been identified prior to disposal?
	Has the spiller been identified prior to disposal?
	Is the contaminated material being disposed of in an authorized facility and by a properly licensed individual or agency?

**Terrorist/ CBRNE**  
**(Chemical, Biological, Radiological, Nuclear, Explosive) Attacks**

	Provide appropriate support listed under General Checklist of Considerations.
	Never send a worker into an active scene without approval of the Incident Commander or appropriate EOC staff personnel.
	Can the Public Works Official communicate with agencies providing support?
	Has mutual aid been activated and/or requested?
	Can the Public Works Official communicate with the Logistics Officer at the scene/staging area?
	Can the Public Works Official communicate with agencies providing support at the state level, i.e., MDOT, etc.?
	Are barricades necessary for this event?
	Are all DPW responders aware of the hot, warm and cold zones?
	Are DPW agencies aware of the staging area location?
	Do all DPW agencies understand they "do not" report to the scene unless requested?
	Are sandbags needed to act as a barrier against an unexploded device?
	Are DPW agencies aware of evidence preservation?

**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.
	Consider activation of mutual aid agreements to ensure long-term availability of resources.
	Consider use of private contractors.



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## **EMERGENCY MEDICAL SERVICES**

Concerned with:

- Public Safety
- Search and Rescue
- Health and Medical
- Victim tracking
- Scene security
- Triage
- Medical supplies

<b>LEAD AGENCIES</b>	<b>SUPPORT FUNCTIONS</b>
<b>Fire Department</b>	<b>Police Department</b>
	<b>Emergency Management</b>
	<b>MedStar EMS</b>

Director of Fire and EMS Operations is responsible for the EMS Section of the City of Novi Emergency Action Guidelines. The Line of succession for representing the EMS functions during a response to an emergency or disaster situation is:

<b>TITLE</b>	<b>AGENCY</b>
Fire Chief	Fire Department
Assistant Fire Chief	Fire Department
Fire Marshall	Fire Department
Shift Supervisor	Fire Department

The Fire Chief or designee is responsible for the Emergency Medical Services Section of the City of Novi Emergency Action Guidelines.

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**A. All – Hazards Checklist of Considerations: Emergency Medical Services**

	Report to the EOC when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and implement your plan.
	Ensure that emergency medical teams responding on-scene have established an on-scene medical command post and a medical commander.
	If necessary, establish a triage area in close proximity to the established medical command post.
	Ensure the triage area has adequate medical supplies.
	Provide for medical supply inventory to determine what, if any, supplies are needed, and the number of ambulances needed and being used.
	Prepare to augment medical supplies and resources.
	Ensure that each ambulance unit, as well as paramedic units, is tracking resources used during the crisis.
	Determine what, if any, medical resources, and systems need augmenting at the on-scene medical command.
	Determine whether scene is a bio-hazard area and take appropriate public and provider precautions.
	Augment universal precaution supplies.
	Ensure a casualty tracking system is established.
	Ensure that on-scene volunteers are directed to appropriate volunteer registration center.
	Maintain a liaison with the Human Services representative to request additional medical volunteers when necessary.
	Provide the Public Information Official with data to release to the public regarding the number of injuries, deaths, etc.
	Ensure there is adequate security for on-scene medical responders.
	Establish and maintain communications and coordination with all responding emergency teams and hospitals.
	Assist Operations Group Chief with the evacuation planning of nursing homes and hospitals.
	Coordinate with hospitals and shelter managers to staff medical teams at shelters.
	Act as chief emergency medical services advisor to the Executive Group of the EOC.
	When appropriate, coordinate field units' participation in damage assessment activities.
	Provide a system for augmenting existing resources as it relates to your function.

**A. Hazard Specific Checklist of Considerations:**

**Natural Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Ensure all ambulances are dispersed in a Tornado Warning.

**Technological Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Determine whether scene is a bio-hazard area and take appropriate public and provider precautions.
	Is communication technology integrated with transportation system?
	Is an assessment team needed?
	Is there adequate appropriate staff?
	Are there sufficient emergency medical resources?
	Are there enough ambulances?
	Is there need for medical helicopter assistance?
	Have resources in the community been identified that can be used to respond?
	Has all necessary mutual aid been activated?
	Do field emergency medical facilities need to be established?
	What local industry, construction companies, and/or farming operations are able to provide specialized or heavy equipment for extrication of victims?
	Is there a need to establish a temporary morgue?

**Terrorism/CBRNE**

**(Chemical, Biological, Radiological, Nuclear, Explosive) Attacks**

	Provide appropriate support listed under General Checklist of Considerations.
	Is it necessary to activate mutual aid with adjoining county ambulance services?

	Have all hospitals been notified?
	Are EMS assets utilizing the Incident Command System?
	Are EMS personnel aware of evidence preservation?
	Are EMS personnel aware of secondary devices?
	Are EMS personnel wearing personal protective equipment?
	Have backup personnel been notified?
	Be aware of hot zones, warm zones and cold zones.
	Has a Safety Officer been assigned at the scene?
	Is the EMS Incident Commander working with the scene Incident Commander to establish a Unified Command?
	Are all responding resources aware of the staging area location?
	Can EMS field units communicate with the Incident Commander?
	Can EMS field units communicate with Central Dispatch?
	Can EMS field units communicate with the EOC?
	Are EMS field units aware of decontamination site location?

**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.
	Ensure that other EMS agencies are contacted for additional support.
	Consider activation of Incident Management Teams (IMT)
	Consider requesting assistance under the Michigan Emergency Management Assistance Compact (MEMAC).

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**PUBLIC HEALTH SERVICES**

Concerned With:

- o Medical Care
- o Medical Supplies
- o Victim tracking
- o Sanitation
- o Health/Safety Inspection
- o Animal Control
- o Special Needs Assistance

LEAD AGENCIES	SUPPORT AGENCIES
<b>Oakland County Health Department</b>	<b>Emergency Management</b>

The Oakland County Emergency Management office is responsible for the Public Health Section. The City of Novi will rely on the County's expertise and plans for the public health section. The line of succession for representing the public health functions during a response to an emergency or disaster situation lies in the County Emergency Action Guideline Plan.

TITLE	AGENCY
Oakland County Health Director	Oakland County Health Department

Oakland County is responsible for the Public Health Services Section.



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**A. All – Hazards Checklist of Considerations: Public Health Services**

	The City of Novi will appoint a liaison to Oakland County Health Department (EOC) when activated for scheduled exercises and disasters.
	Monitor public and private water sources and issue appropriate public health warnings.
	Coordinate the provision and distribution of water (bulk or bottled). NOTE: Consider the use of local milk producers as a source of bulk distribution.
	Monitor public and private sewage disposal systems. Issue appropriate public health warnings.
	Provide for the inspection of licensed food service establishments or those temporarily established for emergency workers or disaster victims to ensure the safety of food products prior to sale and consumption.
	Work with Public Information Official to issue advisories on food preservation (in the event of power outages), disposal of adulterated products, or consumption of homegrown and other products.
	Provide measures and methods to inspect public swimming pools, campgrounds, public bathing beaches, etc. to ensure safe operations. Suspend operating licenses of such facilities until health standards can be met.
	Work with waste removal personnel to arrange for special pickup and disposal of waste items to minimize prolonged exposure of potential health and safety hazards.
	Prioritize and coordinate enforcement of nuisance abatement ordinances to keep debris (i.e. glass, brush, etc.,) from becoming a health hazard. Advise local government of the need for such emergency ordinances, if necessary.
	Coordinate with hospitals and other treatment centers in the investigation of communicable diseases. Implement disease tracking procedures to assess numbers of persons and area affected to determine the potential for spread of disease.
	Provide for mass inoculations to be given, if necessary.
	Coordinate distribution of antidotes, drugs, vaccines, etc., to shelters.
	Provide a system for augmenting existing resources as it relates to your function
	Ensure that an Environmental Health and Sanitation Representative will investigate and make recommendations for pest infestation control.
	Assist the County Animal Control Unit in the quarantine and disposal of diseased animals.
	Coordinate the care of pets belonging to persons who have evacuated their homes and are using public shelters.
	Identify and notify Public Health Workers of need to be debriefed and where to receive crisis counseling. NOTE: Crisis counseling is being coordinated by the Human Services Representative Family Independence Agency (FIA).
	Identify transportation and personnel needs of medical facilities to transport patients to temporary care centers.

**B. Hazard Specific Checklist of Considerations:**

	Arrange to have nursing staff at the shelters, if the American Red Cross is not managing shelter service. NOTE: The ARC requires that a registered nurse be at all shelter locations and arranges this service for the shelters they manage.
	Coordinate the monitoring of private citizens and emergency workers for exposure to chemical, radiological, or biological contaminants.
	Monitor exposed individuals for health concerns.
	Work with Medical Examiner in providing for a mass casualty mortuary service.
	Identify a site for a temporary morgue. NOTE: The Medical Examiner is responsible for identifying the deceased. Law Enforcement and Emergency Medical Services may provide additional support in collecting and transporting. Implement Mass Casualty Procedures detailing the identification of deceased, release of deceased to next of kin, collection, and storage of personal property, etc.
	Provide a system for augmenting existing resources as it relates to your function.

**Natural Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Consider contamination of septic systems and wells.
	Consider long-term effects of disaster (i.e. drinking water, food contamination, etc.)

**Technological Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Consider effect of chemical spills on affected population.
	Consider use of Health Department lab facilities to identify unknown chemicals.
	Ensure all Health Services personnel report to staging area, and receive explicit permission, prior to entering an active incident location.
	Ensure all Health Services personnel are in appropriate Personal Protective Equipment prior to entering hot or warm zones.
	Ensure Health Services personnel understand hot, warm and cold zones.

	Consider any considerations listed under Terrorism and CBRNE attacks that might be appropriate for this event.
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**Terrorism/CBRNE**  
**(Chemical, Biological, Radiological, Nuclear, Explosive) Attacks**

	Provide appropriate support listed under General Checklist of Considerations.
	Provide supervision for decontamination and other exposure reduction methods.
	Coordinate the provision of appropriate protection equipment, instruments, anti-dotes and clothing for citizens and emergency workers.
	Provide for mass inoculations, when appropriate.
	Coordinate with hospitals and other treatment centers in the investigation of communicable diseases. Implement disease tracking procedures to assess numbers of persons and area affected to determine the potential for spread of disease.
	Never respond to a Terrorism/CBRNE event without clearance from the EOC.
	Public Health workers safety is the priority!
	Has the Center for Disease Control (CDC) been contacted?
	Have all appropriate State level agencies been notified?
	Remind all Public Health workers about evidence preservation, when appropriate.
	Is the Public Health Public Information Officer coordinating closely with County Public Information Officer?
	Ensure proper Public Health representation at the EOC.
	Have surrounding hospitals been notified?
	Ensure all Public Health workers have been decontaminated appropriately.

**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.
	Consider activation of Incident Management Teams (IMT)

	Consider requesting assistance under the Michigan Emergency Management Assistance Compact (MEMAC)
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## HUMAN SERVICES

Concerned With:

- Medical Care
- Special Needs Assistance
- Missing Persons
- Victim Tracking
- Transportation needs
- Evacuation
- Sheltering
- Counseling

LEAD AGENCIES	SUPPORT AGENCIES
<b>Emergency Management</b>	<b>Police Department</b>
<b>Fire Department</b>	<b>American Red Cross</b>

Emergency Management is responsible for the Human Services Section of the City of Novi Emergency Action Guidelines. The Line of succession for representing the human services functions during a response to an emergency or disaster situation is:

TITLE	AGENCY
Emergency Manager	Public Safety
Emergency Management Coordinator	Police Department
Fire Chief	Fire Department

Emergency Management Coordinator is responsible for the Human Services Section of the City of Novi Emergency Action Guidelines.

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**A. All – Hazards Checklist of Considerations: Human Services**

	Report to the EOC when activated for scheduled exercises and disasters, or delegate another from your agency to staff the EOC and implement your plan.
	Provide shelter to displaced public.
	Determine whether shelters must be opened long or short-term.
	Make certain that arrangements have been made to establish and run shelters.
	Coordinate with Public Health or emergency medical to provide medical care in the shelters.
	Establish reception center at shelter areas for victims to notify the missing person information center of their location.
	Establish reception center hotline.
	Establish a means to handle missing person inquiries.
	Provide a missing person telephone number to the Public Information Official for release to the public.
	Establish a method to contact hospitals and other shelters to obtain information on the people they are serving.
	Activate food services for disaster workers and shelters.
	Coordinate with ARC and other pertinent organizations for the distribution of emergency clothing for disaster victims.
	Establish an area for the collection and distribution of donated items such as clothing, food, personal items, etc.
	Arrange for provision of Crisis Counseling or Critical Incident Stress Debriefing (CISD) for both victims and identified disaster workers.
	Notify Public Information Official of details of CISD so Crisis Counseling services can be publicized.
	Provide a system for augmenting existing resources as it relates to your function.
	Coordinate efforts to provide transportation for disaster victims. (Consider local school buses, council on aging, canoe liveries, USFS, volunteers, etc.)
	Notify the Public Information Official of the telephone number the public can call for transportation.
	Coordinate mass transportation for disaster workers to the staging site of the disaster area, if necessary.
	Coordinate with agencies in the community that work with special needs groups to ensure these individuals' disasters related needs are met.
	Establish and staff a Volunteer Registration Center.
	Coordinate efforts with other members of the Emergency Operations Center to effectively utilize volunteers and/or respond to the needs of the volunteers.
	Provide the Public Information Official with a "volunteer hotline" telephone number and be prepared to coordinate a 24-hour operator for the line.
	Establish procedures for identifying and accounting for personal property that may be lost during a disaster or emergency.



**B. Hazard Specific Checklist of Considerations:****Natural Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Never enter an active area under the supervision of an Incident Commander without permission from the IC/EOC.
	Ensure all Human Service providers adhere to appropriate safety precautions.

**Technological Disaster**

	Provide appropriate support listed under General Checklist of Considerations.
	Ensure all Human Service providers understand hot, warm and cold zones.
	Never enter a hot or warm zone unless requested by the IC and approved by the EOC.
	Ensure no Human Service provider dons PPE without appropriate training and authorization.
	Are any considerations listed in Terrorism and CBRNE attacks applicable in this event?

**Terrorism/CBRNE****(Chemical, Biological, Radiological, Nuclear, Explosive) Attacks**

	Provide appropriate support listed under General Checklist of Considerations
	Is shelter of evacuees necessary?
	Is decontamination necessary at shelter locations? Are shelter managers guarding against cross-contamination of shelter victims?
	Has the American Red Cross (ARC) been notified?
	Has the Salvation Army been notified?
	Have local volunteer organizations been notified?
	The safety of Human Service providers is of utmost importance!
	Are Human Service providers aware of evidence preservation?

	Are Human Service providers aware of hot zones, warm zones and cold zones? Note: Human Service providers will not enter hot, warm or cold zones without the express approval of the Incident Commander or appropriate EOC Staff personnel.
	Are canteen operations effectively supporting emergency responders?
	Have arrangements been made for donations?
	Do shelters have communications with the EOC?
	Do all Human Service agencies have communications with the Human Services Official?
	Can the Human Service Official communicate with county and state level Human Service Officials?
	Can the Human Service Official communicate with federal level Human Service Officials?
	Is the PIO being kept abreast of Human Service activities?
	Are Human Service agencies aware of the location of the staging area? Note: No Human Service provider will enter the staging area without clearance from the EOC.
	Is a Family Support Center necessary?
	Can Human Services support Crisis Counseling in this event?
	Consider the placement of pets for displaced shelter victims.
	Are special populations affected? If so, is all necessary support being provided?

**Catastrophic Incident**

	Plan for extended operational periods to ensure coverage.
	Consider activation of Incident Management Teams (IMT).
	Consider requesting assistance under the Michigan Emergency Management Assistance Compact (MEMAC).

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## **Supporting & Supplemental Documents**

This section contains information on supporting and supplemental documents that are not necessarily written or approved by the City of Novi. These referenced documents are documents that may be needed in the event of a critical incident and can be found in the department having responsibility over the identified specific areas.

- City of Novi, Emergency Support Plan (Police – Emergency Management)
- Emergency Contact Listings (Police – Emergency Management)
- Department of Public Works – Emergency Plans & Maps (DPW)
- City of Novi Water Department DEQ Plan (DPW)
- Twelve Oaks Mall Emergency Procedures Manual (Emergency Management)
- Dial-logic Notification Procedures (Police – Dispatch)