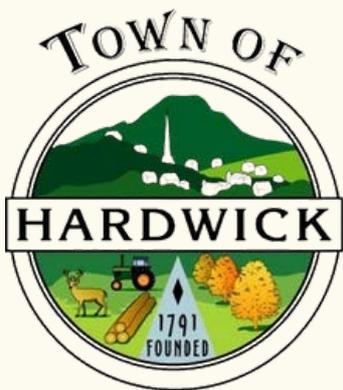




"Main Street" by Hazel Hall Rochester



Local Emergency Management Plan Addendum

Town of Hardwick
20 Church Street
Hardwick, VT 05843
www.hardwickvt.gov

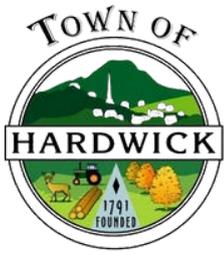


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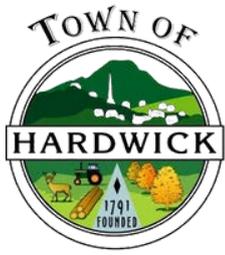


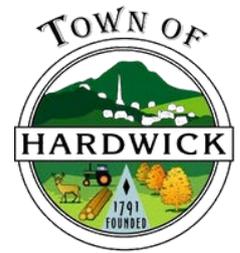
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HOW TO USE THIS ADDENDUM



PREPAREDNESS TOOL

The Hardwick Local Emergency Plan addendum establishes a sustainable framework built on the community's past experiences in supporting and coordinating resources during real emergencies. The information is enhanced by post-event insights and feedback along with extensive community and volunteer input.



EMERGENCY ACTION GUIDE

This addendum is intended to provide community members with crucial information and actionable steps to take during emergencies or critical situations. The guidelines and protocols outlined here have been developed in coordination with the Town of Hardwick's emergency preparedness and response efforts. They are designed to enhance the town's capacity while enabling the Emergency Operations Center (EOC) to focus on overall oversight and coordination. By staying informed and prepared, the community can respond quickly and effectively during emergencies, ensuring the safety and well-being of community members.



SELF-ASSESSMENT TOOL

As a community self-assessment tool, the Hardwick Local Emergency Plan addendum helps evaluate the community's response after an emergency, highlighting successes, areas for improvement, and the event's overall impact.

KEY STAKEHOLDERS

The Hardwick Local Emergency Plan addendum brings together the collective expertise, perspectives, and insights of key stakeholders— including the Town of Hardwick government, the Hardwick Neighbor to Neighbor organization, community partners, local businesses, volunteers, and residents. This collaborative, grassroots approach, grounded in a deep understanding of the importance of unity during emergencies, is committed to strengthening response efforts. By fostering coordination and addressing challenges head-on, the approach outlined in the addendum ensures that the community remains strong, resilient, and prepared in times of crisis.



**TOWN OF
HARDWICK**



**HARDWICK AREA
NEIGHBOR
TO NEIGHBOR**



**COMMUNITY
PARTNERS**

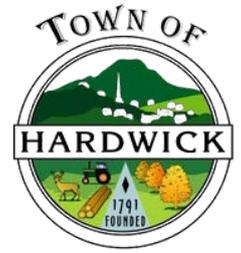


**LOCAL
BUSINESSES**



**RESIDENTS &
VOLUNTEERS**

INTRODUCTION & PURPOSE



PROJECT BACKGROUND

The Town of Hardwick and its surrounding communities have long been committed to community disaster preparedness and response. Between 2020 and 2024, the Town of Hardwick faced significant emergency events, including a pandemic and multiple devastating floods. Throughout these crises, the community demonstrated its resilience and unwavering commitment to supporting one another. Town officials and community leaders united with a steadfast dedication to supporting their fellow community members.

Often isolated from outlying areas, with little expectation of state or federal assistance for weeks or even months, the people of Hardwick responded swiftly and effectively. They mobilized a “boots on the ground” disaster response using the Hardwick Neighbor to Neighbor organizational model and town government partnership, leveraging their deep sense of community to deliver vital services, including communications, shelter, volunteer coordination, and the distribution of essential supplies.

The emergency response efforts in Hardwick were nothing short of heroic. Since then, the town officials and community members have worked diligently to document and refine a sustainable framework based on the lessons learned from past disaster events. Hundreds of volunteer hours have gone into establishing the following comprehensive Local Emergency Management Plan addendum, which outlines the framework, committees, systems, and strategies that proved effective during past events. The work is ongoing, and the emergency response strategies will continue to evolve and expand. Still, the following framework is an effort to prepare and organize the Hardwick community and surrounding areas for future emergencies in a world where such events are increasingly the norm in Vermont.

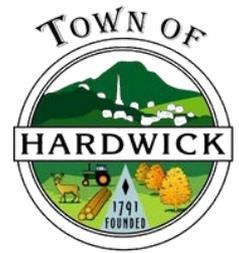
PLAN TIMEFRAME

This addendum outlines the continuous preparedness procedures and guidelines that apply during non-crisis, or “blue sky,” periods—when no active disasters are underway—and extends to address the immediate and initial stages of disaster recovery, specifically the **short-term recovery phase**, which spans from days to weeks following an event.

Ongoing preparedness is recognized as a continual, proactive process designed to reduce vulnerabilities and ensure readiness for potential emergencies. The **short-term recovery phase** begins immediately after a disaster, focusing on initial recovery efforts to stabilize the community. This phase serves as a critical bridge to the more extensive intermediate and long-term recovery processes, which, while not covered in this addendum, remain a key priority for the Town of Hardwick administration.



COMMUNITY FRAMEWORK



LEMP ADVISORY COMMITTEE REPRESENTATIVES & FRAMEWORK



TOWN OF HARDWICK REPRESENTATIVES

- Town Government
- Hardwick Fire Department
- Hardwick Police
- Hardwick Rescue Squad



COMMUNITY PARTNER REPRESENTATIVES

- Hardwick Neighbor to Neighbor
- Hardwick Civic Standard
- Hardwick School District
- Four Committee Representatives (one from each committee below)



HARDWICK LEMP ADVISORY COMMITTEE

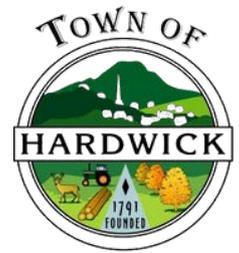
The LEMP Advisory Committee is responsible for advising and evaluating the preparedness of four key committees: **Emergency Communications**, **Emergency Shelter**, **Emergency Supply and Support Center**, and **Volunteer Mobilization**. Each year, after the March town meeting, the Town of Hardwick will appoint representatives to fill critical representative positions on the LEMP Advisory Committee, ensuring diverse and comprehensive community representation. The positions will include a representative from the critical town government divisions and community partners as outlined above.

The LEMP Advisory Committee will meet at least twice a year to evaluate volunteer status and overall preparedness. Additionally, the Advisory Committee will oversee and participate in an annual tabletop emergency exercise—unless a real emergency occurs that can serve as the exercise—engaging volunteers from the four committees and community participants to practice responding to an emergent event.

ADVISORY COMMITTEE FOCUS

- ✓ **ASSESS COMMITTEE PREPAREDNESS**
- ✓ **ANNUAL TABLETOP EMERGENCY EXERCISE**

ANNUAL TABLETOP TRAINING



COMMITMENT TO READINESS

All stakeholders involved in Hardwick's emergency response efforts are committed to maintaining a high level of preparedness for future emergencies. To ensure readiness, the Town of Hardwick and the LEMP Advisory Committee will ensure committees, volunteers, and community members have the opportunity to participate in an annual tabletop training and incident response exercise. In the event of an actual emergency, the real-world response will fulfill the annual training requirement.

INCIDENT RESPONSE TRAINING

A tabletop session is an interactive, simulation-based training exercise that integrates roleplaying, critical thinking, and decision-making. Participants will apply the Incident Command System (ICS) to manage a scaled mass casualty incident (MCI) based on real-world statistics. The hands-on activity engages all levels of the ICS structure across multiple disciplines, requiring participants to leverage both personal experience and ICS resources to effectively coordinate a simulated disaster response.

Objectives:

- Identify and mobilize appropriate level resources.
- Activate and implement a structured response plan for emergency incidents.
- Effectively manage a dynamic scene through delegation and the developed procedures and framework.
- Evaluate performance, identifying successful strategies and areas for improvement, with a focus on applying lessons learned.

TABLETOP EXERCISE RESOURCES

- Vermont Department of Public Safety
www.vem.vermont.gov/training/exercises
- FEMA Incident Command System Resource Center
<https://training.fema.gov/emiweb/is/icsresource/trainingmaterials/>
- Northeast Emergency Training Solutions, Nick Carlson
www.netsvt.com

TextMyGov

Town of Hardwick

Receive town text message notifications!

Sign up by texting:

HARDWICK

To: **91896**

Or scan the QR code!

91896

Text Alerts

Msg. & Data rates apply. Text STOP at any time to opt out. View terms and privacy policy info at textmygov.com/opt-in-terms-conditions.



Emergency Communications

EMERGENCY COMMUNICATIONS



COMMITTEE OVERVIEW

The Hardwick Emergency Communications Committee serves as the essential hub for collecting, coordinating, and dispersing information during emergency situations. By deploying flexible, timely, and accurate communication strategies, the Town of Hardwick and its neighboring communities are ensured responsiveness and access to critical updates during emergencies.

In close cooperation with the Town of Hardwick, volunteers will collaborate directly with the Emergency Operations Center (EOC) to gather, consolidate, and distribute vital information throughout Hardwick and its surrounding areas. A variety of communication channels will be utilized to ensure broad and effective news-sharing, including TV, radio, newspapers, social media, email, text, phone alerts, community websites, neighboring municipalities, and partner agencies.

Equally critical to the dissemination of information is the ability to receive and process timely updates on emerging situations during an emergency. To facilitate this, the Hardwick Emergency Communications Committee will establish a robust feedback loop, ensuring that vital information flows efficiently in both directions and enabling swift responses to critical circumstances.

This document outlines the foundational procedures to maintain effective communication during emergencies. It includes step-by-step guidelines for:

ROLES AND RESPONSIBILITIES

- Operational Details - Page A3
- Volunteer Preparedness - Page A4
- Information Review - Page A5
- Information Dispersement - Page A5

TRAINING

- Training Resources - Page A6

DOCUMENTS

- Emergency Communications Flow - Page A7
- Example Media Release Template - Page A8
- Example Emergency Alert Template - Page A9
- Example Emergency Alerts Brochure - Page One A10
- Example Emergency Alerts Brochure - Page Two A11
- Example Volunteer Recruitment Messaging - Page A12
- Hardwick Communications Channels List can be found at: [communications channels doc](#).
- The Hardwick Communications Register can be found at: [emergency communications register](#).



The Hardwick Area Neighbor to Neighbor Group will oversee the Emergency Communications Committee as directed by the Town Manager and or by the Emergency Operations Center. A team of identified and trained volunteers will remain prepared to mobilize as needed and ensure continuous readiness.

EMERGENCY COMMUNICATIONS



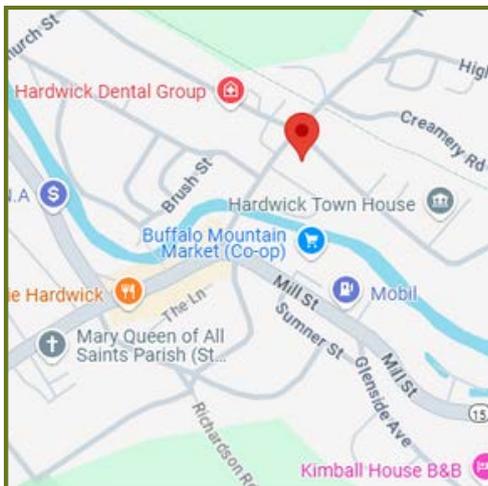
ROLES AND RESPONSIBILITIES

OPERATIONAL DETAILS

TRIGGER: The Town Manager or LEMP Advisory Group will reach out to an Emergency Communications Volunteer Coordinator to initiate communication efforts. The communications coordinator will physically come to the EOC to assist with communications. The coordinator will alert other emergency communications coordinators and volunteers that their volunteer work has been activated.

ROLES: Coordination of the Emergency Communications Committee is best accomplished by a team of 3-4 Hardwick Neighbor to Neighbor volunteers. This team may assign themselves a specific "point person" role while also sharing the day-to-day demands and delegating work assignments.

LOCATION: The Emergency Communications Committee volunteers will work in shifts out of the Hardwick Memorial Building town offices at:



Hardwick Memorial Building
20 Church Street
Hardwick, VT

HOURS OF COVERAGE: Shifts are expected to span 7 AM until 7 PM or until as needed. If possible (given the availability and feasibility of travel and relative safety), volunteers will work 6-hour shifts during the crises. Hours are subject to change depending upon need.



**HARDWICK EMERGENCY
REPORTING HOTLINE**

802-472-5475

**EMERGENCY INQUIRY
RECORDED LINE FOR
UPDATES**

802-472-6120

TO VOLUNTEER



EMERGENCY COMMUNICATIONS



ROLES AND RESPONSIBILITIES CONT'D

VOLUNTEER PREPAREDNESS

Emergency Communications Committee volunteers play a crucial role in ensuring a swift and organized response during a community emergency. Their preparedness to act quickly and efficiently allows for the rapid dissemination of vital information to residents, helping to protect lives, minimize confusion, and coordinate resources. By staying well-trained, informed, and ready to engage with multiple communication platforms, these volunteers help maintain clear, reliable communication during crises, ensuring that the community receives timely updates and guidance when it's most needed.



DEPLOYMENT

- When the Hardwick EOC declares an emergency, the volunteer emergency communications coordinator(s) will head immediately to the Hardwick Town Offices, 20 Church Street, Hardwick, VT, Phone 802-472-5475.



EQUIPMENT

- To be prepared for the evolving situation, volunteers working at the EOC should bring:
 - A laptop computer with a charging cord
 - Pen and paper
 - Cell phone
 - Food & necessities (water, nutritious snacks, meals, medications)



VOLUNTEER COORDINATION & SCHEDULING

The emergency communications coordinator(s) will alert other members of the communications team to prepare them to assume shifts at the EOC during the emergency. The coordinator will set up a two-week schedule for shift rotations at the EOC.



EMERGENCY COMMUNICATIONS



INFORMATION MANAGEMENT

INFORMATION REVIEW



INFORMATION REVIEW

- At the EOC, the coordinator and later communications volunteers will review and monitor reports as they arrive from sources that may include the town manager, chief of police, road foreman, and other town employees. Communications volunteers can also expect information to arrive from residents, agencies, municipalities, and other organizations in the region.



INFORMATION RETRIEVAL

- Upon the invitation of the EOC, communications volunteers will participate in situational awareness briefings so that they can synthesize information for outgoing communication to the public, as well as to partnering NtN committees and other associated entities.
- Closely review any VTWARN Emergency Notification forms:
 - https://dec.vermont.gov/sites/dec/files/VTWARN/docs/VTWARN_OperationalPlan_FINALDRAFT.pdf
- Review of Hardwick's Operation Log. Attention should also be paid to Section 4.2.2 on maps, Section 4.2.3, the Information Request Tracker, and Section 4.2.4, the Damage Report, also known as the "Local Spot Report." If requested by the EOC and if time allows, communications volunteers may also be helpful in completing these forms once outgoing media alerts and releases are composed and sent.
- Watch for specific information on what FEMA calls "community lifelines": Safety and Security, Food, Water, Shelter, Health and Medical, Energy (Power and Fuel), Communications, Transportation, Hazardous Materials

INFORMATION DISPERSEMENT



ONE-PAGE ALERTS & MEDIA RELEASES

- Communications volunteers will need to discern whether a quick one-page alert is required or whether a fuller media release will serve current information needs. This determination will be based on volunteer time, urgency, depth of available information, and audience. Volunteers will consult the Hardwick Communications Channels spreadsheet to ensure information is dispersed in a timely and effective array of formats, be it TV, newspaper, radio, email, social media, and other avenues.
- Note that all communications by volunteers to the public and to partnering agencies/organizations are to be logged in the Emergency Communications Register located in the Emergency Communications binder and online in the committee's Google Town of Hardwick folder.
- The Hardwick Communications Channels List can be found at: [communications channels doc](#).
- The Hardwick Communications Register can be found at: [emergency communications register](#).

At EOC briefings, emergency communications volunteers will be prepared to update EOC officers on the progress of alerts and media releases from the Town of Hardwick. Sharing a copy of the Emergency Communications Register will be useful to the EOC. Link to the register can be found at: <https://docs.google.com/spreadsheets/d/1gQCjGBDdeZz7i3ScqZ9hHGZnaADpMqRzH1eBEI0dvHQ/edit?usp=sharing>

EMERGENCY COMMUNICATIONS



TRAINING

TRAINING RESOURCES

Emergency Communications volunteers will want to familiarize themselves with Hardwick's most recent LEMP document. In addition, they need to know how to access and complete the forms and templates created by the committee for quick access and facile completion.

A tabletop exercise will be offered to practice approaches and to improve upon proposed operations.

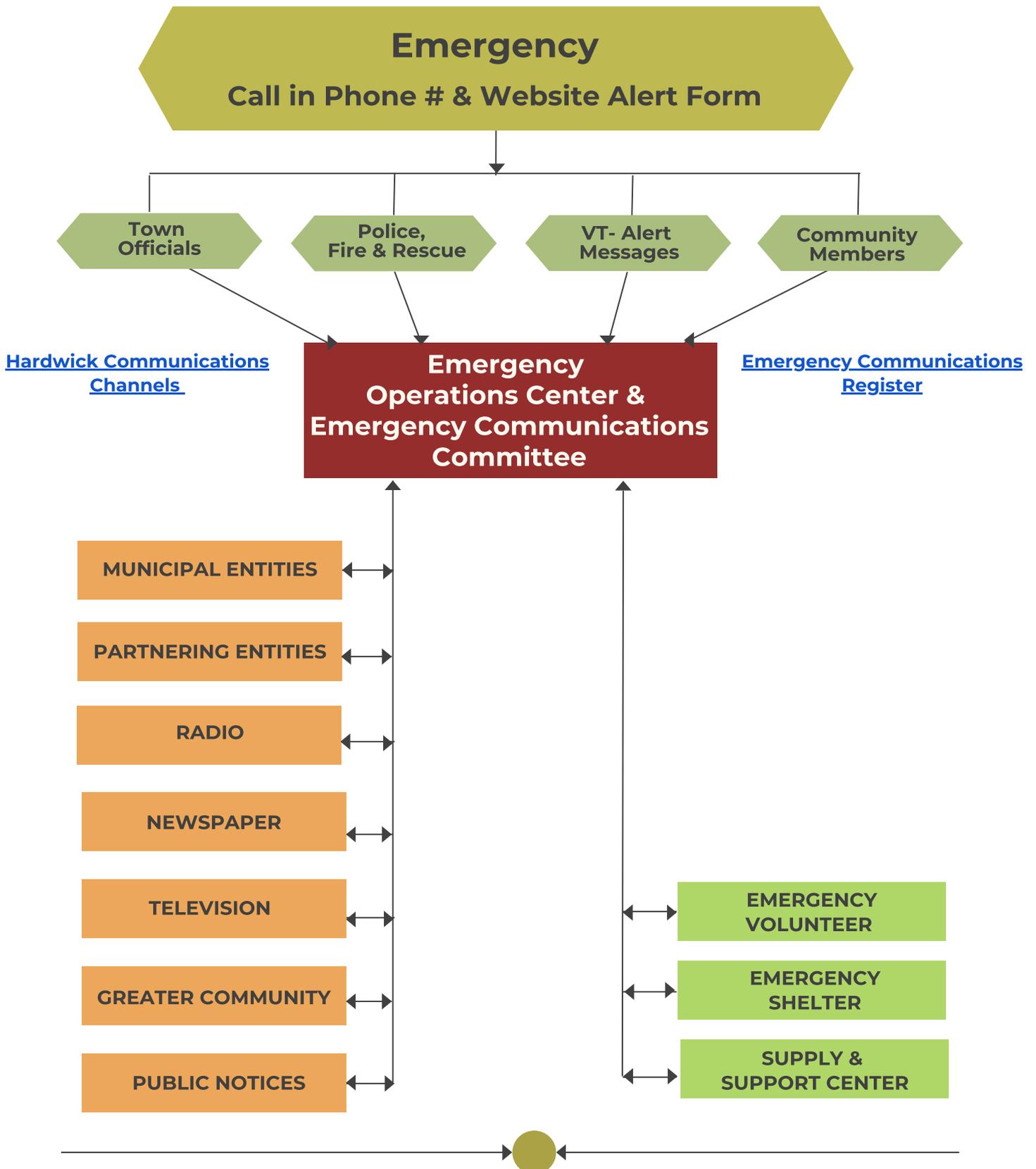
For training, it may be of use to read the following:

- Town of Hardwick's LEMP 2024 document
- Hardwick Neighbor to Neighbor LEMP Addendum report on volunteer mobilization.
- VTWARN Operational Plan
 - https://dec.vermont.gov/sites/dec/files/VTWARN/docs/VTWARN_OperationalPlan_FINALDRAFT.pdf
- FEMA Communication Training and Tools
 - https://training.fema.gov/emiweb/is/is242b/student%20manual/sm_03.pdf
 - IS-242.C: Effective Communication
 - <https://training.fema.gov/is/courseoverview.aspx?code=IS-242.c&lang=en>





EMERGENCY COMMUNICATIONS FLOW



EMERGENCY COMMUNICATIONS



DOCUMENTS

EXAMPLE EMERGENCY MEDIA RELEASE TEMPLATE



Media Release Town of Hardwick VT
Media Release #
Date and Time of release

Emergency Operations Center Report

Include updated objectives, roles and responsibilities to be viewed on the Town website
(Information to be passed to the state EOC)

Hardwick Public Works Report on Roads, Bridges and Infrastructure

Hardwick Electric Department Report

Water Treatment Plant updates
Drinking Water
Waste Water

Emergency Shelter at Hazen Union High School North Main Street: Updates of availability for overnight shelter, food, water, blankets.

Emergency Supply and Support Center: Specifics of what is available and what is needed depending on the emergency.

Civic Standard Report

Weather Report

Waste Management Information and updates
Household Debris Removal
Hazardous Waste: Any releases should be reported
Metal Waste: Can be brought to Gates or All Metal Recycling free of charge

Town of Hardwick
Phone: 802-472-6120

EMERGENCY COMMUNICATIONS



DOCUMENTS

EXAMPLE EMERGENCY ALERT TEMPLATE



ALERT

Issue Date

Topic

Urgency Level

Description: include timing, location (include neighborhood), nature of emergency, expectation for length of exposure and other situational awareness components

Recommended Actions:

Include safety precautions

Next update due out-

(Encourage ongoing information sharing by word of mouth, text, social media, email and phone)

Resources available with contact information and their service hours

Additional Sources of Information

(Include ongoing information about water quality/ access, waste management, medical services, utilities, transportation & available forms of support)

Town of Hardwick key contact information: Town Clerk 802-472-5971
Town Manager 802-472-6120
Call to record or receive info:
802-472-6120

EMERGENCY COMMUNICATIONS



DOCUMENTS

EXAMPLE EMERGENCY ALERTS BROCHURE PAGE 1

Hello Friends. . .

What you hold in your hands is a critical roadmap to action both in preparation for and in the midst of an emergency. Its purpose is to secure your safety and wellbeing, that of your family's and by extension, that of your community's.

These communication avenues are your means to both obtain and report vital information; they can help you to make informed decisions during a crisis.

Power lies in action. Your actions. Familiarize yourself with this flyer's content. Encourage your friends to do the same. Sign up for the alerts. Emergency preparedness empowers effective action when it is most needed.

Keep this flyer on the refrigerator, in the car, or handbag. Create a file of numbers and resources on your computer and/or on your phone.

Never underestimate the power of community. Cherish with pride, this community to which you belong. Safeguard the lives and welfare of those most precious to you. Our collective strength lies within each of us. Let's control what we can control. Let's be prepared.

With gratitude,
Your neighbors

Build a Preparedness Kit

A basic emergency supply kit could include the following items:

- An emergency plan! This includes contact information for families and friends, locations to evacuate to, meeting places, etc.
- Water, one gallon of water per person per day for at least three days, for drinking and sanitation
- Food, at least a three-day supply of non-perishable food
- Pet food/medications
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- Flashlight and extra batteries
- Prescription and over-the-counter medications
- First aid kit
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Extra gas can
- Comfort items for children like stuffed animals or games
- Manual can opener for food
- Local maps
- Cell phone with chargers, inverter, or solar charger



**Town of Hardwick
Emergency Communications**

PREPARATION and RESOURCES

Sign up for

TextMyGov

02/13/25



EMERGENCY COMMUNICATIONS



DOCUMENTS

EXAMPLE EMERGENCY ALERTS BROCHURE PAGE 2

Where to register to receive alerts		
Hardwick Town Alert Notification System		The Town Manager's Office is collecting contact information to be used to communicate with the residents of Hardwick, Vermont including water and wastewater alerts, emergency response, and other town business. The main method of communication from the town will be via email.
TextMyGov	Text "Hi" to 802-494-4332 any time you need to. Text "Hardwick" to 91896 to opt in to text alerts.	Enables efficient, convenient, and personalized interactions between municipalities and their citizens. This is through cell phone communication.
VT Alert	 https://vem.vermont.gov/vtalet	VT-ALERT is used by the state and local responders to notify the public of emergency situations. Those include, but are not limited to, evacuation information; chemical spills; shelter-in-place alerts; severe weather advisories; boil water advisories, and roadway interruptions. Residents can tailor the alerts to specific locations, types of alerts and on which devices they will be notified.
New England 511	https://newengland511.org/region/Vermont	View a map of current closures, active projects, and state road conditions for Vermont, New Hampshire, and Maine. Call 511 to access.

Why should I register for alerts or sign up for services?



During an emergency, access to ongoing information is key to your safety and wellbeing. Signing up for alerts or services is the best way to know what is happening.

Emergency related contact information		
VT 211	https://vermont211.org/ or Text your zipcode to 898211	The State of Vermont asks that people call 211 to report damage, even if it is minimal. This may help with funding recovery efforts.
		The CARE program was created to help emergency responders identify Vermonters who might need additional assistance in case of a wide-scale event.
Hardwick Specific Please call 911 for Emergencies	Hardwick Town Clerk: 802-472-5971 Hardwick Police Department: 802-472-5475 Hardwick Public Works: 802-472-6029 Hardwick Health Center: 802-472-3300 Hardwick Electric: 802-472-5201 Hardwick Neighbor to Neighbor: 802-441-3301	Kristen Leahy, Hardwick Zoning and Floodplain Administrator: 802-472-1686 Town Managers Office: 802-472-6120 Town of Hardwick (recorded message): 802) 472-6120 Hardwick Designated Shelter location: Hazen Union High School



EMERGENCY COMMUNICATIONS



DOCUMENTS

EXAMPLE VOLUNTEER RECRUITMENT MESSAGING



Call for Volunteers

4/3/2025

Town of Hardwick & Neighbor to Neighbor Emergency Communications Team

Volunteer Position Description:

In close collaboration with the Town of Hardwick, a small team of dedicated volunteers will help to support communication efforts before, during and after an emergency or critical incident confronting the community. Volunteers will work with Hardwick's Emergency Operation Center to compose and deliver messaging through a broad array of channels including: flyers, social media, newspaper, radio, email, phone and other pathways. Communications will be timely, accurate and concise. Volunteers will share day shifts and be guided by the emergency communications coordinators. Advance training will be provided.

Skills & Attributes:

To be a successful team player, volunteers will possess:

- Composure to remain calm and dependable under pressure
- Good organization and attention to detail
- Facile communication skills, including computer & phone abilities
- Proficient typing ability

Interested Individuals who would have 2-8 hours/ day available just before, during and after an emergency can contact:

Mary Braun, Emergency Communications Co-Coordinator

E: mebraun1@outlook.com

P: 612-867-4873



Volunteer Mobilization

VOLUNTEER MOBILIZATION



COMMITTEE OVERVIEW

The Emergency Volunteer Mobilization Committee plays a vital role during an emergency by organizing, coordinating, and deploying volunteers to support response efforts efficiently. The committee oversees and supports a volunteer recruitment process, ensuring volunteers with relevant skills are quickly mobilized and matched to critical roles such as mucking out properties, first aid, logistics, food distribution, and clean-up efforts.

The committee also provides essential training and briefings to prepare volunteers for their tasks and maintain their safety. The proven and comprehensive Team Rubicon resources, protocols, and training will be heavily relied upon throughout all volunteer mobilization efforts.

By offering ongoing support, monitoring their well-being, and addressing any challenges volunteers face, the committee ensures that volunteers are not only effective but also feel supported throughout the emergency.

This document outlines the foundational procedures during an emergency event and how to maintain a well-trained and informed volunteer base in preparation for emergencies. It includes step-by-step guidelines for:

ROLES AND RESPONSIBILITIES

- Operational Details - Page B3
- Communication - Page B3
- Committee Coordinators & Committee Members - Page B4
- Coordination & Resource Management - Page B5

TRAINING

- Committee Coordinator & Committee Member Training - Page B6
- Volunteer Training - Page B7

Through close coordination with local committees, resource partners, businesses, and government, the Emergency Volunteer Mobilization Committee enhances the overall emergency response, making sure that volunteer contributions are integrated, impactful, and responsive to the community's needs.



VOLUNTEER MOBILIZATION

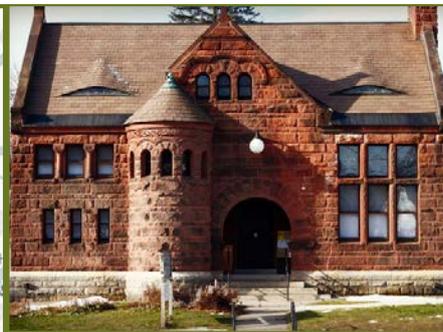
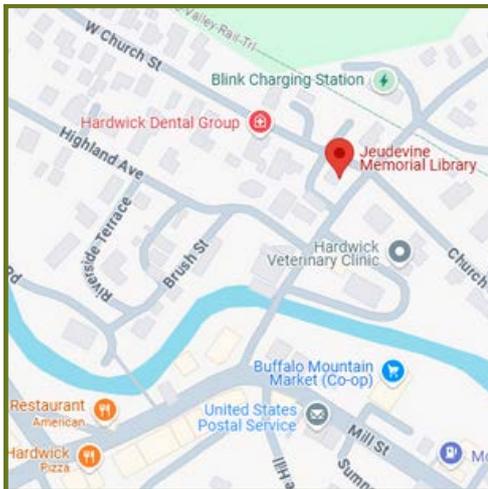


ROLES & RESPONSIBILITIES

OPERATIONAL DETAILS

TRIGGER: The town manager or LEMP Advisory Committee will contact one of the Volunteer Mobilization coordinators to start deploying volunteers.

VOLUNTEER MEETING LOCATION: The Judevine Memorial Library will serve as the operational base and central hub for the Volunteer Mobilization Committee, facilitating the organization and deployment of individual volunteers and teams.



Judevine Memorial Library
93 N Main St
Hardwick, VT

TIME OF OPERATION: The Volunteer Mobilization Committee will work as needed to coordinate and deploy volunteers throughout the community.

MASTER VOLUNTEER LIST MAINTENANCE: The Judevine Memorial Library will maintain a master list of volunteers for the Volunteer Mobilization Committee in coordination with the ongoing Hardwick Neighbor to Neighbor and the Civic Standard's volunteer coordination efforts.

COMMUNICATION

HARDWICK NEIGHBOR TO NEIGHBOR ASSISTANCE LINE: (802) 441-3301

VOLUNTEER ORGANIZING APP: In an effort to schedule, deploy, and monitor volunteers, an online volunteer scheduling tool, Sign Up Genius (www.signupgenius.com), will be utilized.



**HARDWICK EMERGENCY
REPORTING HOTLINE**
802-472-5475

**EMERGENCY INQUIRY
RECORDED LINE FOR
UPDATES**
802-472-6120

TO VOLUNTEER



VOLUNTEER MOBILIZATION



ROLES & RESPONSIBILITIES CONT'D

COMMITTEE COORDINATORS & COMMITTEE MEMBERS

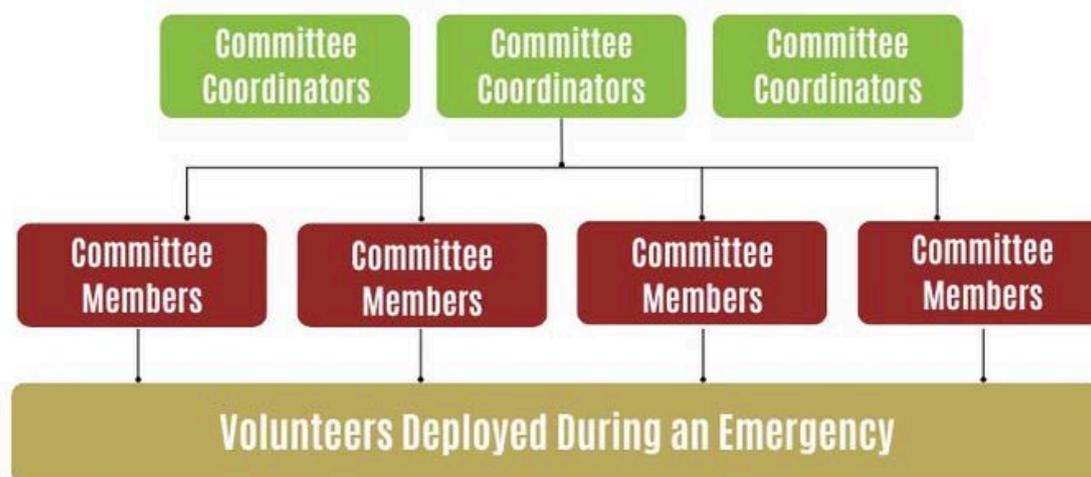
COMMITTEE COORDINATORS: Two to three Committee Coordinators will serve as the main organizers and contacts for the Volunteer Mobilization Committee. The Committee Coordinators will be responsible for the following:

- Being trained and current in emergency operations protocols including, but not limited to, volunteer mobilization, safety measures, situational awareness, communication, etc.
- Recruit, organize, and train committee members to ensure they can serve as strike team leaders in the event of an emergency. A train-the-trainer model will be utilized and deployed.
- Participate in an annual Hardwick tabletop exercise to ensure system relevancy.
- Encourage volunteer participation during and outside of an emergency.
- Utilizing SignUpGenius and email to solicit, organize, and track volunteers.
- Ensure needed volunteer mobilization supplies and Personal Protective Equipment (PPE) are onsite and available to volunteers.
- Be the main point of contact for the volunteer mobilization efforts during an emergency, working closely with the Hardwick Emergency Operations Center.

COMMITTEE MEMBERS: Committee members will serve as strike team leaders during an emergency to respond to community needs as assigned, including:

- Being trained and current in emergency operations protocols, including, but not limited to, volunteer mobilization, safety measures, situational awareness, communication, etc.
- Participate in an annual Hardwick tabletop exercise to ensure system relevancy.
- Encourage volunteer participation during and outside of an emergency.
- Lead teams of volunteers to assist in an emergency, such as leading and overseeing a team to muck out properties, check in on households, etc. and ensure safety protocols are followed.

VOLUNTEER MOBILIZATION COMMITTEE



VOLUNTEER MOBILIZATION



ROLES & RESPONSIBILITIES CONT'D

COORDINATION & RESOURCE MANAGEMENT

ASSIGNING ROLES: Volunteers are assigned based on their skills, experience, and the needs of the emergency. Examples of roles include mucking and water removal, large equipment operators, first aid, logistics, search and rescue, shelter operations, food distribution, and administrative support.

COORDINATING WITH OTHER AGENCIES: The Volunteer Mobilization Committee will coordinate with local agencies, committees, authorities, emergency services, and organizations to ensure efforts are unified and effective. The extensive resources, protocols, and training provided by Team Rubicon will play a critical role in supporting all volunteer mobilization efforts.

Agencies include:

- **Team Rubicon:** Christopher Dawson christopher.dawson@teamrubiconusa.org 802-355 2152 - VT Planning Coordinator or Allissa Vigil, Vermont Deputy Planner, allissa.vigil@teamrubiconusa.org.
- **KURRVE:** Meghan Whalen - 802-624-0406, KURRVE is the Long Term Recovery Group for the Hardwick area (<https://nekprosper.org/get-involved/flood-recovery-resources/>). They are charged with helping all NEK communities in the event of a disaster.
- **LEARN** - The mission of the Lamoille Area Recovery Network (LEARN) is to assist individuals and families impacted by flooding and other natural disasters and support resilience building in light of almost certain future disasters. Contact information for LEARN includes phone number 802-888-3252 and learn@uwlamoille.org to contact person Sarah Henshaw or website address <https://uwlamoille.org/learn/learn-mission.html>.
- **Medical Reserve Corp.** - The Vermont Department of Health's Volunteer Responder Management System (RMS) utilizes Vermont's Medical Reserve Corps (MRC) units to ensure successful disaster response and deployment of needed, qualified, and available volunteers. <https://oncallforvt.org/medical-reserve-corps/training/>

The master community partner list with contact information can be found at: [LINK](#).

RESOURCE MANAGEMENT: The Volunteer Mobilization Committee helps allocate resources, such as supplies, transportation, and communication equipment, to ensure volunteers are equipped to perform their tasks. Resource management will be coordinated with the Supply and Support Center Committee. Approval of the Town of Hardwick will be made for necessary supply purchases.

Volunteer mobilization supplies will be kept with supplies of the Supply & Support Center. In the event of an emergency, supplies will be moved to the Jeudevine Memorial Library for distribution.

MONITORING & SUPPORT: The committee will provide ongoing support to volunteers, addressing issues such as fatigue, safety concerns, and logistical challenges. The committee also ensures that volunteers are cared for and debriefed after their shifts. Local groups, businesses, and community members will be encouraged to support volunteers as needed.

COMMUNICATION & REPORTING: Clear communication between volunteers, emergency operations centers, and other agencies is essential. The committee will help relay critical information to volunteers and report on the status of efforts to leadership, including tracking volunteer hours and efforts.

VOLUNTEER MOBILIZATION



TRAINING

COMMITTEE COORDINATOR & COMMITTEE MEMBER TRAINING

TRAINING RESOURCE OPTIONS: During an emergency, Volunteer Mobilization Committee Coordinators and Committee Members must possess essential skills, including effective organization, volunteer coordination based on skills and experience, and adherence to communication and safety protocols. Given the train-the-trainer approach, Committee Coordinators are expected to have expertise across several areas. Below is a list of valuable training resources for Committee Coordinators, who can then train all Committee Members.

TEAM RUBICON TRAINING: In order to access the Team Rubicon training resources, you must sign up as a Team Rubicon volunteer at <https://teamrubiconusa.org/>. There are no requirements to volunteer for Team Rubicon once you sign up as a volunteer. Suggested Team Rubicon training:

- Core Operations 1 (Online Pre-Course)
- Core Operation (in-person training, limited availability) On-the-job in-person training during a Team Rubicon deployment is the quickest way to get this training/experience.
- Strike Team Leader (Online Course)
- Leadership Expectations (Online Course)
- Site Survey (Online Pre-Course)
- Site Survey (Virtual course with instructor)

FEMA COURSES: FEMA offers a wide array of emergency response courses that can be found at <https://training.fema.gov/is/crslist.aspx?lang=en&all=true>. Courses that may be of interest to the Volunteer Mobilization Committee include:

- Basics of Incident Command System
- IS-100.C: Introduction to the Incident Command System, ICS 100
- IS-200.C: Basic Incident Command System for Initial Response, ICS-200
- For EOC Operations (operations, plans, communications, situational awareness)
- IS-2002: Introduction to FEMA Operational Planning
- IS-2200: Basic Emergency Operations Center Functions
- Other Courses
- IS-244.B: Developing and Managing Volunteers
- IS-242.C: Effective Communication
- IS-42.A: Social Media in Emergency Management
- Volunteer Development & Management

KURRVE: The Northeast Kingdom's long-term recovery group, KURRVE, will provide in-person volunteer mobilization and emergency response training.



VOLUNTEER MOBILIZATION



TRAINING CONT'D

VOLUNTEER TRAINING

TRAINING VOLUNTEERS: Training volunteers during an emergency is crucial to ensure they work efficiently and safely. Following is a list of example steps to effectively mobilize volunteers.



1. SAFETY TRAINING

- **Flood Awareness:** Educate volunteers on flood risks, hazards, and the current state of recovery efforts.
- **Personal Protective Equipment (PPE):** Train on the proper use of safety gear like gloves, boots, helmets, and masks.
- **Site Safety Protocols:** Explain how to recognize and avoid dangerous areas, such as flooded buildings or downed power lines.



2. EMERGENCY RESPONSE PROCEDURES

- **First Aid and CPR:** Provide basic first aid and CPR training to ensure volunteers can assist in emergencies.
- **Evacuation Procedures:** Teach volunteers the evacuation routes and safe locations.
- **Incident Reporting:** Train volunteers to report hazards, accidents, and injuries quickly and effectively.



3. TASK-SPECIFIC TRAINING

- **Debris Removal:** Train volunteers on proper techniques for removing debris without causing harm or further damage.
- **Sanitation and Health:** Educate on maintaining hygiene during recovery, including water safety, preventing disease spread, and cleaning contaminated areas. Teach how to handle mold safely and how to protect themselves from inhalation risks.



4. VOLUNTEER ROLES & RESPONSIBILITIES

- **Coordination and Teamwork:** Clarify roles, from managing relief distribution to support.
- **Effective Communication:** Emphasize how to stay connected with the team and community members using radios, phones, or group communication tools.
- **Respect for Affected People:** Instruct volunteers on how to approach and assist affected residents with empathy and sensitivity.



5. LOGISTICAL & OPERATIONAL TRAINING

- **Supply Distribution:** Train volunteers in organizing, distributing, and tracking relief supplies, such as food, water, and medical aid.
- **Resource Management:** Teach them how to help with inventory and equipment management, ensuring resources are efficiently allocated.
- **Time Tracking:** Train volunteers to track all time spent volunteering to ensure accurate record-keeping for state and FEMA reimbursement.



6. MENTAL HEALTH & EMOTIONAL SUPPORT

- **Mental Health & Emotional Support:** Provide training on where to refer people who need more than basic emotional support.
- **Stress Management:** Teach volunteers how to manage their own stress and remain resilient during long recovery periods.



7. MONITORING & EVALUATION

- **Feedback Mechanisms:** Set up systems for volunteers to report progress, challenges, and any resource needs.
- **Post-Operation Review:** Teach volunteers the importance of reviewing efforts and identifying areas of improvement for future recovery operations.



Emergency Shelter

EMERGENCY SHELTER



COMMITTEE OVERVIEW

The Hardwick Emergency Shelter Committee manages the temporary shelter needs of community members during emergencies, ensuring safe accommodations to meet the broad needs of community members who are displaced.

The goal of the Hardwick Emergency Shelter Committee is to open, supply, and manage temporary shelters for community members before, during, and in the immediate aftermath of a disaster. The Emergency Shelter Committee collaborates with Hazen Union High School (primary shelter) and Hardwick Elementary School (backup shelter), which are the designated emergency shelter locations.

The committee also works with Hardwick Neighbor to Neighbor, a grassroots group committed to coordinating local volunteer response efforts in times of need, in coordination with the Town of Hardwick Emergency Operations Center when activated, the school district, and any additional organizations that offer alternative emergency shelter sites during an event.

The Committee coordinator is the Civic Standard. Key participants are the Hazen Union High School Facility Manager, Tod DeLaricheliere, and Joe Houston, OSSU Director of Operations.

The Emergency Shelter Committee's role will vary depending on the nature and severity of the crisis (such as flood, snow or ice storm, or extended power outage). The Emergency Shelter Addendum provides the essential operating procedures to ensure the community's capacity to offer emergency shelter and to stay in close communication with the Hardwick Emergency Operations Center.

This document outlines the foundational procedures for establishing and managing the community shelter in the event of an emergency. It includes step-by-step guidelines for:

ROLES AND RESPONSIBILITIES

- Operational Details - Page C3
- Shelter Supplies - Page C4

RUNNING THE SHELTER

- Shelter Set-Up - Pages C5 -C6
- Coordination of Volunteer Support - Page C6
- Monitoring & Closing the Shelter - Page C7
- Training - Page C7
- Ongoing Support - Page C7



EMERGENCY SHELTER

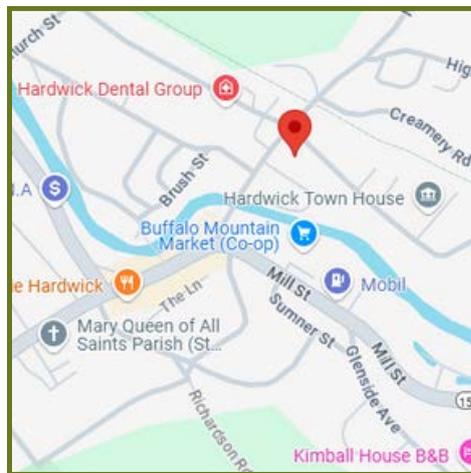


ROLES & RESPONSIBILITIES

OPERATIONAL DETAILS

TRIGGER: The town manager or LEMP Advisory Committee Liason will contact the Civic Standard and Hazen Union Facilities Manager to establish the emergency shelter.

SHELTER LOCATIONS: The primary emergency shelter will be located at the Hazen Union High School at 126 Hazen Union Dr. with a backup location, if needed, of the Hardwick Elementary School at 135 South Main Street, Hardwick.



**Hazen Union School
126 Hazen Union Dr
Hardwick, VT**

SECURING SHELTER LOCATION: Temporary shelter sites are firstly at Hazen Union High School (126 Hazen Union Dr.) and Hardwick Elementary School (135 S. Main St.). In the event a second back-up location is necessary, the Hardwick police station will be used. The Civic Standard and designated town officials should have keys to the designated shelters.

- The shelter should accommodate at least 50 people and have access to restrooms.
- Separate areas suitable for checking in, sleeping, medical support, quiet space and children's play, in addition to areas to eat, should be designated.
- Kennels for containing animals in a separate area should be designated.

The shelter must have essential utilities: potable water, power, heating/cooling, sanitation, cell and internet service, and refrigeration.

Secure additional sites should capacity demand more space or should the schools be inaccessible in a disaster.

ANTICIPATED CAPACITY: 50

TIME OF OPERATION: The shelter will be open as soon as possible after receiving notice of the need from the Town Manager or LEMP Advisory Committee Liaison.

VOLUNTEER ORGANIZING APP: In an effort to schedule, deploy, and monitor volunteers, an online volunteer scheduling tool, Sign Up Genius (www.signupgenius.com), will be utilized. The Civic Standard will coordinate and deploy volunteers who are working at the emergency shelter and will coordinate with the Volunteer Mobilization Committee, using SignUp Genius information.

EMERGENCY SHELTER



ROLES & RESPONSIBILITIES CONT'D

SHELTER SUPPLIES

The Red Cross or other assistance from outside the community may not be immediately available. Before the Red Cross or outside assistance arrives, obtain supplies from the school and Emergency Shelter storage boxes behind Hazen Union School. If the elementary school is used because Hazen Union is inaccessible, the supply storage box needs to be moved to the elementary school via trailer.



COTS

- Obtain up to 20 cots (the school has eight cots at this time), blankets, and spare clothes.



PERSONAL SUPPLIES

- Secure hygiene supplies (hand sanitizer, soap, toothbrushes, toothpaste, shampoo, feminine hygiene products, toilet tissue, towels, emergency packs, etc.) from school supplies at the storage box.



FOOD

- Secure non-perishable (and potentially gleaned or fresh) items for at least three meals per person (estimate 150 meals total). Food options should include accommodation of dietary restrictions. Sources include the Civic Standard and NtN partners such as the Food Shelf, CAE, and Red Cross.
- Obtain meal-serving equipment, containers, and utensils.
- With permission from the school and USDA approval, food on site at the schools may be used for Emergency Shelter meals. Volunteers shall be trained on using school kitchen equipment so as not to violate any food protocols.
- Ensure timely access to climate-controlled storage.



COMMUNICATION

- Use two-way radios to communicate within the school boundaries. Hazen Union has radios.



EMERGENCY SHELTER



RUNNING THE SHELTER

SHELTER SET-UP

At Hazen Union High School there is 80,000 sf of space, which will be set up according to a bi-annual agreement with the Red Cross. The gym is the focal area and has air conditioning. Access to the kitchen and cafeteria is available. Two sets of showers are available. Classrooms are used for an infirmary and location for medical support from the Hardwick Area Health Center or Rescue Squad. The Red Cross design includes areas for volunteer sign-up, training, and deployment.



GUIDELINES

- Advertise and prominently post protocols for those availing themselves of emergency shelter. Include information about quiet times, handling of animals in designated spaces, and appropriate behavior (no smoking, alcohol, etc). Provide each guest with a copy of the protocols, emergency contact information, emergency exits, and designated areas for sleeping, eating, hygiene, etc..



CHECK-IN & DOCUMENTATION

- Establish an area and table near the entrance for checking in, in accordance with the Red Cross-approved design. Provide sheet for signing in. Include name, contact information, and any specific needs.



SLEEPING AREA

- Set up cots at appropriate spacing (3 – 6 feet apart if possible), bedding and hygiene supplies at each cot.



PETS

- Prepare to accommodate community members with pets, including safe spaces, pet food, water, outdoor pet relief areas, etc.



PARKING

- Provide adequate parking areas for those who choose to stay in vehicles or need a place to park long-term that is accessible during a disaster.



MEDICAL NEEDS

- Assign classrooms as needed for medical support (Rescue Squad, Health Center) and confirm support is available at the emergency shelter should it be needed.
- Secure and assure ready access to additional supplies (children's toys, Narcan, personal hygiene supplies).



QUIET AREAS

- Provide an area where people can be quiet.



EMERGENCY SHELTER



RUNNING THE SHELTER CONT'D

SHELTER SET-UP



FOOD SERVICE RELATED ITEMS:

- Arrange tables and chairs for dining in the cafeteria if at Hazen Union. If space is limited, consider staggered meal times.
- Set up a designated area for food preparation and distribution, ideally with an accessible handwashing station. The Hazen Union kitchen is available to use during an emergency. Kitchen protocols include:
 - Procedures are posted on the stand-up refrigerators.
 - The stainless steel table is used for food preparation and is cleaned with bleach water.
 - **The school's food is not for emergency or public use.**
 - Equipment such as the dishwasher, steam jacket, and tilt skillet should only be used with an experienced operator.
- Provide disposable gloves and instruct volunteers on safe food and equipment handling. Serve food in portions to ensure there is enough for all, including those who might arrive later or choose to stay outside.
- Plan for easy to prepare, non-perishable meals, especially if fresh items heat or refrigeration are not available such as:
 - Breakfast: granola bars, instant oatmeal, bottled water/juice
 - Lunch: Sandwiches, fruit cups, snacks.
 - Dinner: Canned soups or stews, pasta, freeze-dried meals.
 - If guests are unable to stand in line, offer to bring food to them.
- Confirm that volunteers clean and sanitize tables and other high-contact surfaces after meals and prepare the dining area for the next meal. Dispose of waste, recyclables, and general trash in the proper container.

COORDINATION OF VOLUNTEER SUPPORT



Recruiting, supporting, and communicating with volunteers is essential to running and maintaining an emergency shelter that supports community members during a time of need.

VOLUNTEER SUPPORT TIPS

- Ensure that the Volunteer Coordinator is available to recruit, train, and deploy volunteers at the shelter and to provide support and respite to volunteers.
- Use SignupGenius for volunteers to sign up and be deployed. Coordinate with the Emergency Volunteer Mobilization Committee so as not to double-task volunteers among NtN committees.
- Train volunteers in setting up and managing the shelter. Assign duties at the shelter.
- Provide Emergency Volunteer Coordination Committee contacts for those who arrive and want to volunteer, if not at the shelter.
- Assign roles to volunteers for check-in, food preparation, and general shelter operations.
- Coordinate Volunteer Support for the shelter itself. Manage volunteers who are on-site to provide food and supplies, troubleshoot, and contact security should it be necessary.
- Provide orientation and safety training, including fire exits and emergency procedures. Ensure at least one volunteer is trained in first aid and CPR.

EMERGENCY SHELTER



RUNNING THE SHELTER CONT'D

MONITORING AND CLOSING THE SHELTER

-  **OPERATIONAL REMINDERS**
- Regularly check supplies, food stocks, and sanitation status.
 - Ensure restrooms and common areas are clean and stocked with essential items.
 - Record guest arrivals and departures. Update shelter occupancy.
 - Coordinate with the Emergency Operations Center to determine shelter closure time and date. Upon closure, ensure all guests have left the shelter safely.
 - Clean all areas, dispose of trash, and pack up supplies.
 - Return unused supplies to the designated area for storage in storage boxes.
 - Notify the Supply and Support Center of any supplies they need to pick up.
 - Prepare a summary of shelter activities, including:
 - People served.
 - Volunteer names and hours (provide to Town of Hardwick for tracking to support future funding).
 - Supplies needed for the next emergency.
 - Any challenges encountered during the emergency or light bulb moments.

TRAINING

AVAILABLE SHELTER SUPPORT TRAINING: The following are some valuable shelter support training that coordinators and volunteers can access:

- FEMA Courses <https://training.fema.gov/is/courseoverview.aspx?code=IS-406&lang=en>
- Red Cross Shelter Handbook <https://crocog.org/wp-content/uploads/2017/12/American-Red-Cross-Sheltering-Handbook.pdf>

ONGOING SUPPORT

SUPPORTING EMERGENCY SHELTER AVAILABILITY: Work with the Town of Hardwick officials to secure funding to support Emergency Shelter Committee work both during blue sky times, when planning is completed, and during the time that the emergency shelters are operational.



**HARDWICK EMERGENCY
REPORTING HOTLINE**

802-472-5475

**EMERGENCY INQUIRY
RECORDED LINE FOR
UPDATES**

802-472-6120

TO VOLUNTEER





Emergency Supply & Support Center



COMMITTEE OVERVIEW

The goal of the Hardwick Emergency Supply and Support Center (ESSC) is to offer essential tools, supplies, and support in a timely manner to those impacted by a community disaster. The specific inventory to be collected and distributed will vary depending on the nature of the crisis (e.g., flood, snow or ice storm, power outage, chemical spill, epidemic, heat wave, drought, fire, or regional internet outage).

The word "Support" affirms that the ESSC is prepared to do more than simply distribute materials. Any natural disaster can trigger or recharge anxiety, distress, and hopelessness. The ESSC creates an environment that fosters empathy and comfort, with both a welcoming approach and available skilled volunteers.

This following addendum provides the basic operating procedures to ensure our community's capacity to offer these services when they are initially needed. It includes the following basic step-by-step instructions:

ROLES AND RESPONSIBILITIES

- Operational Details - Page D3

STANDING UP THE ESSC

- Center Set-Up - Page D4
- Volunteer Mobilization - Page D5
- Publicity & Communication - Pages D6 - D7

MANAGING THE ESSC

- Coordinators' Daily Responsibilities - Page D8
- Volunteer Guides - Pages D9 - D11

INVENTORY

- Potential Inventory Resources - Page D12

CLOSING THE ESSC

- ESSC Closure Process - Page D13
- Ensure Readiness - Page D13

FORMS

- Sign-Out Forms - Page D14
- Equipment Waitlist Form - Page D15
- Donated Equipment Form - Page D16
- Loaned Equipment Form - Page D17
- Hardwick Neighbor to Neighbor Financial Donations Form - Page D18
- Assistance Request Form - Page D19
- Equipment Tag - Page D20



The Hardwick Neighbor to Neighbor group will take responsibility for overseeing all aspects of the ESSC management when directed to do so by the Town Manager. A team of ESSC Volunteer Coordinators will be identified to serve and mobilize when necessary and ensure a state of readiness.

EMERGENCY SUPPLY & SUPPORT CENTER



ROLES & RESPONSIBILITIES

OPERATIONAL DETAILS

TRIGGER: The town manager or LEMP Advisory Committee will contact an ESSC Coordinator to establish the emergency supply and support center.

OVERVIEW: The shared coordination model involves a Team with fellow coordinators and volunteers to mobilize and maintain an Emergency Supply and Support Center to serve the community when the Town Manager declares an emergency/disaster. Coordinators will also ensure a readiness to stand up the Center in as short of a time frame as possible.

ROLES: Coordination of the Emergency Supply and Support Center is best accomplished by a team of 3-4 Hardwick Neighbor to Neighbor volunteers. This team may assign themselves specific "point person" roles (e.g., communication, volunteer recruitment/management, inventory management, Community organizing) while also sharing the day-to-day demands.

LOCATION: The Hardwick ESSC is located in the large community room (adjacent to the parking lot) at:



Senior Center
56 High Street
Hardwick, VT

HOURS OF COVERAGE: Suggested hours of coverage for the Emergency Supply & Support Center is 7:00 AM - 7:00 PM, 7 days a week, for at least two weeks, but the hours are subject to change depending upon needs.



**HARDWICK EMERGENCY
REPORTING HOTLINE**

802-472-5475

**EMERGENCY INQUIRY
RECORDED LINE FOR
UPDATES**

802-472-6120

TO VOLUNTEER



EMERGENCY SUPPLY & SUPPORT CENTER



STANDING UP THE ESSC

CENTER SET-UP

EQUIPMENT & SUPPLIES: Mobilize volunteers to help move equipment and supplies to the Emergency Supply & Support Center. Due to storage constraints, the location of the equipment and supplies will need to be confirmed with town officials. Examples of equipment and supplies include Red Cross Emergency Kits, dehumidifiers, sump pumps, fans, and mucking equipment, etc.

SET UP THE VOLUNTEER TABLE:

- **TABLE 1:** This table serves as a volunteer "desk" and location for information about Hardwick Neighbor to Neighbor and all other resources. All ESSC documentation paperwork (Form notebook, Waitlist and Donation folders, volunteer schedule and contact information, equipment tags) are centralized on this table.
- **TABLES 2 - 3:** Smaller items are displayed on these tables (eg, gloves, cleaning agents, toiletries, sponges, tarps, etc.), with storage for surplus inventory below the tables. The Red Cross Emergency Kits, in white 5-gallon tubs, include multiple items. Break one kit apart and display the contents.

LARGE EQUIPMENT: Set up larger equipment items toward the side/back of the room (dehumidifiers, sump pumps, fans), making sure that all are clearly labeled as belonging to Hardwick Neighbor to Neighbor and that dehumidifiers have loan tags affixed to them. If the identification information is missing, the volunteer notebook will have extra adhesive sheets with this information.

SIGNAGE: Post the vinyl Emergency Supply and Support Center sign in a visible location at the front of the building, under the portico.

VOLUNTEER STAFF: Provide an up-to-date list of volunteer staff ASAP, including the contact information of coordinators and all volunteers.

MENTAL HEALTH INFORMATION: Northeast Kingdom Human Services (NEKHS) or other area Mental Health providers have provided cards with contact information. Note: At times, they have set up an office at the ESSC with limited hours.

FAMILY EMERGENCY PREPAREDNESS (VT EMERGENCY MANAGEMENT PUBLICATION): This pamphlet is stocked in the ESSC inventory and provides basic, helpful information about many aspects of emergency preparedness and response.

HARDWICK NEIGHBOR TO NEIGHBOR CARDS: These cards provide basic contact information (email and phone) for the Hardwick Neighbor to Neighbor volunteer services. This information should be offered to individuals with the advice that even if there is no specific need they can identify now, they may consider keeping it handy for future reference.



EMERGENCY SUPPLY & SUPPORT CENTER



STANDING UP THE ESSC CONT'D

VOLUNTEER MOBILIZATION

SOLICITING VOLUNTEERS:

- Create a Sign-up Sheet for 3-hour shifts, 7:00-7:00, 7 days a week as long as the ESSC will be open. [Link to the volunteer list.](#)
- Email/call all experienced volunteers to fully staff the ESSC ASAP (Coordinators will fill in any uncovered spots).
- Solicit new volunteers, coordinating posts to FPF/Social media with the HNtN Communications Coordinator.
- Reach out to the full list of HNtN volunteers at the Jeudevine Library to recruit from within their social circles.

VOLUNTEER TRAINING:

- Meet any new volunteer prior to their first shift to review the Volunteer Instruction sheet and all forms and protocols.
- Review the "Resources" information available, noting where people can be referred for mental health or other services.
- Review the importance of support/listening, reinforcing that "just listening" is often of great comfort.
- Review the protocol to alert a police officer that you need support/are uncomfortable with the situation and need their help.
- Ensure new volunteers are teamed with experienced volunteers for the first few shifts.

VOLUNTEER ONGOING SUPPORT:

- Encourage volunteers to contact any one of the coordinators at any time (on or off shift) to talk through a situation or question.
- Drop in at the ESSC when possible to talk to volunteers about their experience and offer support/appreciation.
- Fill in for any volunteer shifts that are uncovered.
- When the ESSC has closed, organize a meeting to 1) celebrate, and, 2) reflect on the experience and capture lessons learned, acting on needed changes.



EMERGENCY SUPPLY & SUPPORT CENTER



STANDING UP THE ESSC CONT'D

PUBLICITY & COMMUNICATION

PUBLICITY/COMMUNICATION: Coordinate publicizing the ESSC with the HNTN Communications Coordinator (Jeudevine Library) and Emergency Communication Committee. The Hardwick communications channels list can be found at: [communications channels doc](#).

The committee should ensure the following:

- Widespread dissemination of location, hours, available supplies, and support, including a sandwich board at the Buffalo Mountain Co-Op and 2-3 other locations.
- Install the two ESSC "lawn signs" with arrows pointing to the Center.
- Install the large ESSC sign on the exterior face of the Senior Center.
- Publicize the need for specific donated items.
- Coordinate communication efforts with other town-wide emergency staff, volunteers, and the Emergency Operations Center members.

ANNOUNCING THE EMERGENCY SUPPLY & SUPPORT CENTER IS OPEN: When the Supply Center is activated, hang a sign outside the door and send the following communication information to the appropriate entities on the communications channels list [communications channels doc](#) including Front Porch Forum, The Hardwick Gazette, Hardwick Community TV, Hardwick Neighbor to Neighbor Facebook page, Instagram, Sandwich Board at Jeudevine Library

EXAMPLE SIGN LANGUAGE: See the next page for an example flyer.

The Emergency Supply & Support Center is open!
Location: (include street address)
Hours:

OPEN
7 am - 7 pm

If you need cleaning supplies like mold cleaning spray, scrubbers, sponges, spray bottles, brushes, ammonia, garbage bags, gloves, mopheads, etc., please visit the Supply Center. Please feel free to take what you need.

Do you need a shop vac, dehumidifier, sump pump, or fans? We have several to loan, and if we do not have one of these immediately available, we will put you on the list to get what you need ASAP.

If you have any of these items to loan or give, you can drop them off at the center or contact Hardwick Neighbor to Neighbor to arrange a pickup or drop off. If you still have equipment borrowed from the center, please contact us to return the equipment or renew the loan. Please contact us if you would like to donate money or volunteer.

If you need help, do not hesitate to call. If we cannot help you directly, we will make every effort to put you in touch with those who can secure the help you need, such as housing, transportation, or emotional support.

Contact Hardwick Neighbor to Neighbor at hardwickneighbors@gmail.com or 802-441-3301.



Emergency Shelter & Support Center

OPEN
7 am - 7 pm

56 High Street, Hardwick

**WE ARE HERE TO
SUPPORT OUR
COMMUNITY!**

**Stop by or Call
802-441-3301
7 am - 7 pm**



NEED CLEANING SUPPLIES?

- Mold Cleaning Supplies
- Tarps
- Scrubbers
- Sponges
- Garbage Bags
- Gloves



NEED TO BORROW EQUIPMENT?

- Shop Vac
- Dehumidifiers
- Sump Pumps
- Fans

WANT TO DONATE OR LOAN ITEMS?

Donations of shop vacs, dehumidifiers, sump pumps and fans, or other disaster response supplies in good condition, are appreciated. Drop them off or give us a call at 802-441-3301 to arrange for a pickup. (Note: we do not accept clothing).



HARDWICK EMERGENCY REPORTING HOTLINE

###-###-####

**EMERGENCY INQUIRY RECORDED LINE FOR
UPDATES**

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TO VOLUNTEER



EMERGENCY SUPPLY & SUPPORT CENTER



MANAGING THE ESSC

COORDINATORS DAILY RESPONSIBILITIES

OVERSIGHT DURING AN EMERGENCY:

- Survey inventory on a daily basis, assessing low inventory or absence of needed items.
- Solicit donations from other response groups (e.g., KURRVE) or residents as needed, coordinating the solicitation of items with the HNtN Communications coordinator.
- Purchase supplies as needed, seeking funding from the Civic Standard community funds or other sources.
- Provide an up-to-date list of volunteer staff, including contact information for coordinators and all volunteers.
- Check "Help Request" forms on a daily basis, ensuring that appropriate follow-up has been initiated (often in partnership with the Jeudevine Library HNtN Coordinator).
- Check "Volunteer Notes" to assess potential follow-up. Personally contact any volunteer who reported a difficult encounter or has questions.
- Open and close the ESSC, ensuring that the first shift volunteer has arrived and that the door is locked at the end of the day.
- Check the equipment waitlist and pursue filling these needs.

ESSC RESOURCE LIST: The resource list is tailored to the nature of the immediate emergency and the most likely resources needed to address the specific disaster situation. The list is compiled by an ESSC Coordinator and updated daily, often in conjunction with the Emergency Operations Center personnel. Details about the Hardwick Neighbor to Neighbor assistance should be a constant (e.g. different types of assistance available, contact information). A sample list can be found on the [ESSC Google drive](#).

DONATIONS:

- **FINANCIAL:** Check the notebook daily for financial donations. Bring the donation to the Jeudevine Library with the name and contact information of the donor. It will be deposited.
- **ITEMS (loaned or donated):** Check that all loaned items are returned to the donor. Write a thank you note to all those who donated items, noting these actions on the forms accordingly.



EMERGENCY SUPPLY & SUPPORT CENTER

Questions?
Call an ESSC Coordinator
or the HNtN helpline
at 802-441-3301



VOLUNTEER GUIDE

WELCOME!

Thanks so much for volunteering to help supply our community with essential resources! Here are some basics for your time here:

When someone comes in, just ask them what they need and direct them accordingly. They are welcome to take what they need. Once they have chosen their items, they need to sign out. This helps us know how many folks are being served, what items are most in demand, and what items are not available that we should add to our inventory.

LARGE & SMALL ITEM SIGN OUT PROCESS



LARGE ITEMS: If the person is taking a dehumidifier, sump pump, shop vac, or fan, use the **Sign-Out Form** (found on page D14) and check the boxes for which item(s) they are taking, and be sure to write in the number of the dehumidifier. For all dehumidifier, sump pump, or shop vac loans, fill out a wired **Equipment Tag** (found on page D20) with the item # and return date noted. Attach this tag to the item, and make a point of showing the borrower both the return date and the instructions for "how to return" on the back of the tag.

Explain that they are welcome to the in-demand item(s) for as long as they are needed for disaster mitigation - ideally within a two-week time frame. If the item loan is still needed beyond that time, they can "renew" the loan via email or phone, as outlined on the Equipment Tag. If the Emergency Supply & Support Center is not open or is no longer operational, they should email hardwickneighbors@gmail.com or call 802-441-3301 to arrange for pick-up or drop-off. Note: We do not tag fan loans but appreciate them being returned.

Check to make sure the individual is comfortable with and physically able to install the piece of equipment. If they need help, fill out an **Assistance Request Form** (found on page D19) and follow that process to secure a HNtN volunteer who can provide assistance.

Note any other items that they might have found for their use. File this form in the notebook under the tab for the major item they are taking. If there are multiple large items being loaned, just choose any of the tabs.

If we do not have the larger item(s) they need, complete the **Equipment Waitlist Form** (found on page D15) and put it in the folder labeled "Wait List." We will contact them as soon as we can secure this item.



SMALLER ITEMS: Smaller items (cleaning supplies, PPE, tarps, etc.) are recorded on the bottom of the **Sign-Out Form** (found on page D14). If there is an item that they wish for that we do not have, please make sure we have a phone number and/or email so that we can track down this item and get it to them.

PLEASE INITIAL ALL EQUIPMENT OR DONATION FORMS (INCLUDING A FORM THAT YOU ARE MOVING FROM A WAITLIST STATUS TO THE NOTEBOOK) IN THE LOWER RIGHT HAND CORNER, IN CASE THERE IS A LATER QUESTION ABOUT THE INFORMATION ON THE FORM.

NOTE: You may want to bring a good book! There will be stretches of quiet time and the internet is a bit unpredictable. Check the wall by the door for the internet information.

EMERGENCY SUPPLY & SUPPORT CENTER

Questions?
Call an ESSC Coordinator
or the HNtN helpline
at 802-441-3301



VOLUNTEER GUIDE CONT'D

DONATIONS



If someone wants to DONATE an item that they do not want returned to them, complete the **Donated Equipment Form** (found on page D16) and file it in the DONATED ITEMS tab in the notebook.

If someone wants to LOAN an item that they want returned to them, complete the **Loaned Equipment Form** (found on page D17) and file this in the LOANED ITEMS tab in the notebook. Please make sure that the Neighbor to Neighbor tag is put on the item and that the owner's name is also visible (you can use a nametag to capture this information).

Please note:

- We are NOT ACCEPTING CLOTHING
- We WILL accept basic cleaning supplies/dehumidifiers/sump pumps, etc.
- If someone comes in with food donations, refer them to the Food Pantry (open 9-11 Thursday, 9-11 Saturday, 12-2 Monday). If the Food Pantry is closed, food donations can be dropped off at the Buffalo Mountain Co-op.

MONEY DONATIONS: If a person wishes to give a financial donation to Hardwick Neighbor to Neighbor, ask them to please fill out the **Hardwick Neighbor to Neighbor Financial Donations Form** (found on page D18). Put this form and the donation in the envelope provided in the plastic sleeve of the notebook labeled "Donations" and file it in the plastic sleeve.

SUPPORT



When individuals are at the center, it provides an opportunity to ask some simple, caring questions about how they are doing and if there are other things they might need that we could help with.

Start with something simple like, "How can we help you?" After offering what we have in stock, ask again. Offer a chair if it seems like they aren't in a rush to leave. You might want to ask, "How are you doing?" or "Would you like to talk to somebody?" (Note: the Resource List will note contact information for Mental Health services). Listening may be the greatest gift!

If a visitor needs specific help or support, use the **Assistance Request Form** (found on page D19). Offer to fill this out with them (you may want to take notes as they talk), or they can fill it out themselves. If it is not urgent, file this in the notebook under the Request for Assistance tab.

If the request is urgent, call the Hardwick Neighbor to Neighbor helpline with this information at 802-441-3301 or contact the ESSC Coordinator to get assistance with the next steps.

ORIENTING THE NEXT VOLUNTEER



Before you leave, please make sure the next volunteer is oriented to the record-keeping system and ways we offer support. If the next volunteer does not show up on time, please call one of the coordinators to assist or problem solve.

If there was any interaction that you would like to share with the Supply Center coordinator (question, needed follow-up, funny story, recommendation to make the Center more efficient etc.) please write it in the notepad tucked into the cover of the notebook. This notebook is checked every morning for items that are waitlisted or a Request for Assistance and any follow-up tasks. If you have any worrisome or troubling interactions, please do not hesitate to call an ESSC Coordinator to talk them through. Your safety is important. If you feel threatened, call 911 or go to the police station next door.

NOTE: You may want to bring a good book! There will be stretches of quiet time and the internet is a bit unpredictable. Check the wall by the door for the internet information.

EMERGENCY SUPPLY & SUPPORT CENTER



VOLUNTEER INSTRUCTIONS QUICK GUIDE

ITEM REQUESTS		
A person comes in and wants...	Form to Fill Out/Documentation	Filing Instructions/Next Steps
1 or more small items (eg cleaning kit, gloves, masks, etc.)	Sign-Out Form	Notebook: ESSC Sign-Out
Large item (e.g. dehumidifier, sump pump, shop vac, fan).	Sign-Out Form Note: Item Tagged with Return Information	Notebook: Equipment Loan tab (based on donated item)
Item is currently unavailable but will be secured.	Equipment Waitlist Form	Notebook: Equipment Waitlist Folder
Other assistance or help requested (e.g. mucking out, transportation, food, etc.).	Assistance Request Form	Urgent: call 802-441-3301 Non-urgent: Notebook: Request for Assistance

DONATED ITEMS		
A person comes in with a donated item for the ESSC...	Form to Fill Out/Documentation	Filing Instructions/Next Steps
Person does NOT want the item returned	Donated Equipment Form	Notebook: Donated Items
Person DOES want the item returned	Loaned Equipment Form Note: Make sure all contact information is recorded & item is marked with the donor's contact information.	Notebook: Loaned Items

FINANICAL DONATIONS		
A person wants to make a financial donation to Neighbor to Neighbor...	Form to Fill Out/Documentation	Filing Instructions/Next Steps
THANK THEM for this tax deductible donation, and note that they will receive confirmation of this donation.	Hardwick Neighbor to Neighbor Financial Donations Form Note: Make sure all contact is recorded for confirmation of tax deductible donation	Put in envelope provided and file in plastic sleeve at back of notebook

EMERGENCY SUPPLY & SUPPORT CENTER



INVENTORY

POTENTIAL INVENTORY RESOURCES

To follow is a list of potential resources for supplies and items the community may need to support recovery efforts.

KURRVE: Meghan Whalen - 802-624-0406 KURRVE is the Long Term Recovery group for our area (Kingdom United Resilience and RecoVery Effort - <https://nekprosper.org/get-involved/flood-recovery-resources/>). They are charged with helping all NEK communities in the event of a disaster. They do have money resources and supplies and are very willing to talk through and secure what is needed.

LeARN - Morrisville Long Term Disaster Relief Group: Jeff Hunsberger 802-730-4033 Jeff works at the Lamoille Family Center and has been very responsive to the inventory needs of Hardwick - repeatedly showing up with a wide variety of items, often without being asked, during the 2023 flood. LeARN is starting an equipment loan service and still considers Hardwick in their catchment area.

Red Cross: Michaela Olan - 802-999-4212 was contacted (2024). She waited to hear Opie's assessment of need and then had 10 Cleaning Kits and 4 cases of water (not sure why the latter) sent to our site. Have subsequently requested another shipment.

Team Rubicon: Team Rubicon has stored a basic supply "sled" in our storage unit. This will serve their volunteer "strike team" but is also available for use by local volunteers. Christopher Dawson christopher.dawson@teamrubiconusa.org 802-355-2152 - VT Planning Coordinator.

Hope Coalition Barre: dan@enough-ministries.org, 802 595 5783

Soliciting Donations: Collaborate with the Emergency Communications Committee to utilize social media venues for this purpose.

CIVIC STANDARD: The Civic Standard has established a fund to help individuals in a wide variety of situations where financial support would be helpful. These funds have also been utilized to purchase inventory for the ESSC (e.g. cleaning liquids, gloves, tarps). Their funds are limited, but they are a potential source for urgently needed supplies that can be purchased locally to stock the ESSC. Contact Rose Friedman to assess access to this potential resource.



EMERGENCY SUPPLY & SUPPORT CENTER



CLOSING THE ESSC

ESSC CLOSURE PROCESS

TRIGGER FOR CLOSING: The ESSC is closed at the request of the Advisory Committee or town manager.

INVENTORY: The remaining inventory is cataloged and stored in a designated storage location. Larger items (dehumidifiers, sump pumps, shop vacs) are cleaned and double-checked to ensure that they are in functioning condition.

DOCUMENTATION:

A summary report is made, capturing:

1. Number of volunteers staffing the center & total shifts covered
2. Number of people served
3. Quantity of the small items distributed
4. Quantity of the large items loaned/distributed
5. Coordinator & volunteer staff reflections (see Reflection & Celebration Gathering below):
 - a. What worked well?
 - b. What could be improved?
 - c. Thoughts for the future?
6. This is an example from the 2024 flood: [July 2024 Supply Center. Need to insert link.](#)

TASK GUIDELINES

- The spreadsheet of equipment still to be returned is cross-checked as accurate and develop a plan to recover the equipment.
- All paperwork capturing personal information for returned loaned equipment and small item distribution is deleted/destroyed.
- Copies (20 of each) of all forms, 100 equipment tags, and two pages of sticky labels for equipment donations are replenished in readiness for the next opening and stored in a clearly labeled bin in the storage center/unit. The inventory of items in storage should also be included.
- Copies of any resource materials that will not be outdated should be stored with the paperwork.
- Signage (street signs and ESSC sign) should be cleaned and stored in a readily accessible spot.
- The Coordinators will send a Hardwick Neighbor to Neighbor thank you note to all who loaned or donated inventory to the ESSC.

ENSURE READINESS

- Participate in periodic reviews/updating of information or tabletop exercises.
- Consider possible fundraising to subsidize the purchase of inventory (assessing differing needs in a variety of emergencies).



EMERGENCY SUPPLY & SUPPORT CENTER



SIGN-OUT FORM

Thanks for helping us understand how best to stock the resource center! This information will not be shared beyond the Hardwick Neighbor to Neighbor volunteers managing this center.

NAME	
PHONE	
ADDRESS	
EMAIL	

LARGE ITEMS TAKEN/DEHUMIDIFIED TRACKING NUMBER

ITEM	TRACKING NUMBER	DATE BORROWED	DATE RETURNED	VOLUNTEER INITIALS
Dehumidifier				
Sump Pump				
Shop Vac				
Fan				
Other				

OTHER ITEMS (CLEANING SUPPLIES, PPE, TARPS, ETC.)

I WISH YOU HAD...

Date:		Volunteer Signature:	
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EMERGENCY SUPPLY & SUPPORT CENTER



EQUIPMENT WAITLIST FORM

Thanks for helping us understand how best to stock the resource center! This information will not be shared beyond the Hardwick Neighbor to Neighbor volunteers managing this center.

NAME	
PHONE	
ADDRESS	
EMAIL	

ITEM REQUESTED	DATE REQUESTED	TRACKING NUMBER	DATE BORROWED	DATE RETURNED	VOLUNTEER INITIALS
Dehumidifier					
Sump Pump					
Shop Vac					
Fan					
Other					

NOTES

NOTE: This form should be filed in the “WAITLIST” notebook until the item is secured and the person has picked it up. Once you have noted the date of pick up and your initials, please file it in the larger notebook. If the items taken include a dehumidifier, file it under the “Dehumidifiers” tab.

Date:		Volunteer Signature:	
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EMERGENCY SUPPLY & SUPPORT CENTER



DONATED EQUIPMENT FORM

Thanks for helping us stock the resource center and support our community during a time of need! This information will not be shared beyond the Hardwick Neighbor to Neighbor volunteers managing this center.

NAME	
PHONE	
ADDRESS	
EMAIL	
DATE	

ITEM DONATED

NOTES:

IMPORTANT: Volunteers please put the “Return to Neighbor” tag on the item(s).

Date:		Volunteer Signature:	
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EMERGENCY SUPPLY & SUPPORT CENTER



LOANED EQUIPMENT FORM

Thanks for helping us stock the resource center and support our community during a time of need! This information will not be shared beyond the Hardwick Neighbor to Neighbor volunteers managing this center.

NAME	
PHONE	
ADDRESS	
EMAIL	
DATE	

ITEM LOANED	TRACKING NUMBER	LOANER INITIALS	RETURN DATE

NOTES:

IMPORTANT: Volunteers please put the “Return to Neighbor” tag on the item(s).

Date:		Volunteer Signature:	
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EMERGENCY SUPPLY & SUPPORT CENTER



HARDWICK NEIGHBOR TO NEIGHBOR FINANCIAL DONATIONS

NAME	
MOBILE PHONE	
LANDLINE PHONE	
ADDRESS	
EMAIL	
DATE	
AMOUNT DONATED	
CASH OR CHECK	

NOTES

NEIGHBOR TO NEIGHBOR NOTES & FOLLOW UP:

NOTE: In the DONATION/LOAN folder there are envelopes for both the donation and this form. In this same folder you will find a plastic sleeve/pocket for the envelope.

Date:		Volunteer Signature:	
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EMERGENCY SUPPLY & SUPPORT CENTER

Hardwick
Neighbor to Neighbor



ASSISTANCE REQUEST FORM

Hardwick Neighbor to Neighbor has a large volunteer base – folks willing to assist in many ways. Providing us with the basic information below will help us match your needs with their skills. We will pick these forms up daily and respond to your request ASAP.

NAME	
MOBILE PHONE	
LANDLINE PHONE	
ADDRESS	
EMAIL	
DATE	

BRIEF DESCRIPTION OF WHAT ASSISTANCE YOU NEED:

NEIGHBOR TO NEIGHBOR NOTES & FOLLOW UP:

Date Contacted:		Volunteer Signature:	
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EMERGENCY SUPPLY & SUPPORT CENTER



EQUIPMENT TAGS

<p>HN2N Hardwick Neighbor-to-Neighbor Equipment Loan Tag %%%%%%%%%</p> <p>Name _____ Phone _____ Address _____</p> <p>+++++</p> <p>● Dehumidifier # _____ ● Sump Pump # _____ ● Shop Vac # _____ ● Other _____ ● _____</p> <p>+++++</p> <p>PLEASE RETURN BY: _____</p> <p>(2-week loan period)</p>		<p>Please return this item (cleaned, if possible!) as soon as you no longer need it.</p> <p>If you need to hold on to it beyond the indicated return date, please contact us to renew.</p> <p>To return this item: If the Emergency Supply and Support Center is open, drop it off there. (Check HardwickVT.gov to see locations and open hours.)</p> <p>Otherwise, contact us via HardwickNeighbors@gmail.com Or call us at 802-441-3301 to arrange for a drop off time at the Senior Center N-2-N storage, located at 56 High Street in Hardwick</p>
<p>Please return this item (cleaned, if possible!) as soon as you no longer need it.</p> <p>If you need to hold on to it beyond the indicated return date, please contact us to renew.</p> <p>To return this item: If the Emergency Supply and Support Center is open, drop it off there. (Check HardwickVT.gov to see locations and open hours.)</p> <p>Otherwise, contact us via HardwickNeighbors@gmail.com Or call us at 802-441-3301 to arrange for a drop off time at the Senior Center N-2-N storage, located at 56 High Street in Hardwick</p>		<p>HN2N Hardwick Neighbor-to-Neighbor Equipment Loan Tag %%%%%%%%%</p> <p>Name _____ Phone _____ Address _____</p> <p>+++++</p> <p>● Dehumidifier # _____ ● Sump Pump # _____ ● Shop Vac # _____ ● Other _____ ● _____</p> <p>+++++</p> <p>PLEASE RETURN BY: _____</p> <p>(2-week loan period)</p>

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Vermont Council on Rural Development

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