

Region Name: Carroll County

**Standard Operating Guidance (SOG) for Multi-Agency Coordination Entity (MACE)
Activation Through Regional Dispatch Centers**

I. Purpose: Multi-Agency Coordination Entity Activation

- The purpose of this Standard Operating Guidance (SOG) is to define what actions will be required by the **Carroll County Sheriff's Office** dispatch center when requested to notify local parties to activate the **Carroll County** Regional Multi-Agency Coordination Entity (MACE) during a public health emergency.
- Requests for **Carroll County** MACE activation will be made to the **Carroll County Sheriff's Office Dispatch Center**.

II. Requests may be made by:

- State of New Hampshire EOC Health and Medical Support Desk
- State of New Hampshire Department of Health and Human Services' Incident Command Center (ICC)
- State of New Hampshire Emergency Operations Center (EOC)
- Huggins Hospital & Memorial Hospital
- Emergency Management Directors from communities located in Carroll County.

III. Dispatch will request the following information from caller:

- Agency(s) requesting activation
- Reason for Activation
- Contact name and phone for agency(s) requesting activation

IV. Dispatch will:

- Call or Tone out the following people: *See fig 1.1 for full list with backups*
 - **PHN Director: 301-1252**
 - **Conway EMD: 447-2681**
 - **Huggins Emer. Dir.: 569-7500**
 - **Tuftonboro EMD: 569-3381**
 - **CCSO Capt.: 539-2284**
 - **Requesting Community**
- Arrange a meeting place and time or a meeting via conference call using the following conference call number and access code: (605) 715-4920 Access Code: xxxxxx

V. Activation triggers:

- State of New Hampshire contacts regional dispatches to contact listed personnel with request to open the MACE.
- More than one town is involved in a public health incident and requests regional assistance.
- A single town has a public health incident and requests regional assistance.
- Threat outside region likely to affect our region.

VI. Purpose of the MACE:

- **Multi-Agency Coordination Entity (MACE) – is used only during a PUBLIC HEALTH EMERGENCY and is responsible to:**
 - Serve as the lead point of contact between NH DHHS and All Health Hazards Region’s partners
 - Ensure that each partnering agency is providing situation and resource status information to the MACE
 - Coordinate public information within the region
 - Establish priorities between incidents and/or Area Commands in concert with the Incident Command or Unified Command.
 - Acquisition and allocation of resources required by Incident Management Personnel.
 - Coordination and identification of future resource requirements
 - Coordination and resolution of policy issues among partnering agencies
 - Providing strategic coordination.

Figure 1.1 MACE Activation Team

