

Carroll County
Multi-Agency Coordination Entity (MACE) Annex

Purpose: To coordinate local and regional resources during a large-scale public health emergency.

MACE Location:

Delegation Room, Carroll County Administration Bldg, Rt. 171 Ossipee, NH,
603-539-2428 (this phone number is only available when the MACE is activated, to activate
the MACE contact dispatch at 539-2284)

Backup: Conway Village Fire Department 447-2681, FAX 447-2766
(not activated until emergency)

MACE Responsibilities:

The Multi-Agency Coordination Entity (MACE) is responsible for:

- ✓ Setting overall incident-related priorities via Incident Action Plan, in concert with the Incident Command or Unified Command
- ✓ Establishing priorities between incidents and/or Area Commands in concert with the Incident Command or Unified Command
- ✓ Ensuring each involved agency is providing situation and resource status information
- ✓ Providing situation updates to regional partners on a regular basis
- ✓ Acquiring and allocating resources required by incident management personnel.
- ✓ Coordinating and identifying future resource requirements.
- ✓ Coordinating and resolving policy issues among partnering agencies
- ✓ Coordinating public information within the region
- ✓ Serving as the lead point of contact between NH DHHS and All Health Hazards Region's partners

Direct tactical and operational responsibility for the conduct of incident management activities rests with Incident Command.

Local Emergency Operation Centers (EOC) operate individually but can support the MACE when it is in operation. Local EOCs are run by Emergency Management Directors (EMD). EOCs are composed of local emergency management staff (i.e. City Manager, Finance Director, Selectmen, Public Works Director, Fire, Police, Health, etc.) Local EOC functions include:

- ✓ Coordination of a local emergency
- ✓ Communications
- ✓ Resource dispatching and tracking.
- ✓ Information collection, analysis and dissemination.

Activation Triggers:

- More than one town is involved in a public health incident
- Town has incident and requests MACE to activate to assist
- State contacts region to open POD, ACC, NEHC etc.
- Threat outside region likely to affect our region

Activation Levels:

The complexity of the event will determine the level of activation.

Level 1:

Incident: Normal Operations, no incident

Staffing: Public Health Network Coordinator/POC can be reached during regular business hours.

Level 2:

Incident: Low intensity event affecting neighboring regions or states (e.g.: EEE, pandemic in another county)

Staffing: Minimal staff as needed

Resources: Information collection and sharing only

Level 3:

Incident: High intensity event affecting portion of region (e.g.: Hepatitis A outbreak)

Staffing: Limited staff as needed

Resource: Information sharing and limited resource sharing

Level 4:

Incident: A complex, high intensity event has occurred or is likely to occur affecting entire region (i.e.: Pandemic in our region)

Staffing: Full staff

Resources: Information sharing and full resource sharing

Entities Authorized to Request MACE Activation:

Requests for MACE Activation 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.

Regional partners may contact their local Emergency Management Director to request activation of the MACE.

MACE Activation Steps:

In order to request activation of the MACE, the authorized entity must:

1. Call Carroll County Dispatch at 539-2284
2. Indicate that you are requesting MACE activation in response to a public health emergency.
3. Provide the following information:
 - Agency(ies) requesting activation
 - Reason for Activation
 - Contact name and phone for agency(s) requesting activation

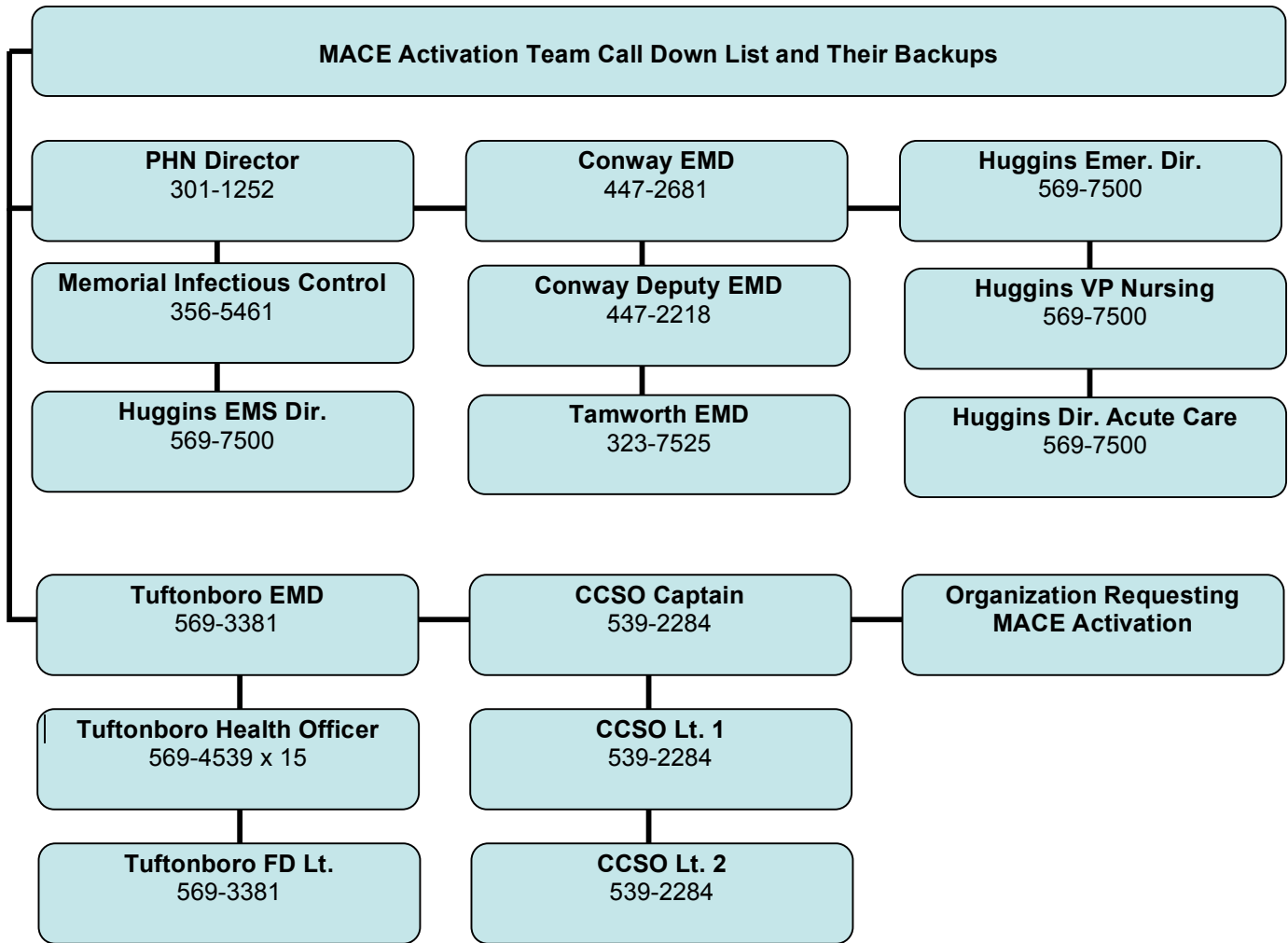
Dispatch will contact MACE Activation Team members according to Fig. 1.1, and provide them with conference call call-in information: 605-715-4920 Access code: xxxxxx or a meeting place and time to meet.

Activation Team Actions:

Upon notification, the Activation Team will meet (in person or via conference call) to:

1. Contact the impacted communities for incident information and resource needs.
2. Determine
 - If and when to activate MACE
 - Appropriate activation level
 - The mission of the operation and initial message
 - Appropriate staffing levels, including identification of Public Information Officers (PIOs) and needed technical specialists
3. Notify DHHS ICC and regional municipalities and partners of MACE activation, situation information, and initial actions to be taken.
 - DHHS ICC: 271-7522, State EOC: 223-3729
4. Begin call down of MACE staff

Figure 1.1 MACE Activation Team



MACE Staffing:

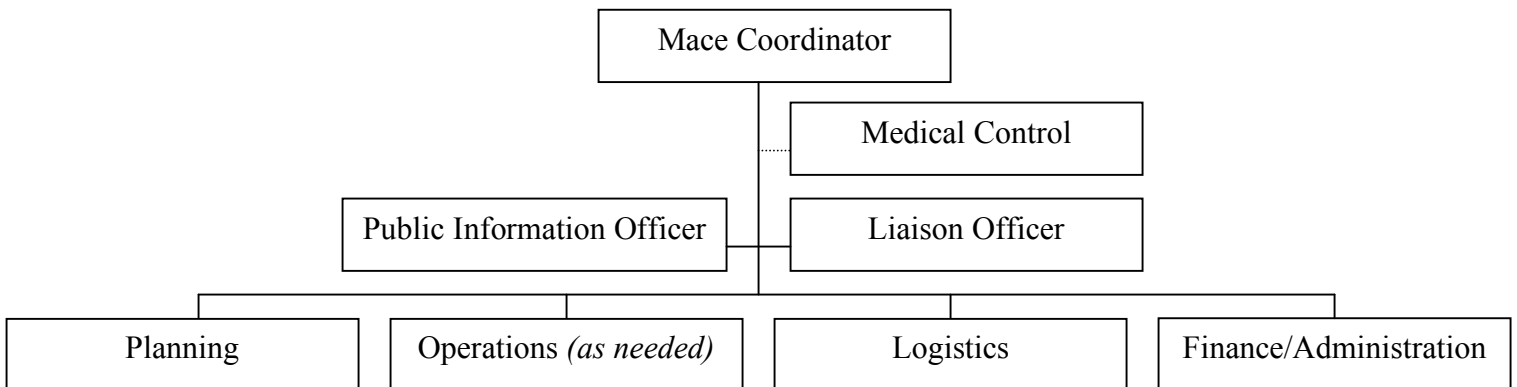
The number of individuals required to staff the MACE and the length and number of shifts will depend on the incident. MACE staff will assume responsibility from the MACE Activation Team when the MACE is activated.

1. MACE Activation Team will be:
 - Appointed by Carroll County RCC for a one-year term
 - Asked to provide 24/7 contact information
 - Asked to provide 3 deep back up
 - Trained on MACE roles and responsibilities and ICS to the extent practicable.

2. Staff for the MACE will be provided as follows:

All towns and agencies will be asked to designate 2-3 people that could serve in MACE roles. In addition, regional volunteers may be asked to staff MACE positions as appropriate.

MACE Structure:



Responsibilities:

The following responsibilities are to serve as a guide for designating tasks and are not all encompassing.

MACE Coordinator: The Coordinator for the MACE shall be the _____ or his/her designee. The responsibilities of the Coordinator are to:

- Facilitate, coordinate, and oversee MACE activity;
- Fill and supervise MACE positions as necessary;
- Acquire and manage the facilities and equipment necessary to carry out the MACE functions; and;
- Implement the decisions made by the MACE group. The organizational structure for the MACE is displayed in the chart above.

Public Information Officer (PIO): Provides for effective collection, control, and dissemination of public information.

- Obtains information from NH DHHS, coordinates region-specific information and provides information to general public and media

Liaison Officer: Coordinates and communicates with other agencies and municipalities.

- Receives incoming requests for assistance
- Reports to planning chief on local needs

Planning: Collects and analyzes critical information on emergency operations for decision-making purposes.

- Facilitate the MACE group decision process by obtaining, developing, and displaying situation information
- Compiles all requests for resources
- Prepares and updates incident action plan
- Project future resource needs

Logistics: Secures resources for all functions, as needed.

- Provides resources and services required to support incident activities (including but not limited to: supplies, equipment, personnel)
- Contracts for and purchases goods and services needed at the incident
- Coordinates hotlines as needed

Finance and Administration:

- Tracks all expenditures and number of hours worked at MACE
- Collects staff time sheets/expenditures from PODs, ACCs, etc.
- Creates log of MACE activities

Job Action Sheets are attached to this Annex

APPENDICIES

Appendix A: Job Action Sheet

- JAS-100: MACE Coordinator**
- JAS-101: Public Information Officer**
- JAS-102: Liaison Officer**
- JAS-103: Planning Chief**
- JAS-104: Logistics Chief**
- JAS-105: Finance and Administration Chief**

Appendix 2: Incident Action Plan

Appendix 3: Initial Message Development Worksheet

Appendix 4: MACE Event Log

Appendix 5: MACE Incident Report

Appendix 6: Daily Situation Report

Appendix 7: Code of Conduct and Confidentiality Statement

JAS-100: MACE Coordinator

Reporting to You Are: PIO, Liaison Officer, Medical Control, Planning Chief, Operations Chief, Logistics Chief, Finance & Administration Chief

Mission: Provide overall coordination for response to a public health emergency within the Region.

Immediate:

Action	Completed
Open the MACE by relieving MACE Activation Team and assuming role of MACE Coordinator	
Facilitate completion of <i>MACE Incident Action Plan</i>	
Notify NH DHHS ICC of MACE Activation	
Activate appropriate Command and General Staff positions <ul style="list-style-type: none">○ Public Information Officer○ Liaison Officer○ Logistics Chief○ Planning Chief○ Finance/Admin Chief	
Draft initial message for regional municipalities and partners using <i>Initial Message Development Worksheet</i>	
Notify regional municipalities and other response partners of MACE activation, situation information, and initial actions to be taken.	
Ensure that MACE is set up with needed equipment and supplies	
Brief staff on roles and status of incident <ul style="list-style-type: none">○ Review <i>Job Action Sheets</i> with staff○ Hold briefing on current situation, objectives and activities○ Determine times for ongoing briefings/planning meetings	
Activate sites as needed (POD, ACC, NEHC, etc.)	
Establish parameters for resource requests	
Establish parameters for release of information to the public	

JAS-100: MACE Coordinator continued.

Ongoing:

Action	Completed
Review and revise <i>MACE Incident Action Plan</i> as needed	
Reassess activation level and assign additional staff as needed	
Establish MACE staffing schedule	
Communicate with NH DHHS ICC at regular intervals	
Conduct periodic briefings of MACE staff, including at shift changes	
Manage MACE operations	
Ensure that all sections utilize <i>MACE Event Logs</i> to track activities	
Assist all Command and General Staff when needed.	
Approve requests for incoming or outgoing resources	
Approve media releases	
Ensure preparation and dissemination of regular <i>Situation Updates</i>	
Manage any incidents or problems while the MACE is operational.	
Review <i>Job Action Sheet</i> (as needed), <i>Incident Action Plan</i> and provide a status update to incoming MACE Coordinator on shift change	

Deactivation:

Action	Completed
Notify NH DHHS ICC that MACE is closing	
Notify network partners that MACE is closing	
Conduct debriefing with staff; assign note taker	
Ensure that all sites conduct debriefing with their staff with assigned note taker	
Develop After Action Report and Improvement Plan	

JAS-101: Public Information Officer

You Report To: MACE Coordinator

Mission: Provide effective collection, coordination, and dissemination of public information

Immediate:

Action	Completed
At initial briefing, identify resources required for section operations.	
Establish communication with State PIO	
Review current information supplied by State of NH	
Establish communication with local and PIOs or media liaisons	
Draft initial message for regional municipalities and partners using <i>Initial Message Development Worksheet</i>	
Follow procedures outlined in Risk Communication Annex to coordinate public information across region	
Prepare initial information summary to include: <ul style="list-style-type: none">○ Level of public/media interest in incident.○ Incident information and activities already underway	

Ongoing:

Action	Completed
Provide input into Incident Action Plans and Situation Reports	
Develop media statement(s) as appropriate.	
Submit media statements to MACE Coordinator for approval	
Determine media interview schedule	
Coordinate media activities: <ul style="list-style-type: none">○ Make media contacts as necessary.○ Provide media statements and answer questions as necessary○ Arrange guided tours for media at sites as necessary	
Answer appropriate media calls	
Follow procedures outlined in Risk Communication Annex to coordinate public information across region	
Assess and address public information staffing and equipment resource needs	
Maintain <i>Event Log</i> of PIO activity	
Review <i>Job Action Sheet</i> (as needed), <i>Incident Action Plan</i> and provide a status update to incoming PIO on shift change	

Deactivation:

Action	Completed
Notify regional PIOs that MACE is closing	
Participate in debriefing with MACE staff	

JAS-102: Liaison Officer

You Report To: MACE Coordinator

Mission: Receive incoming requests from response agencies, municipalities, and sites (ACC, NEHC, POD, etc.).

Immediate:

Action	Completed
At initial briefing, identify resources required for section operations	
Establish communication with local EOCs and site Command Centers	

Ongoing:

Action	Completed
Receive incoming resource requests from agencies, municipalities, and sites	
Receive incoming status reports from agencies, municipalities, and sites	
Complete <i>MACE Incident Reports</i> and forward to Planning Chief <ul style="list-style-type: none">○ Name of caller○ Contact number○ Site information○ Description of incident○ Resources requested	
Ensure all documents and reports are complete for section and submitted appropriately. <ul style="list-style-type: none">○ Incident Reports to Planning Chief○ <i>Event Log</i> to MACE Coordinator	
Review <i>Job Action Sheet</i> (as needed), <i>Incident Action Plan</i> , and provide a status update to incoming Liaison Officer on shift change	

Deactivation:

Action	Completed
Participate in debriefing with MACE staff	

JAS-103: Planning Chief

You Report To: MACE Coordinator

Mission: Collect and analyze critical information on emergency operations for decision-making purposes.

Immediate:

Action	Completed
At initial briefing, identify resources, and staffing required for section operations.	
Ensure development of the initial <i>MACE Incident Action Plan</i>	
Establish information requirements and reporting schedules for all ICS organizational elements for use in briefings, <i>Situation Report</i> and <i>Incident Action Plan</i> preparation	
Begin chronological Event Log	

Ongoing:

Action	Completed
Conduct planning meetings and briefings	
Ensure information collection and reporting requirements are met	
Supervise preparation of <i>Incident Action Plans</i> and <i>Situation Reports</i>	
Review <i>Incident Reports</i> and compile all resource needs	
Forward resource requests to Logistics Chief	
Project future resource needs	
Provide routine progress and/or status reports to MACE Coordinator	
Maintain <i>Event Log</i> of Planning Section activity	
Maintain staff sign-in/out sheets	
Review <i>Job Action Sheet</i> (as needed), <i>Incident Action Plan</i> and provide a status update to incoming Planning Chief on shift change	

Deactivation:

Action	Completed
Develop MACE deactivation plan	
Participate in debriefing with MACE staff	

JAS-104: Logistics Chief

You Report To: MACE Coordinator

Mission: Coordinate distribution of local and regional resources during a large-scale public health emergency within the region. Resources are defined as any personnel, equipment, supplies, or information that needs to be shared in a public health event.

Immediate:

Action	Completed
At initial briefing, identify resources required for section operations	
Review current Resource Inventory and Resource Directory	
Facilitate resource requests through agencies and municipalities	

Ongoing:

Action	Completed
Communicate all requests for incoming and outgoing resources with MACE Coordinator	
Facilitate resource requests through agencies and municipalities	
Provide routine progress and/or status reports to MACE Coordinator	
Track all resources used and ensure that they are returned in same condition	
Maintain supply and inventory records	
Provide routine progress and/or status reports to MACE Coordinator	
Maintain <i>Event Log</i> of Logistics Section activity	
Review <i>Job Action Sheet</i> (as needed), and provide a status update to incoming Logistics Chief on shift change	

Deactivation:

Action	Completed
Update Resource Inventory and Resource Directory	
Participate in debriefing with MACE staff	

JAS-105: Finance and Administration Chief

You Report To: MACE Coordinator

Mission: Track all MACE purchases and expenditures

Immediate:

Action	Completed
At initial briefing, identify resources required for sections operations	
Coordinate with agencies, municipalities, and sites for expenditures and workforce time tracking	
Begin Chronological Event Log	

Ongoing:

Action	Completed
Maintain Chronological Event Log	
Collect and compile documents from agencies, municipalities and sites <ul style="list-style-type: none">○ Workforce sign-in/out sheets○ Equipments sign-in/out sheets○ Overtime logs○ Accident investigation reports○ Contracts and agreements with supply vendors○ Expenditures○ Cost summaries or spreadsheets○ Resource logs○ Agency specific records and summaries○ Unit log/status report compilation	
Prepare 'cost-to-date' reports for each briefing	
Maintain security documents and records	
Provide routine progress and/or status reports to MACE Coordinator	
Submit all expenditures for reimbursement to appropriate state and federal agencies	
Review <i>Job Action Sheet</i> (as needed), and provide a status update to incoming Finance and Administration Chief on shift change	

Deactivation:

Action	Completed
Submit all expenditures for reimbursement to appropriate state and federal agencies	
Participate in debriefing with MACE staff	

Appendix 2: MACE Incident Action Plan
(based on content from ICS Incident Action Plan Forms 201, 202 and 203)

Date & Time of Meeting:

Incident Name:

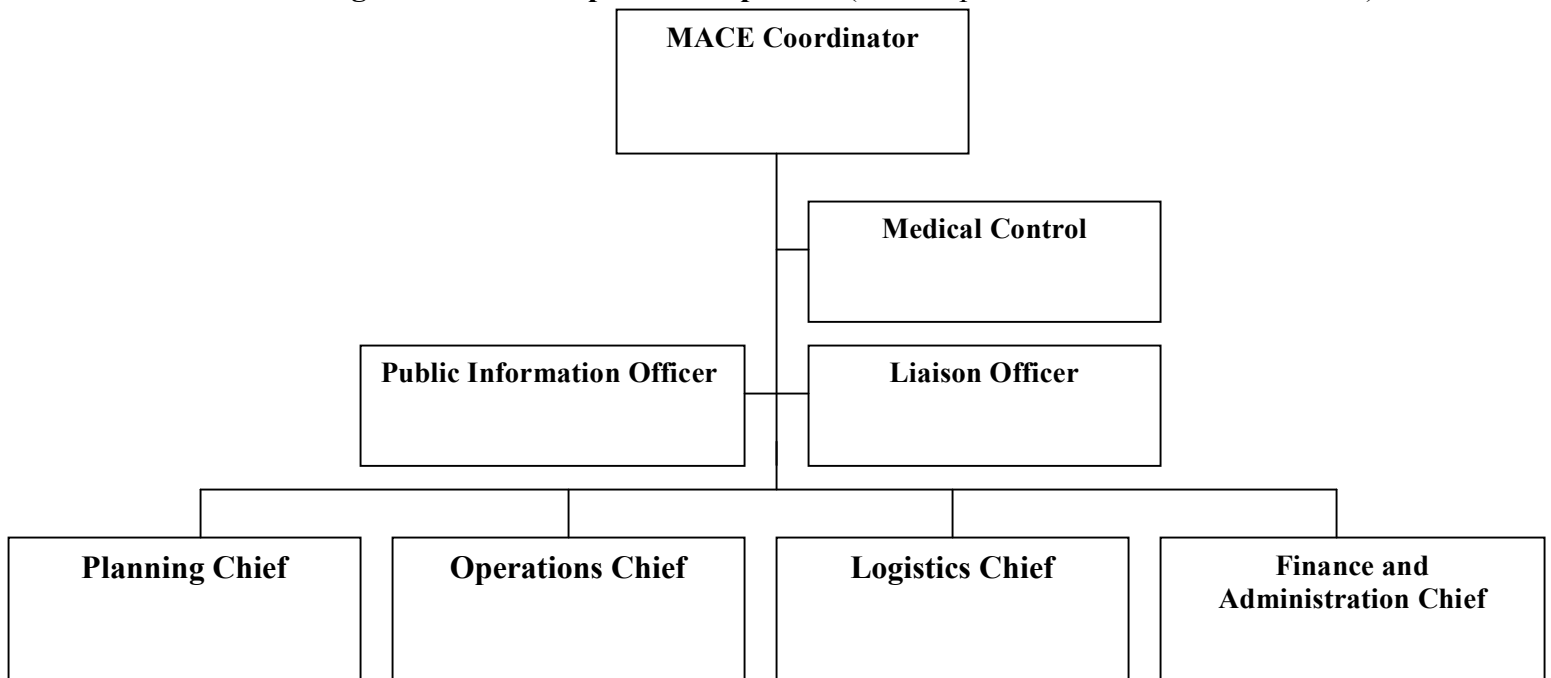
Description of Incident:

Level of Activation:

MACE Hours of Operation:

Operational Period:

MACE Staffing for the initial operational period: (include position and name of individual):



MACE Mission:

MACE Objectives for the Operational Period:

- 1.
- 2.
- 3.
- 4.
- 5.

Appendix 3: Initial Message Development Worksheet

When crafting initial message for regional municipalities and other response partners, be sure to include the following information:

- Description of event
- What action needs to be taken (objectives)
- What action municipalities and other partners should take (i.e.: Notify town emergency management, look for HAN messages, notify MACE of municipal or agency representatives available to staff MACE)
- Schedule and location for update briefings/scheduled conference calls
- MACE Activation level
- Contact information for the MACE

Message:

Initial Notification Guidelines

1. Contact regional municipalities and other response partners using the emergency notification contact list contained in the Public Health Emergency Preparedness and Response Plans.
2. Ensure that all persons making notification calls are using an exact copy of the initial message to ensure consistency of information disseminated.
3. Ask if response partner would like a copy of messages communicated verbally faxed or emailed. Obtain fax number/email address.

Appendix 5: MACE Incident Report

Date:	Time:
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Caller Information

Municipality Name:	
Agency Name:	
Site Type:	Name:
Caller Name:	
Phone:	Fax:

Sites

Status	Time Opening	Est. Numbers
Local EOC	Open / Closed	
Shelter	Open / Closed	
POD	Open / Closed	
ACC	Open / Closed	
NEHC	Open / Closed	
Quarantine	Open / Closed	
Other:	Open / Closed	

Description of Incident

Incident:
Resources Requested:

Additional Comments:

Time:

Appendix 6: Daily Situation Report

CONFIDENTIAL - FOR OFFICIAL USE ONLY

Date	Prepared By	
Time <i>(Military Time)</i>	Authorized By	<i>(not required)</i>
SitRep # <i>(sequentially by day)</i>		

Instructions: Briefly describe the major issues pertaining to each section. Responses from Regions will be condensed into the Division of Public Health Service daily Situation Report to the DHHS Incident Command Center, which is then submitted to Homeland Security and Emergency Management for inclusion in the statewide “sit-rep”. Based on the situation daily, “not applicable” or “no activity” are appropriate responses. Please do not use any formatting (bullets, numbering, bold type, etc), as these will be condensed with other reports.

Situation Overview

(Give the nature of the event and what has transpired from an emergency-response perspective.)

Overview of Requests for Assistance Made to MACE

Operational Objectives for last Shift (what specific tasks and priorities did you set for the Region)

Operational Objectives for next 12-, 24- and 36-hours (what specific tasks and priorities do you have for the Region)

Public Affairs Issues and Needs

Other

See Attached Documents for Further Info *(List the names of the documents)*

None

Appendix 7: CODE OF CONDUCT AND CONFIDENTIALITY STATEMENT

Code of Conduct: The purpose of this code is to establish standards of conduct for all volunteers by identifying those acts or actions that are compatible with the best interest of the individuals served by this agency.

- I will treat all individuals served by this agency with the same care and compassion.
- I will not accept, either directly or indirectly, any gift, gratuity, or anything of value from clients served by this agency.
- I will not discuss controversial topics such as religious beliefs, political views, nor offer medical advice outside of my role.
- I will not report for duty while under the influence of an intoxicant or controlled substance, nor will I consume any such substance during working hours.
- I shall be neat and clean, and dress in a manner appropriate to the nature of my assignment.
- I understand that smoking is not permitted in buildings, or on the grounds of buildings operated by this agency.
- I understand that it is against the policy of this agency, and illegal under state and federal law for any volunteer, male or female, to sexually harass another volunteer.
- Accurately recording time worked is the responsibility of every volunteer. I agree to sign in and sign out for every volunteer shift.
- I will exercise care and follow all operating instructions, safety standards, and guidelines when using equipment, machines, tools, etc, that belong to this agency or belong to the facility being used by this agency. If any equipment, machines, tools or medical supplies appear to be damaged, defective, or in need of repair, I will notify the supervisor immediately.

Confidentiality Statement:

In the course of volunteering with this agency, I recognize that it is my responsibility to maintain the confidentiality of all information that identifies a client, or discloses any information about the client; and to comply with the Health Insurance Portability and Accountability Act (HIPAA) standards.

I agree that I will not share any information I may obtain in verbal or written form. I also agree that I will not share any client information even if the information is available through other means. I further acknowledge that the confidentiality policy applies after termination as a volunteer with this agency.

I, (Print your name) _____ have read this document, and agree to provide volunteer services in accordance with these standards.

Volunteer Signature and Date

Parent or Guardian if under age 18 and Date