Pandemic Planning and Response Plan

PURPOSE AND SCOPE

The purpose of this procedure is to provide guidance to the Town of Hancock elected officials, employees and residents in the development of an emergency management plan. This plan addresses the Town of Hancock’s Pandemic Response Plan.

RESPONSIBILITIES

PLANNING FUNCTION – The planning function for a pandemic response will be by the Hancock Pandemic Planning Committee. In the event a pandemic event occurs, the Pandemic Planning Committee becomes the Town of Hancock Response Board to coordinate response efforts with the various stakeholders involved in pandemic response. That Committee, Chaired by the Mayor of Hancock. In the absence of the Mayor, the appointed Town of Hancock Pandemic Coordinator will serve as chair. The committee, will consist of:

- The Town of Hancock Pandemic Coordinating Officer
- The Town of Hancock Exposure Control Officer
- Chief of Police
- Representative from the Hancock Fire Department
- Representative from the Hancock Rescue Squad

EMERGENCY MANAGEMENT PLAN

- INITIAL RESPONSE
  - The initial response is conducted by the order of the Mayor and executed through the Town Manager with consultation with the Exposure Control Officer and the Pandemic Coordinating Officer.
  - The Town Manager will activate the Town of Hancock Pandemic Response Committee to coordinate the Town initial response.
  - The Pandemic Coordinating Officer will:
    - Make initial contact with the Washington County Department of Emergency Services to coordinate and schedule communications and determine if Washington County is activating their Emergency Operations Center (EOC) for pandemic response.
    - Ensure the Town of Hancock is included in all County and State of Maryland updates, teleconferences, and briefings.
    - Develop schedule for meetings of the Town Pandemic Response Board timed to provide Town updates as required to the Washington County EOC.

  - The Exposure Control Officer will:
    - Issue instructions to Town employees on best practices to limit exposure.
    - Coordinate with Town medical clinics and practitioners to coordinate initial response steps.
    - Draft and propose initial response plan to the Mayor and Council through the Town Manager for adoption.

- SECONDARY RESPONSE
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- The Town Pandemic Coordinator and Exposure Control Officer will coordinate with Pandemic Response Board to determine any further steps that should be implemented to increase the Town's response measures.
- The ECO and PC will make recommendations through the Town Manager to the Mayor and Council for implementing any further exposure limitation measures. At no time will Town pandemic response measures be less stringent than any existing measures implemented by federal, State or County agencies.

* LOGISTICS
- The Town clerks will develop and maintain an accounting of all employee hours and all other Town expenses related to the pandemic response. These expenses will be provided to the Pandemic Coordinator not less than weekly.
- The Town Manager will approve all supplies and other related material expenses related to the Town's pandemic response. This includes all cleaning and sanitation supplies and materials.
- The EOC will account for all their hours and expenses related to the Town pandemic response.
- The Pandemic Coordinator will provide the Town Manager with an accounting of all Town pandemic expenses report not less than weekly.
- In the event the Town of Hancock initiates a Town Emergency Operations Center (EOC), the Town Clerks will serve as check-in and access control to the EOC to include physical entrance and telephonic access.
- In the event the Town implements a "stay-at-home" order for Town employees and Town employees are working from home, they will operate using their personal internet access. The expense of the employees' normal internet service during this time shall be reimbursed by the Town. As required, the Town IT support will accommodate patching into their work-related files and programs. The Town will not be obligated to provide new or enhanced internet access for the Town employees' residences at the Town's expense.
  - Police, Sanitation and Water testing are all essential services and will continue in the event of a stat-at-home order. All other Town employees will remain on an "on-call" status in the event of an emergency and can be recalled at any time.
  - The Town Manager retains the authority to recall any Town employee from a stay-at-home status.
- If required, the Town's staging area for first responders is the Town Hall parking lot at 126 West High Street, Hancock, MD 21750
- If required the Town's staging area for construction or other equipment is the Public Works building at 319 East Main Street, Hancock, MD 21750 or the Town's Public works facility at the time of the pandemic response.
- The Town is not responsible for the administration of any healthcare related topics including but not limited to any pandemic testing for individuals or any patient administration or care. Those issues are to be administered by the respective healthcare providers and is beyond the ability or the scope of the Town government and this plan.
- All emergency supplies will be secured and retained at the Town Hall for distribution. The Town Manager retains the authority to distribute emergency supplies to include cleaning and sanitation supplies, PPE and other items. In the event of a pandemic these supplies are to be considered controlled items and access and distribution will be limited.
- In the event of the Town Emergency Operations Center being initiated, each participating agency or department is responsible for providing their own computers, printers and other necessary IT equipment. The Town will provide internet access and land-line telephone access.
- The Town will provide meals (not to exceed $12/meal) for the EOC staff, regardless of the participating agency. Meal costs will be a reimbursable expense and tabulated by the Town Clerks for inclusion in the Pandemic Coordinator's reimbursable expense report.
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- The Town will not provide showers or lodging for EOC participants. A suitable quiet resting area will be made available.
- The Town Clerks, under the supervision of the Town Manager, will develop and maintain the following lists:
  - Vendors who provide essential supplies and/or services.
  - Computer passwords.
  - Operating and/or maintenance instructions for key equipment.
  - Instructions for key job processes in the event that employee is not available.

- **ADMINISTRATION AND HUMAN RESOURCES**
  - The Exposure Control Officer with the Pandemic Coordinating Officer will make recommendation for minimal manning of Town departments to the Town Manager.
  - The Town Manager will develop and implement plan for Continuity of Operations through the pandemic incident.
  - In the event of the initiation of the Town’s Emergency Operations Center, participants will remain the financial responsibility of their parent agency. They are not to be considered employees or contractors of the Town of Hancock. If the Town has contracted for services, those personnel are to be considered independent contractors and not Town employees.
  - The Pandemic Coordinator will coordinate with the Town Clerk to calculate and record all pandemic response expenses for possible reimbursement. These expenses include but are not limited to:
    - Police hours and overtime devoted to the pandemic response
    - Emergency supplies purchased
    - Personal protective equipment
    - Sanitation and extra cleaning supplies
    - Printing and distribution of flyers or announcements
    - Newspaper expense for publishing states of emergency or other public announcements and guidelines
    - Employee hours from all departments devoted to pandemic response to include home delivery of food or supplies, transportation miles, Town vehicle expense and maintenance
    - Hiring of full or part-time employees or contracted hours for pandemic response
  - The Town Manager is the Town Emergency Manager and serves as the Incident Commander at the Emergency Operations Center. In the absence of or impairment of the Town Manager, the Mayor or his designee shall act as Town Emergency Manager.
  - The Town Manager will develop the following:
    - Employee pandemic sick leave policy
    - Employee family care plans and family sick leave policy
    - Flex time policy
    - Telecommuting policy and conditions. The Town Manager is the release authority to determine if a particular employee should or should not work from home.
  - All urgent media requests shall be handled directly by the Mayor or the Town Emergency Manager. All non-urgent request shall be review by the Hancock Pandemic Planning committee or the Hancock Pandemic Response Board if that Board is in effect.

- **DECLARATION OF STATE OF EMERGENCY**
  - The Town Pandemic Coordinator and Exposure Control Officer will make the recommendation through the Town Manager to the Mayor for a declaration of emergency
  - The declaration of emergency is not dependent on a State of Maryland or Washington County declaration and can be made unilaterally by the Town of Hancock
  - The declaration of emergency will include, at a minimum:
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- Effective date and time of the emergency
- Special conditions requiring the declaration
- Public safety and public health safeguards implemented for the duration of the emergency
- Town point of contact for the public and other government agencies serving on behalf of the Town
- Impact on services provided by the Town staff for the duration of the emergency
  - The Mayor, with the recommendation of the Town Manager, ECO and PC will determine if the Town Emergency Operations Center is to be opened.
  - The Town Manager, as the Incident Commander in the EOC, will with the recommendations of the Exposure Control Officer and Pandemic Coordinator, will determine initial Manning and schedule of the Town EOC.

- DEMOBILIZATION
  - The Town Pandemic Coordinator and Exposure Control Officer will make the recommendation through the Town Manager to the Mayor to lift the state of emergency.
  - At the order of the Mayor, the Town will begin the demobilization process.
  - The Pandemic Coordinator will communicate to the Washington County EOC / Department of Emergency Services that the Town of Hancock has lifted the state of emergency and is beginning to demobilize.
  - The Town Manager will communicate to the Town Council and to Washington County government that the Town has lifted the state of emergency and is beginning to demobilize.
  - The Exposure Control Officer will develop a proposed timeline for easing / lifting of restrictions related to exposure control and public safety with the demobilization process.
  - The Town Manager will, in coordination with the Pandemic Coordinator and Exposure Control Officer, develop a demobilization timeline to return the Town and the Town staff to a normal pre-pandemic state of operations.
  - The demobilization timeline will be made public and published.

- AFTER-ACTION REPORT
  - The Town Manager will schedule after action reviews.
  - Each of the following will conduct an independent after action review and nominate one representative to attend the Town after action review:
    - The Town Pandemic Response Board
    - Town departments to include water, wastewater, sanitation, public works and administration
  - The Town’s comprehensive after-action review will be attended by the following:
    - Mayor and Council
    - Town Manager
    - Pandemic Coordinator
    - Exposure Control Officer
    - Chief of Police
    - Other attendees as designated by the Mayor
  - The Town Manager will compile the results and recommendations from each of the after-action reviews into a written After-Action Report.
  - The After-Action Report will be provided to:
    - Mayor and Council
    - Town Manager
    - Pandemic Coordinator
    - Exposure Control Officer
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- Chief of Police  
- Each member of the Town Pandemic Response Board  
- Other attendees as designated

EQUIPMENT INVENTORY

- The Town Clerks, working with the Department of Public Works, will conduct an initial inventory of all equipment and emergency supplies.  
- This inventory list will be provided to the Town Manager, PC and ECO.  
- This equipment inventory will include, but limited to, all Personal Protective Equipment, cleaning and sanitation supplies, and other items as determined by the Town Manager.  
- All orders for equipment must be approved by the Town Manager before the Town incurs the expense for supplies.  
- The Town Clerks will maintain an accurate and up-to-date inventory list of all equipment and supplies on hand and on order.  
- The Town Clerks will issue all equipment and supplies as determined by the Town Manager.

TRAINING

- The Town Manager coordinates all pre-and post-pandemic training for all Town employees.  
- Any costs incurred for staff training after a state of emergency is declared are considered a reimbursable expense and will be recorded, accounted for and reported as such.  
- Minimum training may include introductory training on the Incident Command System, Pandemic Response and mass care, as determined by the Town Manager.

Supplemental Plans

- The Security Plan  
  - The Hancock Police Department is responsible for developing and implementing a security plan for the Town. This plan will include, at a minimum:
    - General enhanced law enforcement plan to enforce Town-wide control measures for closing of non-essential businesses and limiting public access to public parks, pavilions, meeting rooms and other public spaces.  
    - A security plan in the event the Town opens an Emergency Operations Center (EOC). This plan will be communicated to the Mayor, Town Manager, PC and ECO before the initiation of the security plan.  
    - Assistance in enforcing isolation and quarantine orders, including follow-ups to ensure that the orders are being followed  
    - Security of antiviral drugs and vaccines  
    - Investigation of any fraudulent activities associated with the pandemic, i.e., counterfeit drugs, insurance scams, etc.

- The Continuity Plan  
  - The Town Manager will develop and implement a Continuity Plan. This plan will include, at a minimum:
    - Provisions to continue Town operations during the pandemic.  
    - Continuity of government operations in the event of a Town employee Stay-at-Home order.  
    - Communications plan to allow access to critical virtual functions and files of the Town by Town employees.  
    - Recall procedures for Town employees.  
    - Minimum manning plan for Town employees to include rotation schedule to mitigate exposure risks to key Town employees.
Incorporation of the Town Emergency Operations Center while maintaining necessary routine governmental functions.
- Possible shifting staff members from other departments that either may not be as badly impacted by the pandemic or who perform less vital functions.
- Former employees who are willing to return to work on a temporary basis.
- Hiring a temporary workforce, either through the Town Manager or through an agency
- Possible Employee sharing agreements between government and private companies.

**The Medical Plan**
- The Town Exposure Control Officer (ECO) will determine a medical plan to include, at a minimum:
  - Precautionary measures to be taken by Town employees during work hours to minimize transmission and exposure
  - A detailed description and list of symptoms to all Town employees and EOC participating agencies
  - Points of contact for regional medical facilities available to Town employees
  - Precautionary measures in the event any employee or EOC personnel are determined to test positive of the pandemic or show symptoms.

**The Training and Education Plan**
- The Town Manager will develop and implement the Training and Education Plan to include, at a minimum:
  - Necessary training by Town employees before and after the pandemic and/or a state of emergency is declared
  - Minimum training necessary for operation of the Town Emergency Operations Center

**The Chair, Hancock Pandemic Response board will oversee the entire planning process with the assistance of the Board members.**

**The Town Manager is the Planning Supervisor. As such, the Town Manager will develop, implement and publish, through the Pandemic Response Board, ECO and PC, the planning timeline to include milestones and product due dates.**

**The Medical Supervisor**
- The Exposure Control Officer is the Town medical supervisor to the Pandemic Response Board.
- The Medical Supervisor will serve as the subject matter expert on all topics and issues related to medical care, pandemic prevention, symptoms and healthcare
- The Medical Supervisor coordinates with outside agencies to assist with the plan and with the Town of Hancock’s pandemic response. These agencies can include:
  - The Washington County Department of Health
  - The State of Maryland Department of Health
  - The Hancock Rescue Squad
  - Local medical clinics and other providers
  - In-home care providers:

**The Public Information/Media Relations Supervisor**
- The Mayor is the chief public information officer for the Town of Hancock
- The Mayor, in collaboration with the Town Manager, ECO and PC, determines the public information message and is the primary release authority for public information.
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- The Mayor may delegate specific authority for public release of information to the Town Manager, Exposure Control Officer and/or Pandemic Coordinator

- The Training and Education Supervisor
  - The Town Manager is the Town of Hancock Training and Education Supervisor

**Key Contacts List.**
- The Town of Hancock Key Contacts list would include representatives from:

  - Hancock elementary and high school
  - Local business leaders
  - Main Street Hancock serves as the primary point of contact and distributor of information to the Hancock business community
  - Foundations, charities and other non-profit organizations
    - Hancock Council of Churches
    - Interfaith Service Coalition
    - American Red Cross, Hagerstown
    - United Way
  - The healthcare community. The ECO is the primary liaison between the Town Pandemic Response and the healthcare community. The Key Contacts list, healthcare includes but is not limited to:
    - Hospitals
    - Clinics to include those clinics offering testing of infection
    - Local Doctors
    - Laboratories
    - Home health providers
    - Regional Nursing homes/assisted living facilities
    - State and Federal public health agencies

- All these entities will have someone involved in pandemic preparations. Sharing information, as well as comparing plans for compatibility, will enhance the effectiveness of all the stakeholders involved.

- In addition to individual’s names, the Key Contact list should include:
  - Phone numbers
  - Home or business addresses
  - E-mail addresses

The point of contact for this policy on behalf of the Town of Hancock is the Town Manager, Joseph Gilbert, at 301-678-5622, hancocktownmanager@gmail.com.

The Town of Hancock

[Signatures]
Joseph Gilbert
Town Manager

Ralph Salvagno
Mayor