

EMERGENCY MANAGEMENT OPERATIONS PROTOCOL (EMOP)

Emergency Actions



**Prepared by the New York State
Office of Victim Services**

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List of Document Updates

Date	Pages	Updates
10-01-18	All	Original document drafted

EFFECTIVE DATE

This Emergency Management Operations Protocol (EMOP) for the New York State Office of Victim Services (OVS) is effective as of 10-01-18, or the date of the last, necessary approval – whichever is later.

CERTIFICATION OF APPROVALS

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DISTRIBUTION

This EMOP, any subsequently approved Document Updates, and the Annual EMOP Submission shall be distributed to:

Director of State Operation
Director of Office of Emergency Management
OVS Director
OVS Deputy Director of Administration

DHSES Commissioner
Deputy Secretary for Public Safety
OVS General Counsel
OVS Deputy Director of Claim

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Overview

The State of New York must be prepared to respond to emergencies. Large-scale emergencies exhaust resources at the municipal and county levels of government and require leadership from the State to effectively respond to, and recover from, events.

The Executive Chamber, in consultation with the Division of Homeland Security and Emergency Services (DHSES) Office of Emergency Management (OEM), is the primary entity responsible for managing and responding to emergencies across the State. This handbook provides the functions of essential roles and responsibilities within the Executive Chamber and across State agencies when there is a need to establish regional emergency management operations. Through this defined management structure with chain-of-command and standard procedures, the State is positioned to effectively respond to emergencies in any region.

Executive Summary

1. Agency Mission

OVS has a three-tiered mission to:

- provide compensation to innocent victims of crime in a timely, efficient and compassionate manner;
- fund direct services to crime victims via a network of community-based programs;
- and advocate for the rights and benefits of all innocent victims of crime.

Organizational Structure

OVS provides services statewide, with its principal office located in the Alfred E. Smith State Office Building, 80 South Swan Street in Albany and an office located in the Shirley A. Chisholm State Office Building, 55 Hanson Place in Brooklyn. As of the last update to this document, OVS had an approved fill level of 102 employees.

2. Executive Policy Regarding Emergency Management

- The mission of this Protocol is to ensure an appropriate response and a continuity of service by OVS to its constituency during serious, wide-spread emergencies. It covers Emergency Roles, Planning, Emergency Decision Making, Preparedness, Response, and Recovery. OVS leadership understands the importance of, and supports the adoption of, this Protocol.
- This EMOP and any subsequently approved Document Updates are effective upon approval by DHSES and the Office of State Operations.
- It is the policy and goal of OVS to provide continuous service to innocent victims of crime through the reimbursement of unreimbursed or unreimbursable, crime-related expenses and direct services to crime victims through a statewide network of funded Victim Assistance Programs (VAPs), with no, or limited, interruption during any natural or man-made disaster. If a man-made disaster is criminal in nature (e.g., a terrorist or mass-shooting event), it is the policy of

OVS to be available as one of the front-end agencies responding on behalf of the Executive Chamber.

- OVS is led by a Director. The OVS Director, General Counsel and its two Deputy Directors comprise Executive Leadership – the policy and decision-makers of the agency. Executive Leadership determines how policies and/or decisions will be executed. Contact information of current Executive Leadership is included as Attachment A to this Protocol.

Emergency Roles

- **The Governor** and the **Secretary to the Governor** are responsible for the management of serious emergency situations. Any information about serious emergencies or potentially serious emergencies should be communicated directly to the Governor and the Secretary of the Governor by the Director of State Operations.
- **The Director of State Operations** is responsible for agency management and coordination and reports to the Governor and Secretary of the Governor. Likewise, any information about serious emergencies or potentially serious emergencies should be communicated directly to the Director of State Operations from the DHSES Commissioner or the Director of OEM.
- **Deputy Secretary for Public Safety** provides operational and policy oversight of the State’s public safety agencies and reports to the Director of State Operations. As part of both daily and emergency operations, the DHSES Commissioner and OEM Director will work closely with the Deputy Secretary for Public Safety.
- **DHSES Commissioner** provides overall direction and leadership for DHSES and its components, including OEM. The DHSES Commissioner works closely with the OEM Director to ensure that the Executive Chamber, including the Director of State Operations and Deputy Secretary for Public Safety, are aware of serious emergencies and potentially serious emergencies.
- **Director of the Office of Emergency Management** is the day-to-day manager of emergency management operations. In coordination with the DHSES Commissioner, the Director of OEM must report serious emergencies and potentially serious emergencies to the Director of State Operations.
- **Regional Emergency Management Captains** are senior State officials assigned to each region to lead and coordinate the Regional Emergency Management Teams. Regional Emergency Management Teams are designated prior to an event and are not necessarily routinely connected with DHSES/OEM or any participating agency. Regional Emergency Management Captains are senior, experienced officials whose responsibility is to manage and lead the region immediately prior to, and during the pendency of, an emergency event. In an emergency, the Captains will report to the Director of State Operations through DHSES/OEM to ensure operational coordination.
- **OEM Regional Emergency Management Assistant Commissioners** are the State emergency management officials assigned to each region to help develop relationships with emergency management stakeholders and ensure coordination among the various stakeholders during emergencies. Regional Assistant Commissioners work to develop and maintain situational awareness and report information related to a serious emergency to the Director of State Operations and DHSES/OEM. The Regional

Emergency Management Assistant Commissioners will serve as co-captains of the Regional Emergency Management Teams when activated.

- **Regional Emergency Management Participating Agencies** are the agencies participating in the preparation and response to an emergency event. There is a designated lead official for each agency for purposes of coordinating and managing an incident in concert with other regional participating agency lead officials.
- In an emergency, each participating agency lead official will immediately report to the designated regional operations center when activated. The regional operations centers are used to coordinate State agency response activities within the various regions. In an emergency management situation, the regional emergency management captain will lead all agencies and all agencies must take direct instruction from the Captain.
- In non-emergency situations, such as preparation, training, drilling, protocol review or asset mobilization planning, the OEM Regional Assistant Commissioner will lead participating agency groups and the lead agency officials.
- **Director of the Office of Victim Services** provides overall direction and leadership for OVS and its major components, including the processing of crime victim compensation claims and direct services to crime victims provided through a statewide network of funded VAPs. The OVS Director works closely with the Executive Chamber, through the Deputy Secretary for Public Safety, as part of both daily operations and during serious, crime-related emergencies that are either high-profile or which impact many victims during one event.
- **General Counsel to the Office of Victim Services** provides legal advice and counsel to the leadership of OVS and its staff. As part of both daily and emergency operations, General Counsel works closely with the Executive Chamber, through the Deputy Secretary for Public Safety and the Governor's Assistant Counsel for Public Safety on agency and other crime-victim related matters. General Counsel is OVS' main point of contact to OEM. During the absence or inability of the Director to act, or during a vacancy of the office of Director, General Counsel assumes the role of Acting Director and Counsel.
- **Deputy Director of Administration to the Office of Victim Services** provides administrative/logistical oversight of agency operations and oversight of the funding of direct services to crime victims provided through a statewide network of funded VAPs. As part of both daily and emergency operations, the Deputy Director of Administration works closely with the Executive Chamber, through the Division of Budget on agency and other crime-victim related matters. During the absence or inability of General Counsel to perform the duties of Acting Director, or during a vacancy in the office of General Counsel, the Deputy Director with the most seniority as a Deputy assumes the role of Acting Director.
- **Deputy Director of Claims to the Office of Victim Services** provides oversight of the agency's processing of crime victim compensation claims. As part of both daily and emergency operations, the Deputy Director of Claims works closely with OVS General Counsel on crime-victim claim related matters. During the absence or inability of General Counsel to perform the duties of Acting Director, or during a vacancy in the office of General Counsel, the Deputy Director with the most seniority as a Deputy assumes the role of Acting Director.

Section I – General Considerations & Planning Guidelines

1. Introduction

The Office of Victim Services is an Executive Agency and is the agency primarily responsible for advocating for the rights and benefits of innocent victims of crime in New York State. Also included in OVS' legislative mandate is the provision of assistance to innocent victims of crime – from an individual assault, to a mass shooting, to an even larger-scale terrorist attack, such as that experienced during September 11, 2001. Pursuant to State and federal law¹, OVS may only assist in responding to victims of crime. OVS provides substantial financial relief to victims of crime and their families by paying unreimbursed or unreimbursable crime-related expenses, including but not limited to: medical and funeral expenses, loss of earnings or support, counseling costs, and crime scene clean-up expenses. OVS also has a Grants Unit which is responsible for the administration of the federal Victims of Crime Act (VOCA) Victim and Witness Assistance funds which are awarded through a competitive process to organizations across the State serving crime victims. Currently, OVS administers and processes over 220 contracts with VAPs across the State, serving all 62 counties.

OVS is led by a Director appointed by the Governor for a 3-year term. The Director's Executive Leadership includes the agency's General Counsel, the Deputy Director of Administration and the Deputy Director of Claims. OVS provides its services statewide, with its principal office located in the Alfred E. Smith State Office Building in Albany and an office located in the Shirley A. Chisholm State Office Building in Brooklyn. These two offices, with a significant geographic distance between them, allow OVS to continue operations in the event that any natural or man-made emergency or disaster impacts one of the offices, minimizing the effect of any such emergency or disaster. Additionally, the statewide VAP network allows OVS to further minimize the effects of such emergencies or disasters, by relying on the programs in neighboring, unaffected areas of the State, to continue providing services to those in need.

One aspect of this EMOP is to consider any natural or man-made (non-criminal) emergency or disaster which may interrupt the provision of these services to OVS' target population. OVS' target population, i.e., innocent victims of crime, is an already vulnerable population and it is important that OVS provide continuous service, be it the processing of claims and reimbursement of unreimbursed or unreimbursable, crime-related expenses, or the direct services to crime victims through its statewide network of funded VAPs. This EMOP also considers a man-made disaster which is criminal in nature (e.g., a terrorist or mass-shooting event), it is the policy of OVS to be available as one of the front-end agencies responding on behalf of the Executive Chamber. OVS must respond as one of the Executive Chamber's lead agencies to those impacted by the current criminal event – through the intake and processing of new claims, the processing of Emergency Awards for the immediate reimbursement of unreimbursed or unreimbursable, crime-related expenses, or ensuring that direct services to crime victims are available through its statewide network of funded VAPs. The response to such an event must all be done while OVS provides continuous services to its existing claimants and those who may be impacted by other crimes in New York State during the same time.

- This EMOP was created by OVS General Counsel, in consultation and with approval of the OVS Director and Deputy Directors.
- This EMOP and any subsequently approved Document Updates will be issued agency-wide via the OVS intranet.

2. Purpose

The purposes for developing this protocol are to (1) minimize any interruption in service to the agency's vulnerable, target population and (2) outline the agency's response and responsibilities upon law enforcement organization (LEO) determination that a man-made emergency or disaster is the result of a criminal act.

3. Scope

This protocol applies to natural and man-made disasters or emergencies, and the agency's preparation, response and recovery from such events. Preparedness is limited to foreseeable, natural disasters or emergencies. Response by OVS is dependent upon LEO determination that a man-made emergency or disaster is the result of a criminal act. Recovery is dependent upon OVS' response, or if recovery is necessary for the agency's local VAPs.

The EMOP compliments the agency's Continuity of Operations Plan (COOP). The order of precedence of OVS' related policies are as follows:

- Continuity of Government (COG)
- EMOP
- COOP

4. Situation

If a natural or man-made (non-criminal) emergency or disaster impacts an area of the State, or the entire State, it is unlikely that OVS will have a role in a collective response. The agency's primary concern will be that the provision of services to OVS' target population continue uninterrupted, or are resumed as quickly as possible if there is an interruption of service. OVS' offices and the locations where VAPs provide their services are important to such continued service. If it is an area that is impacted by an emergency or disaster, OVS will coordinate with its statewide VAP network to have the programs in neighboring, unaffected areas of the State provide services to those in need.

OVS staff continually monitors media outlets for the possibility of service interruptions resulting from natural or man-made emergencies or disasters. In instances of natural or man-made (non-crime) emergencies or disasters, Executive Leadership communicates and coordinates with the VAPs in the potentially impacted and

¹ NYS Executive Law, Article 22, 9 NYCRR 525, and 42 USC Chapter 112

surrounding areas to ensure service coverage. It is the goal of OVS' leadership to maintain a high degree of commitment and readiness, focused on the intent to mitigate or prevent the affects any emergency or disaster will have on the lives of victims in the State.

When an emergency or disaster is man-made and determined by LEO to be the result of a criminal act, OVS would respond as one of the Executive Chamber's lead agencies. OVS would be part of the State's collective response, and both the short and long-term recovery efforts. State and federal assistance options would be identified, an outreach process to victims and their families would be developed, surrounding VAPs would be put on notice, and claims would be taken and processed by OVS.

OVS staff continually monitors media outlets for instances of criminal activity which may result in one or more victims in need of agency or VAP assistance. Executive Leadership is available 24/7 to respond to/coordinate response with the Executive Chamber. It is the goal of OVS' leadership to maintain a high degree of commitment and readiness, focused on the intent to mitigate or prevent the affects a crime-related emergency or disaster will have on the lives of victims in the State.

5. Concept of Operations

OVS, pursuant to State and federal law, may only assist in responding to victims of crime. The threshold question to be answered before OVS responds to any emergency or disaster is:

Is this a man-made emergency or disaster and if so, is there evidence or is it suspected to be the result of a criminal act?

While OVS is vigilant, it can be difficult to anticipate an emergency or disaster resulting from criminal activity. OVS is prepared with mobile offices or "go-kits" in the event it needs to dispatch employees to a specific location after a crime, but agency response really begins as the event is unfolding. Even when an event is suspected to be the result of a criminal act, OVS prepares to respond, but must wait until there is confirmation by LEO to assist. If criminal activity is suspected during or after an event, OVS, through the Deputy Secretary of Public Safety, works to coordinate response efforts – positioning OVS staff or the impacted area's funded VAPs to serve the victims or their families if LEO determines the event is the result of a crime.

Agency response is scaled to the size of the event. If the event results in a small number of victims, OVS may simply rely on the capacity of the local VAPs to provide response, with OVS acting in a support/advisory/assistance capacity. In the case of mid-sized events with more victims, OVS would deploy staff to support/advise/assist the local VAPs on-site. Larger scale events would result in the deployment of even more staff, utilizing the local VAPs to support OVS' efforts. Contact information of current OVS staff likely to be deployed is included as Attachment B to this Protocol. OVS also can coordinate with the United States Department of Justice's Office for Victims of Crime, to access additional financial and other resources.

If the emergency or disaster is natural, i.e., not the result of criminal activity, OVS cannot respond to these “victims.” OVS does, however, ensure that the local VAPs in the impacted and surrounding areas are keeping their facilities open or re-open as soon as possible to be available to those who may need their services.

6. Emergency Decision-Making

The Director of State Operations is responsible for making major decisions immediately prior to, during, and in the immediate aftermath of a serious emergency.

The DHSES Commissioner/OEM Director will communicate recommendations and relevant information to the Director of State Operations after consulting with the heads of the participating agencies.

Once the Director of State Operations has decided, the DHSES Commissioner/OEM Director is responsible for immediately communicating that decision to the participating agency heads and the appropriate Regional Emergency Management Captain(s).

The Regional Emergency Management Captain is responsible for leading and coordinating the regional emergency management teams in emergency situations. As such, the Captain is responsible for communicating major decision points from their region to the DHSES Commissioner/OEM Director.

The Director of the Office of Victim Services is responsible for making major decisions related to the agency and the services it supports immediately prior to, during, and in the immediate aftermath of a serious emergency. In the event that a large-scale emergency or disaster is determined to be the result of a criminal act, and a State Incident Command is established, the Director shall represent OVS on-site, or delegate such authority to any OVS staff person he or she determines appropriate.

General Counsel of the Office of Victim Services shall provide legal advice and counsel to the Director in contemplating such decisions.

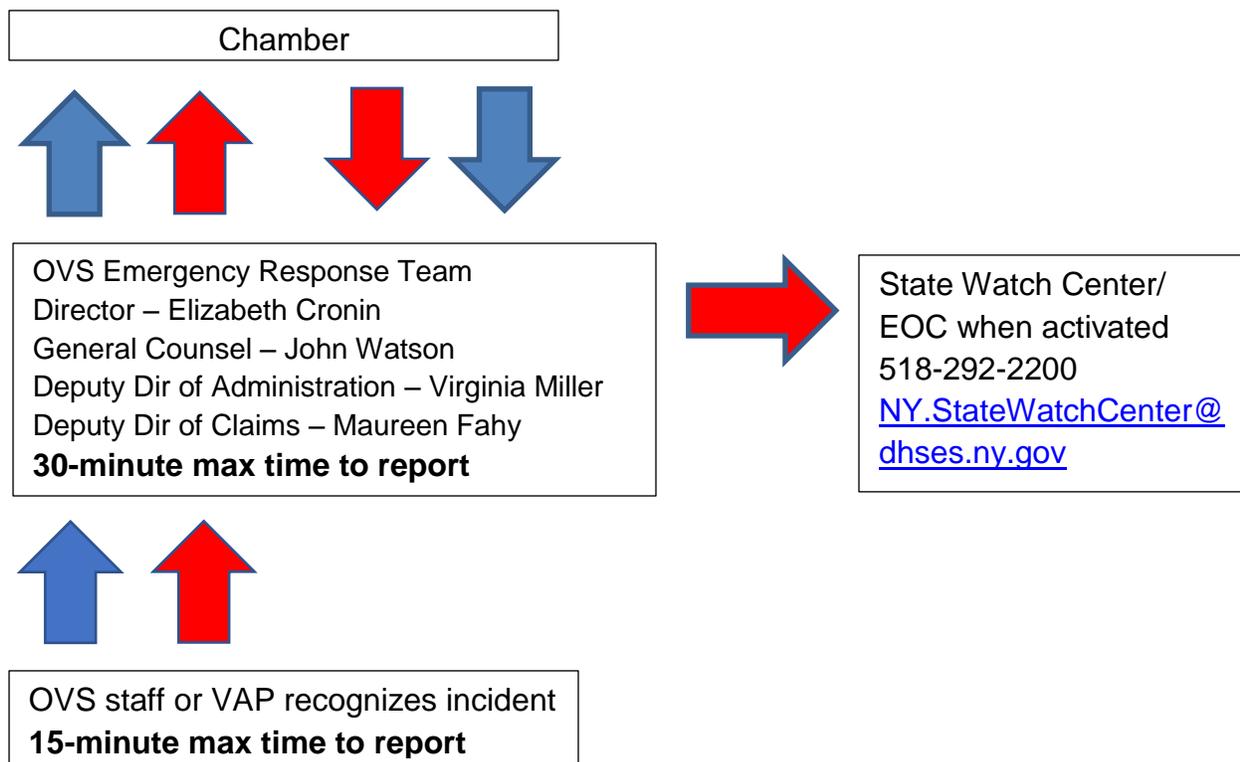
Once the Director of the Office of Victim Services has decided, the Deputy Directors are responsible for immediately communicating that decision to their respective staff, and if necessary, OVS’ local VAPs.

7. Notification Procedures and Decision-Making Protocol

New York State Office of Victim Services Incident Reporting Chain

OVS can only respond to incidents of man-made emergencies or disasters if there is evidence or if it is suspected to be the result of a criminal act. Even when an event is unfolding and is suspected to be the result of a criminal act, OVS prepares to respond, but must wait until there is confirmation by a LEO before assistance is provided.

It is highly unlikely that Chamber or the Watch Center/EOC would not already know about an event which OVS would respond to, and it is possible that Chamber would report to OVS of a criminal event that was unfolding or which has occurred, hence the two-way reporting to/from Chamber. In the event of a man-made emergency or disaster resulting from a criminal act, reporting follows the red arrows.



8. Directive

The directive to undertake the development and adoption of this EMOP can be found in the Director of the Budget’s (DOB) Memo, dated September 10, 2018, regarding Emergency Management Protocols, attached.

9. Protocol Maintenance and Distribution

This EMOP shall be reviewed and updated as necessary, but at a minimum of once each year and in response to changes in State guidance. Protocol updates may also be based upon experiences and lessons-learned from exercises or real-world events, or through administrative changes in government.

- OVS General Counsel, in consultation and with and approval of the OVS Director and Deputy Directors will be responsible for updates.
- Annual review of the EMOP and any necessary updates will be conducted beginning January 1 of each year.

- Process for updating – any updates identified shall be reported by the Director or Deputies to OVS General Counsel. General Counsel, in consultation with the OVS Director and Deputy Directors will create such updates. Draft updates will be shared with the Deputy Secretary for Public Safety and DHSES (if determined necessary) prior to agency and any other necessary approvals.
- OVS General Counsel shall be responsible for submission to the Director of State Operations, Commissioner of the Division of Homeland Security Emergency Services (DHSES), and Director of the Office of Emergency Management (OEM) by August 1st of each year.

Section II – Preparedness

1. Planning

- A preliminary agency COOP is drafted. Executive Leadership is coordinating training with DHSES to finalize the COOP.
- A. Mitigation Planning
- OVS, pursuant to State and federal law, may only assist in responding to victims of crime. OVS can only position itself to: continue operations during/after natural or man-made (non-crime) emergencies and disasters, or respond to an emergency or disaster resulting from criminal activity.
- B. Response Planning
- NYS Executive Chamber Emergency Management Operations Protocol
 - A preliminary agency COOP is drafted. Executive Leadership is coordinating training with DHSES to finalize the COOP.
- C. Evacuation Planning
- OVS' two offices are in state-run buildings, managed by the Office of General Services (OGS). The Evacuation Planning documents for each OGS building are included in the attachments.
- D. Continuity Planning
- Agency COG is on file with New York State Department of State and Chamber.
 - A preliminary agency COOP is drafted. Executive Leadership is coordinating training with DHSES to finalize the COOP.
 - Continued and improved technological support of the ITS is critical to support the agency's continuity of operations.

2. Training and Exercising

- If an incident requiring use of the EMOP does not occur before the end of the second quarter of each year, a testing/training/exercise shall be developed and conducted no later than end of the third quarter of each calendar year. Should an incident requiring use of the EMOP occur before the end of the second quarter of each year, EMOP testing/training/exercise shall consist of each unit reviewing the after-action report(s) (AAR).
- OVS unit heads and Executive Leadership shall seek training to ensure they are versed in the preparation of AARs.

- OVS EMOP training schedule:
 - Training on roles/responsibilities to employees new to the agency or new to a unit within OVS shall be conducted as soon as practical after onboarding.
 - Each unit shall ensure their staff is trained/familiar with the roles/responsibilities of the current EMOP once every calendar year, including review of AARs, if any, during the previous year.
 - The EMOP shall be shared with all VAPs and will be discussed during OVS' in-person, biennial site-visit.

3. Facilities

OVS' principal office and primary Agency Operations Center is in the Alfred E. Smith State Office Building in Albany and an office and Alternative Agency Operations Center is in the Shirley A. Chisholm State Office Building in Brooklyn. These two offices, with a significant geographic distance between them, allow OVS to continue operations in one or the other location in the event of any natural or man-made emergency or disaster impacts one of the offices. Additionally, the statewide VAP network could allow OVS alternative locations from which to operate if agency staff is needed close to an impacted area.

OVS does not provide any support facilities for stockpiles or points of dispensing, nor does it can assist with sheltering efforts or other such support.

4. Capability Assessment

OVS Executive Leadership and staff, and the statewide network of over 220 local VAPs are experienced and are proven to be a great resource for those who suffer from crimes in the State.

The bulk of the agency's operations – from the processing of claims and to the funding of VAPs – relies on the technological support of the State's Office of Information Technology Services (ITS).

ITS has trained staff in all regions of New York State ready to respond and support technical needs of Regional Operation Centers (ROC), Emergency Operations Centers, Regional Stockpiles, and State agencies in preparation for and during emergency situations. ITS has created rapid response units for enhanced equipment and network connectivity deployments to facilitate network access.

To receive support during day to day operations or in support of emergency preparedness, contact the NYS IT Service Desk at 844--891-1786; to receive IT support during an emergency, contact the State Watch Center (518-292-2200; NY.StateWatchCenter@dhses.ny.gov), who will alert the ITS Liaison for the NYS Emergency Operations Center.

5. Equipment and Services

OVS does not have any resources owned or available to the agency for potential hazards, emergency, and disasters.

6. Disaster Preparedness Asset Tracking (DPAT)

Emergency response resources are now included in the Disaster Preparedness Asset Tracking (DPAT) application. The DPAT application was developed by the Office of Information Technology Services (ITS) and the Division of Budget (DOB). It provides agencies with the means to perform an inventory of assets, to include picture, location, and operational readiness information. DHSES/OEM will use the DPAT application to streamline and expedite the emergency resource request and deployment process, as well as monitor and report on the availability of assets during emergencies. ITS operates and maintains the DPAT application. In the event any emergency management teams have issues accessing the DPAT application, deploying or tracking assets, or receiving needed reports or updates, call 844-891-1786, and advise the NYS IT Service Desk that assistance is needed for DPAT, the Rolling Asset Tracker, a Severity 1 application.

OVS does not have any deployable response assets.

Section III – Response

1. The Role of the Agency Head

- The agency head of OVS is the Director.
- The OVS Director may delegate authority to any OVS staff person, or during the absence or inability of the Director to act, or during a vacancy of the office of Director, authority shall be delegated pursuant to the line of succession, described immediately below.
- During the absence or inability of the Director to act, or during a vacancy of the office of Director, General Counsel assumes the role of Acting Director and Counsel. During the absence or inability of General Counsel to perform the duties of Acting Director, or during a vacancy in the office of General Counsel, the Deputy Director with the most seniority as a Deputy assumes the role of Acting Director.
- The Director is ultimately responsible for the emergency response activities, and controls the use of owned resources and facilities for disaster response.

2. Alert/Notification

The single most critical factor in emergency management is the timely flow of information. Communication and notification of potential and serious emergencies are essential for effective decision-making, mobilization, and response. The clear directive is to err on the side of more notification than less. This protocol recognizes that some potential emergency situations do not actually develop and often turn out to be “false

alarms.” Part of this process is understanding that fact. It is far better to be put on notice of a situation that does not actually develop rather than getting notice when it is too late.

OVS Executive Leadership and staff continually monitor media outlets for the possibility of service interruptions resulting from natural or man-made emergencies or disasters. In instances of natural or man-made (non-crime) emergencies or disasters, Executive Leadership communicates and coordinates with the VAPs in the potentially impacted and surrounding areas to ensure service coverage. In instances of criminal activity which may result in one or more victims in need of agency or VAP assistance, Executive Leadership is available 24/7 to respond to/coordinate response with the Executive Chamber.

If an emergency or disaster occurs during normal business hours, OVS maintains communication in person, through telephone, and has the capability of video-conferencing. If an emergency or disaster occurs after normal business hours, in addition to email, all OVS staff and VAPs have the capability to receive alerts through Ever bridge NY Alert. Executive Leadership communicates directives to agency unit heads, who communicate them to the rest of OVS staff. If after-hours, OVS maintains a contact list of all Executive Leadership and agency unit heads’ state-issued and personal telephones and emails.

- General Counsel is the primary Point of Contact in the event of an incident,
- General Counsel reports to the State Emergency Operations Center (SEOC), if it becomes necessary.
- The number of OVS staff deployed in response to an event is dependent upon the scale of the event and response levels, described in Part 4 of this Section.

3. Activation

- Upon receipt of the alert/notification, Executive Leadership determines if a crime occurred or if the emergency or disaster is natural or man-made without a criminal element:
 - Working under the assumption that the emergency or disaster was not the result of criminal activity, the Deputy Director of Administration directs the Grants unit to communicate with the VAPs in the potentially impacted and surrounding areas to ensure service coverage. Reports are made to the Deputy of any resulting or expected closures or gaps in service coverage.
 - Working under the assumption that the emergency or disaster is the result of criminal activity, the Deputy Director of Administration directs the Grants unit to communicate with the VAPs in the impacted area to ensure staff are reaching out to victims and family members impacted by the crime. Reports are made to the Deputy of any resulting contacts made.
- General Counsel reports to the SEOC, if it becomes necessary. General Counsel, on behalf of OVS, is part of the SEOC’s Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing and Human Services. As part of ESF #6, OVS will monitor and utilize New York Responds (NYR) for

any requests that are applicable to OVS operations. General Counsel, as SEOC representative, would be responsible for NYR data entry.

- Working under the assumption that the emergency or disaster is the result of criminal activity, agency response is scaled to the size of the event. If the event results in a small number of victims, OVS may simply rely on the capacity of the local VAPs to provide response, with OVS acting in a support/advisory/assistance capacity. In the case of mid-sized events with more victims, OVS would deploy staff to support/advise/assist the local VAPs on-site. Larger scale events would result in the deployment of even more staff, utilizing the local VAPs to support OVS' efforts. OVS also has the ability to coordinate with the United States Department of Justice's Office for Victims of Crime, to access additional financial and other resources.
- Depending on the scale of the agency response, notification to staff may or may not be necessary. Executive Leadership would work with Human Resources to determine what is permitted under union agreements and instructions (e.g., hours of operation, where to report, and shifts) would be communicated from the Deputies to the unit heads to staff.
- The scale of the agency response and the period during which staff is deployed would contribute to Executive Leadership's determination for if/ when additional support or resources are required.

4. Response Levels

Response Level 0: Normal day-to-day operations. Identified as a non-emergency situation, facility readiness status maintained through planning sessions, training, drills and exercises.

- No additional staff notification is required.
 - OVS staff deployed in response – 0.

Response Level 1: Controlled emergency situation without the potential of serious threat to life, health, or property. The event requires some action from the response organization, like full evacuation of the building or part of an OVS office, and may require assistance from the facility management. Examples include fire alarm activations or suspected hazardous material spill. It could also be a natural or man-made event (non-crime) which could cause the shutting-down of local VAPs, confined to a limited geographical area (e.g., flooding, power failure, snow)

- Limited staff notification required. OVS also communicates with the VAPs in the potentially impacted and surrounding areas to ensure service coverage.
 - OVS staff deployed in response – 0.

Response Level 2: Limited emergency situation with some threat to life, health, or property, but confined to limited area or system of OVS facilities. This situation is mitigated by the local emergency response personnel.

- Executive Leadership and unit heads are activated, staff is notified. Portions of the COOP may be activated. OVS also communicates with its VAPs to notify them of a potential interruption in service from OVS.
 - OVS staff deployed in response – 0.

Response Level 3: Full emergency situation with major threat to life, health, or property, involving the majority of OVS facility and staff. This is a potential catastrophic event with serious consequences. The emergency situation could be non-crime or crime related, and responses may be as follows:

- 3-a – If impacting OVS facilities alone, Executive Leadership and unit heads are activated, staff is notified. COOP is implemented. OVS also communicates with its VAPs to notify them of a potential interruption in service from OVS.
 - OVS staff deployed in response – 0.
- 3-b – If the emergency situation does not impact OVS facilities and LEO determines that the emergency or disaster is the result of criminal activity, with a small number of victims (e.g., 1-20), OVS shall rely on the capacity of the local VAPs to provide response, with OVS acting in a support/advisory/ assistance capacity. Executive Leadership and unit heads are activated, staff is notified. OVS also communicates with its VAPs to notify them of their expected response/coordination.
 - OVS staff deployed in response – 0.
- 3-c – If the emergency situation does not impact OVS facilities and LEO determines that the emergency or disaster is the result of criminal activity, with a mid-level number of victims (e.g., 21-100), OVS shall rely on the capacity of the local VAPs to provide response, however, OVS would deploy limited staff to support/advise/assist the local VAPs on-site. Executive Leadership and unit heads are activated, staff is notified/activated. OVS also communicates with its VAPs to notify them of their expected response/coordination.
 - OVS staff deployed in response – 2-4, depending on the scale of the event.
- 3-d – If the emergency situation does not impact OVS facilities and LEO determines that the emergency or disaster is the result of criminal activity, with a large-scale number of victims (e.g., 100+), OVS would deploy all necessary staff to the site, utilizing the local VAPs to support OVS' efforts. OVS also has the ability to coordinate with the United States Department of Justice's Office for Victims of Crime, to access additional financial and other resources. Executive Leadership and unit heads are activated, staff is notified/activated. OVS also communicates with its VAPs to notify them of their expected response/ coordination.
 - OVS staff deployed in response – 5+, depending on the scale of the event.

5. Resource Management / Direction and Control

A member (or members) of Executive Leadership will be assigned to manage the OVS Agency Operations Center (AOC). While OVS does not have any deployable response assets, the member(s) of Executive Leadership assigned to manage the OVS AOC will have all powers necessary, delegated by the Director if need be, to deploy OVS staff and liaise with local VAPs.

- Large-scale emergencies or disasters require a State Incident Command that is separate from the command established by local government(s).
- OVS does not foresee any incident during which it would take an State or local Incident Commander's role.

- The OVS AOC Manager(s) will have tactical and operational control over deployable OVS staff and will take lead in liaising with local VAPs. The AOC Manager(s) will be the primary conduit for information between the agency head and the Incident Command.

6. Information Collection, Assessment and Evaluation

- Should LEO determine that the emergency or disaster is the result of criminal activity, regardless of the scale of OVS response (Section III, Part 4), OVS requires the following information in order to begin its response and assistance to crime victims and their families:
 - A criminal justice agency report regarding the crime. For the purposes of OVS, "criminal justice agency" includes, but is not limited to, a police department, a district attorney's office, and any other governmental agency having responsibility for the enforcement of the criminal laws of the state. Information from federal LEO is also accepted. If the perpetrator(s) died during the event and there is nobody to "charge" with the crime, OVS General Counsel will coordinate with the area's District Attorney(ies) for the information necessary.
 - One central list or lists of the victims of the event, separated by crime type, is applicable (e.g., homicide victims, assault victims, kidnapping victims). LEO prepares this information and OVS is required to keep such information confidential. Cumulative information, absent personally identifying information, is reported when communicating OVS' response.
- If the SEOC is not activated, OVS would communicate its response through the Deputy Secretary of Public Safety.
- If the SEOC is activated, OVS would communicate its response through the General Counsel, who would be on-site at the SEOC.

7. Restoring Public Services (if applicable)

The only foreseeable restoration of public services for which OVS would be responsible would be (1) the operations of the agency itself and (2) the operations of OVS' local VAPs in the impacted area(s).

8. Communications

If an emergency or disaster occurs during normal business hours, OVS maintains communication in person, through telephone, and has the capability of video-conferencing. If an emergency or disaster occurs after normal business hours, in addition to email, all OVS staff and VAPs have the capability to receive alerts through Everbridge NY Alert. Executive Leadership communicates directives to agency unit heads, who communicate them to the rest of OVS staff. If after-hours, OVS maintains a contact list of all Executive Leadership and agency unit heads' state-issued and personal telephones and emails.

Complete, agency-wide failure of OVS' communications is unlikely because the agency's two offices, with a significant geographic distance between them, allow OVS to continue operations in the event that any natural or man-made emergency or disaster impacts one of the offices. Should an agency-wide failure of OVS' communications occur, OVS would rely on ITS to restore or provide additional/backup communications for the agency.

OVS does not utilize portable or mobile radios as part of their communications capabilities.

9. Assignment of Roles and Responsibilities

OVS, pursuant to State and federal law, may only assist in responding to victims of crime. OVS is prepared with mobile offices or "go-kits" in the event it needs to dispatch employees to a specific location after a crime, but agency response really begins as the event is unfolding. Even when an event is suspected to be the result of a criminal act, OVS prepares to respond, but must wait until there is confirmation by a law enforcement organization (LEO) to actually assist. If criminal activity is suspected during or after an event, OVS, through the Deputy Secretary of Public Safety, works to coordinate response efforts – positioning OVS staff or the impacted area's funded VAPs to serve the victims or their families if LEO determines the event is the result of a crime.

Agency response is scaled to the size of the event. If the event results in a small number of victims, OVS may simply rely on the capacity of the local VAPs to provide response, with OVS acting in a support/advisory/assistance capacity. In the case of mid-sized events with more victims, OVS would deploy staff to support/advise/assist the local VAPs on-site. Larger scale events would result in the deployment of even more staff, utilizing the local VAPs to support OVS' efforts. In the event that a State Incident Command is established, the Director shall represent OVS on-site, or delegate such authority to any OVS staff person he or she determines appropriate. OVS also has the ability to coordinate with the United States Department of Justice's Office for Victims of Crime, to access additional financial and other resources.

If the emergency or disaster is natural, i.e., not the result of criminal activity, OVS cannot respond to these "victims." OVS does, however, ensure that the local VAPs in the impacted and surrounding areas are keeping their facilities open or re-open as soon as possible to be available to those who may need their services.

Section IV – Recovery

If the emergency or disaster is natural, i.e., not the result of criminal activity, OVS coordinates with the local VAPs in the impacted area(s) to ensure that facilities remain open or re-open as soon as possible to be available to those who may need their services.

If the emergency or disaster was the result of criminal activity, agency recovery depends on the scale of OVS' initial response. Larger scale events may result in deployed staff being in the field for a longer period, but eventually response would be scaled-back to that of OVS's mid-sized response (OVS having fewer staff deployed to support/advise/assist the local VAPs on-site), then to OVS's small-scale response (OVS calling-back staff and relying on the capacity of the local VAPs).

Attachments

ATTACHMENT A – Executive Leadership Contact Information

ATTACHMENT B – Staff Contact Information

ATTACHMENT C – OGS/State Office Building Evacuation Plans