

New Hampshire Public Works



Mutual Aid Program

REFERENCE SHEET

Requesting Aid:

1. Request assistance only when local city/town resources are deemed inadequate.
2. Communicate request directly to one or more providers on the Mutual Aid Resource List.
 - a. Use resource list to determine who aid will be requested of.
3. Follow-up request in writing.
4. Request should address: (as applicable)
 - a. Description of affected area; condition/damage
 - b. I.D. service functions needed, be specific
 - c. Specify infrastructure affected; i.e. water, sewer
 - d. Describe aid and assistance needs; duration, supplies
 - e. Facility needs; i.e. shelters, staging areas for incoming goods
 - f. Meeting time and place for recipient and provider
5. Contact State and Federal assistance if needed.

Providing Aid:

1. Determine if you have adequate resources
2. Notify recipient that you can respond, both verbal and in writing.
3. Designate a lead person or supervisor sent to assist with incident and to work with recipient representative.
 - a. Assign work, establish work schedules
 - b. Provides communication equipment for provider employees
 - c. Maintains daily time records, logs of equipment hours, and other expenses
 - d. Makes progress reports to recipient
4. Give 24 hour notice of intent to end assistance
5. Document Costs:
 - a. All payroll costs, including fringe benefits
 - b. Employee expenses, travel to/from area, food, housing, etc.
 - c. Use of equipment, including fuels, supplies and repairs caused from providing assistance.
 - d. General supplies or materials provided