

Reference Sheet: Requesting & Providing Aid

NEW HAMPSHIRE
PUBLIC WORKS
MUTUAL AID



Once it's determined where mutual aid will be provided from, requesting and providing members should follow the steps below:

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.
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, roads
 - 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 verbally and in writing.
3. Designate a lead person or supervisor 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