2019 NORTH CAROLINA EMERGENCY OPERATIONS PLAN

North Carolina Emergency Management
4236 Mail Service Center
Raleigh, NC 27607-3371

North Carolina Department of Public Safety

Emergency Management

Roy Cooper, Governor
Erik A. Hooks, Secretary

Michael A. Sprayberry, Director

NORTH CAROLINA EMERGENCY OPERATIONS PLAN
PROMULGATION

The North Carolina Division of Emergency Management (NCEM) is committed to enhancing the state's resiliency by actively collaborating, communicating and coordinating to prevent, mitigate, respond and recover from disasters. The purpose of the North Carolina Emergency Operations Plan (NCEOP) is to describe a system for effective use of resources to preserve the health, safety and welfare of those affected during emergencies.

The NCEOP establishes a framework of policy and guidance for worst-case emergency management operations. The plan institutes responsibilities for state departments, private volunteer organizations, and private non-profit organizations that compose the State Emergency Response Team (SERT). The North Carolina Division of Emergency Management is delegated the responsibility and authority to respond to emergencies and disasters by the Governor via The North Carolina Emergency Management Act found in Chapter 166A of the North Carolina General Statutes. The NCEOP is intended in all instances to be consistent with the National Incident Management System (NIMS).

The North Carolina Division of Emergency Management is committed to refining these best-practices as we respond to and learn from actual disaster and emergency experiences, planning activities, and training and exercises efforts.

In recognition of the emergency management responsibilities of North Carolina Division of Emergency Management, I hereby promulgate the North Carolina Emergency Operations Plan.

Michael A. Sprayberry

Michael A. Sprayberry
Director, North Carolina Division of Emergency Management

MAILING ADDRESS:
4236 Mail Service Center
Raleigh NC 27699-4236
www.ncdps.gov
www.readync.org

OFFICE LOCATION:
1636 Gold Star Drive
Raleigh, NC 27607-3371
Telephone: (919) 825-2500
Fax: (919) 825-2685

An Equal Opportunity Employer

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)

FOREWARD

December 2019

The NCEOP establishes a comprehensive framework of policy and guidance for state and local disaster preparedness, response, recovery and mitigation operations. The plan details capabilities, authorities and responsibilities. It establishes mutual understanding among federal, state, local and other public and private non-profit organizations. The NCEOP is designed for worst case scenarios – to include catastrophic events.

The NCEOP describes a system for effective use of Federal, State, and local government resources as well as private sector resources necessary to preserve the health, safety and welfare of those persons affected during various emergencies. It is intended in all instances to be consistent with the National Incident Management System (NIMS).

Chapter 166A of the North Carolina General Statutes establishes the authority and responsibilities of the Governor. The Governor delegates authority to the Secretary of the Department of Public Safety who will serve as the State Coordinating Officer (SCO) and will be responsible for direction and control of state operations. The Secretary of the Department of Public Safety delegates authority to the NCEM Director who is granted the responsibility and authority to respond to emergencies and disasters.

The NCEOP establishes responsibilities for state departments, private volunteer organizations, and private non-profit organizations that make up the State Emergency Response Team (SERT). The NCEOP incorporates a functional approach that groups the types of assistance to be provided under NC Emergency Support Functions (NCESF) and responsibilities assigned to SERT sections for addressing needs at the state and county levels. Each function is assigned a lead state agency, which has been selected based on that agency's authorities, resources, and capabilities in a particular functional area. Additionally, each function is assigned a NCEM Office of Primary Responsibility (OPR), which coordinates interaction between primary and support agencies and the federal, state, and local emergency management structure. A corresponding federal Emergency Support Function (ESF) is also identified for each.

State assistance will be provided under the overall coordination of the SERT Leader, acting for NCEM, Department of Public Safety, on behalf of the Governor.

The Basic Plan describes the concepts of response and recovery operations using an all-hazards approach. Annex A and its appendices detail functional responsibilities for state departments and agencies, private sector groups and volunteer organizations. Annex B contains selected event-specific emergency response plans. The Terrorism Annex, Radiological Emergency Preparedness Plan (REP), and Electromagentic Pulse Plan (EMP) contain sensitive information and are not included in the published NCEOP.

This EOP serves as the foundation for standard operating procedures to efficiently and effectively implement state response and recovery activities.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)

RECORD OF CHANGES

December 2019

The NCEOP was revised in December 2015, June 2016, with revisions August 2017, May 2018, August 2018 and now the September 2019 updates, dated December 2019.

CHANGE TYPE	NUMBER	CHANGE DATE	DATE POSTED	AUTHORIZED BY
Rev	1	June 2016	July 2016	M. Sprayberry
Rev	2	August 2017	December 2017	M. Sprayberry
Up	3	May 2018	May 2018	W. Ray
Up	4	August 2018	December 2018	W. Ray
Up	5	September 2019	December 2019	W. Ray

Key: Change = Ch Update = Up Revision = Rev

Change – After annual plan review, a change constitutes the least invasive of the three plan management processes and is conducted annually. A change includes but is not limited to variations in phone numbers, office symbols, locations, etc. A change, despite the level of magnitude, requires a record of changes sheet within the plan to be completed. A change requires a formal signature by the NCEM Deputy Planning Chief.

Update – After annual plan review, if less than 25% of the content within the plan requires a change, an update is constituted. An update could be minor organizational, procedural, and/or situational changes. An update, despite the level of magnitude, requires a record of changes sheet within the plan to be completed. Also, an update requires a formal signature by the NCEM Planning Chief.

Revision – After annual plan review, if greater than 25% of the content within the plan requires a change, a revision occurs. A revision constitutes the most invasive level of change to organization, procedure, situation, overall format, and governing policy. A revision requires a formal signature by the NCEM Director.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)

TABLE OF CONTENTS

December 2019

BASIC PLAN

ANNEX A – FUNCTIONS AND RESPONSIBILITIES

Appendix 1 SERT Public Information Section

TAB A Public Information (NCESF-15)

Appendix 2 SERT Recovery Section

Appendix 3 SERT Operations Section

TAB A Air Operations/State and Regional Disaster Airlift (SARDA) (NCESF-1)

TAB B Public Works and Engineering (NCESF-3)

TAB C Fire Fighting (NCESF-4)

TAB D Worker Safety and Health Support (NCESF-5A)

TAB E Mass Care and Human Services (NCESF-6)

TAB F Disaster Medical Services (NCESF-8A)

TAB G Public Health (NCESF-8B)

TAB H Search and Rescue (NCESF-9)

TAB I Hazardous Materials (NCESF-10)

TAB J Animal Protection (NCESF-11)

TAB K Energy (NCESF-12)

TAB L Law Enforcement (NCESF-13)

TAB M Communications (NCESF-2)

TAB N Military Support (NCESF-7C)

TAB O Incident Management Team (IMT)

TAB P Aerial Reconnaissance Team (ART)

Appendix 4 SERT Planning Section

Appendix 5 SERT Logistics Section

TAB A Transportation (NCESF-1)

TAB B Resource Support (NCESF-7A)

TAB C Volunteer and Donations Management (NCESF-7A)

TAB D Distribution Management Plan (NCESF-7A)

Appendix 6 SERT Fiscal Section

Appendix 7 SERT Risk Management Section (NCESF-5F)

Appendix 8 SERT Hazard Mitigation Section

ANNEX B – EVENT SPECIFIC PLANS

Appendix 1 Hurricane Operations Plan

Appendix 2 Winter Storm Operations Plan

Appendix 3 Drought Assessment and Response Plan

TAB A Sequence of Drought Actions

Appendix 4 Foreign Animal Disease Operations Plan

TAB A State Border and Interstate Traffic Security

TAB B Foreign Animal Disease Containment and Quarantine

TAB C Depopulation and Disposal of FAD Infected Animals

TAB D Foreign Animal Disease Decontamination

TAB E FAD Abbreviations and Glossary

Appendix 5 Oil-Petroleum Products Spill Response Plan

TAB A Oil Spill Communications

TAB B USCG-EPA Boundary

TAB C Oil Spill Telephone Alerts

TABLE OF CONTENTS

TAB D Dispersants and Bioremediation

Appendix 6 Communicable Disease and Biohazard Response

Appendix 7 Food Emergency Response Plan

Appendix 8 Earthquake Operations Plan

Appendix 9 Heat Emergency Response Plan

TAB A Heat Emergency Response Plan Trigger Guide

TAB B Special Training for Emergency Heat Responders

ANNEX C – SUPPLEMENTAL INFORMATION

Appendix 1 Glossary

Appendix 2 Acronyms and Abbreviations

Appendix 3 Summary of Enabling Legislation

Appendix 4 State Emergency Response Team (SERT)

Appendix 5 NCEM Contacts for Federal ESFs

Appendix 6 Hazards and Threats

Appendix 7 Core Capabilities

ANNEX D – EOP DISTRIBUTION LIST

UNPUBLISHED PLANS

These plans have sensitive emergency response information and have been removed from the published NCEOP

The Terrorism Annex

Radiological Emergency Preparedness Plan (REP)

Electromagentic Pulse Plan (EMP)

TABLE OF CONTENTS

OTHER STATE PLANS

North Carolina Hazard Mitigation Plan

North Carolina Emergency Management Continuity of Operations Plan

North Carolina State Disaster Recovery Framework

North Carolina Emergency Management Communication Plan

North Carolina Continuity of Government Plan

BASIC PLAN
Table of Contents

I. INTRODUCTION 2
A. PURPOSE 2
B. SCOPE 2
II. SITUATION AND ASSUMPTIONS 2
A. SITUATION 2
a. COASTAL PLAIN 4
b. PIEDMONT 4
c. MOUNTAINS 5
B. RESOURCES 5
a. LOCAL GOVERNMENT RESOURCES 6
b. STATE GOVERNMENT RESOURCES 6
c. OTHER STATE RESOURCES 7
d. OUTSIDE RESOURCES 7
e. PRIVATE RESOURCES 7
f. HAZARD & THREAT ANALYSIS 9
C. PLANNING ASSUMPTIONS 10
III. CONCEPT OF OPERATIONS 10
IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES 15
V. DIRECTION, CONTROL AND COORDINATION 18
VI. INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION 19
VII. COMMUNICATIONS 20
VIII. ADMINISTRATION, FINANCE AND LOGISTICS 20
IX. PLAN DEVELOPMENT AND MAINTENANCE. 20
X. AUTHORITIES AND REFERENCES 20
A. LINES OF SUCCESSION 20
B. DELEGATION OF EMERGENCY AUTHORITY 21
C. PROVISIONS FOR COOP 22
D. RECORD RETENTION 23
E. LEGAL IMMUNITIES AND LIABILITIES 23

I. INTRODUCTION

A. PURPOSE

The purpose of the North Carolina Emergency Operations Plan (NCEOP) is to establish a framework that enables a systematic, coordinated, and effective response to emergencies and disasters occurring in the state. The NCEOP incorporates national preparedness guidance as outlined in Presidential Policy Directive 8 (PPD-8) and is consistent with the National Incident Management System (NIMS).

B. SCOPE

This plan is designed to address all of the hazards and threats likely to require a state response in any part of North Carolina. This plan is scalable allowing it to be used in all emergencies and disasters, from those requiring a minimal state response to worst-case, state-wide disasters. The NCEOP applies to all State Emergency Response Team (SERT) departments and agencies tasked to provide assistance in a disaster or emergency situation.

The NCEOP is composed of the Basic Plan, functional annexes and hazard specific annexes. The Basic Plan describes the fundamental policies, strategies, and concept of operations to be used by North Carolina Emergency Management (NCEM) in the command and control of any incident from the onset of response through the recovery phase. Functional annexes support the Basic Plan by providing specific information on policies, processes, roles and responsibilities for NCEM and SERT functions that are common across multiple hazards. The hazard specific annexes identify the unique response details that apply to a specific hazard and describe how those details affect the Basic Plan.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

With a 2016 population of 10,146,788 living in an area of 52,712 square miles, North Carolina is vulnerable to a wide variety of natural and technological hazards. Some of these hazards are limited to specific areas, such as those around nuclear power plants, while others, such as winter storms, may occur statewide. However, the diverse population, economy and geography of North Carolina make some areas more susceptible to certain hazards. From the Atlantic coast to the Blue Ridge Mountains, the state is divided into three physiographic areas. These are identified as the Coastal Plain, the Piedmont, and the Mountains.

Each of these has climates, populations and geographic features that influence both the likelihood of a particular hazard and its impact on the state.

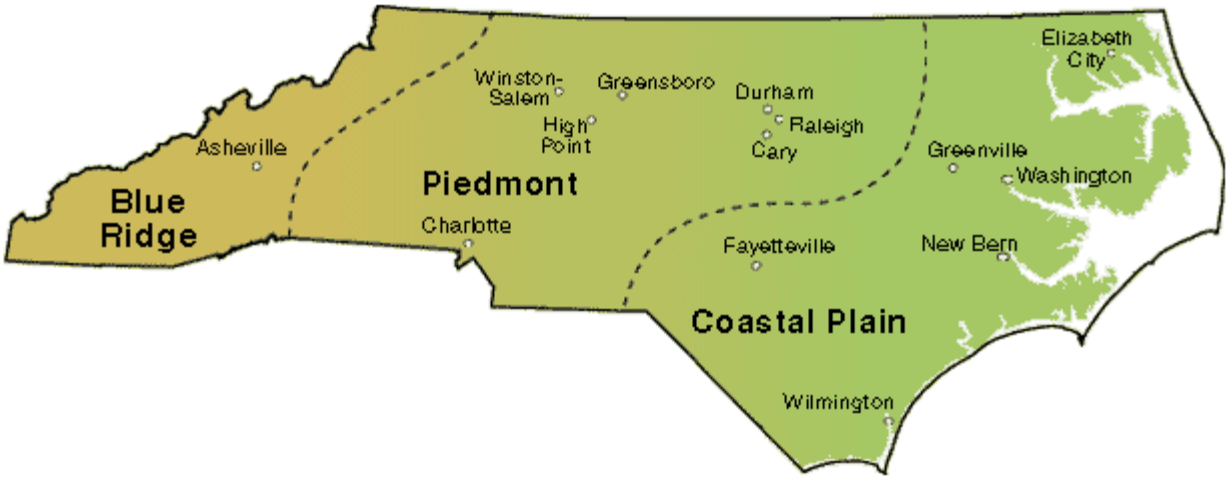


Figure 1. Map of North Carolina Physiographic Regions

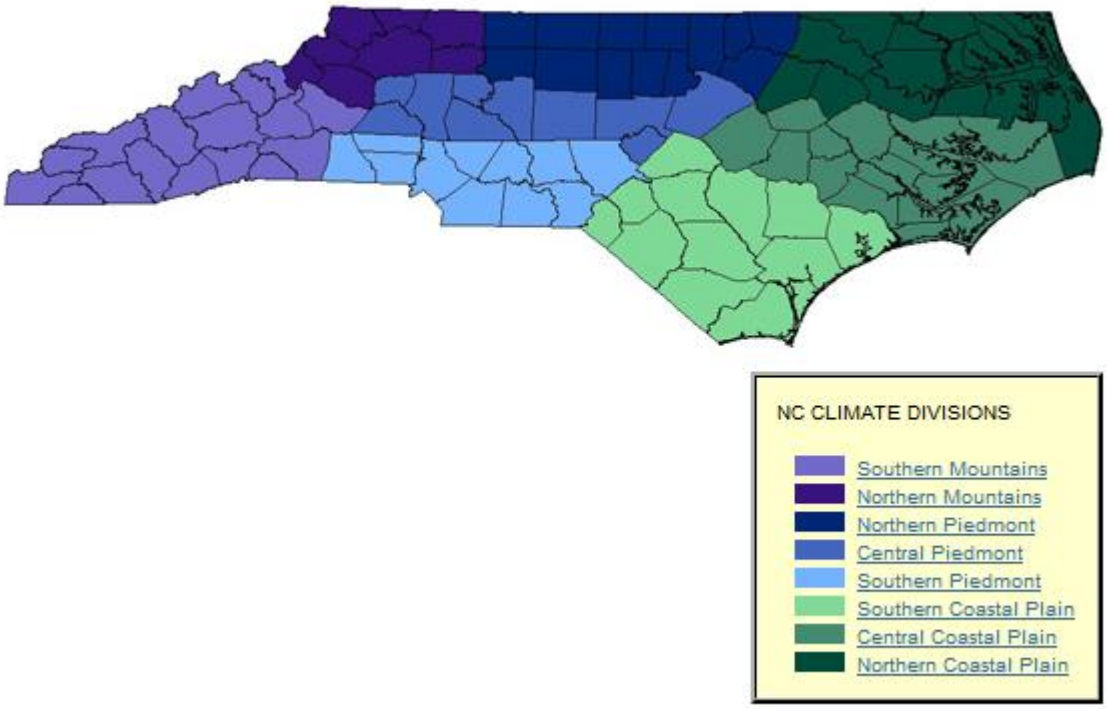


Figure 2. Map of North Carolina Climate Divisions

a. COASTAL PLAIN

Comprising almost the entire eastern half of the state, the Coastal Plain encompasses the tidewater area and the interior portion. While the tidewater area is generally flat and swampy, the interior portion is gently sloping and well drained. The elevation drops from 200 feet at the western boundary to sea level. The more than 300 miles of barrier island beaches and protruding coastline of the Coastal Plain are threatened by the hurricanes that impact the state twice in an average year. These storms bring high winds, thunderstorms, and flooding due to heavy rains that may threaten homes and valuable agricultural resources while placing ferry and bridge systems at risk. Since the Coastal Plain serves as a major tourist destination and a popular place to retire, these populations are also at an increased risk during hurricane season. It is not just the coastline that is at risk as hurricanes are capable of travelling hundreds of miles inland. Hurricanes are not the only weather related threat to the Coastal Plain as violent thunderstorms bring localized flooding and tornadoes while winter storms can paralyze transportation and cause widespread power outages.

The Coastal Plain is home to many large corporate farming, livestock and food processing operations. Because of this, drought and foreign animal disease hazards could have significant adverse impacts.

The Coastal plain is susceptible to a number of technological hazards as well. An incident at the nuclear power plant in Brunswick County could require an emergency response as could an incident at a number of industrial facilities, many of which are also located near Wilmington. Large oil spills could threaten the coastline from either ships transiting offshore or those heading into the Port of Wilmington. If any of these events occur during the summer tourist season response would be greatly complicated as the population of many coastal communities double during that time.

b. PIEDMONT

Rising from the Coastal Plain is the Piedmont which extends from 200 feet to nearly 1,500 feet at the base of the Mountains. The agricultural economy thrives in this area due to the gently sloping fertile terrain. Drought is a part of the state's climate and can affect large areas at a time. The greatest effects are felt in the Piedmont and Coastal Plain due to the dependence on water by farmers and livestock. Wake, Guilford, Forsyth, Mecklenburg Counties, and their respective adjacent counties, are located in the Piedmont and are the principal metropolitan areas in

North Carolina. Mecklenburg County and surrounding areas contain the Charlotte metropolitan area, Guilford, Forsyth, and the surrounding areas contain the Triad Region, while Wake County is home to the state's capital, Raleigh. These large population centers increase the vulnerability of residents to hazards, including terrorism and hazardous weather. Nuclear power plants serve as a potential target for terrorism and are located near the major metropolitan areas of Raleigh, Charlotte, and Wilmington. Because of their materials, these power plants can also create hazards on their own through failure, error, or in conjunction with other natural hazards.

Severe weather accounts for the greatest economic loss in North Carolina and is often attributed to summer thunderstorms. Although tornadoes and other varieties of severe weather can happen anywhere in the state, climatology suggests they occur more frequently in the Piedmont and Coastal Plain regions. On average, 40 to 50 thunderstorm days occur each year, bringing heavy rain, wind, lightning, hail and tornadoes.

c. MOUNTAINS

The Mountains stretch upward from 1,500 feet along the eastern boundary to 6,684 feet at the summit of Mount Mitchell, the highest peak in the eastern United States. There are 125 peaks above 5,000 feet and 43 peaks that exceed 6,000 feet in this area. The Mountains is the smallest region of the three and the most sparsely populated. As such, technological hazards are less likely in the Mountains though terrorism could occur anywhere. Snow, sleet, and freezing rain occur more frequently over the Mountains and western Piedmont. The impacts of winter weather create hazardous travel conditions along major routes that extend into the Mountain region. Although they can occur at any location in North Carolina, earthquakes are more predominant in the Mountains and can have a devastating effect on life and property. Heavy rains can also create flooding and landslide conditions that further increase vulnerability, especially for those that travel to enjoy a variety of recreational activities such as skiing and hiking.

B. RESOURCES

In keeping with NIMS, emergency operations in North Carolina are handled at the lowest level of government that can effectively respond and manage an incident. Each county in North Carolina has emergency management personnel who are trained and ready to respond. Local resources and capabilities vary greatly from those in large metropolitan areas to those in

small rural ones. Should a local jurisdiction experience an incident that exceeds its capabilities it will ask for assistance. Additionally, other state and federal resources are available should the resources of local government become overwhelmed or exhausted.

a. LOCAL GOVERNMENT RESOURCES

In North Carolina, trained local government emergency personnel are almost always the first to respond to any emergency. These include city and county law enforcement, firefighting and emergency medical services (EMS) personnel. Though some municipalities have an emergency management staff and operate an emergency operations center (EOC), all counties have staff and an EOC, making them the primary local government emergency management resource. Each county has an emergency operations plan and personnel capable of managing an emergency from their EOC. If resource requirements exceed that of the affected county, there are existing mutual aid agreements with neighboring counties that facilitate the flow of additional resources into the affected county.

b. STATE GOVERNMENT RESOURCES

NCEM, a division of the North Carolina Department of Public Safety (DPS), operates three branch offices, two warehouses and an EOC. The State EOC is co-located in Raleigh with the North Carolina Joint Force Headquarters (JFHQ) building. The State Warning Point (SWP) is also located at the State EOC.

Each branch office is led by a branch manager and has planning and administrative staff. The manager is responsible for the five area coordinators who are the primary NCEM representative for the 6-8 counties in their area. Figure 3 shows the branches and the 15 areas for which coordinators are responsible. During emergencies, the branch offices become Regional Coordination Centers (RCCs) to provide operational information sharing and resource coordination between the state and counties. The two state warehouses maintain stocks of commodities such as bottled water, tarps and meals ready-to-eat (MRE). During emergencies they will serve as state staging areas and warehouse personnel can transport supplies using NCEM trucks or contracted haulers.

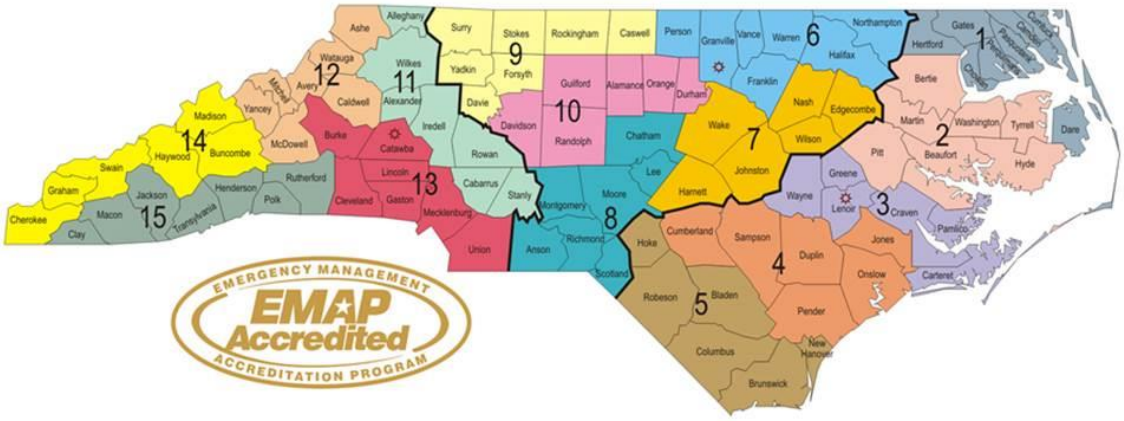


Figure 3. North Carolina Emergency Management Branches and Areas

The North Carolina National Guard (NCNG), headquartered at the JFHQ, strengthens the level of response that is provided during a disaster. One asset provided by the NCNG are Mission Ready Packages, which are assembled response and recovery capabilities that are organized, developed, trained, and exercised prior to an emergency or disaster. Other state agencies found in Annexes A and B have resources available to support the needs of the State, and they too have Mission Ready Packages. Based on NIMS resource typing, Mission Ready Packages build upon this concept by integrating mission limitations, required support, operational footprint, and estimated costs. They include credentialed personnel who have been identified as possessing the knowledge, skills, and abilities needed to conduct that specific mission.

c. OTHER STATE RESOURCES

Private sector, non-profit, and voluntary organizations provide resources and technical expertise that support both state and local operations during a disaster.

d. OUTSIDE RESOURCES

If North Carolina resources aren't adequate to meet the needs during a disaster, the state has the ability to call upon outside resources to further supplement response and recovery efforts.

Federal agency resources, along with those from other states, can be accessed and mobilized to assist in operations that have extended beyond the capacities of state and local governments.

Resources from other states are requested through the Emergency Management Assistance Compact (EMAC). This compact establishes

procedures for resource requests and its pre-negotiated rules on financing, liability and insurance facilitates quick and effective response.

All EMAC operations in North Carolina are conducted under the command and control of NCEM and assisted by the EMAC Assistance Team, a group of trained and experienced personnel. EMAC requests for resources are initiated through the NCEM EMAC Coordinator following the verification of a State of Emergency declaration.

e. PRIVATE RESOURCES

The North Carolina Business Emergency Operations Center (BEOC) is a physical and virtual communications and operational hub for business and industry during events that threaten North Carolina. Private Sector partners incorporated into the State Emergency Response Team (SERT), capitalize on shared information in the response, recovery, preparation and mitigation phases of state emergency management. This allows them to make strong operational decisions, prepare, continue or resume normal business operations as quickly as possible before, during and after an event. The BEOC is located inside the SEOC (state emergency operations center) in Raleigh, NC.

Private Sector partners provide input, recommendations and sector analysis that help build capacity and resiliency throughout our state. BEOC members collaborate, train and exercise with the SERT during blue skies. Resource requests are tasked out to private sector partners and coordinated through the BEOC to speed support to the need whenever North Carolina Emergency Management is activated. Private Sector offers for rental, for lease, at cost or for donation are coordinated here. Mutual aid between businesses is encouraged and the common operating picture is greatly enhanced. The Private-Public Partnerships in our state support public safety and help protect North Carolina's economic strength by fostering collaboration, communication and cooperation between businesses and the communities they serve.

The mission of the BEOC is to provide situational awareness and information sharing to the private sector during times of disaster and gather the same support of the State Emergency Response Team (SERT). To enhance the common operating picture, liaise, and foster the collaboration of efforts between the public and private sectors in all phases of emergency management, and to support the stabilization and recovery of communities after any event.

Partnership with NCEM includes:

- Inclusion on the PS Manager's Distribution List for notifications, alerts and other information regarding state emergency operations.
- Access to our crisis management platform, NC SPARTA (virtual BEOC), which provides real-time information during events down to the county level.
- Access to training, exercises, annual meetings, and our network of business and industry partners.
- Vendor re-entry certification
- Inclusion in daily coordination calls during events that include operations briefings, power outage/restoration information, as well as evacuation, curfew, and road closure updates.
- BEOC chairs have the option to offer input, suggestions, and distribute information to their association and sector members straight from the state EOC during activations. Chairs also have access to the EOC for networking and face-to-face coordination with state agencies inside the state EOC.

f. HAZARD & THREAT ANALYSIS

The state's hazards and threats are identified in the Threat Hazard Identification Risk Assessment (THIRA) and the State Hazard Mitigation Plan (SHMP), which are in alignment with guidance set forth by PPD-8. The following natural and technological hazards have been identified as being significant enough to warrant a hazard specific annex. For hazards not listed below, NCEM will conduct operations in accordance with this Basic Plan.

Natural Hazards	
Hurricanes	Winter Storm
Drought	Earthquake
Foreign Animal Disease	
Communicable Disease and Biohazard Response	
Technological Hazards	
Civil Disturbance	Oil/Petroleum Products Spill
Cyber-Terrorism	Food Emergency

Table 1. Hazards referenced in the NCEOP

C. PLANNING ASSUMPTIONS

1. Local and county governments will develop plans to respond to emergencies and disasters using resources to the extent of their capabilities.

2. Local and county governments will respond to emergencies in ways that are consistent with NIMS and the Incident Command System (ICS).

3. Municipalities and counties will enter into mutual aid agreements with each other as necessary to most effectively use their resources in response to emergencies and disasters.

4. The State Emergency Operations Center and the RCCs are the primary locations from which state operations will be conducted under the direction and control of the SERT Leader. Should the State EOC become untenable, operations will relocate to an Alternate EOC in accordance with the North Carolina Emergency Management Continuity of Operations Plan (COOP).

5. SERT agencies have emergency resources and expertise that local governments do not.

6. Federal agency resources and expertise, along with those from other states, can be mobilized to augment local and state efforts when the emergency or disaster is beyond the capabilities of both governments.

7. A disaster or emergency may significantly impact critical infrastructure and will require response to support survivor needs.

8. Immediate response efforts will be hindered by cascading events during some incidents.

III. CONCEPT OF OPERATIONS

By order of the Governor, North Carolina has adopted NIMS and the Incident Command System as an approach for effectively managing emergency operations. These systems provide a rational model to prioritize and manage emergency operations in order for disaster response protocols to remain flexible.

There are five critical mission areas for emergency preparedness at the local, state and federal levels of government: prevention, protection, response, recovery and mitigation. These mission areas are the general responsibilities of

all governments working together. Emergency operations, a byproduct of preparedness activities, are initiated in rapid response to the situation.

The NCEOP will be activated when a disaster has occurred or is imminent. The Governor may issue an executive order or proclamation of State of Emergency that activates the emergency prevention, protection, response, recovery and mitigation aspects of local, state, and inter-jurisdictional disaster plans that apply to the disaster area. The NCEM Director may also activate the plan if a disaster threatens prior to the Governor's decision to issue an executive order or proclamation of a State of Emergency. The State EOC will be activated by the NCEM Director when the Governor declares a State of Emergency or when there is an immediate threat to life and property.

Emergency operations are handled at the lowest level of government which can effectively and efficiently respond to an incident. When local government resources are exhausted or a needed capability does not exist during an event, local governments can request assistance from the state. Some events can occur slowly, giving the state time to plan for activation. Other events may occur rapidly, causing an immediate activation of the SERT. The SERT will be activated when a disaster has occurred or is imminent. NCEM responds quickly to disasters when the resources of local government are exhausted or when a needed resource does not exist within the local jurisdiction.

The SERT is comprised of subject matter experts from state agencies, private industry, voluntary, and faith-based organizations which provide technical expertise and coordinate resources used to support local operations. During a major emergency, these representatives join the SERT Leader at the State EOC to coordinate relief efforts and provide support to local and county governments. The SERT is activated on a limited or full-scale basis as deemed appropriate by the SERT Leader. In the event of full activation (Level 2 or 1), all SERT agencies will be represented in the State EOC. The SERT Leader is responsible to the Secretary of the Department of Public Safety and to the Governor for the overall operation of the SERT during activations. Upon activation of the SERT, agencies are authorized in coordination with the SERT Leader to initiate and carry out assigned missions, including tasking of designated support agencies.

The three field branch offices are activated into Regional Coordination Centers which function as Multi-agency Coordination Centers during an event. They provide central locations for operational information sharing and resource coordination in support of on-scene efforts. RCCs are available to provide guidance and aid local governments seeking assistance. Branch office personnel may respond to the county to facilitate ongoing information exchange. Each county is responsible for emergency management in its jurisdictional boundaries and will conduct emergency operations according to established plans and procedures. If a disaster or emergency is beyond the capabilities of local

government, requests for state and federal assistance will be made to the State EOC.

If resource needs extend beyond the capability of the state agencies, mutual aid agreements and EMAC can be activated in order to procure necessary resources. The SERT Leader may request assistance as necessary from un-impacted counties via the state mutual aid agreement and from other states under EMAC.

Recovery planning will be implemented while local emergency response efforts are ongoing. Preparations are made for a rapid deployment of resources necessary to facilitate recovery. Should the emergency evolve into a disaster with appropriate declarations, state personnel will augment the Joint Field Office (JFO) once established and continue recovery activities from the State Disaster Recovery Operations Center after the Federal Emergency Management Agency (FEMA) closes the JFO.

The State EOC is manned seven days a week, 24 hours per day for normal day-to-day operations with one or more operations duty officers. The SERT/EOC is activated fully or partially depending on the level of emergency. SERT personnel (NCEM employees & SERT partners) assigned to support the EOC, RCCs, or warehouses during State of Emergencies or SERT activations of Level 3 or greater (per Figure 4 below) may be placed in hotel or other accommodations based on operational requirements or safety considerations. The provision of accommodations will most commonly occur when the State EOC, Branch Field Offices, and other essential personnel are actively engaged in disaster response and/or when hazardous conditions are expected which could prevent safe travel to/from an employee's duty station.

NC State Emergency Operations Center (EOC) Activation Levels	
Activation Level 5	Normal day-to-day operations. The State EOC is not activated.
Activation Level 4	Any disaster/emergency that is likely to be within the capabilities of local government and results in only minimal need for state assistance. State agencies that would take action as part of normal day-to-day responsibilities are notified. Only NCEM personnel are located in the State EOC. The State EOC is activated.
Activation Level 3	Any disaster/emergency that is likely to require the assistance of several state agencies. All emergency support function agencies are alerted; however, the State EOC is activated and staffed only with NCEM personnel and essential SERT agencies.

Activation Level 2	Any disaster/emergency that will require large scale state and possibly federal recovery assistance. The State EOC is fully activated with 24-hour staffing from all SERT members.
Activation Level 1	Any disaster/emergency that requires continued involvement of all SERT members after the event (e.g. hurricane, winter storm). The State EOC is fully activated with 24-hour staffing from all SERT members. The National Response Framework is activated with deployment of the Federal Emergency Response Team (ERT) to the State EOC for response and recovery activities.

Figure 4. NC State EOC Activation Levels

The Robert T. Stafford Disaster Relief and Emergency Assistance Act (PL 93-288, as amended) provides the authority for the federal government to respond to disasters and emergencies in order to provide assistance to save lives and protect public health, safety, and property. Designated departments and agencies have been assigned responsibilities under the National Response Framework. These agencies are grouped under Emergency Support Functions (ESFs). Each ESF is headed by a primary agency, which has been selected based on its authorities, resources, and capabilities in the particular functional area. Other agencies have been designated as support agencies for one or more ESFs based on their resources and capabilities to support the functional area. The ESFs serve as the primary mechanism through which federal response assistance will be provided to assist the state in meeting response requirements in an affected area. Federal assistance will be provided under the overall direction of the Federal Coordinating Officer (FCO). Federal assistance is to supplement state and local government response efforts. ESFs will coordinate with the FCO and the affected state to identify specific response requirements, and will provide federal response assistance based on state identified priorities.

The following table identifies the FEMA ESF to the corresponding North Carolina Emergency Support Functions (NCESF).

FEMA Emergency Support Function (ESF)	NC Emergency Support Function (NCESF)
ESF #1 – Transportation	**NCESF #1** – Transportation **NCESF #1A** – Air Operations/State and Regional Disaster Lift
ESF #2 – Communications	**NCESF #2** – Communications
ESF #3 – Public Works and Engineering	**NCESF #3** – Public Works and Engineering
ESF #4 – Firefighting	**NCESF #4** – Firefighting
ESF #5 – Emergency Management	**NCESF #5A** – Worker Safety and Health Support **NCESF #5B** – Situation and Documentation **NCESF #5C** – Weather Support **NCESF#5D** – Reconnaissance and Damage Assessment **NCESF #5E** – Risk Management Section
ESF #6 – Mass Care, Housing, Emergency Assistance and Human Services	**NCESF #6** – Mass Care and Human Services
ESF #7 – Logistics Management and Resource Support	**NCESF #7** – Resource Support **NCESF #7A** – Volunteer and Donations Management **NCESF #7B** – Military Support
ESF #8 – Public Health and Medical Services	**NCESF #8** – Disaster Health & Medical Services
ESF #9 – Search and Rescue	**NCESF #9** – Search and Rescue
ESF #10 – Oil and Hazardous Materials Response	**NCESF #10** – Hazardous Materials
ESF #11 – Agriculture and Natural Resources	**NCESF #11** – Agriculture and Natural Resources
ESF #12 – Energy	**NCESF #12** – Energy
ESF #13 – Public Safety and Security	**NCESF #13** – Law Enforcement
ESF #14 – Cross-Sector Business and Infrastructure	**NCESF #14** – Community Recovery and Mitigation
ESF #15 – External Affairs	**NCESF #15** – Public Information

Table 2. Corresponding Federal and State Emergency Support Functions

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Chapter 166A of the North Carolina General Statutes (NCGS) establishes the authority and responsibilities of the Governor, state agencies, and local government for emergency management. The Secretary of the Department of Public Safety is tasked with oversight and control of emergency management in North Carolina and is responsible to the Governor for all state emergency management activities.

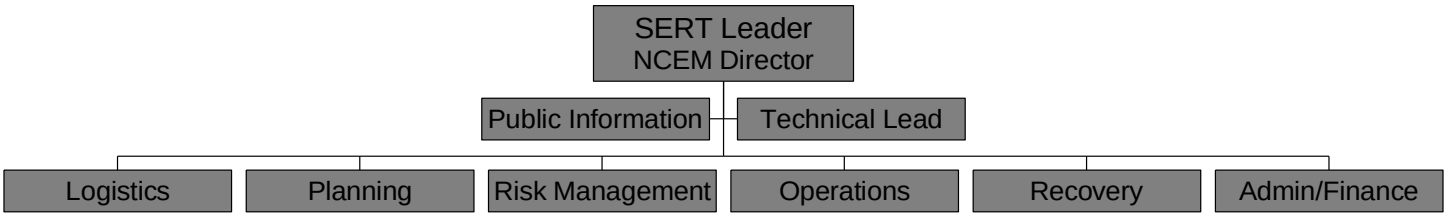


Figure 5. General SERT Organizational Structure

The SERT is organized to provide, coordinate, and arrange for emergency assistance to the counties. At the section level, this organization is identical to that under which NCEM conducts routine business. Appropriate NCEM sections and branches prepare and maintain standard operating procedures to fulfill duties and responsibilities.

1. The **SERT Leader** is responsible to the Secretary of the Department of Public Safety and to the Governor for the overall operation of the SERT during activation. The SERT Leader is normally the NCEM Director. At full activation (Level 2 or 1), this position must be occupied 24 hours per day.

2. The **Public Information Section** serves as the liaison with the print, electronic and social media during activation. They prepare and distribute news releases and social media messages as needed and support news conferences. Public Information Officers work within the Joint Information System (JIS) before, during and after the emergency and operate in the Joint Information Center (JIC) during activation. They ensure all necessary emergency information is made available to the at-risk population in a variety of formats. At full activation, this section must be manned 24 hours per day.

3. The **Recovery Section** is responsible for public and individual assistance.

4. The **Hazard Mitigation Section** is responsible for managing all grants provided by the Federal Emergency Management Agency (FEMA) Hazard Mitigation Grant Program (HMGP) as well as maintaining the State's Hazard Mitigation Plan and all regional hazard mitigation plans. The section is led by

an Assistant Director and is composed of a planning branch, a development branch, a project management branch and an engineer/QA/QC branch. The planning branch works with all of the State's counties to maintain regional hazard mitigation plans as well as the State's hazard mitigation plan. The development branch along with the Engineer branch is responsible for applying for Hazard Mitigation Grants annually (either Flood Mitigation Assistance or FMA and Pre-Disaster Mitigation or PDM grants) as well as post disaster grants (Disaster Recovery or DR grants) to support recovery and mitigation efforts across the state. The implementation and engineer branches are responsible for designing, managing and inspecting the acquisition, elevation, mitigation reconstructions and other infrastructure projects awarded in all FEMA grants in conjunction with county partners. Additionally, the section possess financial management and legal capabilities to support processing and executing grants and the closeout of all grant applications.

5. The **Operations Section** is responsible for coordinating and directing state government and emergency management field activities in response to emergencies and recovery from disasters. Operations section functions include Human Services and Agriculture, Infrastructure, Emergency Services,

6. Hazardous Materials, and Field Operations. The Operations Section also coordinates military (mainly NCNG) support to emergency response and disaster recovery efforts. At full activation, the Operations Section Chief position must be occupied 24 hours per day.

7. The **Planning Section** is responsible for collecting, formatting, archiving and distributing emergency/disaster information. This section documents SERT activities daily in Situation Reports (SitRep), Executive Summaries (ExSum), and is responsible for short-term (24-hour) planning of statewide SERT activities during emergencies and disasters. At full activation, the Planning Section Chief position must be occupied 24 hours per day.

8. The **Logistics Section** is responsible for acquiring, collecting and moving state and donated resources to enhance response to and recovery from emergencies and disasters. Furthermore, they establish and maintain facilities required to support disaster operations. It contracts and purchases goods, equipment, and services necessary for state response and recovery actions. At full activation, the Logistics Section Chief position must be occupied 24 hours per day.

9. The **Admin/Finance Section** is responsible for processing invoices and assuring prompt payment for goods and services necessary to support emergency response and disaster recovery efforts. In addition, the Fiscal Section is responsible for documenting all disaster-related costs and

projecting state funding requirements. At full activation, the Fiscal Section must be operational approximately 13 hours per day.

10. The **Risk Management Section** is responsible for providing support to the SERT with geographical information, information technology, communications, and infrastructure coordination. Risk Management is also responsible for conducting and maintaining statewide vulnerability assessments for all natural hazards and developing mitigation policies, programs and strategies that will lessen both current and future vulnerability. This support is generally assigned to or provided through other sections during activations. At full activation, the Risk Management Section must be operational 24 hours per day.

The SERT is comprised of senior representatives of state agencies, volunteer and nonprofit organizations, and corporate associates who have knowledge of their organizations' resources. SERT members have the authority to commit the resources to emergency response. As the situation develops or if additional assistance is required, SERT agency representatives may be deployed as All-Hazard Incident Management Teams (IMT) to affected counties to provide on-scene coordination and assistance. SERT agencies are responsible for the following:

- Provide departmental liaisons to function as members of the SERT to represent their agencies in preparedness, response, and recovery activities, to include the commitment of their departments' resources and to maintain knowledge of EOC procedures.

- Provide equipment, facilities, and trained personnel as available and required by a specific emergency.

- Review this plan together with annexes and appendices as necessary to ensure portions applicable to each SERT agency are accurate and current.

- Develop and maintain supporting plans, resource inventory lists, standard operating procedures, and alerting lists.

- Plan and provide for the safety of employees and protection of state property in the disaster area.

- Coordinate actions with the SERT and other agencies having related tasks.

- Participate in exercises to test emergency plans and procedures.

- Provide for record keeping and documentation of disaster related fiscal records.

- Inform counterpart agencies at local level of the situation.

- Voluntary organizations and non-profit agencies may provide service delivery that includes, but is not limited to, mass care feeding, sheltering, distribution of emergency relief supplies, health services, mental health, emotional and spiritual care, debris removal, home repairs and/or rebuilding, volunteer management, as well as case work and case management. See Annex A Appendix 3 Tab E and Annex A Appendix 5 Tab C.

RCCs coordinate response and recovery operations and the deployment of outside resources to the counties. Branch managers can assign Area Coordinators to respond immediately to the disaster or emergency site to assess the situation, coordinate activities of state agencies on the scene, and relay any recommendations or requests for resources to the SERT.

County and local governments are responsible for preparing plans for evacuation and/or sheltering in place as well as conducting such operations when conditions require. Local officials and/or County Commissioners may declare local States of Emergency and request state assistance on the county's behalf. County EOCs are staffed with elected officials and senior representatives of county departments and volunteer organizations. Representatives within the county EOC receive information, coordinate tasking of resources, and make population protection decisions. County EOCs will coordinate response and recovery operations and the deployment of outside resources to cities. Local emergency management coordinators from non-impacted counties may be dispatched to affected counties as members of All Hazard IMTs and EOC Overhead Teams. The primary responsibilities of these teams are to assist local coordinators, serve as liaison officers for ongoing assessments, and relay local recommendations or requests for resources to the State EOC.

V. DIRECTION, CONTROL AND COORDINATION

The Governor delegates authority to the Secretary of the Department of Public Safety in accordance with Chapter 166A of the NCGS. The Secretary of the Department of Public Safety will serve as the State Coordinating Officer (SCO) and will be responsible for direction and control of state operations. The Secretary of the Department of Public Safety also delegates authority to the NCEM Director.

Based on the severity and magnitude of the situation, the Governor may request that the President declare a major disaster or an emergency for the state. NCEM will alert FEMA that a request for federal assistance will be submitted. FEMA may pre-deploy a Liaison Officer to the State EOC and deploy an Emergency Response Team Advanced Element when a Presidential declaration appears imminent. This request for assistance will go from the Governor through FEMA.

FEMA will conduct an eligibility review, which will be submitted with the request to the President. With a Presidential declaration, FEMA is authorized to use the authority of the Stafford Act and to reimburse for public assistance recovery claims against the Disaster Relief Fund.

Federal assistance will be provided to the state through a Unified Coordination Group assigned to the Joint Field Office. The Secretary of Homeland Security may appoint a Federal Coordinating Officer. According to the National Recovery Framework, the federal government will provide assistance using Emergency Support Functions.

Initial recovery is marked by the establishment of the JFO. FEMA establishes the JFO near the disaster site and provides reservists who have appropriate expertise. NCEM and other state agencies provide liaison and augmentation as required at the JFO. NCEM personnel remain at the JFO as long as necessary to coordinate long-term assistance to survivors.

VI. INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

The SERT Leader will require preparation of a Situation Report and an Executive Summary, recurring reports that documents past, current and planned activities existing during an operational period in response to an emergency. Additionally, the SERT Leader will approve a daily Incident Action Plan (IAP) that is often published at the beginning of each operational period and establishes general control objectives which reflect the overall strategy and specific action plans. The Operations Section Chief will issue mission assignments to SERT members based on local government's identified resource shortfalls. To satisfy IAP operational objectives, resource tasking to state agencies will be accomplished through a mission assignment approach.

NCEM may receive initial notification or warning of a disaster from multiple sources, including local emergency management agencies or county warning points, the National Weather Service, the State Highway Patrol Warning Point, and the National Hurricane Center. The State EOC Operations Officer on duty will notify key NCEM and DPS officials, SERT agencies, and the local emergency management agency or county warning point in accordance with standing operating guidelines. The Operations Officer will also notify FEMA and other agencies as appropriate for the situation. Upon notification by the State EOC, each SERT agency is responsible for conducting its own internal notifications. The SERT may be called to assemble at the State EOC for an initial briefing and discussion of response requirements.

VII. COMMUNICATIONS

Emergency communications are intended to be of limited duration. These include information and reports, surveillance of threatening conditions, and 24-hour radio, telephone, and internet capability. If emergency preparedness communications become overwhelmed or destroyed, other state agency systems will be utilized as necessary to augment state communications, assist with lifesaving operations, and disseminate operational guidance. Individual agencies will retain operational control of their communications systems and equipment during emergency operations. As the incident progresses, there is a gradual transition from emergency back to normal communications. Emergency support is removed once normal communications have been fully restored. For additional details, reference the State Communications Plan.

VIII. ADMINISTRATION, FINANCE AND LOGISTICS

Response administration, finance, and logistics will be conducted in accordance with established plans, policies, and procedures. FEMA will conduct an eligibility review, which will be submitted with the request to the President. With a Presidential declaration, FEMA is authorized to use the authority of the Stafford Act and to reimburse for public assistance response and recovery claims against the Disaster Relief Fund. For additional details, reference the North Carolina State Recovery Framework.

IX. PLAN DEVELOPMENT AND MAINTENANCE

This plan will be reviewed annually, or as conditions warrant, utilizing a whole community approach to ensure complete applicability among North Carolina residents. The plan is also tested during periodic exercises and after action review forums. Each SERT agency is responsible for ensuring applicable portions of the plan remain accurate and up-to-date. Changes to the plan will be published and distributed as necessary.

Recommended changes should be made in the form of substitute language and forwarded to the NC Department of Public Safety, North Carolina Emergency Management, Attention: Planning & Homeland Security Section, 4236 Mail Service Center, Raleigh NC 27699-4713. Changes to the plan will be published and distributed as necessary. This plan supersedes the NC EOP published in June 2016.

X. AUTHORITIES AND REFERENCES

A. LINES OF SUCCESSION

The Governor has general direction and control of all aspects of the state Emergency Management Program. This includes all aspects of preparations

for, response to, recovery from, and mitigation against war or peacetime emergencies. During the absence of the Governor from the state, the Lieutenant Governor becomes acting Governor. The Lieutenant Governor will also become Governor upon the death, resignation, or removal from office of the Governor. As prescribed by law, the continuing line of succession as acting Governor incorporates the President of the Senate and Speaker of the House of Representatives.

B. DELEGATION OF EMERGENCY AUTHORITY

a. S.L. 2012-12 (HB843). Also known as the "Modernize NC Emergency Management Act," HB 843 represents the most comprehensive update and reorganization of our state's emergency management statutes since their enactment over three decades ago. The legislation's primary purpose is to consolidate and reorganize the statutes that establish emergency management authorities for state and local governments

currently found in Article 1 of G.S. Chapter 166A (North Carolina Emergency Management Act of 1977) and Article 36A of G.S. Chapter 14 (Riots and Civil Disorders). Cities and counties that declare a state of emergency prior to this date should operate under existing law, but are *strongly advised* to comply with the new limitation on lawfully possessed firearms and ammunitions if they elect to impose restrictions or prohibitions on dangerous weapons.

b. S.L. 2012-90 (SB798), "Various Changes to Emergency Management Act," contains Sections 1 through 6 that went into effect on June 28, 2012, and Sections 7 through 12 are effective October 1, 2012. SB798 extends the expiration dates of gubernatorial disaster declarations, expands the liability protection for private property owners whose property is used for emergency management purposes, formally establishes the State Emergency Response Team (SERT), expands the functions of the Division of Emergency Management, and creates the Joint Legislative Emergency Management Oversight Committee.

c. S.L. 2012-33 (HB741), "Emergency Vehicle Length Act," amends G.S. 20-116(d) to extend to 45 feet the legally allowed length of state and local government law enforcement and emergency management vehicles (under current law, the length limitation for these vehicles was 40 feet).

d. S.L. 2012-38 (HB149), "Terrorism Criminal Offense Act," creates a new criminal offense of terrorism. Amending G.S. Chapter 14 to create a new Article 3A (G.S. 14-10.1), "terrorism" is defined as committing an act of violence (which is already a violation of G.S. 14-17) or any other felony

acts of assault, use of force or violence against a person, or use of explosives, or uses of nuclear, biological , or chemical weapons of mass destruction, with the intent to intimidate the civilian population or an identifiable group of the civilian population or influence, through intimation, the activities or conduct of the federal, state, or local government.

e. NCGS 166A. NC Emergency Management Act of 1977 only in effect until September 30, 2012, HB843 repeals Article 1 and recodifies as Article 1A. This Act establishes the authority of the Governor, state agencies, and local governments in mitigation and prevention of, protection against, response to, and recovery from natural and man-made disasters or intentional acts.

f. NCGS 14.288. Article 1A of Chapter 166A recodifies Article 36A of NCGS 14 (Riots and Civil Disorders), which establishes the authority of state and local governments to respond to rioting and civil disorder.

g. NCGS 115C-242. Use of NC School Buses. This act establishes the authority to use NC school buses for emergency management purposes during disasters declared in accordance with NCGS 166A.

h. NCGS 143B-259.2. Powers and duties of the Secretary of the Department of Public Safety. This act establishes the authority of the Secretary of the Department of Public Safety to coordinate activities of all state agencies and resources in response to a disaster.

C. PROVISIONS FOR COOP

North Carolina Emergency Management is committed to enhancing the quality of life for its citizens by assisting people to effectively prepare for, respond to, recover from, and militate against all hazards and disasters. To accomplish this mission, NCEM must ensure operations can be performed efficiently with minimal disruption, especially during an emergency. Continuity is an essential element in the responsible and reliable delivery of emergency services to North Carolina.

Should the State EOC be lost when SERT activation is required, a relocation of primary emergency operations to an alternate facility will take place. The NCEM Director will determine when to activate the Continuity Plan. The Emergency Relocation Group will sustain operations at the relocation facility until all necessary NCEM/SERT personnel arrive. Arrangements will also be made to accommodate and govern the SERT.

The NCEM Director will designate personnel to continue day-to-day operations for continuity purposes. Authority for activation may be delegated

to the NCEM Duty Officer. NCEM Section Chiefs will notify personnel and provide instructions as required. The following divisional line of succession will be followed as necessary during Continuity Plan activation: Director, Deputy Director (Operations Chief), Plans Chief, Logistics Chief, Recovery Chief, Risk Management Chief, Admin Chief, Deputy Operations Chief, Deputy Plans Chief, Deputy Logistics Chief, Deputy Recovery Chief, Deputy Risk Management Chief, Deputy Admin Chief, Operations Branch Managers.

D. RECORD RETENTION

Each department of state government is responsible for establishing its own records retention program in accordance with the laws governing that department. Emergency management records and files are reviewed annually and records identified for retention are sent to the State Records Center.

E. LEGAL IMMUNITIES AND LIABILITIES

As a result of HB843, §166A-19.60 recodifies §166A-14, §166A-19.61 recodifies §166A-6.15, and §166A-19.62 recodifies §166A-6.15.1. Several provisions in 166A provide for the protection of individuals involved in training for and conducting emergency operations. Questions pertaining to these matters should be referred to the North Carolina Department of Justice.

ANNEX A

FUNCTIONS AND RESPONSIBILITIES

December 2019

I. INTRODUCTION

A. PURPOSE

To specify functions and responsibilities that the State Emergency Response Team (SERT) will undertake in order to effectively respond to emergencies and disasters resulting from natural and technological hazards.

B. SCOPE

This annex assigns functional responsibilities to appropriate state departments and agencies, as well as private sector groups and volunteer organizations. These responsibilities are identified in emergency support functions, specifically North Carolina Emergency Support Functions (NCESF). These functions are identified by number and correspond (where possible) with similarly numbered Federal ESFs.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Individual state departments and agencies, private sector groups, and volunteer agencies have resources and capabilities that will be crucial to effective prevention of, protection against, response to, recovery from, and mitigation of a full range (to include catastrophic events) of emergencies and disasters.

B. ASSUMPTIONS

Agencies will offer their resources and capabilities in accordance with NC General Statute 166A.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

As described in the Basic Plan and various appendices to this annex.

IV. CONCEPT OF OPERATIONS

As described in the Basic Plan and various appendices to this annex.

V. DIRECTION, CONTROL AND COORDINATION

As described in the Basic Plan and various appendices to this annex.

SERT PUBLIC INFORMATION SECTION

December 2019

A. PURPOSE

This appendix describes the Public Information Section (also known as the Joint Information System (JIS)) of the State Emergency Response Team (SERT) during activation.

B. MISSION

The Public Information Section (or JIS) is responsible for communicating through print, electronic and social media during SERT activation. This section maintains message templates as necessary and prepares others on an as-needed basis. The JIS insures all necessary emergency information is available in as many public venues as possible.

C. ORGANIZATION

The Communications Director reports directly to the Secretary of Public Safety and works directly with the SERT Leader during SERT activation. The Communications Office is organized to rapidly disseminate emergency information and to provide the SERT a public relations arm as described in Tab A. The Emergency Management Public Information Officer coordinates with the Communications Office.

D. TABS

a. SERT Public Information Section

SERT PUBLIC INFORMATION SECTION (NCESF-15)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide guidance and procedures to carry out the public information function to support preparation, response and recovery efforts surrounding disasters.

B. SCOPE

This appendix applies all hazards that threaten North Carolina.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

After the occurrence of a disaster, it can be expected that normal means of communications in the affected areas will either be disrupted or incapacitated. Limited and incomplete information may be expected from the disaster area. Normal means of disseminating messages and information to the public may be severely affected or cease to exist, and demand for information concerning the disaster could be overwhelming.

B. ASSUMPTIONS

1. The demand for public information in the disaster area may exceed the capability of the local government. Additional support may be requested from the state. Evacuees being hosted outside the regular media market for their communities will need information regarding impact and re-entry. The State Emergency Response Team (SERT) has primary responsibility for collecting and disseminating this information.

2. Information originally received from the disaster area may be incomplete, vague, erroneous, and/or difficult to confirm.

3. Media communications facilities may suffer extensive destruction and/or loss of power may severely disrupt the normal information flow.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Provide the following types of information during emergencies/disasters: location, type, extent of damage, and casualties; state agency response actions; assistance available to disaster victims

b. Coordinate state emergency public information efforts

c. Provide a public information representative to field emergency response team operations

d. Provide news conferences, news releases and social media messages as warranted and in a timely manner

e. Coordinate consumer protection/information matters with the North Carolina Departments of Justice and Insurance

f. Coordinate public health messages with the NC Departments of Health and Human Services and Agriculture and Consumer Services

g. Coordinate with the Federal Public Information Officer (PIO) during a presidentially declared emergency or disaster

h. Use the Emergency Alert System (EAS) and Wireless Emergency Alerts (WEA) as necessary and appropriate to disseminate emergency information to the public

COMMUNICATIONS OFFICE

a. Coordinate with public information officers of business and industry involved in the response/recovery efforts

b. Use the media to disseminate public information as necessary

c. Coordinate with other agencies to ensure accurate and current information is released

d. Serve in a public information support role to state agencies in disaster in which their agency is the lead agency for response

e. Develop, maintain, and conduct a program for dissemination to the media and the public, information relating to specific disasters and recommended protective actions

f. Coordinate with Donations Management on release of information concerning needed volunteer services and goods

B. SUPPORTING STATE AGENCIES

1. OFFICE OF THE GOVERNOR

GOVERNOR'S PRESS OFFICE

a. Provide public information regarding emergency actions taken

2. STATE GOVERNMENT PUBLIC AFFAIRS OFFICES

a. Provide public information regarding emergency actions taken

b. Coordinate public information activities with the SERT and use the Joint Information System prior to release to ensure consistency of information/instructions to the public

c. Staff the State EOC as appropriate for the situation

IV. CONCEPT OF OPERATIONS

A. GENERAL

The NC Department of Public Safety Communications Office will serve as lead agency for coordination of public information activities. When response to a disaster situation is confined to one or two departments, the communications offices of those departments will be in demand from reporters and news organizations. The Department of Public Safety will support those agencies as needed and will assist in coordination of emergency public information.

B. NOTIFICATION

The NCEM Duty Officer will notify the Emergency Management PIO and the Department's Communications Duty Officer that an emergency has occurred or that such potential exists. According to the severity and nature of the situation, public information support agencies will also be notified.

C. RESPONSE ACTIONS

1. INITIAL

a. Distribute messages out via traditional and social media as warranted.

b. Staff EOC as needed.

c. Conduct initial press briefing.

2. CONTINUING

a. Provide trained public information personnel to support local response and recovery efforts.

b. Provide updates to news media on disaster situation and actions the state is taking regarding the situation.

c. Share accurate information with the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center as necessary.

d. Coordinate with SERT sections to ensure accurate and current information is released to the public.

e. Monitor trends and rumors within the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center; take action to correct rumors and erroneous information.

D. RECOVERY ACTIONS

1. INITIAL

a. Coordinate with Donations Management to determine what volunteer goods and services are most needed in the disaster area.

b. Provide coverage for the Joint Field Office (JFO) and/or the Joint Federal/State Information Center (JIC), as necessary.

2. CONTINUING

a. Continue to coordinate with local governments and state agencies on recovery efforts.

b. Coordinate with state and local agencies and, using an outreach program, provide emergency information to individuals, families, business and industry directly or indirectly affected by the disaster. Information should include news about safety of structures, food, location of medical aid and shelters, etc.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Local governments designate a public information officer to coordinate emergency public information during disasters and to carry out public education programs during pre-disaster periods. During disasters, the County EOC serves as a central coordinating center for public information. Local governments will develop procedures for carrying out the public information function. When the demand for public information exceeds the capability of the local government, additional support may be requested from the state.

2. STATE

The State EOC will serve as the central coordinating facility for receiving and disseminating public information. Communications officers (also referred to as PIOs) from lead and support agencies will locate in the State EOC's JIC as required to facilitate the flow of public information. The SERT Public Information Section will coordinate with other sections since the protective actions taken during disasters involve their resources.

3. FEDERAL

After a Federally declared disaster, a State/Federal JIC will be opened to provide response and recovery information to individuals, families, business and industry directly or indirectly affected by the disaster. The Department of Public Safety Communications Office will coordinate with NCEM and FEMA to ensure there is adequate PIO representation in the Joint Field Office to help coordinate public information needs during recovery.

SERT RECOVERY SECTION

December 2019

A. PURPOSE

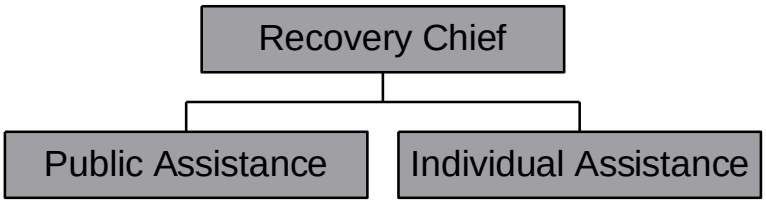
This appendix describes the Recovery Section of the State Emergency Response Team (SERT) during activation.

B. MISSION

The mission of the federal, state, and local governments, as well as voluntary disaster relief organizations, is to provide immediate assistance to reduce or relieve human suffering while supporting the restoration of essential services during the recovery phase. The state will coordinate and direct those operations when local government resources are inadequate or exhausted. The state will request and coordinate assistance from other states, the federal government, and voluntary disaster relief organizations as necessary and appropriate.

C. ORGANIZATION

The Recovery Chief reports directly to the SERT Leader and leads recovery activities as listed below:



D. CONCEPT OF OPERATIONS

1. PUBLIC ASSISTANCE BRANCH

Serves as the direct contact between the Federal Emergency Management Agency (FEMA) and the applicant. Program guidance is provided through the Recovery Public Assistance Administrative Plan. This category of aid is available to public (and certain private nonprofit) entities to fund the repair, restoration, reconstruction, or replacement of a public facility or infrastructure that is damaged or destroyed by a disaster. Eligible applicants include state governments, local governments, any other political subdivision of the state, and Native American tribes. Certain private-nonprofit (PNP) organizations may also receive assistance.

Reimbursement is available to all organizations and communities meeting requirements. Trained grant managers help applicants through the

reimbursement process. A Request for Public Assistance must be filed with the state within 30 days after the area is designated eligible for assistance. Following the applicant's briefing, a kick-off meeting is conducted where damages will be discussed, needs assessed, and a plan of action put in place. A combined Federal/State/Local team proceeds with project formulation, which is the process of documenting the eligible facility, the eligible work, and the eligible cost for fixing the damages to every public or PNP facility identified by state or local representatives. For insurable structures within special flood hazard areas (SFHA), primarily buildings, assistance from FEMA is reduced by the amount of insurance settlement that could have been obtained under a standard NFIP policy. For structures located outside of a SFHA, FEMA will reduce the amount of eligible assistance by any available insurance proceeds.

The team prepares a project worksheet (PW) for each project. Projects fall into the following categories:

- Category A. Debris removal
- Category B. Emergency protective measures
- Category C. Road systems and bridges
- Category D. Water control facilities
- Category E. Public buildings and contents
- Category F. Public utilities
- Category G. Parks, recreational, and other

2. NC INDIVIDUAL ASSISTANCE BRANCH

Ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster. Develops and maintains partnerships with state, federal and voluntary organizations that deliver resources to disaster victims. This category of aid provides money and services to people in the declared area whose property has been damaged or destroyed and whose losses are not covered by insurance.

The following types of individual assistance may be provided:

- *Temporary Housing*. Homeowners and renters receive funds to rent or are provided temporary housing units if eligible when rental properties are unavailable.

- *Repair.* Homeowners receive grants to repair damage that is not covered by insurance. The goal is to make the damaged home safe, sanitary and functional.

- *Replacement.* Under rare conditions, homeowners receive limited funds to replace their disaster damaged home.

- *Permanent Housing Construction.* Homeowners and renters receive direct assistance or grant funds for the construction of a new home. This type of assistance occurs only in very unusual situations, in insular areas or remote locations specified by FEMA/EPR where no other type of housing is possible.

- *Other Needs Assistance (ONA).* Applicants receive grants for necessary and serious needs caused by the disaster. This includes medical, dental, and funeral expenses.

- *Personal property, transportation, moving and storage, and other expenses that FEMA/EPR approves.* The homeowner will need to apply for a SBA loan first, which is often the primary form of disaster assistance for many individuals.

- *Other Individual Assistance methods as approved*. Disaster Unemployment Assistance, legal services, special tax considerations, and crisis counseling.

E. REFERENCES

A. NCEM Recovery Public Assistance Administrative Plan

B. North Carolina Disaster Recovery Framework

SERT OPERATIONS SECTION

December 2019

A. PURPOSE

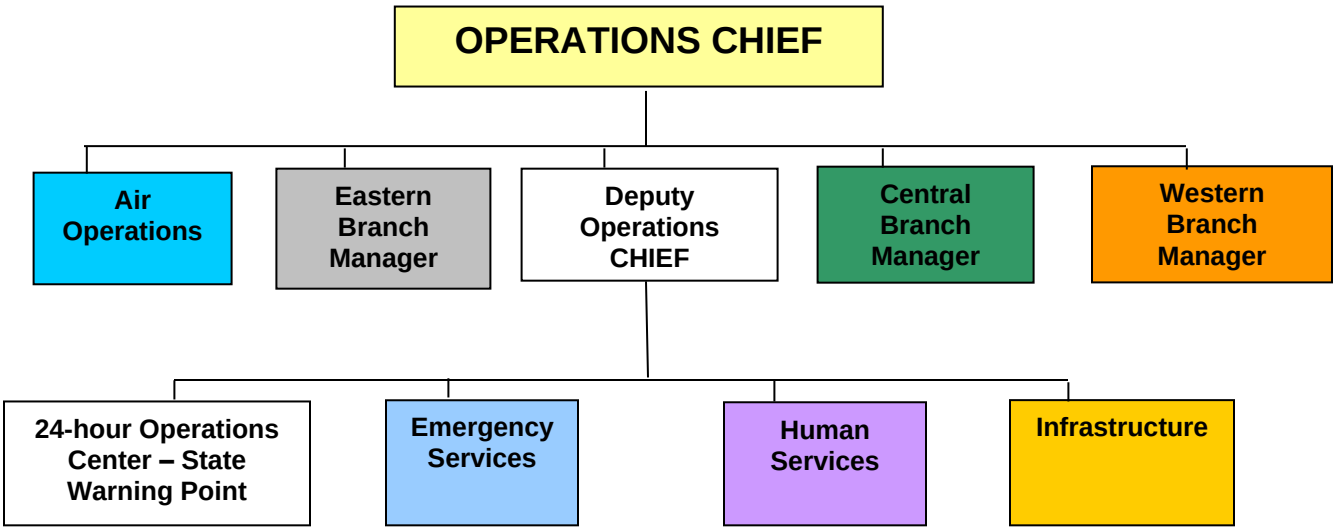
This appendix describes the Operations Section of the State Emergency Response Team (SERT) during activation.

B. MISSION

The Operations Section is responsible for coordinating and directing state government and emergency management field activities in response to emergencies and recovery from disasters.

C. ORGANIZATION

The Operations Chief reports directly to the SERT Leader and leads emergency response and recovery activities as listed below:



D. CONCEPT OF OPERATIONS

1. HUMAN SERVICES BRANCH

Coordinates shelter activation during response to emergencies and disasters. They work closely with multiple state agencies and with service organizations such as the American Red Cross and The Salvation Army to ensure basic human needs of the public are satisfied during emergencies and disasters. Activities under purview of this branch include mass care and shelter operations, public safety and health, responder safety and health, volunteer efforts to aid disaster victims, emergency information and assistance for tourists, impact assessment, mental health, and agriculture.

For agriculture, the Human Services Branch coordinates emergency management activities in response to and recovery from agricultural emergencies and disasters. It deals with NC Veterinary authorities regarding issues associated with the care and safety of domestic, wild and livestock animals. It also coordinates emergency management activities with those of the NC Department of Agriculture & Consumer Services to assess agricultural damage and to reduce immediate and future crop and dollar loss. At full activation, this branch must be manned 24 hours per day.

2. INFRASTRUCTURE BRANCH

Plans, coordinates and arranges for infrastructure recovery after a disaster. Such activities include, but are not limited to debris removal, repair of highways and bridges, restoration of sewer and water systems, building inspection, and reconstitution of electrical and telephone service. The Infrastructure. At full activation, the Infrastructure Branch must be manned 24 hours per day.

3. EMERGENCY SERVICES BRANCH

Provides coordinated state assistance to supplement local resources in response to medical care needs to victims of a major disaster. It provides guidelines for those agencies directly or indirectly involved in firefighting and support to fire and rescue resources. It supports both urban and non-urban search and rescue activities. It coordinates response when actual or potential discharge and/or release of hazardous materials occurs, and it coordinates activities of all state law enforcement resources supporting local authorities in response to emergencies requiring state assistance. It also manages the delivery of health and human related services in times of disaster for all citizens, but especially those most vulnerable including children, elderly, disabled, and low-income families. At full activation, it must be manned 24 hours per day.

4. FIELD OPERATIONS BRANCHES

Advises counties on the need for state support and arranges and coordinates that support. Field Operations is organized in three branches - western, central, and eastern.

Each branch office is responsible for preparing and maintaining standard operating procedures, guidelines, and checklists in support of this plan.

For emergency operations, the SERT Leader may activate Branch Offices at an enhanced level, Field Deployment or Strike Teams, and other specialized

facilities and teams as necessary. All field operations will be organized and operated in a manner consistent with the National Incident Management System (NIMS). The NCEM Operations Section will maintain standing operating procedures for Branch Offices and other specialized offices and teams. An activated Branch Office may be established as a Regional Coordination Center (RCC) to support state disaster relief personnel and equipment (search and rescue teams, NC National Guard, emergency medical service teams, debris clearance teams, public works strike teams, security teams, etc.).

a. The functions of the RCCs are to:

- Support incident management policies and priorities
- Facilitate logistical support and resource tracking
- Information resource allocation decisions using incident management priorities
- Coordinate incident-related information
- Coordinate and resolve interagency and intergovernmental issues regarding incident management policies, priorities and strategies

b. RCCs operate under the Field Standard Operations Guideline (FSOG). Team allocation and deployment to the RCC is managed by the Operations Chief.

5. TYPE 3 ALL-HAZARD INCIDENT MANAGEMENT TEAM (AHIMT)

AHIMTs in North Carolina are comprised of experienced emergency response personnel who have served in key positions within their own organization and/or jurisdiction. Members have varying areas of expertise in emergency management, fire service, emergency medical service, government finance, public information and other areas. All members are experienced in the operation of Emergency Operations Centers, field command posts and have varying experience with the operation of staging areas, bases, camps and Joint Information Centers. Type 3 AHIMT members all have training and experience working in an ICS structure to manage disasters as defined by the North Carolina AHIMT Workgroup.

Type 3 AHIMT members are credentialed in Command and General Staff positions by the AHIMT Workgroup. A Type 3 AHIMT consists of the following: an Incident Commander, Public Information Officer, Safety Officer, Liaison Officer, Operations Section Chief, Planning Section Chief, Logistics Section Chief and a Finance/Administration Section Chief. The eight person

Type 3 AHIMT is designed to assist in the management of complex incidents and/or events. The AHIMT works for and with the local jurisdiction requesting assistance.

AHIMTs may be deployed in-state to assist with the operation of Emergency Operations Centers, field command posts, staging areas and bases. Based upon the mission requests from the impacted community, their mission may differ from deployment to deployment. The number of IMT members and ICS positions filled within a team will also vary based upon the mission requested.

AHIMTs will respond fully self-sustaining for a minimum of three days. After that period, self-containment will again depend upon the capabilities and information contained within the mission request.

AHIMTs may deploy out of state through Emergency Management Assistance Compact (EMAC) mission requests to support emergency response in impacted communities of other states who are members of the EMAC.

When deployed, it is the responsibility of the AHIMT Leader to ensure that all costs and expenditures follow state and/or EMAC financial guidelines. All costs, to include salaries, equipment, meals and lodging must be captured with daily reports and end of deployment reports. These reports should be captured and provided on a daily basis to the RCC Branch Manager for the AHIMT deployed. The end of deployment records should be completed and filed with the Branch Manager and EMAC Coordinator within two weeks of returning home. The AHIMT Leader will also provide copies of all generated products to the Branch Manager for file purposes. The team will gather upon return and complete an after action report to be filed as well.

6. 24-HOUR OPERATIONS CENTER

Responsible for receiving and disseminating communications between field agencies and the SERT. It operates a message-processing center in support of SERT activities according to standing operating guidelines and/or procedures. It operates 24 hours per day during normal day-to-day activities and at all levels of activation.

7. AIR OPERATIONS (STATE AND REGIONAL DISASTER AIRLIFT)

Coordinates use of air assets from the NC National Guard, the NC Coast Guard, the NC Wing of the Civil Air Patrol, and others during disasters and emergencies.

E. REFERENCES

a. NCEM Standing Operating Guidelines for Field Operations

b. NCEM Disaster Field Operations Guidebook

F. TABS

a. Air Operations/State and Regional Disaster Airlift (SARDA)

b. Public Works and Engineering

c. Fire Fighting

d. Worker Safety and Health Support

e. Mass Care

f. Disaster Medical Services

g. Public Health

h. Search and Rescue

i. Hazardous Material

j. Animal Protection

k. Energy

l. Law Enforcement

AIR OPERATIONS/STATE & REGIONAL DISASTER AIRLIFT (SARDA) (NCESF-1)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to establish consistent policies, organizational structures, and procedures for the use of aviation support during emergencies in North Carolina.

B. SCOPE

This appendix establishes parameters for the effective integration of aviation assets into disaster response and recovery activities.

II. SITUATION AND ASSUMPTIONS

A. ASSUMPTIONS

1. Disasters will result in a need for aircraft to support operations in the impacted area.

2. State government is responsible for planning, organizing, directing, managing, and controlling Air Operations/State & Regional Disaster Airlift (SARDA) operations prior to activation of the National Response Framework (NRF). After activation of the NRF, the State Air Operations Coordinator (AOC) must contact the Federal Coordinating Officer (FCO) and then coordinate missions closely with NCESF-1 at the Disaster Field Office (DFO).

3. Aviation assets used in disaster aviation support operations in North Carolina will remain under the command of their parent organization/owner/operator.

4. The AOC will coordinate disaster air operations.

5. Airspace control and management rests with the Federal Aviation Administration (FAA).

6. The AOC can activate all or part of the SARDA plan.

7. Aircraft, aircrews, support and supplies may be pre-positioned at staging areas in order to be in a position to respond after a disaster strikes.

8. Civil Air Patrol (CAP) missions are coordinated within the State Emergency Response Team (SERT) and must be approved by either the Commander, NC Wing CAP (if a state mission) or by the US Air Force (if a Federal mission).

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Support local government efforts through resource and technical assistance during emergencies and coordinate State and Federal response and recovery activities

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

CIVIL AIR PATROL (CAP)

a. Assist in air search, land rescue, aerial surveillance of surface routes and traffic.

b. Provide aerial courier/messenger service, light transport flights for personnel and supplies.

c. Provide aerial reconnaissance and photographic flights for damage assessment as well as fixed, mobile, and airborne communications.

d. Provide aircraft to support disaster air operations as available.

e. Provide a CAP liaison officer to support air operations in the SEOC.

f. Provide ground team support and ground transport

g. Support and participate in Point of Distribution operations (POD).

NC STATE HIGHWAY PATROL (SHP)

a. Assist in air search and rescue.

b. Assist in aerial surveillance of surface routes and traffic.

c. Provide rotary wing aircraft in support of NCHART.

d. Provide light transport flights for personnel and supplies.

e. Provide aerial reconnaissance and command and control.

f. Provide rotary wing aircraft to support disaster air operations as available.

g. Respond to requests for aviation support from the State EOC.

STATE BUREAU OF INVESTIGATION (SBI)

a. Assist in aerial surveillance of surface routes and traffic.

b. Provide aerial courier and messenger service.

c. Provide light transport flights for personnel and supplies.

d. Provide aerial reconnaissance and command and control.

e. Provide fixed, mobile, and airborne communications.

f. Provide aircraft to support disaster air operations as available.

g. Respond to requests for aviation support from the State EOC.

NATIONAL GUARD (NCNG)

AIR OPERATIONS COORDINATOR (AOC)

a. Act as liaison among aviation resource agencies.

b. Maintain and update aviation resource list and track status of resources during emergencies.

c. Identify necessary staffing and activate selected components.

d. Identify the need for temporary flight restrictions and coordinate the requests with the FAA.

e. If requested by the FAA, establish restricted airspace management.

f. As necessary, identify and establish a forward staging area and the associated logistical support necessary for operations.

g. Brief the State Emergency Operations Center (EOC) on the status of air operations, including current missions, available aircraft by type, locations of staging areas, and proposed priorities for aviation support.

h. Advise State EOC personnel on aircraft capabilities, recommendations for appropriate mission by type of aircraft, and restrictions or costs associated with use of private sector aircraft.

i. Respond to requests for aviation support from the State EOC.

j. Maintain Daily Aviation Activity Logs including all missions flown.

k. Coordinate maintenance and logistical support for aircraft.

l. Other operational, managerial and administrative support as needed.

AIR OPERATIONS OFFICER (AOO)

a. Coordinate flight tasking, sequencing and frequency assignments for military air operations.

b. Report all flight related data and logistics support requests through the Air Logistics Section (ALS).

c. Provide aircraft to support disaster air operations as available.

d. Provide personnel and equipment to support communications as available.

AIR LOGISTICS SECTION (ALS)

a. The ALS will be comprised of State Aviation Chief Pilots (SACP) from each of the aviation support agencies.

b. Responsible for contacting all SACPs in times of need to obtain current aircraft availability, locations and capabilities.

c. During SERT activation, the ALS is responsible for assisting the AOC in the State EOC by tracking flight hours, fuel costs, support personnel scheduling, passenger manifests, cargo shipments, billing, contracting and other tasks as assigned by the AOC.

e. Provide aircraft to support disaster air operations as available.

f. Provide personnel and equipment to support communications as available.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF MARINE FISHERIES

a. Assist in aerial surveillance of surface routes and traffic.

b. Provide aerial courier and messenger service.

c. Provide light transport flights for personnel and supplies.

d. Provide aircraft to support disaster air operations as available.

3. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF AVIATION

a. Provide light transport flights for personnel and supplies.

b. Provide aircraft to support disaster air operations as available.

4. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

NC FOREST SERVICE (NCFS)

a. Assist in aerial surveillance of surface routes and traffic.

b. Provide light transport flights for personnel and supplies.

c. Provide aerial reconnaissance and command and control.

d. Provide aircraft to support disaster air operations as available.

5. NC DEPARTMENT OF COMMERCE (NCDOC)

a. Provide aircraft to support disaster air operations as available.

6. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

DIVISION OF LAW ENFORCEMENT

a. Assist in aerial surveillance of surface routes and traffic.

b. Provide aerial courier and messenger service.

c. Provide light transport flights for personnel and supplies.

d. Provide aircraft to support disaster air operations as available.

7. AIR MEDICAL OPERATIONS

a. Assist OEMS with critical care patient transportation.

b. Provide rotary wing aircraft in support of patient movement.

c. Respond to requests for aviation support from the State EOC.

d. Coordinate agency flight tasking, sequencing and frequency assignments with Air SERT Functional Lead.

e. Provide rotary wing aircraft to support disaster air operations as available.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Most aviation support will be limited in scope to the site of the disaster area during the assessment. For early reconnaissance flights, the AOC may be called during the initial stages of the event assessment.

During Level I, the AOC may select a location and alert additional staff to support forward air operations. Aviation Liaisons may also be positioned in the State EOC. The Aviation Logistics Section will address the coordination and allocation of resources, staging, logistics, intelligence, reporting, and communications for air support.

During Level II, the AOC would be requested to join state personnel in the State EOC. The AOC is the central point of contact for disaster aviation support activities. Depending on the severity of the situation, or the anticipated levels of air operations, additional staffing may be activated at the State EOC, an airport, or other appropriate facility to support this function.

Funding will be in accordance with the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended).

B. NOTIFICATION

North Carolina Emergency Management, via the State EOC, will notify the AOC when aviation support is required. The AOC will notify the appropriate aviation asset holders as deemed necessary for the incident.

PUBLIC WORKS AND ENGINEERING (NCESF-3)

December 2019

I. INTRODUCTION

A. PURPOSE

To provide Public Works and Engineering support to assist local governments with lifesaving or life protecting needs following an emergency or disaster.

B. SCOPE

Public Works and Engineering involves technical advice and evaluations, engineering services, construction management and inspection, emergency contracting, emergency repair of water, wastewater and solid waste facilities.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A major disaster will cause significant property damage. Structures will be destroyed or severely weakened; homes, public buildings, bridges, and other facilities will have to be reinforced or removed to ensure safety. Debris may make streets and highways impassable and public utilities will be damaged and may be partially or fully inoperable.

A major disaster may affect the lives of many response personnel, preventing them from performing their prescribed emergency duties. Resources in the immediate disaster area may be damaged or inaccessible resulting in inability to meet emergency requirements. State resources may be required to be deployed from outside the affected area to ensure a timely, efficient, and effective response. Many disaster situations have the potential to create sewage and waste disposal problems. Facilities may be damaged or destroyed creating additional public health problems. Emergencies may involve hazardous chemicals, sewage, waste, pesticides, or radiation that may threaten the environment critical to health and safety.

B. ASSUMPTIONS

1. Each agency will be responsible for debris removal or requesting the same from property and waterways under its general authority.

2. Each agency will be responsible for essential planning and employee safety and protection of state property during debris removal operations.

3. State agencies will not remove debris from private property without a properly executed “Right-of-Entry” agreement.

4. All state departments having engineering capabilities within their agencies should be prepared to provide assistance in emergencies.

5. Local governments will use their own engineering personnel and those prearranged under mutual aid agreements. Additional engineering services required beyond state and local capabilities will be secured through contracts with private organizations or through prearranged agreements with other governmental organizations.

6. The Department of Environmental Quality (DEQ) sets regulations for waste treatment facilities and will monitor the restoration of damaged wastewater systems to a safe, functioning condition.

7. Regulations for the safety of the public water supply and clean air are set by DEQ. DEQ will monitor the restoration of systems to a safe, clean level.

8. Assistance from the state may be needed to clear debris, perform damage assessment, conduct structural evaluations, make emergency repairs to essential public facilities, reduce hazards by stabilizing or removing structures, and provide emergency water for human health needs and firefighting.

9. Access to the disaster areas will be dependent upon the re-establishment of emergency routes. In many locations debris clearance and emergency road repairs will be given top priority to support immediate lifesaving emergency response activities.

10. Rapid damage assessment of the disaster area will be required to determine potential workload.

11. Emergency environmental waivers, legal clearances and "Rights-of-Entry" (on private property), will be needed for disposal of material from debris clearance activities.

12. Significant numbers of personnel with engineering and construction skills along with construction equipment and materials will be required to assist in the response and recovery from the disaster.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Serve as lead agency to plan, administer, and coordinate damage assessment throughout the state in response to emergencies.

b. Gather, compile, and submit damage and needs assessment data as the situation may require.

c. Plan, direct, and coordinate a multiple state agency emergency response to request from affected jurisdictions requiring public works assistance concerning debris collection, removal, and reduction; engineering services support; sewage and waste disposal facility repairs; and air and water quality evaluation and support.

d. Coordinate Public Works and Engineering response by directing resources and prioritizing needs.

e. Coordinate debris collection, removal and reduction assistance provided by U.S. Army Corps of Engineers, Small Business Administration, Farmers Home Administration, Individual Assistance Grant Program, and Public Assistance Program.

f. Coordinate local government requests for assistance.

g. Assist local governments and state agencies in preparation of project applications for Federal assistance. With the assistance of the NC Department of Administration and the NC Department of Insurance, coordinate use of available state engineers for damage assessments, surveys, overviews, and reports during response and recovery operation.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

a. Assume the lead role for vegetative debris removal on NCDOT maintained right-of-ways during and after an emergency or disaster.

b. When debris removal from private property is ordered by the Governor, select and designate pick-up points on the right-of-way of public roads and streets to receive disaster related debris removed from private property.

c. Provide coordination as needed for debris removal off right-of-way when it is a threat to health and safety, and has been so ordered by the Governor.

d. Provide assistance in clearing wreckage from public property as requested by the Governor after a disaster.

e. Provide consultation and appropriate engineering evaluations as necessitated by damage to state highway systems (roadways, bridges, signs, traffic signals).

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF WATER RESOURCES (DWR)

a. Assume the lead role for coordinating the response to sewage and waste disposal problems resulting from an emergency.

b. Assist with damage assessment and restoration of wastewater treatment plants.

c. Provide information, guidance, and instructions concerning standards for emergency wastewater treatment problems.

d. Assist local governments in evaluating ramifications from chemical spills or releases that adversely affect the environment.

e. Apply enforcement criteria as situation demands.

f. Assume the lead role in coordinating the emergency response to air and water quality problems resulting from an emergency.

g. Evaluate water quality when public water supplies are threatened by contamination resulting from any spill or emergency.

h. Provide technical advice when existing water supply has been disrupted due to power failure or other circumstances.

i. Initiate boil water advisories for the period of time until water supply has been reestablished.

j. Assist in damage assessment and restoration of water supply.

k. Provide consulting assistance as required for public water supply concerns and emergencies.

DIVISION OF AIR QUALITY (DAQ)

a. Provide assistance, information, and guidance for emergency disposal of materials that adversely affect air quality.

3. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

NC FOREST SERVICE (NCFS)

a. Assist in damage assessment of state-owned property.

b. Assist with debris removal from state-owned property.

c. Provide personnel and equipment to assist in coordination of debris removal when environmental concerns exist.

d. Provide food and lodging for debris removal personnel as requested.

e. Assist Department of Transportation in obtaining permits and clearances for disposal of debris and wreckage.

4. NC DEPARTMENT OF INSURANCE (NCDOI)

OFFICE OF STATE FIRE MARSHAL (OSFM)

a. Provide engineering services support for damage surveys and other technical support as needed to respond to missions assigned to Public Works and Engineering.

5. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

a. The State Laboratory will provide environmental laboratory services as requested.

b. Provide assistance to local public health organizations.

c. Human Ecology and Epidemiology will provide support as required.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Public Works and Engineering support supplements local emergency response actions immediately following a disaster. Representatives of Public Works and Engineering agencies will report to the State EOC upon request to coordinate response to public works and engineering requests for assistance. Primary agencies will determine, according to the nature of the emergency/disaster, which support agencies need to be SERT participants.

B. NOTIFICATION

In the event a disaster occurs or if the potential for a disaster exists, NCEM will notify lead and supporting agencies.

C. RESPONSE ACTIONS

1. INITIAL

a. Coordinate with supporting agencies to inventory available personnel, equipment, and materials.

b. Alert field personnel to prepare for response activities.

c. Establish priorities and develop plans for mobilization.

d. Preposition resources as appropriate.

e. If there is advance warning, remove resources to safe location.

2. CONTINUING

a. Public Works and Engineering agencies will provide personnel for damage assessment.

b. Reassess priorities to ensure critical requests are being addressed.

c. Track resources and re-allocate as necessary.

D. RECOVERY ACTIONS

1. INITIAL

When requested, agencies will provide personnel and equipment to assist in the recovery phase.

2. CONTINUING

a. Continue damage assessment process.

b. Re-evaluate priorities and make appropriate changes.

c. Continue to support on-going missions with needed resources.

d. Coordinate with local governments to accomplish off system work as required.

e. Coordinate with the SERT/NCEM Public Assistance Branch to arrange for disaster cost reimbursement to local governments.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Each jurisdiction within the state is responsible for its own requirements. Only when local and mutual aid resources are exhausted or projected to be exhausted may the jurisdiction request assistance from the state. Local governments will use their own engineering personnel and those under pre-arranged mutual aid agreement and/or contracts to conduct public works response and recovery missions, and should have pre-arranged agreements or contracts in place for debris removal and disposal.

Local governments are normally responsible for the operation of local sewage and waste disposal systems in accordance with state standards. Reports and/or requests for assistance are made to the nearest Department of Commerce field office that notifies the Department of Environmental Quality (DEQ). Local governments maintain a capability to monitor and react to local air and water contamination to ensure readings are compatible with public health standards and requirements.

2. STATE

Public Works and Engineering has been categorized into five support elements. The primary agencies for these categories include the Department of Public Safety, North Carolina Emergency Management (damage assessment), Department of Transportation (debris removal), Department of Administration (engineering services), Department of Environmental Quality (air/water quality and sewage/waste disposal), and the Department of Health and Human Services (testing/sampling).

FIRE FIGHTING (NCESF-4)

December 2019

I. INTRODUCTION

A. PURPOSE

To provide guidelines for those agencies directly or indirectly involved in providing firefighting support or fire resources in response to emergencies requiring state assistance.

B. SCOPE

The Fire Fighting function involves managing and coordinating fire fighting activities, including the detection and suppression of fires, providing personnel, equipment, and supplies in support of local agencies involved in rural and urban firefighting operations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

The management of a large firefighting operation is complex, often involving hundreds of people and several different agencies and jurisdictions. Fires resulting from catastrophic disasters will place extraordinary demands on available resources and logistics support systems. A major disaster may result in many urban, rural and wildland fires. Ignition sources of little concern under normal conditions could cause many fires during and after earthquakes, hurricanes, etc. These fires will have the potential to spread rapidly, cause extensive damage, and pose a serious threat to life and property. Fire departments not incapacitated by the disaster event will be totally committed to these fires. Firefighting resources normally may be difficult to obtain and use because of the disruption to communication, transportation, utility, and water systems.

B. ASSUMPTIONS

1. Many urban, rural, and wildland fires may result from or occur coincidentally with a major disaster. Large, damaging fires will be common.

2. At the time of a disaster, there may be major wildfires burning elsewhere in the state. These fires could draw upon the same resources (people, equipment, and supplies) that would be needed to support firefighting and other emergency operations. It must be assumed that some firefighting resources will become scarce, resulting in the disaster-related firefighting operations competing for resources with wildfire suppression operations going on elsewhere.

3. Landline communications may be interrupted. Radio communication will be relied upon heavily, necessitating the request for back-up communications.

4. Wheeled-vehicle access may be hampered by bridge failures, debris, etc., making conventional travel to the fire location extremely difficult or impossible. Aerial attack by air tankers, helicopters, and quick response teams, may be essential in these situations. Helicopters may be scarce and usable airports congested.

5. Many of the resources commonly available for use in fighting large fires may be scarce or unavailable.

6. Wildland firefighting techniques may have to be applied to rural and urban fire situations, particularly where water systems are inoperative. Aerial delivery of fire retardants or water for structural protection may be essential. In the case of mass fires, the clearing of fire breaks and use of burning-out and backfiring techniques will be used.

7. Efficient and effective mutual aid among the various Federal, State, and local fire agencies requires the use of the Incident Command System (ICS) together with compatible firefighting equipment and communications.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Assist the OSFM and the NC Forest Service with fire suppression efforts through resource allocation and coordination.

b. Ensure coordination among all the resource providers and the supporting agencies.

c. Provide key personnel as needed and as requested by NCEM Area Coordinators or Branch Managers to the Incident Commander in the affected area to perform support functions as required on site.

d. Provide search and rescue resources as may be required by the particular fire suppression scenario.

e. Maintain around-the-clock response coordination for forces committed in the field.

f. Provide all essential coordination for the dispatch, arrival, entry, and reporting of necessary personnel into the fire suppression area.

g. Upon recommendation of the NC Forest Service, prepare the Fire Management Assistance Grant (FMAG) request for the Governor's signature, specifying the facts supporting the request.

B. LEAD TECHNICAL AGENCIES

1. NC DEPARTMENT OF INSURANCE (DOI)

OFFICE OF STATE FIRE MARSHAL (OSFM)

OSFM has the authority of the Insurance Commissioner to use any available resources to fulfill its mission in support of fire suppression, to include assigning of volunteer fire resources to locations throughout the state.

a. Exercise the statutory mandate assigned to DOI for structural fire suppression in the state.

b. Exercise the primary support function for forest fire suppression in support of the NC Forest Service.

c. Oversee statewide fire training, providing standards and qualification levels for individuals functioning in the rescue specialty.

d. Exercise control during major fire suppression over the coordination required through the local fire marshal and emergency manager to temporarily reallocate resources, personnel, and equipment to other areas where they are needed. This includes staging, security, and refueling.

e. Assume responsibility for loaned equipment and personnel. This includes accountability, maintenance and repair, and a provision for return of the equipment to the original jurisdiction when it is no longer needed.

f. Provide engineers to assist with damage assessment.

g. Implement the NC Association of Fire Chief's Emergency Response Plan (NCAFC ERP) as necessary through a predetermined process for resource rostering and deployment that coordinates efforts through OSFM, NCEM, NCAFC, the local fire chief, local fire marshal, and local emergency manager.

2. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NC DA&CS)

NC FOREST SERVICE (NCFS)
NCFS, through NCDA&CS, is mandated by Article 75, GS 106-895 to take such action as it may deem necessary to provide for the prevention and control of forest fires in any and all parts of this State.

a. Exercise the statutory mandate assigned to NCDA&CS for forest fire prevention and control in the state.

b. Direct all operational and tactical activities.

c. Exercise the primary support function for structural fire suppression in support of the OSFM.

d. Conduct a forest fire public awareness program to prevent forest fires.

e. Control outdoor burning permits.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

a. Provide traffic control activities and be available to assist local law enforcement as requested.

b. Reroute traffic around the affected area as required by circumstances and as requested by the local jurisdiction.

c. Coordinate traffic control for ordered evacuations, establish roadblocks as the situation may dictate, and assist pedestrian traffic where critical.

d. Provide any service or logistical support in support of fire suppression which may be directed by the Governor, the Secretary of DPS, the State Emergency Response Team (SERT), or as may be determined necessary by the Patrol Commander, appropriate Zone Director, or Troop Commander.

e. During a State of Emergency declared by the Governor, coordinate all law enforcement activity required for the protection of life and property.

f. In coordination with the local jurisdiction, prevent all unauthorized reentry into a fire suppression area which has been evacuated.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Assist the fire suppression effort as the situation may warrant.

b. Provide heavy vehicles for logistical and transportation requirements as requested.

c. Supply field generators as required by the Incident Commander and SERT support coordination.

d. Provide helicopter support for short notice fly-overs of the fire suppression area and for tactical observations as requested.

e. Provide wreckers for moving incapacitated firefighting engines and trucks as the situation may require.

f. Provide helicopter support for moving equipment and personnel as needed. Provide water-bucket qualified aircrews for fire suppression as requested.

DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE

a. Serve as a support agency in fire suppression and rescue activities as requested by the SERT. Since each situation will differ, the requirements will also vary in requests for personnel, supplies, and equipment.

b. Provide food to the committed forces in the affected area as requested by the Incident Commander and coordinated through the SERT.

2. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF HEALTH SERVICE REGULATION (DHSR)
OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Work with the OSFM in the SERT to provide joint response in areas of mutual concern.

b. Coordinate the medical response aspect inherent in the OSFM function to include extrication and other emergency medical technical concerns.

c. Coordinate the deployment of emergency medical equipment and personnel in response to fire suppression.

d. Coordinate ambulance services in response to SERT requests to include air ambulance services accessible through the Helicopter Consortium.

DIVISION OF PUBLIC HEALTH (DPH)

a. Provide State Laboratory support as required.

b. Provide Environmental Epidemiology support such as chemical exposure, ozone, etc.

c. The Office of the Chief Medical Examiner will provide support as required.

DIVISION OF SOCIAL SERVICES (DSS)

a. Support mass care activities as required.

DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE ABUSE SERVICES (MHDDSAS)

a. Provide immediate and long-range counseling as necessary.

3. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

a. Support fire suppression activities as requested by the SERT.

b. Provide road-clearing work in support of fire suppression and/or rescue operations to facilitate access, assist initial response, or provide debris removal off right-of-way during a recovery phase.

c. Provide maintenance, repair and/or fuel to fire suppression or rescue vehicles and equipment as requested and as coordinated through the SERT.

d. Assist with road closings, detours, and other traffic control measures by furnishing and installing necessary signs, barricades, and other required devices.

e. Assist in the reporting of forest fires.

4. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

DIVISION OF PARKS AND RECREATION (DPR)

a. Assist in detection and reporting of forest fires.

b. Provide equipment and personnel to assist in fire control in, adjacent to, or threatening a state park and other areas as requested and capable.

5. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

a. Encourage fire prevention through daily contacts with hunters and fishermen.

b. Assist in the detection of forest fires and in the patrolling of fire areas.

c. Provide assistance in controlling forest fires through the use of commission aircraft, vehicles, and radios as requested.

D. VOLUNTEER AGENCIES

1. NORTH CAROLINA VOLUNTEER ORGANIZATIONS ACTIVE IN DISASTER MEMBER AGENCIES

RED CROSS (ARC)

a. Obtain damage assessment surveys of affected areas and determine the kinds of services that must be provided.

b. Manage Red Cross Mass Care (feeding and sheltering) including 24-hour Disaster Health Services (physical and mental) for evacuees and to support personnel if their (support personnel) current plans are insufficient or need augmentation.

c. Provide food at fixed and mobile feeding stations.

d. Provide emergency information concerning welfare to evacuees.

e. Assist government agencies in disseminating official warnings.

f. Maintain a current inventory of ARC owned equipment and supplies and of available sources for additional supplies and equipment.

g. Maintain or establish agreements with organizations which have shelter facilities to be used for disaster mass care operations.

h. Recruit and train disaster personnel and maintain rosters of available paid and volunteer staff.

THE SALVATION ARMY

a. Initiate TSA Mass Care Services, including but not limited to, mass feeding with mobile and/or fixed sites as coordinated through the SERT.

b. In accordance with TSA Memorandum of Understanding, provide additional support, within available resources and capabilities, in consultation within the SERT.

c. Contingent upon available resources, implement a program for distribution of items, needed by survivors, that may include but not be limited to, food & commodities, clothing, furniture, bedding and household items.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The lead and supporting agencies named will manage and coordinate the state firefighting activities. Mobilizing resources in support of local wildland, rural and urban firefighting activities will accomplish this. Established

firefighting organizations, processes, and procedures will be used. Responsibility for situation assessment and determination of resource needs lies with the local Incident Commander. Requests for firefighting assistance and resources will be handled in accordance with mutual aid agreements and/or from the local Emergency Management Agency to the State EOC. The State EOC will coordinate requests for Federal non wildland fire resources as necessary. Actual firefighting operations will be managed under the ICS Situation and damage assessment information will be transmitted to the State EOC in accordance with established procedures.

Priority will be given to saving lives and protecting property, in that order. Mutual aid agreements exist through G.S. 58-83-1 and the North Carolina Association of Rescue and EMS.

B. NOTIFICATION

The initial notification is passed from NCEM to the appropriate SERT agencies. The OSFM, who are on call 24 hours per day, will respond as called and assigned. Notification of other OSFM or DOI personnel will follow the Department's standard operating procedures for recall.

C. RESPONSE ACTIONS

1. INITIAL

a. Once the SERT is activated for response to a requirement for fire suppression missions, the OSFM SERT representative will assume control, respond to fire operational needs as required, evaluate information being reported, and initiate field staff assignments.

b. Once the SERT is activated for response to a requirement for forest fire suppression, the Department of Agriculture and Consumer Services and the NC Forest Service will assume their responsibility for the lead role in forest fire suppression activities.

c. Communication links between SERT and essential attack and support elements will be established.

d. An initial situation and damage assessment will be obtained through established procedures.

e. Non wildland fire resource requests will be submitted through SERT where the OSFM will evaluate, allocate, and account for committed personnel and equipment.

f. The NC Forest Service will maintain situational awareness of wildland fire incidents and coordinate resource requests in conjunction with NCEM to satisfy the tactical requirements for each incident.

g. The OSFM SERT representative will dispatch a team to the site when deemed necessary in order to provide for accountability in the acceptance and assignment of firefighting units from other parts of the state, in coordination with the Incident Commander.

h. Set up and maintain staging areas in safe and accessible areas.

i. Arrange for housing and feeding of responding personnel.

2. CONTINUING

a. Determine and resolve issues regarding resource shortages, interagency conflicts, and policy matters.

b. Maintain a complete log of actions taken, resource orders, records, and reports.

c. Provide for the return of equipment to the parent jurisdiction when it is no longer needed.

d. Coordinate Federal firefighting resources if requested.

e. Withdraw or re-deploy resources as needed.

D. RECOVERY ACTIONS

1. INITIAL

a. De-obligate personnel and equipment.

b. Compile reports of costs incurred during response and submit to the SERT.

2. CONTINUING

a. Assist with damage assessment, debris removal and other recovery tasks as directed.

b. Review and evaluate plan for adequacy and workability during the response.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

In most North Carolina counties, the County Fire Marshal serves as the "leader" of the fire service. Fire departments are generally made up of organized and trained units using paid and volunteer personnel and serve a specific geographical area, providing service to local governments. The primary concern of these departments is fires within their jurisdictions, although some fire departments include rescue and EMS personnel. Through mutual aid agreements, local fire departments support the NC Forest Service in the control and prevention of forest fires.

2. STATE

In the event of a SERT activation, OSFM has been given the authority by the Insurance Commissioner / State Fire Marshal to use any resource available to fulfill its mission in support of fire suppression. The OSFM is responsible for implementing plans, controlling resources, verifying needs, and collecting and transmitting credible information to the State EOC.

The Department of Agriculture and Consumer Services, through the NC Forest Service, is the lead agency in forest fire suppression in the state, as mandated by Article 75, GS 106-895. As such, it directs all operational and tactical activities during such emergencies. Statewide forestry resources are divided into three regions: the Coastal Plain, Piedmont, and Mountains. Each region is comprised of a number of districts with a total of 13 districts in the state. Each county has one to fifteen permanently assigned state forestry personnel.

3. FEDERAL

The primary agency for the Federal ESF-4 is the U.S. Department of Agriculture, U.S. Forest Service. Coordination with and support of state and local fire suppression organizations will be accomplished through the State Forester, in cooperation with the State Fire Marshal and NCEM.

North Carolina can apply for financial assistance through the Federal Emergency Management Agency (FEMA). Funds are applied for under the Fire Management Grant Assistance Program (FMAG), for the mitigation, management, and control of fires on publicly or privately owned forests or grasslands that may constitute a “threat of major disaster.” Procedures for requesting fire suppression assistance from FEMA are outlined in the NC Recovery Manual.

WORKER SAFETY AND HEALTH SUPPORT (NCESF-5A)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide guidelines for implementing worker safety and health support functions during potential or actual emergencies and disasters. Additionally, this appendix describes the actions needed to ensure that threats to responder safety and health are anticipated, recognized, evaluated, and controlled consistently so that responders are properly protected during incident management operations.

B. SCOPE

The State Emergency Response Team (SERT) activates the North Carolina Department of Labor (NCDOL), Occupational Safety and Health (OSH) Division as the coordinator for worker safety and health technical support. The NCDOL then coordinates mechanisms and processes used to provide technical assistance for carrying out incident safety management activities include identification and characterization of incident hazards, assessments and analyses of health risks and exposures to responders, medical monitoring, and incident risk management.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A significant natural disaster or man-made incident may create conditions which would adversely affect the safety and health of emergency responders. A significant disaster such as an outbreak of tornadoes or a Category 4 or 5 hurricane would result in hazards such as downed trees and power lines or severely damaged or collapsed structures. In addition, secondary events such as fires, explosions, flooding and hazardous material releases may compound the problems and threaten both survivors and rescue personnel.

B. ASSUMPTIONS

1. Emergency Management activation of the State Emergency Response Team activates the NCDOL, Occupational Safety and Health Division as the coordinator for worker safety and health technical support.

2. NCDOL, OSH Division assistance and coordination may also be requested during the course of an incident if specific needs are identified by other departments or individual agencies.

3. Private-sector and public-sector employers are responsible for the safety and health of their employees.

4. NC employers are responsible for worker health and safety pursuant to the Occupational Safety and Health Act of NC (NCGS §95-129) and in some cases 40 CFR 311, Worker Protection. This responsibility includes allocating sufficient resources for safety and health programs, training staff, purchasing protective clothing, and equipment as needed, and correcting unsafe or unsanitary conditions.

5. Worker safety and health representatives work with the SERT or local Incident Commander regarding the release of general occupational safety and health information.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Provides resources, including personnel and equipment, to support and assist NC emergency response agencies and federal organizations in protecting first responders and recovery workers during a local or nationally significant incident.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF LABOR (NCDOL)

OCCUPATIONAL SAFETY AND HEALTH DIVISION (OSH)

a. Safety and health representatives work with the SERT or local Incident Commander regarding the release of general occupational safety and health information.

b. Allocate sufficient resources for safety and health programs, training staff, purchasing protective clothing and equipment as needed, and correcting unsafe or unsanitary conditions.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The NCDOL coordinates state and federal safety and health assets to provide proactive consideration of potential hazards. They ensure the availability and management of safety resources needed by responders and shares responder safety-related information. They coordinate among state agencies, local, and federal governments, and private-sector organizations involved in incident response.

B. NOTIFICATION

Upon notification of an incident, representatives from local, state, and federal governments and the private sector involved in incident characterization, stabilization, and cleanup will meet as directed by the SERT Leader/Incident Commander to identify and resolve conflicts, share information, and provide the SERT Safety Coordinator/Incident Command Post (ICP) Safety Officer with the information necessary to manage responder safety and health risks.

C. RESPONSE ACTIONS

1. INITIAL

a. Provide staff to support the SERT Safety Coordinator/Incident Command Post Safety Officer.

b. NCDOL personnel will serve as technical specialists in other ICS elements as required.

c. Identify likely hazards associated with potential incidents and the preventative actions that can be taken to reduce or eliminate illnesses and injuries that may result from hazardous exposure.

2. CONTINUING

a. Evaluate the need for longer term epidemiological medical monitoring and surveillance of responders.

b. Division resolves technical, procedural, and risk assessment conflicts, if necessary through formal recourse to the SERT Safety Coordinator/ICP Safety Officer, SERT Leader or Incident Commander before they adversely affect the consistency and accuracy or the advice and information provided to responders and response organizations.

D. RECOVERY ACTIONS

1. INITIAL

a. Collect and manage data (exposure data, accident/injury documentation, etc.) to facilitate consistent data-formatting and data-sharing among response organizations.

b. Carry out responder exposure monitoring, including task-specific exposure monitoring for toxins and physical stressors (e.g., noise, heat/cold, ionizing radiation).

2. CONTINUING

a. Provide occupational safety and health technical advice and support to the SERT Safety Officer and ICP Safety Officer(s) involved in incident management.

b. Representatives from local, state, and federal governments and the private sector involved in incident characterization, stabilization, and cleanup will meet as directed by the SERT Leader/Incident Commander to identify and resolve conflicts, share information, and provide the SERT Safety Coordinator/ICP Safety Officer with the information necessary to manage responder safety and health risks.

MASS CARE AND HUMAN SERVICES (NCESF-6)

December 2019

I. INTRODUCTION

A. PURPOSE

To coordinate efforts to provide emergency shelters, feeding, water, distribution of relief supplies for victims of a disaster, and disaster welfare information.

B. SCOPE

Mass Care and Human Services will ensure the provision of sheltering during a disaster, including those individuals with access and functional needs such as hearing, sight, or other physical restrictions and non-English speaking groups. The function will provide food and essential water requirements for disaster victims and emergency workers and provide emergency first aid to disaster victims and workers at mass care facilities and at designated sites within the disaster area. They are responsible for coordinating relief efforts provided by volunteer organizations, providing clothing and mental health counseling to disaster victims, and coordinating emergency first aid in shelters, fixed feeding sites, and emergency first aid stations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A significant natural or man-made disaster may cause severe damage to structures and may rapidly overwhelm the capacity of local government. Disaster victims may be forced from their homes, depending on such factors as time of occurrence, area demographics, building construction, and existing weather conditions. Family members may be separated immediately following a sudden-impact disaster. Shelter registration, feeding, provisions of water and clothing are fundamental functions necessary for the care of disaster victims.

B. ASSUMPTIONS

1. All coordination for sheltering will be accomplished through the State Emergency Response Team (SERT) in the State Emergency Operations Center (EOC).

2. Local officials will relay mass care situation reports to the State EOC.

3. People who are care dependent have requirements that will differ from those

of other citizens. Local jurisdictions have the responsibility to provide adequate assistance to these individuals to meet their specific needs. State agencies will assist local jurisdictions as appropriate in meeting the needs of these individuals.

4. Shelters and feeding sites may need to be set up quickly with no advance notice.

5. Damage from catastrophic disaster events may cause extended displacement and damage to the infrastructure.

6. Some people may self-evacuate when advance warning of impending disaster is available.

7. Sheltering and feeding operations may be required for significant numbers of people.

8. Some victims will go to public shelters while others will find shelter with friends or relatives. Many victims will remain with or near their damaged homes.

9. Victims of disasters often require mental health counseling to cope with the stress and uncertainty of the personal catastrophe.

10. Agreements exist between local governments and local volunteer organizations for assistance in mass care activities.

11. A significant influx of disaster workers may strain the resources of impacted areas.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Provide assistance as needed through field services personnel.

b. Coordinate requests for resources from all state agencies.

c. Request federal assistance as required.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF SOCIAL SERVICES (DSS)

a. Coordinate with mass care support agencies.

b. When necessary, obtain from local DSS Departments in affected jurisdictions resource inventory lists to include personnel rosters, shelter listings, and numbers of shelter managers.

c. Coordinate requests for assistance with support agencies.

d. Assess situation and prioritize activities.

e. Coordinate with the SERT Donations Management Branch and volunteer agencies to assist disaster victims during shelter/mass care situations.

f. Assist, when requested, local social services departments in organizing resources to provide food and water requirements for shelter population.

g. Coordinate with the SERT Donations Management Branch regarding inventories of food in identified warehouses.

h. Request necessary assistance with transportation of food from identified warehouses to mass care feeding sites.

i. Track and report the status of mass care operations.

j. Maintain a listing of all volunteer organizations active in mass care in the disaster area.

k. The SERT Human Services Branch will coordinate activities with Federal ESF-6.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)

a. Support sheltering activities with personnel and facilities, specifically through contractual agreement between local school boards and the Red Cross.

2. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES (MHDDSAS)

a. Coordinate with the SERT Human Services Branch to provide counseling services to disaster victims during shelter stays.

b. Prepare required data for requesting federal crisis counseling assistance as necessary.

DIVISION OF AGING AND ADULT SERVICES (DAAS)

a. Promote the exchange of technical and statistical information relevant to needs and outcomes of the aging and disabled populations from NCEM to area agencies on aging and county departments of social services.

b. Collaborate as requested with NCEM, DSS and other human service agencies to assist local jurisdictions in meeting the needs of individuals requiring functional support sheltering services.

c. Collaborate as requested with NCEM, Division of Health Service Regulation, Office of Emergency Medical Services and Division of Public Health, for individuals needing medical support sheltering services.

d. Support recovery efforts by assigning and deploying appropriate personnel to assist county departments of social services, area agencies on aging, and other local entities as requested.

e. Provide technical and statistical information on homeless services (emergency shelters, grants programs) and emergency services (weatherization assistance program and heating/air conditioning repair and replacement programs).

DIVISION OF PUBLIC HEALTH (DPH)

a. Provide health guidelines and medical rules and regulations for the acceptance, handling and issue of used clothing.

b. Provide health and medical inspection and oversight in the public interest as required to public and private facilities accepting and dispensing used clothing.

c. Provide professional input as concerns the redistribution of used clothing.

d. Assist in health oversight as necessary resulting from disaster situations requiring expedient supply of food and water.

e. Support the SERT Emergency Services Branch in provision of medical personnel to staff State Medical Support shelters.

DIVISION OF SERVICES FOR THE BLIND (DSB)

a. Provide technical and statistical information concerning needs relating to required services for blind residents.

b. Provide assistance as needed at State EOC and field sites.

c. Coordinate with the SERT Human Services Branch to assist as required.

d. Ensure the NCEM Joint Information Center (JIC) is kept informed of any specialized materials/announcements/programs required to assist in keeping the blind populations informed (Braille information, programs, etc.).

e. Assist DSS with participating in Multi-Agency Transitional Teams (MASTT) activities.

DIVISION OF SERVICES FOR THE DEAF AND HARD OF HEARING (DSDHH)

a. Provide technical and statistical information concerning needs relating to the required services for deaf and hard of hearing residents.

b. Provide assistance as needed at the State EOC and field sites.

c. Coordinate with the SERT Human Services Branch to assist as required.

d. Ensure the NCEM JIC is kept informed of any specialized materials, /announcements, and /programs required to assist in keeping the deaf and hard of hearing population informed.

e. Assist DSS with participating in Multi-Agency Transitional Teams (MASTT) activities.

DIVISION OF VOCATIONAL REHABILITATION SERVICES (DVRS)

a. Monitor and report disruptions to programs that promote employment and independence for state residents with disabilities.

b. Ensure continued determination of eligibility for Social Security disability (Title II), Supplemental Security Income disability (Title XVI), and Medicaid disability (Title XIX).

c. Assist as necessary the Federal Emergency Management Agency (FEMA) in processing disaster assistance claims under the Individual Assistance Program.

d. Assist DSS with participating in Multi-Agency Transitional Teams (MASTT) activities.

DIVISION OF CHILD DEVELOPMENT AND EARLY EDUCATION (DCDEE)

a. Provide technical and statistical information on child care facilities statewide.

b. Coordinate with the SERT Human Services Branch as required.

c. Approve temporary emergency child care services established for disaster victims and emergency workers as required.

d. Assist with shelter operations as required.

e. Assist DSS with participating in Multi-Agency Transitional Teams (MASTT) activities.

3. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE

a. Make institutions under its control available for shelters where practical.

b. Support mass feeding activities.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide available feeding resources to dislocated population.

4. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

a. Coordinate animal issues for SERT Human Services Branch through the AgEOC and State Agriculture Response Team.

b. Support Mass Feeding operations through SERT Logistics Section by providing access to food commodities and distribution resources.

D. SUPPORTING VOLUNTEER AGENCIES

1. AMERICAN RED CROSS (ARC)

a. Support the management and coordination of sheltering, feeding, supplemental disaster health services, emergency first aid, distribution of emergency relief items, and family reunification services to the disaster-affected population.

b. Establish and operate mass care shelters and feeding facilities for victims requiring these services.

c. Provide casualty and illness information to appropriate authorities.

d. Within its agreements, coordinate the provision of relief efforts by any and all volunteer organizations actively engaged in providing assistance to disaster victims.

e. Coordinate the recruitment and assignment of personnel for mass care operations.

f. Coordinate registration of shelter residents.

g. Provide families a variety of services and tools to communicate with families during times of emergency.

2. THE SALVATION ARMY (TSA)

a. Assign a TSA Liaison, to the SEOC.

b. Establish a Command Post, in the affected area, to coordinate TSA activities/personnel/equipment.

c. Initiate TSA Mass Care Services, including but not limited to, mass feeding with mobile and/or fixed sites.

d. Coordinate with other SERT Human Services agencies and organizations to address unmet needs.

e. Deploy trained personnel to provide emotional and spiritual care (ESC).

f. Provide information and referral services to disaster survivors with disaster caseworkers and disaster case management.

g. Contingent upon available resources, implement a program for distribution of items, needed by survivors, that may include but not be limited to, food & commodities, clothing, furniture, bedding and household items.

h. As required and/or requested, assign TSA Representation, in DRCs, to provide assistance to disaster survivors.

i. In accordance with TSA Memorandum of Understanding, provide additional support, within available resources and capabilities. (See Memorandum of Understanding between The Salvation Army (A Georgia Corporation North and South Carolina Division (TSA) and the North Carolina Division of Emergency Management (NCEM), Division), effective December 1, 2014).

j. Participate in planning meetings, task forces, and/or committees facilitated by NCEM.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Requests for mass care assistance will be coordinated through the SERT. Primary and Support Agencies for mass care will have representatives in the State EOC for as long as necessary

B. NOTIFICATION

Primary and support agencies for mass care will be notified NCEM Operations and advised that a disaster has occurred or that the potential exists

C. RESPONSE ACTIONS

1. INITIAL

a. Verify available resources to determine adequacy of personnel, food, and water supplies for implementation of initial mass care activities.

b. Deploy personnel and resources.

c. Review policies and procedures and ensure personnel are informed.

d. Establish communications with personnel in the field as well as with the Division of Social Services and Red Cross personnel in local jurisdictions.

e. Prepare for activation of Disaster Welfare Inquiry System and for informing the public of this service.

f. Assess anticipated level of response by the Red Cross chapters and other organizations during the first few days.

2. CONTINUING

a. Open and operate shelters.

b. Provide meals at fixed locations and mobile feeding as required.

c. Provide emergency first aid in shelters, fixed feeding sites, and emergency first aid stations.

d. Distribute potable water and ice.

e. Distribute emergency relief items as needed.

f. Staff and supply shelters, feeding units, emergency first aid stations, and family reunification operations.

g. Establish communications between shelters, feeding units, emergency first aid stations, and relief operation location(s).

h. Coordinate activities of all public shelters that fall under the Red Cross shelter guidelines.

i. Monitor evacuation activities to ensure shelters are opened in all counties as needed.

j. Monitor occupancy levels and ongoing victims' needs and provide the SERT Plans Section a daily report on shelter openings and closings.

k. Coordinate the provision of additional and relief staff and the replenishment of shelter supplies.

l. Monitor shelter occupancy levels to coordinate consolidation as appropriate.

m. Coordinate with the SERT Emergency Services Branch to ensure people with medical needs are having their needs attended to in an appropriate setting.

n. Coordinate mass feeding locations to ensure optimal logistics for public service.

o. Assist in providing food for individuals not in shelters and who are unable to go to mass feeding sites.

p. Coordinate with the SERT Emergency Services Branch for the provision of medical services to include mental health services in shelters.

D. RECOVERY ACTIONS

1. INITIAL

a. Coordinate with local emergency management coordinators, local Red Cross personnel, and federal agencies to determine continued shelter

needs.

b. Assist with long term placement of disaster victims where needed due to damage to their homes.

c. Continue to provide food, clothing, and emergency first aid as needed.

2. CONTINUING

a. Monitor shelter closings and occupancy levels.

b. Assist shelter residents in obtaining information regarding disaster assistance available.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Mass care activities begin immediately after the disaster occurs, or beforehand if advance warning merits and assistance is requested by the counties in the support of their mass care activities. Local governments will identify facilities for use as shelters and special needs shelters. Decisions to open and close shelters are responsibilities of local governments. Local governments will coordinate opening and closing of shelters with the DSS & Red Cross.

2. STATE

Mass care activities will be coordinated through the State Emergency Operations Center (EOC). The lead and supporting agencies will provide staff at the State EOC on a 24-hour basis for the duration of the Mass Care activation. Each agency assigned to mass care activities will develop disaster plans that have been coordinated through the mass care lead state agency. These plans are to be operational in nature and will be used upon activation of mass care along with necessary supporting documents.

a. The SERT Human Services Branch will coordinate the activities of all public shelters. Shelters operated by Red Cross will be operated under the Red Cross Shelter Guidelines. This includes shelters opened before, during, and after the disaster.

b. The SERT Human Services Branch will monitor evacuation activities to ensure sufficient shelters are opened as needed.

c. The SERT Emergency Services Branch will support any shelter requiring medical services and/or personnel beyond Red Cross resource capabilities.

3. FEDERAL

When resources beyond those at the state and local level are required, assistance will be requested from the Federal ESF-6. This will be accomplished through the State EOC.

DISASTER MEDICAL SERVICES (NCESF-8)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide coordinated state assistance to supplement local resources in response to medical care needs following a declared disaster event or at the request of emergency management.

B. SCOPE

The intent of Disaster Medical Services is to supplement county governments affected by the disaster from resources available within the Division of Health Service Regulation (DHSR), Office of Emergency Medical Services (OEMS), and resources available from the State Medical Response System inclusive of the State Medical Assistance Teams, the National Disaster Medical System (NDMS), Disaster Medical Assistance Teams (DMATs), Emergency Medical Services Systems, Health Care Organizations, and the Association of Rescue and EMS. The OEMS fulfills its role as lead ESF-8 agency by coordinating non-local medical assets to augment local needs as identified by mission assignments from emergency management.

Disaster Medical Services involves supplemental assistance to local governments in planning, response, mitigation, and recovery of a major emergency or disaster. These activities include, but are not limited to, assessment of medical needs, provision of medical care personnel and medical equipment and supplies, coordination assistance for transportation of medical supplies and personnel, coordination assistance for evacuation of patients, provision of emergency responder health and safety, provision of medical command and control, and Emergency Medical Services.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A significant natural disaster or man-made event that overwhelms the local jurisdiction's standard of care capability would define a need for a declaration of emergency. This may require that state medical care assistance be provided. Hospitals, nursing homes, community health centers, rural health centers, university health centers, assisted living facilities, funeral homes, hospital morgues, and other medical facilities may be severely damaged or totally destroyed depending on the disaster. Even undamaged or slightly damaged facilities may be unusable due to the lack of utilities. Staff may be unable to report for duty because of personal injuries or lack of communications and transportation.

Medical facilities that remain in operation and have the necessary utilities and staff will probably be overwhelmed with walking-wounded and seriously injured victims who are brought there immediately after the occurrence. In the face of increases in demand and the damage sustained, medical supplies (including pharmaceutical) and equipment will probably be in short supply. Most health care facilities usually maintain only a small inventory to handle their day-to-day short-term patient loads. Restocking of medical supplies could be hampered depending on communication and transportation disruptions. Disruptions in personnel, product, and physical plant could seriously impair access to healthcare in impacted areas.

Uninjured persons who require daily medications may have difficulty in obtaining these medications because of damage/destruction of normal supply locations and general shortages within the disaster area. Man-made events, such as those involving hazardous materials, could cause a demand for specialized medical care personnel and equipment. Intentional or unintentional exposures to infectious agents could create a need for specific levels of protection for healthcare workers and possible substantial decreases in the healthcare workforce. Isolation surge capacity needs could also create a need for alterations and augmentation of existing product, pharmaceuticals, and physical plant in healthcare facilities. In addition to physical injuries, the stress imposed on individuals affected by a disaster may produce a need for increased mental health outreach and crisis counseling to prevent or resolve further emotional problems.

B. ASSUMPTIONS

1. The initial resources within the affected disaster area will most likely be inadequate to treat all casualties at the scene or treat them in local health care systems.

2. Additional resources will be urgently needed to supplement local jurisdictions for triage, tracking of patients and medical resources, treatment of casualties in the disaster area, and transport to appropriate facilities. In a major disaster, there will probably be a need for transportation of patients, possibly by air, to the nearest metropolitan areas with sufficient concentrations of medical assets where patient needs can be matched with the necessary definitive medical care.

3. Damage to chemical and industrial plants, sewer lines, and water distribution systems and secondary hazards such as fires will result in toxic environmental and health hazards to the surviving population and response personnel including exposure to hazardous chemicals, and contaminated water supplies, crops, livestock, and food products.

4. Pandemic outbreaks will create needs for additional personnel, product, pharmaceuticals, and alteration in physical plant to meet surge capacity needs. Alternate care facilities, field hospitals and home care may be needed to augment existing healthcare facilities statewide.

5. Additional state and federal capabilities may be needed to supplement and assist the local jurisdictions.

6. Additional transportation will be needed to evacuate patients to the appropriate hospital or medical facility and to transport fatalities to funeral homes and hospital morgues.

7. Disaster conditions may increase the potential for injury or illness.

8. Emergency response personnel may be confronted with situations which can result in emotional distress causing disorientation, and which may hamper their ability to continue functioning in their current position. Supervisors of emergency response workers are encouraged to monitor these workers for indications of symptoms.

9. State Disaster Medical Services will be activated upon the request from a county or regional level emergency management entity for assistance following the occurrence and/or declaration of a disaster.

10. Disaster Medical Services personnel will have the capability to deploy with the State Emergency Response Team (SERT) All-Hazard Incident Management Teams, as well as with any resources sent to the impacted area.

11. In accordance with assignment of responsibilities in this appendix and further tasking by the lead state agency, each participating support agency will contribute to the overall response but retain control over its own resources and personnel.

12. The SERT Emergency Services Branch will be the primary source of medical response information for distribution to state officials involved with response operations.

13. Federal medical response and public health response will be coordinated with the SERT Emergency Services Branch.

14. The SERT Emergency Services Branch will not release medical information on individual patients to the general public to ensure patient confidentiality protection.

15. Appropriate information on casualties and patients will be shared with Red Cross as appropriate. .

16. All deaths occurring as a result of a disaster fall under the jurisdiction of the Office of the State Medical Examiner. The management of mass fatalities will be coordinated through a joint effort between ESF-8 and the Division of Public Health.

17. Disaster Medical Services will coordinate requests with SERT Emergency Services for other healthcare resources through the Emergency Management Assistance Compact (EMAC) as necessary.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Request medical assistance from other states and the federal government as required.

b. Arrange the transfer of packaged-disaster hospitals or components where feasible.

c. Provide identification cards and coordinate transportation in regulated areas.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF HEALTH SERVICE REGULATION (DHSR)
OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Provide leadership in coordinating and integrating the overall state efforts that provide medical assistance to a disaster-affected area.

b. Coordinate and direct the activation and deployment of state resources of medical personnel, supplies, equipment, and pharmaceuticals with Public Health as needed.

c. Assist in the development of local capabilities for the on-site coordination of all emergency medical services needed for triage, treatment, transportation, tracking, and evacuation of the affected population with medical needs.

d. Establish and maintain the cooperation of the various state medical and related professional organizations in coordinating the shifting of Emergency Medical Services resources from unaffected areas to areas of need.

e. Coordinate with the SERT Military Support Branch to arrange for medical support from military installations.

f. Coordinate the evacuation of patients from the disaster area when evacuation is deemed necessary.

g. Coordinate the catastrophic medical sheltering response by implementing the Medical Support Sheltering Plan.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF HEATLH AHD HUMAN SERVICES (NCDHHS)

DIVISION OF MEDICAL ASSISTANCE (DMA)

a. Administer the North Carolina Medicaid/Medicare Program to provide medical services for public assistance recipients as listed in “Scope of Services, NC Medicaid/Medicare Program” to include hospital care, physician bills, laboratory and x-ray services.

DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES (MHDDSAS)

a. Provide available personnel and space at regional mental institutions in support of area mental health agencies as the situation warrants.

b. Coordinate and direct assistance in mental health and crisis counseling matters.

c. Maintain liaison with National Institute for Mental Health and other appropriate federal agencies.

d. Confirm, consolidate, and evaluate information from local governments and determine the need for federal assistance with mental health problems.

e. Arrange for and support crisis-counseling service as needed.

OFFICE OF RURAL HEALTH AND COMMUNITY CARE (ORHCC)

a. Work with local and state leaders to design and implement strategies for improving health care access for rural and underserved residents.

b. Provide technical and financial assistance to underserved communities in developing and maintaining primary care health and dental centers.

DIVISION OF PUBLIC HEALTH (DPH)

a. Provide coordination for the delivery of medical goods to hospitals through the NC Medical Countermeasures (MCM) Plan.

b. Provide guidance on the evaluation and treatment of contagious diseases, chemical exposures and radiologic casualties.

c. Provide laboratory support to clinical laboratories in medical facilities.

d. Provide support, as requested, from the four (4) regional offices.

e. Provide guidance on health and safety measures for emergency workers including but not limited to Personal Protective Equipment (PPE), prophylactic medications and vaccines.

2. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide limited emergency medical care to sick and injured people.

b. Provide manpower to assist in setting up temporary hospital facilities that have been provided by other agencies.

c. Assist with the transportation of disaster teams, medical personnel, and supplies into the disaster area.

d. Assist with the transportation and evacuation of victims to permanent facilities.

STATE HIGHWAY PATROL (SHP)

a. Assist with traffic control as requested by the State Emergency Response Team (SERT).

b. Assist emergency responders and other authorized responders to obtain access into controlled areas.

c. Provide logistics for Field Hospitals set up by State Medical Assistance Teams as needed based on type and size of disaster.

d. Assist SMRS deployments by providing space and logistical support for receiving, storing and distributing drugs from the Strategic National Stockpile.

3. STATE MEDICAL RESPONSE SYSTEM

a. Provide and/or coordinate appropriate medical treatment services for mobile, short-notice tasking medical facilities such as field medical services and medical coordination in the field, deployable, scalable field medical units, HAZMAT medical units, alternate care facilities, and medical support shelters.

b. Assist Public Health with mass prophylaxis and mass casualty triage.

c. Assist with National Disaster Medical System (NDMS) airhead or other patient transportation operations.

d. Provide health and medical services to SERT workers.

e. Prepare, maintain, and implement in cooperation with Public Health necessary procedures for receiving, storing, and distributing medications and supplies delivered to North Carolina from the Strategic National Stockpile.

f. Assist with responder rehabilitation.

g. Augment healthcare personnel in existing facilities.

4. NC ASSOCIATION OF RESCUE AND EMS, INC. (NCAREMS)

a. Assist in obtaining manpower, equipment and other resources as requested.

D. SUPPORTING VOLUNTEER AGENCIES

1. NORTH CAROLIA BAPTISTS ON MISSION

a. Provide logistical and medical assets for ESF-8 when available.

2. AMERICAN RED CROSS (ARC)

a. Provide supportive counseling for the family members of victims.

b. Provide non-medical administrative assistance as available and necessary to immunization clinics.

c. Provide information to families on available health resources and services.

d. Assist with other tasks in accordance with the current NC Memorandum of Understanding.

3. THE SALVATION ARMY (TSA)

a. Deploy trained personnel to provide emotional and spiritual care (ESC).

b. Coordinate with other SERT agencies and organizations to address unmet needs.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The Department of Health and Human Services (DHHS) Division of Health Service Regulation (DHSR) Office of Emergency Medical Services (OEMS) serves as lead agency assigned to Disaster Medical Services. OEMS will be responsible for the provision and coordination of services to include personnel, medical product, physical plant, and pharmaceuticals to meet medical needs and thus provide access to healthcare for NC citizens before, during and after a disaster. Resources available within OEMS, the support agencies of Disaster Medical Services, private enterprise, and community voluntary agencies will be used to accomplish assigned missions. The lead agency will make available sufficient staff to be present in the State EOC to coordinate the activities of Disaster Medical Services.

North Carolina OEMS will use the Continuum System in addition to NC Sparta to retrieve information on the status of healthcare facilities and obtain real time capabilities/resources to include personnel, transportation assets, specific medical products, pharmacy, and bed counts. This system will be used to disseminate information to NC healthcare facilities and EMS systems across the state. OEMS will use the NC Training, Exercise, & Response Management System (NC TERMS)to register, deploy, and track state assigned ESF-8 response and recovery personnel. NC TERMS will assist in the credentialing and mission tasking of all personnel deployed by OEMS for ESF-8 missions. NCOEMS will use the NC TERMS electronic program to deploy and manage all medical teams sanctioned by North Carolina Emergency Management and the lead state agency for ESF-8. NC TERMS will be used to assemble rosters of personnel, communicate deployment information, and track missions.

The NC Department of Agriculture & Consumer Services' (DA&CS) Multi-Hazard Threat Database will be used to monitor licensed facilities and EMS systems statewide potentially threatened by manmade and natural disasters. This database will serve as a mapping tool for the transfer, tracking, treatment, and transport of patients across the state during the disaster. The database will serve as a tracking and mapping tool to report progress of the re-establishment of medical care in licensed facilities and EMS systems during the recovery phase of a disaster.

The NC Disease Event Tracking and Epidemiologic Collection Tool (NC DETECT) will be used to provide statewide early event detection and syndromic surveillance, as well as situational awareness capabilities, to local, regional, and state public health practitioners and hospital-based users. NC DETECT currently is able to view data from emergency departments, the Carolinas Poison Center (CPC), the Pre-hospital Medical Information System (PreMIS), a select group of urgent care centers in the Mecklenburg County region, the Piedmont Wildlife Center and the North Carolina State University College of Veterinary Medicine Laboratories.

As a federal resource, NDMS has established and maintains a network of hospital beds across the country with North Carolina being a part of this network. These are available upon activation of NDMS by the U.S. DHHS following a request through the normal disaster response channels. For support of emergency responses wholly within the state, information regarding the availability, location, and types of beds can be obtained from the statewide bed and resource tracking system known as theContinuum.

B. NOTIFICATION

Upon occurrence of a potential or actual natural disaster or man-made event, the State EOC will be activated by the Director of Emergency Management. Disaster Medical Services SERT Liaison will be notified by the Emergency Services manager by telephone and email and advised of the situation.

C. RESPONSE ACTIONS

1. INITIAL

a. Notify relevant ESF-8 Partners.

b. Conduct initial assessments of medical needs.

c. Assess resource availability and applicability.

d. Provide technical support to EM for evacuation decisions.

2. CONTINUING

a. The SERT Emergency Services Branch will continuously acquire and assess information about the disaster. Primary source of information will be from the County EOC through the Branch Offices or county deployment teams. All information will be made immediately available to the Emergency Services ESF leads.

b. Resources, including personnel, will be deployed as needed and appropriate. State Medical Assistance Teams will be activated and deployed as needed through the OEMS and in consultation with the SERT Leader. When National Disaster Medical System assets outside of the state are requested, the SERT Emergency Services Branch will coordinate through OEMS with NDMS or other HHS representatives for the deployment of those assets.

c. National Guard assets may be needed to support Disaster Medical Service requirements. Missions will be assigned to the National Guard through coordination with the National Guard representative in the State EOC who will activate and deploy the necessary military units. OEMS will coordinate medical missions with the NC National Guard as needed.

d. Medical transportation is the responsibility of the local authorities. The SERT Emergency Services Branch will request state, interstate, and federal medical transportation assistance when county or state resources are inadequate to meet the needs.

e. The SERT Emergency Services Branch will maintain a journal of Disaster Medical Service activities for each major action, occurrence, or event.

f. OEMS/ESF-8 will make recommendations and requests through Emergency Services to the SERT Logistics Chief for the use of the Emergency Management Assistance Compact (EMAC) when needed and as indicated by assessment data.

D. RECOVERY ACTIONS

1. INITIAL

a. Assess the status of all licensed facilities and their ability to render medical care to their communities post incident. This will include EMS Systems, hospitals, long term care facilities, state psychiatric facilities, assisted living facilities, group homes, community health centers, rural health centers, university health centers, and school health centers. ESF-8 will also assess the medical status of any state supported medical support shelter.

b. Plan with specific Division of Health Service Regulation staff, SERT partners, and affected facilities/centers to develop a strategy to reestablish healthcare. DHSR may establish a support cell and may ask for partners to assist with the planning and strategic plan development as needed. The support and planning team may include representatives from designated support agencies or other entities as deemed appropriate by the ESF-8 lead agency.

c. Implement any needed changes in normal State DHSR procedures as needed to re-establish safe care in facilities/centers. Reports on progress and associated timelines will be given to the SERT leader and the Director of Health Service Regulation.

d. Evaluate progress of reestablishment of facilities and centers and recommend appropriate changes to the strategic plan with the affected facilities/centers. Continue to provide guidance and technical assistance to the affected healthcare community and report the ongoing evaluation to the Director of Health Service Regulation.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Locally available medical resources will be used to the extent possible to meet the immediate needs in the jurisdiction. Requests for assistance will be transmitted from the County EOC through the appropriate Branch Office and to the State EOC. Local governments have annexes incorporated into their

emergency operations plan that maintains comprehensive emergency medical plans, including provisions for coordination among all elements of the local medical system. Agreements exist between jurisdictions and other secondary providers. Counties use appropriate local mental health facilities and personnel and provide mental health and crisis counseling services to victims and emergency response workers affected by the disaster. Local governments may request Critical Incident Stress Management Teams directly or through the SERT Emergency Services Branch when necessary.

2. STATE

The SERT Emergency Services Branch is the primary coordination source of medical response and information for all state officials involved with response operations. Field response operations will be coordinated through the county EOC by state ESF-8. Support agencies may also be requested to provide information for the ESF-8 support cell to assist in coordinating Disaster Medical Services.

Once a local assessment has been completed and a medical support mission has been directed to ESF-8, local and state assets from the non-affected area may be mobilized to respond per the mission assignment. Those assets include activation of the State Medical Response System (SMRS).

OEMS will also coordinate the request and management of federal medical assets from the U.S. Department of Health and Human Services as well as the U.S. Department of Homeland Security. OEMS does this through existing liaison relationships with the National Disaster Medical System (NDMS) and the Interstate Resource Coordination Team (IRCT) from HHS.

Throughout the response period, the SERT Emergency Services Branch will evaluate and analyze medical assistance requests and responses, and develop and update assessments of medical status. The SERT Emergency Services Branch will maintain accurate and extensive logs to support after action reports and other documentation of the disaster conditions. The SERT Emergency Services Branch coordinates requests for Critical Incident Stress Management

Teams (CISM OEMS can assemble support personnel through employees, partners, and/or relevant support agencies to assist the ESF-8 with the assessment and coordination of medical assets and capabilities. This "support cell" may be located in a reasonable and convenient location as requested by OEMS and will report to the ESF-8 lead in the Emergency Services Branch of the State EOC.

3. FEDERAL

The Incident Management Team (IMT) from the U.S DHHS will be the lead for the Interstate Regional Emergency Support Function #8 (ESF #8 Health and Medical). The ASPR based IRCT will establish a Regional EOC and will provide administrative support to the regional response activities. The IRCT will then coordinate all requests with the Federal Coordinating Officer (FCO) and the State ESF-8 Lead Agency representatives.

NDMS will assist in determining specific medical needs and priorities. Disaster Medical Assistance Teams (DMATs) will assist in providing care for ill or injured victims at the site of a disaster at the state's request. Placement locations and specific missions of all NDMS or HHS assets will be coordinated by OEMS.

PUBLIC HEALTH (NCESF-8B)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to coordinate assistance to supplement local resources in response to public health needs following a disaster. Resources will be furnished when local resources are not adequate and local governments request public health assistance.

B. SCOPE

Public health involves identifying and meeting the health and environmental needs of a major emergency or disaster. The Department of Health and Human Services (DHHS) directs the provision of public health assistance through all resources within DHHS and supporting departments and agencies available to accomplish assigned missions. Public health activities include assessment of public health needs, human health surveillance, food and drug device safety, public health information, vector control, biological hazards, and victim identification and mortuary service.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A significant natural disaster or man-made incident that overwhelms the affected counties would call for state public health assistance. A significant disaster such as an outbreak of tornadoes or a Category 4 or 5 hurricane would result in public health threats such as problems related to indoor environment, food, vectors, and general health conditions. Disasters directly caused by infectious agents such as pandemic influenza, anthrax, and other biological and chemical terrorist agents will require support to the local public health system by state resources.

B. ASSUMPTIONS

1. Damage to chemical and industrial plants, sewer lines, and water distribution systems will result in environmental and public health hazards to the surviving population and response personnel including exposure to hazardous chemicals and contaminated water supplies, crops, livestock, and food products.

2. Assistance will be required to maintain the continuity of public health services.

3. Disruption of sanitation services and facilities, loss of power, and massing of people in shelters may increase the potential for disease.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Provide assistance as needed through field services personnel.

b. Coordinate requests for resources from all state agencies.

c. Request federal assistance as required.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

a. Provide leadership in directing and coordinating state efforts to provide public health assistance to the affected area.

b. Provide for the epidemiological investigation of a known or suspected threat caused by nuclear, biological, or chemical agents.

c. Facilitate laboratory testing in support of clinical laboratories on specimen from persons that may have been exposed to a nuclear, biological, or chemical agent.

d. Provide for the procurement and allocation of immunizing agents and prophylactic antibiotics.

e. Provide for the distribution of the Strategic National Stockpile.

f. Coordinate appropriate conditions for quarantine and isolation in order to prevent further transmission of disease.

g. Issue guidelines for prophylaxis and treatment of exposed and affected persons.

h. Direct and coordinate the activation and deployment of personnel, supplies, and equipment in response to requests for state assistance.

i. Establish monitoring systems for the protection of public health.

j. Provide guidance and assistance to local public health departments, health care entities and the general public.

k. Test water supplies in coordination with the SERT Infrastructure Branch.

l. Investigate disease outbreaks.

OFFICE OF THE CHIEF MEDICAL EXAMINER

a. Investigate and certify deaths.

b. Assist local medical examiners in mass fatality incidents.

c. Advise local government of necessity for temporary morgue and body storage (refrigerator trucks) if local facilities are inadequate.

d. Maintain emergency supply of body bags.

e. Oversee and provide body-processing services including victim identification (coordinate with State Bureau of Investigation (SBI) and Federal Bureau of Investigation (FBI)) and determination of cause of death.

f. Work with SBI and FBI to ensure collection of evidence from bodies of victims.

g. Provide Death Certificate, report of investigation, and other reports, including autopsy as required.

h. Coordinate the release of remains to next of kin with assistance of the NC Funeral Director Association.

i. Request assistance from the Disaster Mortuary Response Team (DMORT) if state resources become overwhelmed.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

a. Monitor disaster related health problems relating to animal disease, food or drug contamination, or hazardous exposure to pesticides or fertilizer.

b. Implement animal disease control procedures.

c. Provide personnel for a disaster team when requested.

d. Assist in inspection of restaurants, mass feeding sites, and food distribution centers.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

a. Support the Department of Public Health as required.

3. NC FUNERAL DIRECTORS ASSOCIATION (NCFDA)

a. Assist in the notification of next of kin.

b. Facilitate the coordination, preparation, and transportation of the remains of victims to appropriate destinations.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The Department of Health and Human Services, Division of Public Health will be responsible for the coordination of services, equipment, supplies, and personnel to meet the public health needs resulting from disasters. Staff and material resources currently existing within the primary and support agencies, private industry, and community volunteer organizations will be employed to meet the public health needs.

B. NOTIFICATION

When a disaster occurs, or when the potential for disaster exists, the lead and supporting agencies will be notified by State EOC staff via telephone or digital pagers. Agencies will be asked to report to the State EOC or to be on standby as the situation dictates.

Each Public Health agency is responsible for insuring that sufficient and qualified program staff are available to support the Public Health Emergency Support Function and to carry out the activities tasked to their agency on a continuous basis. Individuals representing agencies that are part of the staffing of the State EOC will have extensive knowledge of the resources and capabilities of their respective agencies and have access to the appropriate authority for committing such resources during the activation.

C. RESPONSE ACTIONS

1. INITIAL

a. Assess public health needs.

b. Review and prioritize requests for assistance relating to communicable disease outbreaks, medical countermeasures and vector control.

c. Determine personnel and resource needs.

2. CONTINUING

a. Continue to verify the nature and extent of public health problems.

b. Establish appropriate monitoring and surveillance procedures.

c. Activate resources.

d. Move supplies, equipment and support personnel to staging areas.

e. Establish communications.

f. Initiate public information program.

D. RECOVERY ACTIONS

1. CONTINUING

a. Public Health Agencies will continue to assess long-term issues and will assist local governments in developing plans of action.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

The management of public health is primarily the responsibility of local government. When a disaster occurs which overwhelms the resources of local government, additional public health assistance may be requested from the state. In accordance with NIMS, the county EOC will serve as the conduit for requests up to the state and as the coordinator for resources delivered down to the local level.

Local public health agencies are organized to address four broad areas of concern:

- Health Intelligence – local health departments will be alerted to health-threatening disasters and will report public health problems to DHHS DPH, regardless of whether assistance is required.

- General Health and Sanitation – health departments will provide general guidance and direction on public health matters.

- Epidemiology – health departments will take appropriate measures to investigate and control disease outbreaks in order to prevent widespread epidemics.

- Vector Control – health departments will take measures to control animals and/or insects carrying disease-causing bacteria or virus.

2. STATE

The Division of Public Health will coordinate all public health activities from the State EOC. Support agencies will provide staff in the State EOC as requested for the duration of the event. Where necessary, DPH will serve to assist local agencies in obtaining services from appropriate state agencies in order to fill their missions. At the state level, this activity is led by DEQ and DPH will assist as needed in coordinating those requests to DEQ.

SERT Public Health activities will be implemented upon a request from a county for assistance following the occurrence of an emergency or disaster (natural or man-made) and determination has been made that a state response is warranted.

3. FEDERAL

The US Department of Health and Human Services will serve as the lead agency for Federal ESF-8, Health and Medical Services. A Federal Regional ESF 8 representative will locate in the State EOC and will maintain coordination to monitor current public health assistance requests. There will be close coordination between DPH and OEMS on any request for federal assistance. Federal assistance must be requested by and are subordinate to state public health activities.

SEARCH and RESCUE (NCESF-9)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide state support to local governments by using state resources in missing person, swift water/flood, and urban/disaster Search and Rescue (SAR) activities during daily events as well as actual or potential disasters.

B. SCOPE

Search and rescue activities include emergency incidents that involve locating missing person(s), boats lost at sea, downed aircraft, extrication if necessary, and treating victims upon rescue. Swift water and flood search and rescue activities includes locating victims and effecting safe rescue(s) in a moving water environment by ground, water, or air. Urban/disaster search and rescue activities include locating, extricating, and coordinating the immediate medical assistance to victims trapped in collapsed structures.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A major disaster may cause many people to be in life threatening situations that require prompt rescue and medical care. Since the first 72 hours are crucial to minimizing the mortality rate, search and rescue must begin immediately. Search and rescue personnel may be required to deal with extensive damage to buildings, roadways, public works, communications, and utilities. Secondary events such as fires, explosions, flooding and hazardous material releases may compound the problems and threaten both survivors and rescue personnel.

The most common SAR missions in North Carolina involve lost persons, missing aircraft, and watercraft. The extent may vary from a few individuals looking for a single person to a full-scale SAR operation involving local, State, and Federal agencies in addition to private sector and volunteer groups looking for many individuals, missing aircraft or watercraft.

B. ASSUMPTIONS

1. All available and trained SAR resources will be committed and additional specialized resources may be needed from the state.

2. Coordination and direction of local efforts, including volunteers, will be required.

3. Damaged areas will have access restrictions and not be readily accessible except, in some cases, by air or water.

4. Secondary events will threaten survivors, as well as SAR personnel.

5. Search operations will be conducted at the lowest level of government compatible with operational requirements.

6. The state has 7 designated, trained, and equipped urban search and rescue teams. In the event of a catastrophic disaster with wide spread building collapse, the SERT Emergency Services Branch will coordinate the deployment of necessary teams.

7. The Emergency Services Branch will coordinate with ESF-9 for Federal urban search and rescue support if the event exceeds state capabilities.

8. In the event of disaster involving building collapse, there will be convergent volunteers but their capabilities will be limited.

9. Workers' compensation will not be available for convergent volunteers assisting in urban search.

10. The level of urgency may be high, and as such, may require specialized resources, such as aircraft, to affect the rescue(s).

11. The Emergency Services Branch maintains a current typed resource database of specialized resources including missing person, swift water/ flood, and urban/disaster search and rescue.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Provide a liaison to local government and coordinate assistance and/or response from State and Federal governments and private SAR organizations.

b. Organize and appropriately train emergency management personnel for participation in all aspects of SAR operations.

c. Coordinate additional training for state and local government agencies and volunteer organizations to ensure an acceptable level of SAR preparedness.

d. Ensure specialized resources are capable by maintaining training records, applications, and typing criteria.

e. Maintain current directory of qualified resources for search and rescue.

f. Coordinate air assets to transport specialized resources in a timely fashion following the Air Operations Tab.

g. The North Carolina Wing of the Civil Air Patrol (CAP) will provide an Incident Commander (IC) for search operations as tasked by the US Air Force Rescue Coordination Center (AFRCC) or approving and accepting a mission request from emergency management. After receiving a mission number from AFRCC or approving and accepting a mission request from emergency management, provide personnel for ground, lake or river SAR operations.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

a. Conduct air and ground search as directed.

b. Provide immediate assistance (including traffic control and law enforcement) as required to local authorities during the onset of the emergency.

c. Conduct searches on highways.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Conduct air and ground search as directed.

b. Conduct swift water/flood search and rescue using qualified civilian helicopter aquatic rescue technicians.

c. Conduct stranded personnel rescue and injured personnel extraction through operating aircraft with rescue hoist and/orshort-haul operations capability.

d. Conduct annual recurrent qualification training with pilot(s), crew chief(s), and qualified civilian rescuers.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF MARINE FISHERIES (DMF)

a. Act as guides in coastal areas.

b. Provide air, sea, and land transportation suitable for SAR missions.

c. Provide SAR teams.

3. NC WILDLIFE RESOURCES COMMISION (NCWRC)

a. Act as guides in woodland and water search areas.

b. Provide air, water, and land transportation suitable for SAR missions.

c. Provide SAR teams.

4. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

DIVISION OF PARKS AND RECREATION

a. Act as guides in state park search areas.

b. Provide transportation and make state park facilities available to support search and rescue.

c. Provide SAR teams.

d. Provide security and traffic control support.

5. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

NC FOREST SERVICE (NCFS)

a. Provide air and ground search and rescue as directed.

b. Act as guides within the state forest areas.

c. Provide two small mobile headquarters to function in a search management role as required.

6. NC DEPARTMENT OF INSURANCE (NCDOI)

OFFICE OF STATE FIRE MARSHALL (OSFM)

a. Provide search and rescue training.

b. Coordinate and mobilize qualified resources from fire and rescue services statewide through the NC Association of Rescue and EMS and the NC Firemen's Association.

C. SUPPORTING VOLUNTEER AGENCIES

1. NC SEARCH AND RESCUE ADVISORY COUNCIL (NCSARAC)

a. Provide and recommend personnel, equipment, education, and training for the effective delivery of search and rescue in NC.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The SERT Emergency Services Branch will provide support to local search and rescue operations. North Carolina Emergency Management, as the lead agency, will coordinate the provision of other state personnel and equipment.

B. NOTIFICATION

Upon notification by the State EOC of a potential or actual event requiring response, SERT search agencies will be notified by phone call, text, or email. All support agency contact persons for the SAR emergency support function will be instructed to alert their contacts throughout the state to ensure all resources

are available. The Emergency Services Branch will provide daily situation reports, starting D-3, to all specialized state teams (USAR, Swiftwater, Mountain Rescue, Helo-aquatic Rescue, and Wilderness).

C. RESPONSE ACTIONS

1. INITIAL

a. State and local resources from outside the disaster area are committed through coordination with other agencies with SAR resources.

b. Transportation will be provided, if available, or may be the responsibility of the resource agency. Coordination with the SERT Logistical Support Services Branch may be required. Resources may be pre-positioned if necessary.

2. CONTINUING

a. Coordination between state, local, and if requested, Federal SAR resources is controlled by NCEM.

b. SAR resources are reassigned as needed and requested.

c. SAR resources are withdrawn when no longer needed.

d. NCEM will use the Emergency Management Assistance Compact (EMAC) to support search and rescue missions if requests overwhelm capable state resources.

D. RECOVERY ACTIONS

1. INITIAL

a. Provide SAR resources to assist recovery efforts upon request.

b. Maintain normal day-to-day operations.

c. Return all activities expeditiously to pre-emergency status.

2. CONTINUING

a. Maintain and update all plans and programs.

b. Modify all aspects of this plan which prove impractical or operationally ineffective.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Organization of the search and rescue function varies from county to county. The Emergency Management Coordinator, Rescue Chief, or law

enforcement may be designated as the search coordinator. Mutual aid agreements usually exist among emergency services groups. Local emergency services support Federal agencies when the search and rescue occurs on Federal land. When a SAR situation exceeds the capabilities of local government, assistance from the state may be requested through normal emergency management channels.

2. STATE

State government agencies assist local government in planning, training, and obtaining resources. The state may assume operational control of any SAR mission when requested by the local government or whenever the situation involves multi-county areas and/or the Governor directs. When deemed appropriate by the SERT leader, NCEM will activate the State EOC and notify SERT search agencies that state assets are required to augment SAR efforts.

3. FEDERAL

Federal ESF-9 will coordinate urban search and rescue support to state and local SAR operations through the SERT Emergency Services Branch. SAR activities on Federal property, such as national parks, will be under the direction and control of the Federal agency under whose jurisdiction the emergency occurs.

The US Air Force Rescue Coordination Center (AFRCC) has jurisdiction of federal air search assets for incidents involving aircraft.

The US Coast Guard Rescue Coordination Center (CGRCC) has jurisdiction of search missions over coastal and navigable inter-coastal waterways.

HAZARDOUS MATERIALS (NCESF-10)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide state support to local governments in response to an actual or potential discharge and/or release of hazardous materials following a disaster. This ESF will be activated either in response to a disaster for which the Governor (through the Department of Public Safety) determines that state assistance is required to supplement the response efforts of the affected local governments; or in anticipation of a disaster which may result in a declaration from the Governor and subsequent federal declaration under the Robert T. Stafford Disaster Relief and Assistance Act.

B. SCOPE

This appendix provides for a coordinated response to actual or potential discharges and/or releases of hazardous materials by employing all local, state and federal resources available for minimizing the threat during a disaster. This appendix establishes the lead coordination roles and the specification of responsibilities among state agencies that may be brought to bear in response actions. This appendix is applicable to all state departments and agencies with responsibilities and assets to support the local response to actual and potential discharges and releases of hazardous materials.

Response to oil discharges and hazardous substance releases will be in accordance with the State Oil Spill Plan and the North Carolina Area Contingency Plan (NCACP). The two plans effectuate the response powers and responsibilities created by the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), as amended, the authorities established by Section 311 of the Clean Water Act (CWA), as amended, and the Oil Pollution Act (OPA). This appendix does not impede or negate the use of or request for the activation of the National Response Team (NRT) or Federal Regional Response Team (F-RRT).

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A natural or other catastrophic disaster could result in numerous situations in which hazardous materials are released in the environment. Fixed facilities (e.g., chemical plants, tank farms, laboratories, operating hazardous waste sites which produce, generate, use, store, or dispose of hazardous materials) could be damaged so severely that existing spill control apparatus and

containment measures are not effective. Hazardous materials that are transported may be involved in rail accidents, highway collisions, pipeline, air, or waterway mishaps. Abandoned hazardous waste sites could be damaged, causing further degradation of holding ponds, tanks, and drums. The damage to or rupturing of pipelines transporting materials that are hazardous if improperly released will present serious problems.

B. ASSUMPTIONS

1. Situations involving hazardous materials emergency response are generally handled at the local level.

2. Counties may be overwhelmed by the extent of the response effort required to assess, mitigate, monitor, clean up, and dispose of hazardous materials released into the environment.

3. There may be numerous incidents occurring simultaneously in separate locations, both inland and along the Atlantic coastal waters.

4. Standard communications equipment and practices (phone lines, radio, etc.) may be disrupted or destroyed.

5. Response personnel, cleanup crews, and response equipment may have difficulty reaching the site of a hazardous material release because of the damage sustained by the transportation infrastructure (roads, rails, bridges, airports, etc.) or the remoteness of the incident.

6. Additional response/cleanup personnel and equipment will be needed to supplement existing capabilities and to provide backup or relief resources.

7. Laboratories responsible for analyzing hazardous materials samples may be damaged or destroyed, depending on the severity of the disaster.

8. Air transportation may be needed for damage reconnaissance and to transport personnel and equipment to the site of a release.

9. Emergency exemptions may be needed for disposal of contaminated material.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Activate the State EOC as necessary.

b. Coordinate all communications with contiguous states, the federal government, and local government.

c. Establish and maintain liaisons with federal, state and local officials in the affected area.

d. Facilitate damage assessment and assist in the coordination of response, if required.

e. Contact Tier II facilities 72 hours prior to expected impacts if information is available.

f. Provide Tier II chemical facility information to NCDEQ for post storm assessments.

g. Contact via email and phone with the assistance of US EPA and local emergency mangers all facilities affected post disaster that will not be contacted by NCDEQ.

h. Maintain a data management system compatible with the DAQ and DWR for the documentation of oil and hazardous materials spills.

i. Direct the activities of the seven State Hazardous Materials Regional Response Teams (NCRRT).

j. Appoint a state On-Scene Coordinator. Activate NCRRT when appropriate.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

a. Provide technical assistance related to environmental concerns and

enforcement authority to the state on-scene coordinator for spill containment and clean-up of oil and other hazardous substances.

b. Activate coastal or inland Federal Regional Response Teams (RRTs) or request federal assistance for spill containment and clean-up.

c. Provide communication with contiguous states and the federal government through the coastal and inland response agencies (U.S. Environmental Protection Agency or U.S. Coast Guard).

d. Provide laboratory analyses in instances of suspected oil or hazardous substance spills for samples collected and sent by the Division of Air Quality (DAQ) or Division of Water Resources (DWR) representative in the field.

e. Maintain a data management system compatible with Emergency Management for the documentation of any hazardous materials spills and releases.

f. Take appropriate enforcement actions for unlawful hazardous materials releases where such action is legally enforceable, coordinating with the State Bureau of Investigation (SBI) when appropriate.

g. Sample potentially contaminated bodies of water for analysis.

h. Provide technical assistance in the decision to prohibit use of water sources.

i. Advise as to restrictions on the use of non-drinking water or seafood as deemed necessary.

j. Consult the Public Water Supply (PWS) Section on drinking water restrictions.

k. De-conflict facility contact with NCEM hazardous materials so that Tier II chemical facilities are contacted post storm during damage assessments.

l. Conduct post disaster damage assessment for all facilities as required by NCDEQ response policy.

C. SUPPORTING AGENCIES

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF WASTE MANAGEMENT (DWM)

a. Coordinate with the Department of Health and Human Services (DHHS) Division of Health Service Regulation, Radiation Protection Section in identifying hazardous waste, transporters, treaters, and storage and disposal facilities for the proper identification, handling, procedures, and other management alternatives for emergency spills.

b. Provide liaison with local health departments (with solid waste responsibilities) for regulating storage sites for hazardous compliance materials.

c. Provide regulating evaluation of temporary storage sites for hazardous waste prior to the emergency.

d. Dispatch state or regional personnel to the State EOC and to the incident site when applicable when directed.

e. Provide for technical assistance in determining if certain spills are hazardous waste.

f. Assist responsible party by providing technical assistance on packing containers, labels, and other required standards for transporting hazardous waste.

g. Assist responsible party in identifying hazardous waste, transporters, treaters, and storage and disposal facilities for proper identification, handling procedures and other management alternatives for emergency spills.

h. Make any submitted contingency plan from any hazardous waste storage treatment or disposal facility available for emergency response.

i. Issue emergency permits for required hazardous waste management activities associated with the clean-up, treatment or disposal of hazardous waste spills.

j. Coordinate with the DHHS Division of Public Health (DPH) and U.S. Center for Disease Control (CDC) to evaluate the public health impact of spills or other emergency management activity where there is a probability of significant public health impact.

DIVISION OF WATER RESOURCES (DWR)
DIVISION OF AIR QUALITY (DAQ)

a. Respond as appropriate to the spill scene, assess the extent of environmental damage and provide on-scene liaison with NCEM and the United States Coast Guard (USCG) or the U.S. Environmental Protection Agency (EPA).

b. Analyze air, water and soil samples for possible contamination.

c. Assert state jurisdiction and order clean-up actions if no federal official has arrived on scene and assumed control or if the spill is outside federal jurisdiction.

d. Review containment and cleanup methods proposed by the responsible party if the spill is within state jurisdiction. Monitor these methods if cleanup is within federal jurisdiction.

e. Advise the SERT Leader on the feasibility and effectiveness of the containment and cleanup methods being used.

f. Provide on-scene liaison with federal On-Scene Coordinator (OSC) concerning state environmental policies and regulations.

g. Request activation of the Region IV F-RRT or request federal assistance for containment and cleanup.

h. Assist in the technical decision to restrict use of water resources.

i. Halt or restrict the use of non-drinking water as necessary.

j. Consult with PWS on restrictions to be placed on use of drinking water supply.

k. Serve on the F-RRT and situate the state representative to the F-RRT at the State EOC to facilitate liaison between SERT and the F-RRT during such times as the SERT is activated for an oil spill response.

l. Enforce state environmental regulations and initiate prosecution under state law or regulations if circumstances warrant. Assist the Attorney General as necessary.

m. Participate in damage assessment.

n. Communicate with adjacent state DWR and DAQ officials concerning the impact of the spill.

o. Obtain and evaluate technical data and information for SERT.

DIVISION OF MARINE FISHERIES (DMF)

a. Monitor areas accessible by fresh and salt water marine life.

b. Close containment or suspected areas to the taking of all marine life.

c. Confiscate or prevent the sale of marine life from contaminated or suspected areas.

d. Take samples of marine life that may have been exposed or contaminated to be analyzed by DEQ.

e. Act as guides in coastal areas.

f. Perform law enforcement function in event of violation of fishing regulations, felony, breach of peace, or on-site deputation by county sheriff, or as may be directed.

g. Provide transportation and assist in rescue.

h. Provide expert consultation in marine biology.

2. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDCR)

DIVISION OF PARKS AND RECREATION (DPR)

a. Monitor state park system facilities and resources.

b. Provide equipment and personnel to assist in control activities in or near state parks.

c. Regulate or prohibit entry into and use of contaminated state parks.

d. Provide shelter for evacuees and emergency workers within available resources.

e. Act as guides in state park areas.

f. Provide assembly areas for equipment and personnel as facilities allow.

g. Provide law enforcement assistance as requested.

3. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

a. Monitor game, fish, and wildlife (game and non-game) periodically in impacted area during and after emergency.

b. Collect specimens of game fish and wildlife for transfer to indicated laboratories to determine contamination and use of salvaged meats.

c. Close contaminated areas to the taking of game fish and wildlife.

d. Act as guides in woodland areas.

e. Perform law enforcement assistance as directed.

f. Provide air, water and land transportation and assist in rescue.

g. Respond to and investigate reports of fish kill in inland waters.

h. Provide consultation in wildlife management and biology.

i. Collect or otherwise control the migration of migratory forms of game fish and wildlife if found to be necessary.

4. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

a. Restrict the sale, production, distribution and warehousing of contaminated livestock, produce and processed food products.

b. Provide sampling and monitoring assistance.

c. Provide food commodities for evacuees when directed.

d. Locate and report sources of uncontaminated feed for livestock.

e. Conduct the initial investigation of incidents involving pesticides, and if it is determined that people, fish and wildlife, water or other components of the environment could be adversely affected, advise the respective state agency.

f. Provide assistance for pesticide emergencies.

NC FOREST SERVICE (NCFS)

a. Provide equipment and personnel for decontamination operations, including earth moving and wash down.

b. Provide air and land transportation.

c. Provide emergency feeding.

d. Act as guides in forest areas.

5. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE

a. Evacuate on a priority basis any inmates housed in prison facilities that might be affected by the discharge of hazardous materials.

b. Provide transportation equipment, uniformed personnel, and related services to include the support of law enforcement personnel as may be directed.

c. Provide food service support as directed.

d. Develop plans for the evacuation of inmates and other affected DPS personnel within the evacuation zone.

e. Provide supervision and inmate labor for cleanup

STATE HIGHWAY PATROL (SHP)

a. Coordinate aerial transportation of personnel or equipment upon request for hazardous materials or elements thereof.

b. Coordinate aerial reconnaissance upon request for hazardous materials when practical.

c. Coordinate all law enforcement and traffic control measures.

d. Establish and maintain communication links between and among local authorities, the SERT, the Secretary of Public Safety or his/her designee, and the site of the emergency.

e. Provide traffic control in support of evacuation, reroute traffic around contaminated area and report problems to the SERT.

f. Provide traffic control and security in the vicinity of shelters when opened.

g. Maintain a log of all persons and vehicles entering and leaving the evacuated area.

h. Provide assistance to county and municipal law enforcement agencies in warning and evacuating.

i. Provide security for state property, facilities and personnel as requested.

j. Provide assistance in the transport of samples.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide aviation support through short notice helicopter transportation as directed, aerial evacuation of personnel from threatened area, and transportation of needed supplies and equipment.

b. Furnish ground transportation by providing trucks and buses with drivers to transport individuals and groups being evacuated from contaminated or threatened areas; trucks and drivers for transporting supplies and equipment; operators to drive school buses and other equipment required during an evacuation, and trucks, water tanks, and drivers for hauling drinking water.

c. Provide equipment and personnel for search and rescue missions.

d. Provide equipment and personnel to establish and operate field kitchens as directed by the SERT Leader.

e. Assist in decontamination operations by providing a limited number of trained personnel and equipment to operate decontamination showers, providing trained personnel and equipment to support decontamination of equipment, and assisting in operating decontamination points as required.

f. Protect public and private property.

g. Provide traffic control assistance in support of law enforcement agencies during evacuation and reentry phases of an emergency operation.

h. Provide limited emergency medical assistance.

i. Make armories and other NCNG facilities available for support functions when not required for NCNG use.

j. Provide generators and floodlight sets as requested.

k. Provide wreckers to support evacuation.

l. Manage hazardous materials exposure of NCNG personnel and maintain exposure records.

6. NC CIVIL AIR PATROL (NCCAP)

a. Provide aerial courier and messenger service.

b. Provide light transport flights for movement of personnel and supplies.

c. Provide fixed, mobile and airborne communications.

d. Assist with search and rescue missions.

7. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Coordinate and mobilize State Medical Response System (SMRS) teams, emergency medical personnel, equipment, and supplies, as appropriate, for deployment in support of local and regional requests for resources at accident sites and shelters.

b. Provide guidance and information on availability of emergency medical resources appropriate for hazardous materials incident response and recovery operations.

RADIATION PROTECTION SECTION (RPS)

a. Dispatch a Radiation Protection Emergency Team (RPET) to the incident site, if required.

b. Establish and supervise a system for radiological monitoring, excluding the monitoring of vehicles and people at traffic control points during evacuation.

c. Designate a representative to coordinate technical activities.

d. Recommend measures to lessen the adverse effects on the health of the public and emergency workers.

e. Recommend measures to control the spread of radioactivity.

f. Determine the types of radiological technical expertise required, if any, from other federal, state and local governmental agencies and private industries and requests through the SERT that those agencies provide such expertise and assistance.

g. Identify fixed and supporting medical care facilities willing to accept and able to properly treat suspected or actual radiation contaminated victims.

h. Serve as lead agency for radiological damage assessment for land, crops, livestock, and other personal property.

i. Assume control of all radiation related technical activities in the recovery operation.

j. Hazmat agencies will assist in radiation protection through interaction between other federal, state, and local agencies.

DIVISION OF PUBLIC HEALTH (DPH)

a. The State Laboratory of Public Health will provide services as necessary.

b. Coordinate local public health activities as necessary.

c. Provide assistance from the Epidemiology Section and the CDC to evaluate the public health impact of spills and other hazardous materials as necessary.

d. Support search and rescue missions as required.

e. Environmental Health Section will collect shellfish samples for analysis; embargo and dispose of unprocessed shellfish; request the DMF enforce the embargo; embargo processed shellfish under authority delegated by the DA&CS; collect milk samples for analysis; request that the U.S. Department of Agriculture embargo contaminated milk; order local water supply plants to cease operations and close intake systems where deemed necessary and ensure all responders are appropriately trained in accordance with 29CFR §1910.120, and provide liaison with local health departments and provide technical assistance and consultation as needed.

8. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF HIGHWAYS (DOH)

a. Erect and maintain such signs, lights, barricades or other traffic control devices as deemed appropriate to maintain or control traffic along the affected routes or detour routes on NC DOT maintained highways.

b. Monitor and report road conditions.

9. NC DEPARTMENT OF LABOR (NCDOL)

OCCUPATIONAL SAFETY AND HEALTH DIVISION (OSH)

a. Assist in efforts to ensure safety at hazardous materials work sites

IV. CONCEPT OF OPERATIONS

A. GENERAL

SERT agencies will coordinate efforts that supplement local response activities involving hazardous materials. Local, state, and federal officials will maintain close coordination. SERT hazardous materials activities are generally confined to the response phase of a disaster. Additional hazardous materials events during the recovery phase of a disaster are handled as separate events.

B. NOTIFICATION

Upon occurrence of a disaster or when the potential exists, the SERT Operations Section will notify primary and support hazardous materials agencies and advise what actions are required.

C. RESPONSE ACTIONS

1. INITIAL

a. Identify initial resource requirements.

b. Assess the situation including:

- Nature, amount, and locations of real or potential releases of hazardous materials;
- Pathways to human and environmental exposure;
- Probable direction and time of travel of the materials;
- Potential impacts on human health, welfare, safety, and the environment;
- Types, availability, and location of response resources, technical support, and cleanup services; and
- Priorities for protecting human health, welfare, and the environment.

c. Utilizing Tier II chemical facility database provide a warning to all facilities within the expected impact area using NCEM meteorologist input on expected areas of concern 72 hours prior to projected impacts.

2. CONTINUING

a. Receive damage information from field teams.

b. Continue to assess support and clean-up requirements and establish response priorities.

c. Validate priorities and identify the resources required.

d. Work with local governments, and other agencies to maximize use of available assets and identify resources that are required from outside the local area. Initiate actions to locate and move resources into the disaster area.

D. RECOVERY ACTIONS

1. INITIAL

a. Develop a disaster recovery plan (DRP) based on the known and continuing impacts to the affected community to include impacts to infrastructure, local government, industry and economy, and community residents.

b. Identify, notify, and assign involved agencies and assets that will be required to assist in recovery efforts based on the DRP.

c. Coordinate between NCEM, NCDEQ, and EPA follow up facility status checks for all Tier II chemical facilities.

2. CONTINUING

a. Continue to assess recovery needs and the results of recovery actions.

b. Maintain recovery records to include financial records for submission to the SERT Recovery Section unless otherwise directed.

c. Continue environmental monitoring of affected area.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

The initial response to a hazardous materials emergency will be at the local level. Should the incident be beyond the capabilities of that jurisdiction, requests for assistance will be made in accordance with local mutual aid agreements or requests to the state through the State EOC.

2. STATE

SERT hazardous materials agencies will direct efforts to supplement the local response actions, immediately following a disaster involving hazardous materials. Hazardous material operations will secure, remove and dispose of hazardous materials from the disaster area, and will initiate other tasks as necessary. Activation of an NCRRT may be indicated based on existing guidelines.

3. FEDERAL

The North Carolina Area Contingency Plan (NCACP) serves as the basis for planning and deployment of federal resources when responding to releases or threats of releases of oil or hazardous substances. Response actions under the Federal ESF-10 will follow policies, procedures, directives, and guidance developed to carry out the provisions in the NCACP.

ANIMAL PROTECTION (NCESF-11)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to help protect domesticated and wild animal resources, public health, food supply, and environmental resources. This appendix will also ensure the humane care and treatment of animals during disasters in order to increase compliance by citizens who may disregard evacuation recommendations due to an inability to evacuate their companion animals.

B. SCOPE

Animal Protection actions will be aimed at all animals, whether owned, stray, or domestic, that may need help during disaster situations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Any disaster that threatens humans usually threatens animals as well. Whether it is a natural disaster or one related to human activities, caring for animals, either domesticated or wild, will pose special problems. Depending on the circumstances and nature of the catastrophe, it may be necessary to provide water, shelter, food, and first aid for more animals than anticipated facilities can house or handle. It may require relocation or relief efforts for pets, livestock, wildlife, or possibly exotic animals.

Under some conditions, there could be a shortage of equipment, trained personnel, or even the loss of sheltering resources. Emergency personnel may be in contact with panic-stricken pet owners, people concerned about the welfare of animals, and those who do not prioritize emergency care support for animals. It will be necessary for emergency responders to develop and maintain communication capability with disparate people and organizations.

B. ASSUMPTIONS

1. Animal protection planning will enhance care and recovery for animals and people during emergencies. In keeping in compliance with the PETS Act, these plans will include measures to identify housing and shelter, communicating information to the public, proper animal care, reunification, fostering, adoption, and release (in the case of wildlife).

2. Public information will be issued through various forms of media. This information will include locations where farm animals and pets may be accepted during emergency or disaster conditions.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Provide assistance as needed through field services personnel.

b. Coordinate requests for resources from all state agencies.

c. Request federal assistance as required.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

a. Serves as member of the State Emergency Response Team (SERT).

b. Lead and partner with the State Agricultural Response Team (SART).

c. Coordinate resources to rescue and shelter companion animals in disasters.

d. Control disease and provide for the feeding of livestock and other farm animals.

e. Provide for the management of volunteers and donations.

f. Coordinate support agency activities through the SART.

C. SUPPORTING STATE AGENCIES

1. NORTH CAROLINA STATE UNIVERSITY (NCSU)

NC STATE EXTENSION

a. Provide technical advice to the SERT.

b. Provide personnel and equipment necessary and useful for response to animal emergencies.

c. Provide partnership with the SART and County Animal Response Teams (CARTs).

COLLEGE OF VETERINARY MEDICINE (CVM)

a. Provide technical and academic advice and assistance to the SERT and SART.

b. Provide necessary personnel and equipment for response to animal emergencies.

c. Assist the SART with donation accounts as requested.

2. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

a. Provide human ecology and epidemiology support as required for rabies, tick-borne disease, etc. to prevent disease outbreaks.

b. Provide environmental health recommendations as needed to ensure shelter activities do not adversely affect human health.

3. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

NC ZOOLOGICAL PARK

a. Provide guidance to the SERT on the control and protection of exotic animals that are affected by the disaster.

b. Provide personnel and equipment as required to control or protect exotic animals.

4. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

a. Provide guidance to the SERT on the control and protection of wildlife affected by a disaster.

b. Provide personnel and equipment as required to protect wildlife.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The Department of Agriculture & Consumer Services (NCDA&CS) manages and coordinates animal protection activities during emergencies and disasters. The State Agricultural Response Team is an interagency partnership established as part of the SERT under leadership from the NCDA&CS. SART Partners support NCDA&CS in this mission through agency-specific tasks, volunteer management, donations management and the coordination of volunteer response groups when planning for and responding to an emergency affecting livestock and companion animals.

The SART mission is to develop and implement procedures and train participants to facilitate a safe, environmentally sound and efficient response to animal emergencies on the local, county, state and Federal level. Responsibility for situation assessment and determination of resource needs lies primarily with county emergency management offices, County Animal Response Teams (CART), and local incident commanders. The State Emergency Response Team, the Federal Emergency Response Team (ERT), and the Joint Field Office (JFO) rely on local assessments of impact and needs.

When local capabilities are exceeded, requests for animal protection assistance and resources such as food, medicine, shelter material, specialized personnel, and additional veterinary medical professionals, will be transmitted from the local emergency management office to the State EOC and communicated to the Agriculture Emergency Operations Center (Ag EOC). Should the need for Federal resources exist, the State EOC will coordinate requests for Federal assistance. The coordination and tasking of these national level resources will be done at the Ag EOC in conjunction with State EOC incident objectives.

Issues involving exotic animals, animals that are usually kept in a controlled environment, such as zoos, circuses, or carnivals, will be handled by local Animal Control, wildlife resources or zoological personnel and returned to controlled environments.

Domestic animals and livestock that are displaced, lost, strayed, surrendered, homeless or otherwise in danger shall be the responsibility of their owners or designees when possible. For these animals, Animal Control will take a leadership role where ownership cannot be established or when owners cannot be contacted or either cannot care for their animals. Animal Control may receive assistance from NCDA&CS and NC State Extension. County Animal Response Teams may assist in this mission as requested by county emergency management personnel. Other volunteer groups may also assist in this function with a prior signed Memorandum of Agreement or Understanding and written approval of the State Veterinarian or Incident Commander at the Ag EOC. Those animals will be sheltered, fed, and returned to their owners if possible. Otherwise, they will be disposed of properly.

Actual animal protection operations will be managed in accordance with the National Incident Management System (NIMS). Situation assessment information will be transmitted according to established procedures.

B. NOTIFICATION

This appendix and implementing procedures will be activated in the event of a disaster causing a major requirement for animal protection. The SERT Leader will determine when it is necessary to initiate animal protection activities and notify the NCDA&CS SERT partner for management.

C. RESPONSE ACTIONS

1. INITIAL

a. Assess the needs and numbers of affected animals.

b. Support animal rescue personnel as required.

c. Support evacuation-sheltering operations by helping identify volunteers, supplies and equipment.

d. Support the opening of existing or temporary rescue animal shelters for stray, lost, and homeless pets by supplementing through the SERT partnerships of SARTs/CARTs, NCDA&CS, NCSU CVM and NC State Extension.

e. Provide support to control wild and exotic animals.

2. CONTINUING

a. Support sheltering and feeding of animals including assisting with volunteer and donations management at the State level.

b. Support opening of additional shelters as required.

c. Make media appeals based on actual needs for donations, search for owners, and other needs as required.

D. RECOVERY ACTIONS

1. INITIAL

a. Support efforts to identify owners of lost, strayed, and homeless animals and return them to their rightful owners.

b. Support efforts to foster or adopt animals without owners or whose owners can no longer care for them.

c. Support euthanasia operations when animals, such as companion pets, cannot be adopted or owner cannot be found.

2. CONTINUING

a. Continue recovery actions as listed above.

b. Deactivate and demobilize resources as the situation dictates.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Animal owners are responsible for the protection of their pets. Animal owners should plan for animal care during disasters as they prepare their family preparedness plan. Counties, usually through their Animal Control

Officers, will protect animals affected by any disaster to include rescue, shelter, control, feeding, and preventive immunization of animals left homeless, surrendered, lost, or strayed as a result of the disaster. County Animal Response Teams may be organized to manage and coordinate animal protection activities. CARTs mirror SART in their makeup and include all local level partners that can assist animals in catastrophic events.

2. STATE

The NCDA&CS manages and coordinates animal protection activities during emergencies and disasters. They work with the SART, local emergency management coordinators and Federal Coordinating Officers (FCOs) to provide animal protection assistance to local jurisdictions in the form of guidance, policy, food, water, medicine, and other resources as may be required. The SART encourages and assists the establishment of County Animal Response Teams. The state has built additional sheltering capacity in the form of Companion Animal Mobile Equipment Trailers (CAMET) and

trained volunteers in the Veterinary Response Corps (NCVRC). These assets are distributed across the state and may be engaged via county to county mutual aid or requests to the state via emergency management channels and NC SPARTA. NCVRC management is accomplished via ServNC through NCDA&CS.

3. FEDERAL

USDA Animal Care and Veterinary Services provide coordination and integration of Federal resources through NIMS structured support centers. Animal care assists with implementation of PETS Act activities and Veterinary Services does the same for livestock and equine activities. Assistance includes personnel, technology, feed, veterinary support, assistance with reimbursement procedures, and resource requests.

ENERGY (NCESF-12)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to establish a systematic approach for addressing disruptive energy events that threaten or affect the citizens, economy, or government of North Carolina. Additionally, this appendix strives to reduce the impact of disruptive energy events and support a timely recovery.

B. SCOPE

This appendix provides a framework for addressing disruptions to any sector of the state's energy portfolio. During a disaster, energy is required to support immediate response operations, maintain the functionality of critical infrastructure, and facilitate recovery.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Energy disruptions threaten the commerce, transportation, communications, government, and health of the state's citizens. During any given year, North Carolina faces the possibility of an energy disruption through accidental, natural, systematic or deliberate incidents. An energy emergency has the potential to produce substantial cascading effects and adversely affect the delivery of essential needs such as food, water, shelter, and medical treatment.

B. ASSUMPTIONS

1. The energy system is complex by nature, with multiple cross-sector interdependencies. A disruption in one sector is likely to affect other parts of the system and involve multiple providers.

2. Each sector and commodity within the state's energy portfolio is vulnerable to disruption.

3. Energy industry entities are responsible for repairing their privately owned infrastructure and restoring energy supplies.

4. Energy industry entities have internal plans to respond to energy disruptions.

5. Federal resources and expertise will be mobilized when energy disruptions exceed the capabilities of state and local governments.

6. Affected areas may be inaccessible via ground transportation.

7. Coordination of energy industry representatives may be required.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Serves as coordinating agency for state resources.

b. Administers the North Carolina Mutual Aid System.

c. Provides space and communications for the NCESF-12 cell when activated.

d. Provides a communications link with local and federal government for the exchange of status information and resource requests.

e. Coordinates damage assessment within the disaster area and on-scene recovery efforts.

f. Maintains communications with the Nuclear Regulatory Commission (NRC) and nuclear facilities in responding to and recovering from radiological nuclear power plant emergencies.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

STATE ENERGY PROGRAM (SEP)

a. Upon activation, report to the State EOC and staff the NCESF-12 cell within the Operations Section Infrastructure Support Group.

b. Gather information about the condition of the state's energy supply and infrastructure from commercial news sources, government

information sharing systems, industry information services and private sector contacts.

c. Share pertinent information with the SEP, North Carolina Emergency Management, Federal ESF-12, and energy industry partners as appropriate.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

a. Coordinate all law enforcement and traffic control measures.

b. Provide additional assistance as may be directed.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide generators to supply emergency power to critical facilities.

b. Provide manpower and equipment for clearing debris where electrical service restoration is taking place.

c. Provide other support to local governments as resources and tasking allow.

2. NC DEPARTMENT OF COMMERCE (NCDOC)

NORTH CAROLINA UTILITIES COMMISSION (NCUC)

a. Monitor private electrical and natural gas utilities.

b. Provide guidance, instruction, and oversight to all governmental and private organizations involved in power distribution systems.

c. Maintain effective communications with agencies and organizations during response and recovery operations.

3. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

a. Provide manpower and equipment for clearing debris on or near state-maintained roadways to areas where electrical service restoration is taking place.

b. Provide support for DOT and NCEM vehicles and equipment used in response and recovery.

c. Facilitate applications to the Federal Motor Carrier Safety Administration (FMCSA) for waivers of driver hour limits, if required.

4. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF AIR QUALITY (DAQ)

a. Facilitate applications to the U.S. Environmental Protection Agency (EPA) for waivers of environmental requirements for motor vehicle fuels in response to a disruption of petroleum supplies.

5. U.S. DEPARTMENT OF ENERGY (DOE)

OFFICE OF ELECTRICITY DELIVERY AND ENERGY RELIABILITY, INFRASTRUCTURE SECURITY AND ENERGY RESTORATION (ISER)

a. Coordinate federal information gathering and promulgation on the condition of energy supplies and distribution systems, restoration efforts and recovery.

b. Assist with requests for federal emergency response actions.

c. Locate fuel for transportation, communications, emergency operations and national defense.

d. Coordinate with local and tribal governments to assess the condition of energy infrastructure and prioritize restoration activities.

e. Facilitate Jones Act waiver applications.

6. U.S. ARMY CORPS OF ENGINEERS (USACE)

a. In coordination with the U.S. Department of Energy, supply emergency electrical generation capacity.

7. LOCAL GOVERNMENTS

a. Identify a local ESF-12 coordinator and develop a plan.

b. Develop a list of critical infrastructure for priority restoration to be referenced in the local ESF-12 plan and include energy requirements for each facility.

c. Establish contacts with local energy providers for coordination prior to and during disruptive energy events.

d. Municipalities that operate their own electric distribution systems are responsible for restoring the functionality of their own infrastructure.

e. Provide status reports to NCEM on service outages and restoration activities.

8. PRIVATE SECTOR PARTNERS

Electricity	Natural Gas	Petroleum	Propane
Dominion Duke Energy Progress Energy Electricities Electric Cooperatives	Williams Pipeline Piedmont Natural Gas PSNC Energy	Colonial Pipeline Kinder-Morgan Pipeline Charlotte Terminal Greensboro Terminal Selma Terminal American Petroleum Institute NC Petroleum & Convenience Marketers Association Local Distribution Companies	Dixie Pipeline Apex Terminal NC Propane Gas Association Local Distribution Companies

ELECTRIC UTILITIES

a. Assess the extent of damage to transmission and distribution systems and provide status reports to the NCESF-12 partners.

b. Coordinate with state and local government to establish an electrical service restoration listing of critical facilities.

c. Provide specially trained personnel and equipment for efficient restoration of the electrical distribution systems. An operator may choose to exercise Memorandums of Agreement with other companies to bring in the resources needed for timely restoration.

NATURAL GAS PARTNERS

a. Assess the extent of damage to natural gas infrastructure and the availability of resources and provide a status report to the NCESF-12 partners.

b. Identify and address safety hazards caused by damaged pipelines.

c. Restore functionality of the natural gas distribution system.

PETROLEUM PARTNERS

a. Pipeline operators will assess the extent of damage to hazardous liquid and gas pipelines and the availability of resources and provide a status report to the NCESF-12 partners.

b. Terminal operators will assess the extent of damage to terminal infrastructure (racks, manifolds, storage and breakout tanks) and the availability of resources and provide a status report to NCESF-12 partners.

c. Pipeline and terminal operators will make repairs and restore pipeline functionality.

d. Local propane distribution companies will assess the extent of damage to propane distribution infrastructure and the availability of resources and provide a status report to NCESF-12 partners.

e. Local propane distribution companies will coordinate with local emergency management personnel to recover displaced propane tanks.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The SEP continually monitors emergent or potential disruptions to the states energy supply. Upon detection of an energy disruption, the SEO will notify NCEM, partner agencies, and energy industry partners as appropriate. The SEO will monitor the disruption's impact on the state's energy infrastructure, conduct analyses, and provide recommended actions.

The energy industry (electrical utilities, natural gas, propane, petroleum) provides for the production, transmission, and distribution of energy. The vast

majority of energy infrastructure is privately owned, and the responsibility for restoration of service rests with the operator of the system.

The SEP and NCEM benefit from the cooperation of privately owned energy industry partners to understand the impact of disruptive energy events on their operations, the potential degradation of service delivery, and provide subject matter expertise depending upon the situation. The SEO and NCEM work with members of the energy industry and government agencies to coordinate response activities and prioritize restoration for critical infrastructure.

The Electric Membership Cooperatives and Electricities of North Carolina serve as liaisons between their member providers and the NCEM Infrastructure Support Group. Individual municipal power systems or cooperatives are responsible for restoring the functionality of their own infrastructure.

State, county, and local governments will pre-identify critical infrastructure that should have priority for energy restoration. These priorities will be communicated to the appropriate energy industry partners for incorporation into their internal restoration planning processes.

The NCESF-12 cell will coordinate energy industry response and restoration activities with other ESFs in order to facilitate a timely recovery.

CLASSIFICATION OF ENERGY SHORTAGES AND TRIGGER POINTS

Energy shortages are classified as mild, moderate, or severe depending on their duration, the amount of supply reduction, and the area or number of citizens affected. Additional information on the classification process, criteria, and Energy Office response actions is available in Section 2.2 of the North Carolina Energy Assurance Plan. Information on types of energy shortages is available in Section 2.3.

These triggers are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response. Much of the data used to classify an energy shortage is

produced on a monthly basis, and the preliminary classification of a specific shortage may be revised as more data becomes available.

1. Mild Shortage: a 5-10% supply reduction lasting up to one week due to an isolated incident or degradation of service reliability. Commodity spot prices will increase rapidly, driving up retail energy prices.

2. Moderate Shortage: a 10-15% supply reduction lasting up to three weeks due to an escalating incident or prolonged degradation of service reliability. Energy suppliers may declare force majeure, go on allocation, or request government assistance. Distributors may have difficulty meeting contract obligations, and there may be shortages at the retail level. Energy providers may implement curtailment plans.

3. Severe shortage: a 15% or greater supply reduction that persists for several weeks. Commodities may be unavailable on the spot and retail markets. Utilities may implement protective action plans to maintain grid integrity. Government agencies may be called upon to provide relief.

DEMAND REDUCTION MEASURES

Demand reduction measures are intended to reduce the consumption of a specific energy resource. Lower consumption may be required to extend available supplies or to restore stability to a distribution system. Measures can be implemented on a voluntary or mandatory basis depending on the severity, cause, and expected duration of an energy emergency. Section 5.4 of the North Carolina Energy Assurance Plan describes each measure in detail, and provides estimated demand reductions for individual measures.

i. Electricity

a. Public/Government Measures. The following measures reduce the overall demand by curtailing non-essential consumption:

- HVAC temperature set-back;
- Reduce hot water temperatures;
- Operating hours reductions/closings; and
- Limit the use of electronic signage/advertising and other non-essential lighting.

b. Utility Protective Actions. Utilities may act in order to preserve the integrity of the integrated electrical grid.

- Curtailment of non-firm service
- Voltage reductions
- Load shedding

ii. Natural Gas

a. Public/Government Measures. The following measures reduce the overall demand by curtailing non-essential consumption:

- Reduce temperature of heat spaces;
- Reduce hot water temperatures;
- Compressed work weeks for facilities heated using natural gas; and
- Operating hours reductions/closings.

b. Industry Actions. Providers may act to maintain line pressure and continuity of service. Curtailment of customers with interruptible service contracts.

iii. Petroleum

a. Public/Government Measures. The following measures reduce the overall demand by curtailing non-essential consumption:

- Reduce or restrict non-essential travel;
- Implement no-idling policy;
- Encourage use of multi-passenger travel;
- Highway Speed Reductive;
- Fuel purchasing restrictions;
  - Odd/Even Schema
  - Minimum Fuel Purchase
  - Maximum Fuel Purchase
  - Priority End Users
- Speed Enforcement; and
- State Fuel Set-Aside Program.

b. Industry Actions. Disruptions may result in supply shortages.

- Petroleum suppliers may declare force majeure.
- Terminal operations may go on allocation.

iv. Propane

a. Public/Government Measures. The following measures reduce overall demand by curtailing non-essential consumption:

- Reduce temperature of spaces heated with propane; and
- Reduce hot water temperatures.

b. Industry Actions. Disruptions may result in supply shortages. Curtail delivery of fuel for non-essential purposes.

B. NOTIFICATION

Upon notification of an emergency or when the potential exists for a disaster, NCEM will notify agencies tasked in this appendix. Upon identification of a disruptive energy event that affects or has the potential to affect the state's energy supply or distribution infrastructure, the SEP will notify NCEM. Upon declaration of an energy emergency, the NCESF-12 Cell will notify the stakeholders listed in the NCESF-12 Notification Checklist in Enclosure. Should communications systems become inoperable, the State Energy Office will send representatives to the Emergency Operations Center.

C. RESPONSE ACTIONS

1. INITIAL

a. Gather information on the current energy situation including:
- The cause and extent of the disruption;
- Realized or potential effects on the state energy supply;
- Realized or potential impact to energy consumers;
- Estimated time to repair / replace infrastructure and restore service;
- Current restoration priorities;
- Potential sources of alternative supplies; and
- Requests for government assistance.

2. CONTINUING

a. Assist local and state entities with energy related requests on an as-needed basis.

b. Establish a reporting schedule for updates on industry restoration activities.

c. Provide energy industry stakeholders with information that may assist their response operations and collect situation updates for NCEM leadership.

d. Communicate state restoration priorities to energy providers in accordance with Section 2.3.5 of the North Carolina Energy Assurance Plan.

e. Provide NCEM leadership with a practical analysis of the situation that includes a short-term projected outlook and potential mitigation measures.

f. Provide information to the SERT Public Information Officer to inform the public about the disruption and government response efforts.

g. Administer statutory authorities pertaining to energy conservation as directed by NCEM leadership.

D. RECOVERY ACTIONS

1. INITIAL

a. Continue to track the availability, pricing, and usage of energy within the state.

b. Inform the State Coordinating Officer (SCO) and Federal Coordinating Officer (FCO) regarding the restoration of energy supplies.

2. CONTINUING

a. Maintain communications with energy industry stakeholders to track restoration progress.

b. Communicate with local government officials to verify that recovery is progressing.

c. Assist in the coordination of resupply efforts.

d. Provide information to NCEM Public Information Officer to inform the public about restoration efforts and progress.

ENERGY EMERGENCY TRIGGERS AND CHECKLISTS

NCESF-12 CELL ACTIVATION CHECKLIST

Note: The following are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response.

ACTIVATION LEVEL		ACTIONS TAKEN
Level 5 – Level 4	☐	**+ Normal operations; monitor phase by all stakeholders**
Trigger: N/A*		

*** The NCESF-12 cell will prepare for activation when the National Hurricane Center advises that a tropical cyclone threatens the southeastern or mid-Atlantic coastline.**

ACTIVATION LEVEL		ACTIONS TAKEN
Level 3 (Mild Shortage) ☐		**+ Review operating guidelines, continue monitoring and review/analyze results**
Trigger:	☐	**+ Communicate with energy providers to determine extent, cause, and expected duration of the disruption**
Isolated incident/degradation of service reliability.		
5 to 10% Supply reduction lasting up to one week.	☐	**+ Communicate with affected jurisdictions to identify energy shortages**
	☐	**+ Coordinate public information efforts with NCEM JIC**
	☐	**+ Provide situation updates to NCEM**
	☐	**+ Recommend voluntary demand reduction Measures**

ACTIVATION LEVEL		ACTIONS TAKEN
Level 2 (Moderate Shortage)	☐	**+ Continue all Mild Shortage actions**
Trigger:	☐	**+ Coordinate with energy providers to identify and recommend voluntary conservation measures**
10-15% Supply reduction lasting up to three weeks		
	☐	**+ Advise NCEM regarding declaration of Energy Emergency**
	☐	**+ Recommend mandatory demand reduction measures**

ACTIVATION LEVEL		ACTIONS TAKEN
Level 1 (Severe shortage)	☐	**+ Continue all Moderate Shortage actions**
Trigger:	☐	**+ Recommend declaration of Energy Emergency**
>15% supply reduction lasting more than three weeks	☐	**+ Recommend implementation of Petroleum Set-Aside Plan**

PETROLEUM SHORTAGE (NC ENERGY EMERGENCY)

USAGE PROFILE

Petroleum is primarily used as a transportation fuel, as well as for heating, auxiliary electric generation and industrial purposes. North Carolina's petroleum supply originates along the Gulf Coast, where crude oil is refined and finished product is inserted into the Colonial and Plantation interstate pipelines. The two interstate pipelines bring fuel to terminals in Charlotte, Greensboro, and Selma. Both interstate pipelines operate as common carriers and serve additional markets. Some distillate products are imported via the Port of Wilmington. An insignificant amount is imported to border communities via truck. Trucks transport petroleum products from the three terminals to distributors and retailers.

TRIGGERS

Note: The following are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response.

The NCESF-12 cell will prepare for activation when the National Hurricane Center advises that a tropical cyclone threatens petroleum refining or transportation infrastructure along the Gulf Coast.

Level 3 (Mild Shortage) Up to 10% supply reduction lasting up to one week

Response actions: Continue monitoring and determination actions.
Communicate with suppliers and provide situation update to NCEM.
Coordinate public information announcements with NCEM JIC.
Coordinate with other ESFs to address energy requirements.
Recommend voluntary conservation measures.

Level 2 (Moderate Shortage) 10-15% supply reduction lasting up to three weeks

Response actions: Continue all mild shortage actions.
Recommend mandatory conservation measures.

Level 1 (Severe Shortage) >15% supply reduction lasting more than three weeks

Response actions: Continue all moderate shortage actions.
Recommend implementation of Petroleum Set-Aside plan.
Notify U.S. Department of Energy, ESF-12.

RESOURCES

List of Stakeholders	**NC Energy Assurance Plan 1.2.5**
Types of Shortages	**NC Energy Assurance Plan 2.3.3**
Infrastructure Summary	**NC Energy Assurance Plan 3.3.4**
Transportation Summary	**NC Energy Assurance Plan 3.4.4**
Conservation Measures	**NC Energy Assurance Plan 5.4.4**

ELECTRICITY SHORTAGE (NC ENERGY EMERGENCY)

USAGE PROFILE

Reliable and affordable electricity is essential to the health, safety, and welfare of the people and economy of North Carolina. All sectors of the economy rely on electricity. Approximately 90% of electric power used in North Carolina is generated in state or at plants operated by the three principal investor-owned utilities (IOUs), Duke Power, Progress Energy and Dominion North Carolina. As of 2009, North Carolina's primary sources of energy for electricity generation were coal (62%), nuclear (32%), natural gas (3%) and renewables (3%). There are three nuclear generating stations in the State, in Southport, New Hill, and Mecklenburg County.

TRIGGERS

Note: The following are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response.

Level 3 (Mild Shortage)	Isolated outage or service degradation affecting >2500 customers, restoration anticipated within 48 hours.
Response actions:	Continue monitoring and determination actions. Query utility about expected duration and grid-protective measures. Identify any affected critical infrastructure. Coordinate with other ESFs to address energy requirements. Coordinate public information announcements with NCEM JIC.
Level 2 (Moderate Shortage)	Region-wide outage or service degradation affecting >10,000 customers, restoration anticipated within 168 hours.
Response actions:	Continue all mild shortage actions. Recommend voluntary conservation measures.
Level 1 (Severe Shortage)	Widespread and persistent outage or service degradation affecting >20,000 customers, restoration not expected within 168 hours.
Response actions:	Continue all moderate shortage actions. Recommend mandatory conservation measures. Notify U.S. Department of Energy, ESF-12.

RESOURCES

List of Stakeholders	**NC Energy Assurance Plan 1.2.1**
Vulnerabilities	**NC Energy Assurance Plan 2.1.3**
Types of Shortages	**NC Energy Assurance Plan 2.3.3**
Infrastructure Summary	**NC Energy Assurance Plan 3.3.1**
Conservation Measures	**NC Energy Assurance Plan 5.4.2**

NATURAL GAS SHORTAGE (NC ENERGY EMERGENCY)

USAGE PROFILE

North Carolina imports natural gas via the Williams-Transco pipeline, which originates in Mont Belvieu, TX. The pipeline is a common carrier, serving additional markets. Natural gas is primarily used for electrical generation, climate control, water heating, and cooking. Gas is a growing segment of the State's energy profile, and is increasingly used for electrical generation. It is transported throughout the State via transmission, distribution, and service pipelines. Natural gas is marketed by Piedmont Natural Gas, PSNC Energy, and several local distribution companies.

TRIGGERS

Note: The following are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response.

Level 3 (Mild Shortage) Up to 10% supply reduction lasting up to one week

Response actions: Continue monitoring and determination actions.
Communicate with suppliers and provide situation update to NCEM.
Coordinate public information announcements with NCEM JIC.
Coordinate with other ESFs to address energy requirements.
Recommend voluntary conservation measures.

Level 2 (Moderate Shortage) 10-15% supply reduction lasting up to three weeks

Response actions: Continue all mild shortage actions.
Query electric utilities about the potential for cascading effects.
Query gas providers about expected duration and curtailment measures.
Recommend mandatory conservation measures.

Level 1 (Severe Shortage) >15% supply reduction lasting more than three weeks

Response actions: Continue all moderate shortage actions.
Notify U.S. Department of Energy, ESF-12.

RESOURCES

List of Stakeholders	**NC Energy Assurance Plan 1.2.3**
Vulnerabilities	**NC Energy Assurance Plan 2.1.4**
Types of Shortages	**NC Energy Assurance Plan 2.3.2**
Infrastructure Summary	**NC Energy Assurance Plan 3.3.2**
Conservation Measures	**NC Energy Assurance Plan 5.4.3**

NCESF-12

ENERGY DISRUPTION REPORTING WORKSHEET

TRACKING INFORMATION

DATE: ___/___/___	TIME: _____	NEXT REPORT EXPECTED: _____
EVENT: _____		REPORT TAKEN BY: _____
REPORTING ORGANIZATION: _____		
CONTACT NAME: _____		
CONTACT INFORMATION:		

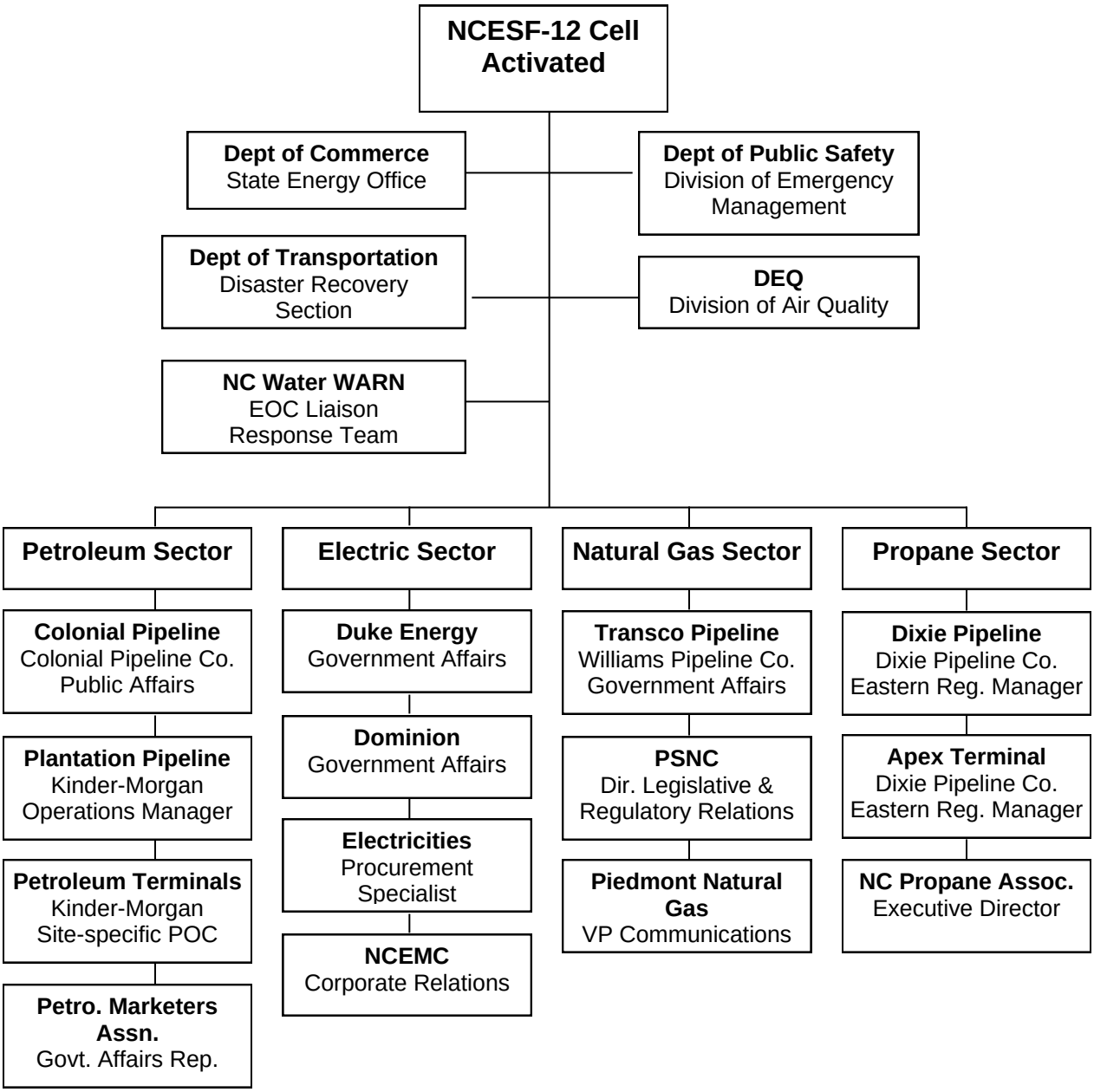
EVENT SUMMARY

CAUSE (IF KNOWN):
AREA AFFECTED:
POPULATION(S) AFFECTED:
ENERGY SUPPLY IMPACT(S):
CRITICAL INFRASTRUCTURE(S) AFFECTED:
CONSUMER IMPACT(S):

RESPONSE ACTIVITIES

CURRENT RESPONSE/RESTORATION ACTIVITIES:
ESTIMATED TIME TO REPAIR/RESTORE:
ALTERNATIVE SOURCES OF SUPPLY:
SUPPORT REQUEST(S):

NCESF-12 CELL NOTIFICATION CHECKLIST FOR ENERGY EMERGENCIES



The entities listed on this notification chart are responsible for major sections of energy infrastructure serving North Carolina. It is not an exhaustive list, and additional notifications may be required due to the characteristics of a specific event.

Refer to the NCESF-12 Emergency Contact List for the specific names, phone numbers, and/or email addresses of listed entities.

LAW ENFORCEMENT (NCESF-13)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide coordination for all state law enforcement resources to support local law enforcement during and following public disturbance, riots and/or emergency situations.

B. SCOPE

The State Emergency Response Team (SERT) Emergency Services Branch will coordinate state law enforcement activities during public disturbances, riots and/or emergency situations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

1. EMERGENCY CONDITIONS
   Emergencies, man-made or natural, may be of such magnitude as to overwhelm the resources of local law enforcement. Security and protection of the public and its property will be essential.

2. CIVIL DISTURBANCE
   Civil disturbances are the public assemblage of three or more persons which by disorderly and violent conduct, or the imminent threat of disorderly and violent conduct, results in injury or damage to persons or property or creates a clear and present danger of injury or damage to persons or property (G.S. §14-288.2).

B. ASSUMPTIONS

1. Local government may be, under certain circumstances, overwhelmed by the extent of response effort required to support evacuations, provide security, control traffic and carry out other law enforcement activities.

2. Local police departments and sheriff's offices will activate mutual aid from other local law enforcement agencies before requesting state assistance.

3. The SERT will develop a contingency plan to deploy state resources in the event that local control of the emergency is insufficient to assure adequate protection for lives and property.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Provide assistance as needed through field services personnel.

b. Coordinate requests for resources from all state agencies.

c. Request federal assistance as required.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

SECRETARY, DEPARTMENT OF PUBLIC SAFETY

a. In conjunction with the NCEM Emergency Services Branch, monitor potential emergencies that may require the deployment of state law enforcement resources in support of the affected law enforcement agencies.

b. Provide additional law enforcement resources to impacted areas.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

a. Provide uniform personnel for highway law enforcement, traffic control, security, public disturbance, and riot response.

NORTH CAROLINA NATIONAL GUARD (NCNG)
[When ordered by the Governor]

a. Provide trained military police for traffic control.

b. Provide military forces to assist local law enforcement in the emergency area for security, control of entrance to and exit from disaster area, and protection of people and crowd control.

c. Provide a Reaction Force specifically trained for response to public disturbances and riots.

STATE BUREAU OF INVESTIGATION (SBI).

a. Assist in law enforcement as necessary and requested, including investigation and staff law enforcement specialists.

DIVISON OF ADULT CORRECTION AND JUVENILE JUSTICE

a. Provide uniformed personnel to support/assist law enforcement with security, traffic control, and related services as directed.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISON OF MARINE FISHERIES (DMF)

a. Enforce laws and regulations in state coastal waters.

a. Provide law enforcement support as necessary and requested.

3. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF HIGHWAYS

a. Develop, maintain and implement the Emergency Highway Traffic Regulation Plan.

DIVISION OF MOTOR VEHICLES LICENSE AND THEFT BUREAU (DMV-L&T)

a. Assist local law enforcement as requested.

b. Assist emergency management officials with special vehicle registration matters for emergency vehicles.

4. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

a. Provide law enforcement support as necessary and requested, especially on state rivers and lakes.

5. NC DEPARTMENT OF NATURAL AND CULTERAL RESOURCES – DIVISION OF PARKS AND RECREATION

a. Provide law enforcement support as necessary and requested, especially regarding laws on or related to state park lands and waters.

6. NC DEPARTMENT OF INSURANCE - CRIMINAL INVESTIGATION DIVISION (NCDOI CID)

a. Provide Law enforcement support as necessary and requested especially regarding security, and traffic control.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Local law enforcement agencies are encouraged to request assistance first from other local law enforcement agencies as provided for by mutual aid General Statutes before asking the state for assistance. In a gubernatorial or legislatively declared state of emergency, when it is determined by the lead state agency that local control of the emergency is insufficient to assure adequate protection for lives and property in accordance with the North Carolina Emergency Management Act, the Governor may deploy state law enforcement resources to the emergency area.

B. NOTIFICATION

Upon notification that a public disturbance, riot and/or emergency situation has occurred or the potential for one exists, emergency management will alert the Commissioner of Operations and appropriate law enforcement agencies. Based upon the severity of the situation, agencies will be asked to report to the State EOC.

C. RESPONSE ACTIONS

1. INITIAL

a. Local and state law enforcement agencies from within the emergency area will be committed.

b. State law enforcement agencies will monitor local situations in preparation for possible commitment.

c. Local law enforcement resources from both within and from outside the emergency area will be committed when requested by mutual aid.

2. CONTINUING

a. Local law enforcement agencies will respond to law enforcement and security requirements within their capabilities.

b. State law enforcement resources will be deployed to the emergency area upon receiving a request or when it is determined local law enforcement agency resources are insufficient to assure adequate protection for lives and property.

D. RECOVERY ACTIONS

1. INITIAL

a. State law enforcement agencies and National Guard resources will further supplement the needs of local law enforcement and fulfill the enforcement and security requirements of other state and volunteer entities involved in recovery.

b. Operations will be demobilized as directed by the State EOC.

2. CONTINUING

a. Continue those operations necessary to protect people and property.

b. Assist with the reconstitution of local law enforcement agencies as necessary.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

County sheriffs and local chiefs of police are responsible for law enforcement within their jurisdictions. Pursuant to law, all sheriffs' offices and police departments may provide mutual aid to each other, upon a written request, upon the terms specified in the General Statutes. When local resources are exhausted, state assistance is requested through emergency management channels.

2. STATE

The SERT Emergency Services Branch will coordinate law enforcement activities when a public disturbance, riot and/or emergency situation occurs or when the potential for disaster exists. According to the severity, agencies will be asked to report to the State EOC. If the public disturbance, riots and/or emergency situation are isolated to one area of the state, a representative of the law enforcement division from that area will be dispatched to the affected agency to establish a state law enforcement liaison and to monitor and coordinate state law enforcement activities. State resources will be dispatched from the State EOC, including an NCEM Area Coordinator, should the situation require.

3. FEDERAL

In the event a public disturbance, riot and/or emergency situation exceed state capabilities, the state Legislature or Governor may request federal assistance.

COMMUNICATIONS (NCESF-2)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to outline the communications support plan for state and local response before, during, and after an emergency. This plan describes how state government and State Emergency Response Team (SERT) partners typically react to and address emergency communications. For a more in depth explanation of ESF2 activities please see the North Carolina Emergency Management ESF2 Communications Plan.

B. SCOPE

ESF2 plans, coordinates, and assists in telecommunications support to state, tribal, county and local disaster response elements. ESF2 will coordinate telecommunications assets (including both equipment and services) available from state agencies, volunteer groups, county agencies, the telecommunications industry, federal government agencies, and the U.S. Military. ESF2 will be the focal point of all communications activity at the state level before, during, and after activation of the SEOC.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

All communications systems are vulnerable to natural and technological disasters. Individuals and agencies responding to and recovering from disasters will require large amounts of information. This information will be essential for dispatching resources and will continue to be needed when certain communications systems are inoperable. In such cases, all available remaining means of communications will be necessary to assure the quickest possible response.

B. ASSUMPTIONS

1. During a disaster a citizen's ability to access emergency services via commercial voice or data systems could be impaired or non-existent.

2. Initially, local emergency services will focus on lifesaving activities and reestablishing control in the disaster area.

3. Significant portions of the emergency communications systems in the affected area(s) may become overwhelmed or inoperable during an emergency situation or in the aftermath of a disaster.

4. Weather and other environmental factors may restrict deployment of mobile or transportable communications equipment into the disaster area.

5. The affected area's ability to communicate effectively to provide life safety may be impaired.

6. The affected area's ability to communicate with other parts of the state could be impaired.

7. Careful consideration of sites will be required to establish staging areas for centralized communications in the field.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. In coordination with SEOC Operations, coordinate deployment of the resources to provide on-scene coordination of state emergency forces participating in emergency operations or in support of local government response, as required.

b. Provide location at SEOC radio room for additional communications assistance.

c. Ensures all requests for assistance are addressed and routed to proper organization.

d. Provide alternate EOC facilities if needed.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF INFORMATION TECHNOLOGY (NCDIT)

a. The NC Department of Information Technology provides IT services to state agencies, many local governments and educational institutions. DIT also supports the state's broadband efforts to include contracts with cellular service providers across the state.

b. Serve as liaison between the Division of Emergency Management, local telephone service providers, and communications equipment vendors to provide necessary services to include voice and data circuits.

c. Provide subject matter expertise and guidance for any matters of suspected or confirmed cybersecurity issues or attacks on communications infrastructure.

d. Maintain status of North Carolina's Public Safety Answering Points (PSAPs) and ensure the 911 system is operational and effective. (NC911 Board Staff)

2. STATE HIGHWAY PATROL (SHP)

a. The State Highway Patrol operates, manages and supports the state's primary statewide land mobile radio system known as VIPER. Established mutual aid/incident management talkgroup use is coordinated through the NCEM 24HROC. Additional talkgroups or extraordinary talkgroup usage should be coordinated through the 24HROC, VIPER staff, the VIPER Network Operations Center (NOC) and any Communications Unit personnel.

b. Identify and assign personnel to maintain contact with and prepare to support communications during periods of activation.

c. In coordination with the 24HROC and the ESF2 Coordinator, provide personnel to manage communications equipment using the Strategic Technology Reserve to include radio trailers, portable towers, cache radios, and personnel.

d. Provide personnel to assist in managing VIPER talkgroups using established WebEOC resources to help coordinate Response and Recovery activities.

e. Assist the 24HROC/ESF2 Coordinator with re-tasking previously assigned State Event talkgroups or Strategic Technology Reserve (STR) resources as needed.

CIVIL AIR PATROL (CAP)

a. Voluntary organizations have a significant capability to provide assistance with emergency public communications during major disasters. CAP aircraft can provide logistics as well as communications support.

b. Civil Air Patrol volunteers can be dispatched to provide communications support for established evacuation shelters.

c. Coordinate with CAP and North Carolina National Guard to provide emergency airborne data and voice relay services to both base and mobile Emergency Operations Centers.

d. Identify and assign CAP personnel to maintain contact with and prepare to support ESF2 efforts during periods of activation.

e. Provide point-to-point high frequency (HF) radio communications assistance.

f. Provide support for airborne and mobile ground repeaters.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. For the purpose of this ESF #2 document, one of the National Guard's many resources include providing communications support from both land based and airborne platforms. The NCNG's primary communications support exists within their Civil Support Teams (CST), Mobile Emergency Communications Operations Center (MEOC) resources and Joint Incident Site Communications Capabilities (JISCC).

b. Identify and assign Civil Support Team and Mobile Emergency Operations Center and other communications trained personnel to maintain contact with and prepare to support ESF #2 functions during periods of activation.

c. Provide personnel and equipment for point to point or mobile communications support on a 24-hour basis, as required.

d. Provide backup generator support (if available) to include personnel to transport, install, operate, and maintain generators and communications equipment.

e. Provide trained personnel to augment communications staff.

2. NORTH CAROLINA AUXILIARY COMMUNICATIONS (AUXCOMM)

a. Designate specific single point of contact to receive mission information, other instructions, and guidance from the Communications Branch Manager.

b. Identify, train, and assign personnel to maintain contact with, and prepare to execute missions in support of ESF2 during periods of activation.

c. Establish and maintain an organizational structure and plans that align with the NCEM SEOC EOG and ESF2 Communications Plan.

d. Provide radio communications support or other assistance as assigned during activations.

e. Establish a plan, conduct ongoing training, and provide data over radio frequency (Winlink, Winmor, Pactor, etc) communications support as requested during activations.

f. Provide and relay situation reports from impacted areas.

g. Maintain and submit NIMS/ICS compliant documentation in the format(s) as specified by the Communications Branch/ESF2.

h. Staff AUXCOMM radio positions at the SEOC, regional coordination center locations, or other locations upon request.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Operational activities outlined in this plan will be executed in accordance with all North Carolina general statutes and policies of the Department of Public Safety. They will also align with the NCEM ESF2 Communications Plan. They will also be consistent with the National Incident Management System (NIMS) and the National Response Framework (NRF).

B. NOTIFICATION

The NCEM 24-Hour Operations Center (24HROC) will notify the lead and support communications agencies when an emergency or the potential for an emergency exists. These agencies will either be requested to report to the State EOC or to be on standby.

C. RESPONSE ACTIONS

1. INITIAL

a. Provide a general description of the situation as it pertains to ESF2 and an analysis of the ESF's operational support requirements.

b. Based upon the Situation Analysis, prepare a list of objective-based priority actions to support lifesaving and short-term recovery operations. The action list should be revised as the situation changes.

c. Coordinate with Department of Information Technology (DIT) to determine the priorities of the commercial telecommunications companies for service restoration. Also work with DIT to coordinate the installation of any additional phone lines that may be required.

d. Coordinate with the 24HROC/VIPER Staff for the equitable distribution of and recall of previously assigned VIPER State Event talk-groups.

e. Coordinate with VIPER Staff for the deployment of or pre-staging of any of the state's strategic technology reserve (STR) equipment. Work closely with the NCEM 24HROC staff, and the VIPER Staff to accomplish this action.

f. Support the requirements of the Governor's Hotline Call Center as required.

g. Establish communications with the Federal Emergency Communications Coordinator (FECC) to coordinate communications assets required beyond state capability.

h. In coordination with the RCCs, coordinate and develop an ICS-205 Incident Radio Communications Plan for disaster operations. This plan will include SERT and RCC information.

i. Monitor WebEOC and be prepared to coordinate any request for Communications support. All Communications Resource Requests will be entered into WebEOC by the requesting agency or county at which time it will be sorted by the State EOC and either tasked to appropriate RCC, tasked to a county for mutual aid, or sent to the Operations Chief (via WebEOC) to be tasked to the ESF2 Coordinator to fill the request using available resources.

j. Determine the level of response required by ESF2 to respond to the event.
k. Initiate notification of the required personnel and support organizations to achieve the required level of response.
l. Determine the available resources through the Emergency Management Assistance Compact (EMAC).
m. Request mission assignments from ESF #5 (Emergency Management) to accomplish objectives.
n. Mobilize resources and coordinate communications support for all government, quasi-government and volunteer agencies as requested, using approved mission assignments.
o. Prepare timely electronic briefings and paper reports as requested on the status of ESF #2 response operations and the status of communications systems. Maintain copies of all reports for preparation of after action reports and lessons learned.
p. Keep track of all expenditures concerning operations and submit these to the Administration and Logistics Section after terminating operations

D. RECOVERY ACTIONS

1. Gather information from impacted area and determine which communications systems are operational, including but not limited to land-line telephone service, cellular telephone networks, and land mobile radio systems (LMR).
2. Assess the communications requirements for any damage assessment teams who will deploy to the impacted area to survey damage. Coordinate the procurement and distribution of the equipment.
3. Coordinate if needed, with Federal ESF2 partners to ensure that state staff has the necessary communications equipment such as telephone lines, and internet connectivity to function at a Joint Field Office (JFO).
4. Assess the need for and obtain telecommunications industry support as needed.
5. Prioritize the deployment of services based on available resources and critical needs.
6. Ensure ESF2 team members or their agencies maintain appropriate records of costs incurred during the event.

7. In coordination with the RCCs, coordinate and develop an ICS 205 Incident Radio Communications Plan for disaster operations as needed. This plan will include SERT and RCC information.
8. Provide ESF2 coordination and support as required for Recovery Operations.
9. Coordinate the demobilization of emergency communications equipment and personnel as regular communications are restored.
10. Conduct internal After Action Reviews and document lessons learned and recommendations for improvement of Emergency Operations Plans, Procedures and Guidelines.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Counties are responsible for their own communications needs and systems. Counties will continue using existing communications equipment and service vendors as much as possible during emergencies and disasters. Counties will route those requirements that cannot be met locally to the SERT through the SEOC Communications Center.

2. STATE

State agencies are responsible for their own communications needs and systems. In the event of a disaster, the state will assess damage to its communications systems and make repairs using existing resources as much as possible. If additional resources are needed, the state will call on FEMA for assistance. The state will also attempt to respond to resource requests from local governments. If the state does not have adequate resources from which to draw, local government requests will be forwarded to FEMA.

3. FEDERAL

ESF-2 (Communications) personnel described by the National Response Framework monitor disaster situations and determine when there is a need for federal response. FEMA's communications liaison from the National Communications System will contact state personnel to prepare for Joint Field Office (JFO) operations and to determine whether federal resources will be needed for state and local governments.

MILITARY SUPPORT (NCESF-7C)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide for military support to the state during disasters and/or civil unrest.

B. SCOPE

The scope of military support operations varies. Federal military support will be provided, as available, through the Federal Emergency Management Agency (FEMA) Defense Coordinating Officer.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A large-scale disaster will result in widespread loss or damage to the civilian infrastructure. In addition, there may be widespread displacement of people because of damage to or loss of structures and housing. To quickly assess effects on the population and to provide immediate response, an impact assessment will be required immediately following a disaster.

B. ASSUMPTIONS

1. A catastrophic disaster will overwhelm the resources of local government.

2. North Carolina National Guard (NCNG) resources will be made available to assist civil authorities provided that support does not interfere with an essential military mission.

3. To assist local officials, the Governor may order all or any part of the NCNG to active duty.

4. NCNG assistance will be limited to missions that can be accomplished more effectively by the Guard than other agencies of government.

5. Federal military assistance may be requested when the disaster exceeds the capabilities of local and state resources. Such requests must be routed through the State Emergency Operations Center (SEOC) to FEMA's Federal Coordinating Officer (FCO).

6. During a disaster, when waiting for instructions from higher authority would preclude effective response, a National Guard Commander may take action necessary to save human life, prevent immediate human suffering, or lessen major property damage or destruction. The Commander will report his/her actions to higher military and civil authority as soon as possible. NCNG Assistance will not be delayed for lack of reimbursement commitment or for lack of liability certification from the requestor.

7. Military support to civil authorities will terminate as soon as possible after civil authorities are capable of handling the emergency.

8. Counties surrounding or adjoining military installations are encouraged to enter into Memoranda of Agreement with the local military base for support during local emergencies. Such memoranda should address financial accounting and liability, operations liability, and commercial operations.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Provide assistance as needed through field services personnel.

b. Coordinate requests for resources from all state agencies.

c. Request federal assistance as required.

B. SUPPORTING STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide a representative of the State Emergency Response Team (SERT) at the Emergency Operations Center (EOC).

b. Provide military support to civil authorities. Missions may include, but are not limited to:

- Communications;
- Debris clearance;
- Medical and refugee evacuation;
- Search and rescue;
- Food and water supply;
- Transportation;
- Health, sanitation and medical services;
- Housing and shelter;
- Maintaining law and order;
- Emergency repair of streets, roads, and bridges;
- Transportation;
- Damage assessment;
- Emergency flood control; and
- Aviation support.

c. Coordinate all air missions in support of the State Emergency Response Team.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The NCNG will operate from the State EOC to coordinate mission requests in support of other SERT agencies and to advise the SERT Leader on NCNG capabilities and resources. The NCNG will provide military support to civil authorities in accordance with the North Carolina National Guard State Area Command Operation Plan.

When ordered into active duty by the Governor, the Adjutant General will mobilize personnel and equipment in and around the disaster area or potential disaster area as required to restore/preserve law and order and to provide support for the other SERT activities as directed by the SERT Leader. In disasters of sufficient magnitude to require federal Department of Defense (DOD) response, the NCNG Adjutant General and his staff will serve as liaison between North Carolina and the active component commander.

B. NOTIFICATION

When a disaster has occurred or is imminent, the North Carolina Emergency Management (NCEM) Operations Chief will notify military support agencies by office or cellular telephone. NCNG will use existing unit alert and mobilization plans to notify troops.

C. RESPONSE ACTIONS

1. INITIAL

a. Personnel and equipment resources will be staged as necessary.

2. CONTINUING

a. Impact and needs assessments will be ongoing.

b. Personnel and equipment resources will be deployed.

D. RECOVERY ACTIONS

1. INITIAL

a. Evaluate and coordinate military assistance requests.

2. CONTINUING

a. Relieve military units as soon as mission is complete or when civilian forces can assume mission responsibility.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Each local jurisdiction is responsible for the management of disasters to the extent its resources allow. When local and mutual aid resources have been exhausted, local jurisdictions may request assistance from the state.

2. STATE

Requests for military support are received in the State EOC and forwarded to the NCNG Adjutant General for approval. If the NCNG can support the request, the mission will be scheduled. The NCNG emergency coordinating officer will keep mission status information.

3. FEDERAL

Requests for federal military assistance will be made by NCEM to FEMA. In the event of a major disaster or when the potential for a major disaster exists, FEMA will dispatch a Defense Coordinating Officer to the North Carolina EOC. This officer will help prepare and coordinate requests for federal military resources.

All Hazard Incident Management Teams (AHIMT)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to describe the support provided to local government in the response and recovery phases of disaster management providing All Hazards Incident Management personnel are trained and credentialed to fulfill a variety of incident command positions, in order to maximize their value in a deployment.

B. SCOPE

Members of the All Hazards Incident Management Teams (AHIMT) can be deployed for any response in order to maintain public safety. This may range from large, planned events to a response with very little lead time. Members are trained and IMT Type III credentialed or positions task book initiated status for all hazards in order to maintain awareness for all response requirements.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A major disaster may cause many people to be in life threatening situations that require various levels of response. AHIMTs may be led by assigned NCEM Area Coordinators or other qualified personnel. Team members are made up of Local, State, and Federal AHIMT trained and credentialed personnel. Supplemental personnel may be added to these teams to augment specific local needs.

B. ASSUMPTIONS

1. All available and trained AHIMT resources will be committed and additional specialized resources may be needed from the State or through the Emergency Management Assistance Compact (EMAC).

2. Coordination and direction of local efforts, including volunteers, will be required.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Provide a liaison to local government and coordinate assistance and/or response from State and Federal governments.

b. Organize and appropriately train emergency management personnel for participation in all aspects of AHIMT operations.

c. Coordinate additional training for all members of NC AHIMT to ensure an acceptable level preparedness.

d. Maintain a current directory of qualified resources for AHIMT deployment.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Upon notification by the State EOC of a potential or actual event requiring response, members of the AHIMT will be notified and asked to respond with availability. If available, each member must be ready for deployment with 24 hours' notice. The NCEM Operations Section Chief may activate teams as required within 24 to 48 hours of a State EOC Level 4 Activation. Branch Managers/RCC Directors will identify team leaders who will be activated with concurrence of the SERT Leader. Field Branch Managers/RCC Incident Commanders will identify other team members depending on requests and needs of the receiving jurisdiction and coordinate their movement and assignment with team leaders. AHIMTs will attend local/county briefings and planning meetings as required. They will ensure all State resources are properly checked in at the receiving point, and will provide advice to the counties on the availability and appropriate use of State resources. They will serve as liaisons between local/county government and the SERT as well as the Branch Office(s)/RCCs. Members will also collect preliminary damage assessment data through ground reconnaissance. AHIMTs will be demobilized or re-deployed when the mission at their designated location has been met.

AERIAL RECONNAISSANCE TEAMS (ART)

December 2019

1. **Mission**.

As part of preliminary damage assessment, to deploy rapidly and fly over severely impacted areas providing reports on the extent and location of hurricane damage. Aerial Reconnaissance Teams (ARTs) will coordinate activities with the FEMA Rapid Needs Assessment (RNA) Team.

2. **Concept of Operations**.

The ARTs are led by an ART Coordinator assigned from the SERT Recovery Section. He/she schedules aerial reconnaissance according to requirements established by the SERT Planning Section. ARTs will be deployed immediately after a major hurricane impacts North Carolina and weather conditions permit. Two ARTs will deploy from the RDU airport at the National Guard Aviation Center and fly to counties impacted by a hurricane. One helicopter will fly the impacted area where the hurricane eye's center moved over land. The other helicopter will fly the eastern eye wall where hurricane winds are expected to have been most severe. Both helicopters will fly these areas, county by county, observing and noting the following: 1) the severity of the damage, 2) specific impact information and locations, i.e. estimated houses damaged, roads washed away, bridges out, power lines down, etc., 3) record by video and digital camera image records of the damage from the air, 4) mark those areas that should be investigated in greater detail by an unmanned aerial vehicle (UAV) and, if possible, where a remote pilot could set up a nearby base of operations, and 5) determine what immediate state assistance may be needed.

If possible the information being recorded by the ARTs will be sent back to the State EOC by one or more of the following methods:

a. By voice transmission between the ART leader and the State EOC as fly-over occurs.

b. By video transmission between the ART leader and the State EOC as fly-over occurs.

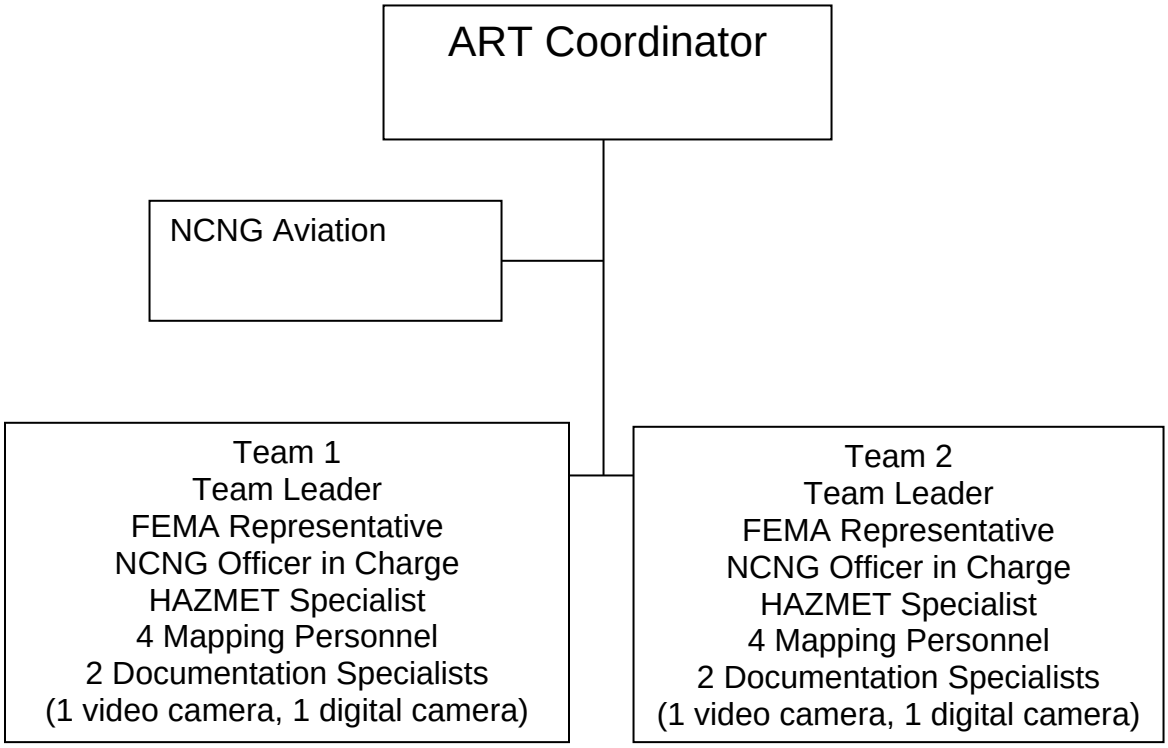
c. By voice transmission using a satellite phone once the helicopter lands in an impacted county.

d. By telephone once a team lands in an impacted area.

e. By fax machine once a team lands in an impacted area.

f. By hand delivering the reports and maps back to the State EOC when the ARTs return to Raleigh.

3. **ART Information Mission Objectives**. To identify, for each affected county, the status of Infrastructure and mass care structures.



Priorities include:

a. Telephone and communications towers

b. Electrical power lines

c. Roads and Bridges

d. Health\Medical Facilities

e. Waste and Water Treatment Plants and Systems

f. Airports and Railroads

g. Main Government buildings

h. Shelters

i. Mapped areas of significantly impacted areas

SERT PLANNING SECTION

December 2019

A. PURPOSE

This appendix describes the Planning Section of the State Emergency Response Team (SERT) during disasters, emergencies, and significant planned events. The core functions performed by the SERT Planning Section are consistent for all hazards, regardless of impact or geographical area.

B. MISSION

The Planning Section is responsible for collecting, formatting, archiving, and distributing emergency/disaster information. This section documents SERT activities daily in Situation Reports (SitRep), Executive Summaries (ExSum) and is responsible for short-term (24-hour) planning of statewide SERT activities during emergencies and disasters.

C. ORGANIZATION

The Planning Section Chief reports directly to the SERT Leader and will continually assess staff resources during disaster/emergency events requesting additional staff from the SERT Leader as necessary.

The core functions carried out by the SERT Planning Section which include:

(a) Resource Tracking
(b) Developing and Disseminating the following
- Reports containing disaster and incident information
- Incident Action Plans (IAPs)
- Situation Report
- Executive Summary
- Demobilization Plans

(c) Technical Expertise (event specific)
(d) Meteorological Support

At a minimum, the following information is required to describe the emergency/disaster event:

(a) Deaths
(b) Boundaries of the disaster area
(c) Political boundaries
(d) Status of transportation infrastructure
(e) Status of communications infrastructure
(f) Status of electrical infrastructure
(g) Status of medical infrastructure
(h) Hazard specific information
(i) Weather data affecting the impacted area

(j) Activated Emergency Management facilities
(k) Shelter information
(l) Mass feeding information
(m) Immediate or life threatening needs

D. CONCEPT OF OPERATIONS

1. SITUATION UNIT LEAD

The Situation Unit will monitor a variety of information sources (primarily NC SPARTA and social media) in order to collect, format, archive and distribute emergency/disaster information in a variety of report formats. Situation reports will be the primary method of distributing regular report information to the SERT. Situation reports will be developed using statistical, narrative, and graphical information from response and recovery operations that regularly describe the progress of the emergency workers and future operational strategies. This information must accurately describe the impacted area and the effect to the infrastructure.

The Situation Unit is also responsible for collecting emergency/disaster information, assembling, and disseminating the Executive Summaries.

2. RESOURCE UNIT LEAD

The Resource Unit will monitor and track the assignment of resources to the NCEM Branch Level, manage the State EOC check in/check out process, and develop Incident Action Plans. IAPs will be published daily for the next 24 hour operational period (0700 – 0700). Considerations in preparing the IAP include among other things the SERT Leader's priorities, available State resources, and the status of previously planned activities. At full activation, Situation and Documentation goes on 24 hours per day.

3. TECHNICAL SPECIALISTS

Technical Specialists will maintain current technical data on the existing emergency/disaster and provide advice to the SERT Leader for decisions on issues including but not limited to evacuation recommendations, resource protection, and shelter activation/operations.

The Weather Officer will provide timely, tailored weather support for SERT operations. The Weather Officer will be available, as appropriate, on a 24-hour basis to provide any weather briefing or forecast the SERT may require. One-hour notice is usually required for special, non-routine briefings.

SERT LOGISTICS SECTION

December 2019

A. PURPOSE

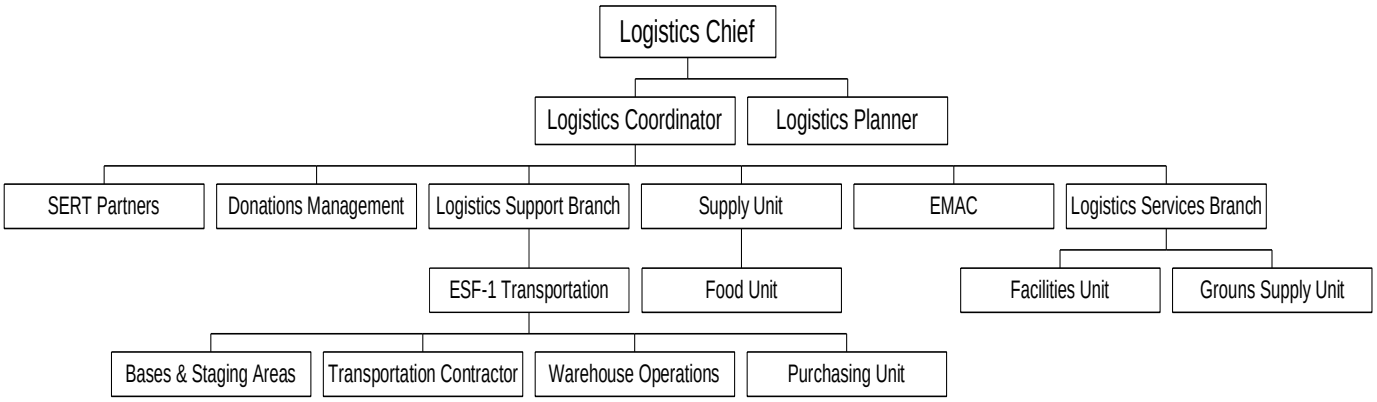
This appendix describes the Logistics Section of the State Emergency Response Team (SERT) during activation, including processes and procedures for resource management, transportation management, donations and volunteer management, and military support.

B. MISSION

The Logistics Section procures, stores and transports state and donated resources in support of disaster response and recovery operations. It processes resource requests from local governments, state agencies, and division organizations and tasks appropriate agencies to satisfy these requests. Resources include supplies, equipment, and personnel.

C. ORGANIZATION

The Logistics Chief reports directly to the SERT Leader and is responsible for overall logistics activities. The Logistics Coordinator controls the Section's day-to-day activities.



D. CONCEPT OF OPERATIONS

1. LOGISTICS SUPPLY UNIT

At full activation, the Branch operates 24 hours a day and is responsible for:

a. Initial processing of resource requests and coordination of sourcing solutions.

b. Tasking subordinate branches and SERT partners to fill resource requests or to accomplish logistics missions.

c. Logistics situational awareness.

d. Logistics planning for future operations.

2. LOGISTICS SUPPORT BRANCH

Consists of two warehouses, a purchasing unit, an ESF-1 Transportation Unit, and the SERT civilian transportation contractor's representative. At full activation, the Branch operates 24 hours a day. The Log Support Branch is responsible for:

a. Warehouse Operations.

b. Inventory Management.

c. Purchasing, transporting, staging and issuing supplies and equipment.

d. Management of all transportation requirements.

3. LOGISTICS SERVICES BRANCH

Responsible for supply and services support to the State Emergency Operations Center and to response teams deploying to the field. For deploying teams, the Branch provides staging facilities, vehicle support, supplies, mail and equipment. At full activation, the Branch operates 12-14 hours a day.

a. Supports EOC operations.

b. Links with FEMA LOG Operations.

c. Supports ongoing Recovery operations.

d. Supports JFO operations.

4. EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC) BRANCH

Responsible for coordinating mutual aid during a disaster. At full activation, the Branch operates 24 hours a day.

5. DONATIONS MANAGEMENT COORDINATION TEAM

Responsible for managing public donations and volunteer offers. In addition, through the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, they gather and disseminate to the Human Services Section information about people who require individual assistance. At full activation, the Branch operates 12-14 hours a day. The Branch Manager is the Governor's liaison for volunteers. In accordance with a Memorandum of Agreement with NC Division of Emergency Management, Adventists Disaster Services provides representatives to man the Donations Management Coordination Team and to operate a State Donations warehouse if necessary.

6. LOGISTICS SERT PARTNERS

The Logistics Coordinator and members of the Logistics Supply Unit task SERT partners to satisfy resource requests and to perform other missions via NC SPARTA. Their roles and capabilities are described below.

a. The Department of Administration provides support to the SERT in several areas. Motor Fleet Management Division provides motor pool support. Augments disaster purchasing by providing purchasing agents to NCEM. The State Property Office provides facilities to support disaster needs.

b. The Civil Air Patrol (CAP) provides both light aviation and significant ground resources to assist with logistics disaster response. CAP aircraft are Cessna single-engine planes used for aerial damage assessment, search and rescue operations, and light logistical transport. The CAP also provides several Type III Points of Distribution (POD) teams and several two-person County Logistics Liaison Teams that have the mission of assisting hard hit counties get the logistics support they need and of assisting SERT Logistics get the information it needs to help the counties.

c. The North Carolina Department of Agriculture and Consumer Services (NCDA&CS) has Food Distribution Division trucks and refrigerated trailers which can be used for transportation requirements. Additionally, the NCDA&CS Food Distribution Division to supports mass feeding and shelter operations. NCDA&CS Food Distribution maintains two warehouses in Butner, NC and Salisbury, NC where they store and distribute USDA foods to 7 feeding programs across the state.

d. The Department of Public Safety Division Purchase and Logistics provides support to the SERT by augmenting Logistics Support with disaster purchasing. Purchase and Logistics provide personnel to operate as the Purchasing Unit Manager and purchasing agents. These personnel are charged with processing resource request purchases from multitude of sources; disaster convenience contract, State Term contract and/or other vendors. They operate within the State Emergency Operation Center and/or from a satellite location.

e. The Division of Adult Correction has a variety of resources which include: manpower intensive requirements, approximately 200 buses and vans with drivers, several special law enforcement teams, and tracking teams useful for Search and rescue operations. The Division of Adult Correction operates 24 hours a day during Level 1 EOC activations.

f. The N.C. League of Municipalities facilitates mutual aid between North Carolina cities. It provides a representative to the Logistics Section during activation and operates 24 hours a day.

7. LOGISTICS CONCEPTS FOR DISASTER RESPONSE

The Logistics Concept for all disaster response operations is as follows:

a. Maintain warehoused stocks of basic disaster supplies (food, water, etc.) for immediate response needs.

b. Maintain convenience contracts with vendors to purchase additional supplies/equipment and to fill the procurement pipeline for follow-on supplies during large disasters. Operate a purchasing unit to procure items not available within the Logistics Warehouse inventory SERT Partners, or BEOC.

c. Employ a transportation contractor who can procure commercial trucks and trailers for disaster transportation requirements. Operate an ESF-1 Transportation Coordination Cell consisting of representatives from appropriate State Agencies to coordinate use of State transportation assets when required.

d. Deliver most resources to one, designated County Receiving and Distribution Point per county unless a county requests delivery to another location. Support local government operation of Points of Distribution (POD) for public distribution of disaster supplies (food, water, tarps, ice).

e. Make maximum use of mutual aid assets, both nationally through the Emergency Management Assistance Compact and through intra-state mutual aid between local governments.

f. Use resources available from Logistics SERT Partners wherever possible.

g. Integrate Federal partners into our EOC processes, particularly the FEMA Logistics and Corps of Engineers representatives of the FEMA Incident Management Assistance Team (IMAT).

h. Maintain the capability to establish both a mobile Joint Reception, Staging, Onward Movement and Integration (JRSOI) site and a base or camp for response workers in an area impacted by a disaster.

i. Ensure effective management of donations and volunteers to include a proactive donations management information campaign.

8. CONCEPT FOR PROCESSING RESOURCE REQUESTS

The Logistics Supply Unit processes all resource requests assigned to the Logistics Coordinator before any agency is tasked to fill a request. The role of personnel in the Supply Unit is to coordinate with requestors, the Logistics Branches, or Logistics SERT Partners as necessary to develop good sourcing recommendations to satisfy requests. The Logistics Coordinator approves or denies resource requests, or makes recommendations to the Logistics Chief, based on the level of authority delegated by the Logistics Chief. Approved requests are tasked to a SERT Partner, EMAC or Logistics Support Branch for items in stock or items which require purchasing action.

NC SPARTA is used for customers to make requests, for EOC personnel to query for additional information and for the Logistics Supply Unit personnel to task Logistics Branches or SERT Partners to take action to satisfy requests.

NC Sparta, Logistics Inventory, purchase orders, and the file library are used to provide real time asset visibility of available commodities, equipment and to share essential process information among all Logistics players. The Logistics Inventory is used to:

a. View inventory balances at multiple locations.

b. Issue and receive inventory.

c. View purchase order lists.

d. View convenience and contract information.

e. Schedule and manage all transportation missions by truck and mission number.

f. Produce bills of lading.

g. Provide situational awareness information and management reports to assist in managing logistics processes.

The Logistics process is complex and difficult to manage. Logistics personnel are a limited asset. It is, therefore, essential to make maximum use of information technology to provide the asset visibility, data communication among logistics players, and information necessary for effective management of logistics processes.

E. REFERENCES

A. JRSOI Plan

B. Logistics Standard Operating Procedures (Log SOP)

C. General Warehouse Management and Operations Standard Operating Procedures

D. Disaster Purchasing Standard Operating Procedures

F. TABS

A. Transportation

B. Resource Support

C. Volunteer and Donations Management

TRANSPORTATION (NCESF-1)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide for movement of resources in support of local governmental entities, volunteer organizations and other emergency response organizations requiring transportation capacity to perform emergency assistance missions.

B. SCOPE

The provision of state transportation includes overall coordination of transportation assistance requests from local governments and state agencies, allocation of public and private transportation resources needed for the transportation of people, goods and services to and from the affected area, and assisting with recovery operations as necessary.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A significant disaster may severely damage the transportation infrastructure. Local transportation activities may be hampered by damaged surface transportation infrastructure and disrupted communications.

B. ASSUMPTIONS

1. Many local resources may be unavailable due to the level of damage to the transportation infrastructure or insufficient to handle the situation.

2. The state will provide transportation for resources requested by local government and may be required to provide transportation assets to assist local government in evacuation of citizens.

3. Clearing of access routes may be slow. Coordination between the local government and the State Emergency Response Team (SERT) Logistics Section and the SERT Infrastructure Branch may be required to organize emergency relief.

4. Damage to the transportation infrastructure may require use of air and water transportation assets.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Manage the emergency transportation function, coordinate with supporting agencies and prioritize the requests for transportation services in consultation with the SERT Leader and other SERT agencies.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NCEM/CIVIL AIR PATROL (CAP)

a. Provide ground support.

b. Provide POD Teams

c. Provide transportation for evacuees as needed.

DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE

a. Provide transportation to support evacuation missions, equipment, uniformed personnel and related services for the support of law enforcement personnel as may be directed.

b. Provide transportation for the evacuation of inmates and other affected department personnel.

c. Provide trucks and drivers as well as provisions (blankets, pillows, etc) from Correction Enterprise Warehouses.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide ground transportation and logistical support as directed. (NCNG will not be a primary source for routine transportation requirements).

2. **NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI) – Lead Tech Agency**

    a. Liaison between public and private transport assets to coordinate support for evacuation and re-entry.

    b. Coordinate with county school systems to provide buses for evacuation.

3. **NC DEPARTMENT OF ADMINISTRATION (NCDOA)**

    MOTOR FLEET MANAGEMENT

    a. Operate motor pools in support of disaster locations as may be requested by the SERT.

4. **NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)**

    NORTH CAROLINA FOREST SERVICE (NCFS)

    a. Transport emergency food supplies through food distribution and state farms operations from DA&CS owned warehouses or other sources to distribution and/or mass feeding locations in disaster areas.

    b. Respond to requests for other available transportation assets in support of emergency/disaster requirements.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Local governments will use their transportation assets and prearranged supporting resources to the extent necessary and available. If the extent of the disaster exceeds the transportation resources of the local government, state assistance will be provided upon request.

Contracted truck and charter bus transportation services, as well as state government transportation resources available to the State Emergency Response Team (SERT), will be used to assist local emergency operations and other state agencies in meeting the requirements of moving people, supplies and equipment. Resources will be allocated according to the following priorities: evacuation of persons from danger areas; transporting

materials, equipment, and people required in support of local emergency response activities as requested through the State Emergency Operations Center (SEOC); and maintenance of traffic movement for evacuation and re-entry.

The Logistics Section is responsible for transportation operations, and the Logistics Support Branch Manager serves as the State Transportation Coordinator. State Logistics employs a civilian transportation contractor to provide contract trucks and trailers to move most resources in response to a disaster. The transportation contractor will provide a representative in the SEOC to procure transportation assets as directed by the State Transportation Coordinator.

An ESF-1 Transportation Cell, consisting of transportation representatives from appropriate state agencies, will be established in the SEOC under the control of the State Transportation Coordinator whenever state assets are required to assist with evacuation operations. As a minimum for evacuation operations, the ESF-1 Cell will consist of representatives from the Division of Public Transportation, Division of Public Instruction, Department of Public Safety, and a representative from the civilian charter bus company currently under state contract. The ESF-1 Cell may also be established during other contingencies when significant, non-bus transportation assets are required from other state agencies for the disaster response.

B. NOTIFICATION

Transportation agencies will be notified by the Logistics Chief, Coordinator or Logistics Support Manager located at the SEOC by telephone or email to advise of the situation.

C. RESPONSE ACTIONS

1. INITIAL

a. The Transportation Contractor's EOC representative is notified to report to the EOC as needed.

b. ESF-1 Cell representatives are notified by the Logistics Support Branch Manager if it is decided to activate the cell.

c. Transportation resources are pre-staged if appropriate.

d. Satisfy transportation request and requirements for delivery of resources to local government and requesting state agencies.

2. CONTINUING

a. Continue to satisfy requests.

b. Continually reassess priorities to assure the most urgent transportation needs are being addressed appropriately.

c. Send resources to staging areas as applicable and appropriate.

d. Continually track committed resources and redeploy as necessary.

D. RECOVERY ACTIONS

1. INITIAL

a. Coordinate requests for transportation resources to assist in recovery activities.

b. Coordinate with support agencies to develop recovery actions.

2. CONTINUING

a. Provide transportation resources as necessary throughout the recovery period.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Local governments have transportation assets that are used to support normal functions within the community and which may also be used during emergencies. These include administrative and utility vehicles (sedans, pick-ups, dump trucks), special purposes vehicles (water tankers, tractor-trailers), local school activity buses and public school buses (as prearranged between local government and local school boards).

2. STATE

The Logistics Support Branch Manager, as the State Transportation Coordinator, will provide transportation support as requests for assistance come through the SEOC. Most state requirements will be handled using contract transportation assets. If additional assets are required, or when it is prudent to use state agency assets for transportation requirements, the State

Transportation Coordinator will coordinate directly with these support agencies. If significant assets are required from state agencies, the ESF-1 Cell will be established.

3. FEDERAL

The U.S. Department of Transportation is responsible for coordinating federal emergency transportation assistance to affected state and local governmental entities. If the transportation demands exceed the resources of North Carolina agencies, federal transportation resources will be requested. U.S. DOT is also responsible for coordinating transportation assistance for federal agencies with disaster mission assignments that lack sufficient transportation capabilities necessary to perform their emergency missions. The federal government maintains a contract with a civilian transportation company to handle most requirements.

RESOURCE SUPPORT (NCESF-7A)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide resource support prior to, during, and following an emergency or disaster event, including a catastrophic disaster. This plan also provides a platform for compatibility and interoperability among all agencies.

B. SCOPE

Resource support involves the provision of logistical support to state and local emergency organizations during the entire period of a disastrous event. This includes the procurement of emergency relief supplies, space, office equipment, office supplies, telecommunications, contracting services, transportation services, and personnel required to support emergency operational activities. It also provides for logistical support for requirements not specifically identified in the other emergency support functions, resources unique to the emergency itself. Resource support involves the effort and activity necessary to evaluate, locate, procure, and provide essential material resources throughout the event.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Communities have been isolated due to problems with the transportation and communications infrastructure. County emergency operation centers are inundated with emergency telephone calls and resource capabilities become overwhelmed. State government has the capacity to meet most foreseeable logistical requirements. However, there will be shortages of a wide variety of supplies necessary for emergency population survival such as cots, sheets, blankets, pillows, pillowcases, tents for temporary shelter, and plastic and paper items for mass feeding.

B. ASSUMPTIONS

1. Successful and sustained emergency operations are contingent upon an efficient and effective logistics effort.

2. Transportation of resources may require staging areas. Counties must pre-designate staging areas to support their county operations and plan for integration of state provided assets. The state will designate Regional Staging Areas to support catastrophic disasters and survey annually.

3. Supplies and equipment will be provided from current state stocks or from commercial sources.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Direct and coordinate logistics operations.

b. Provide resource support for the State Emergency Operations Center (SEOC), State Emergency Response Team (SERT), emergency management offices and other state supported field locations.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF ADMINISTRATION (NCDOA)

MOTOR FLEET MANAGEMENT

a. Operate motor pools in support of response and recovery operations.

STATE PROPERTY OFFICE (SPO)

a. Provide facilities needed by the SERT for response and recovery operations.

b. Make available a tabulation of properties that may be available as requested by the SERT.

c. Provide assistance in locating appropriate lodging, meals, or other support services for emergency workers.

d. Provide janitorial, mail, courier, and other general administrative services as required.

e. Through State Capitol Police, provide security services for the SEOC and other emergency management facilities.

f. Provide surplus property listing for use during emergency situations.

2. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

a. Provide the SERT with information related to available emergency resources and supplies.

3. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE

a. Provide transportation, equipment, uniformed personnel, inmate labor, and related services as may be directed.

b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell, when activated, who is able to coordinate use of buses and passenger vans to assist with evacuation operations.

c. Provide trucks and drivers as well as provisions (blankets, pillows, etc) from Correction Enterprise Warehouses.

STATE HIGHWAY PATROL (SHP)

a. Provide transportation, equipment, uniformed personnel, and related services as may be directed.

PURCHASE AND LOGISTICS (P&L)

a. Provide personnel for the Purchasing Unit in the SEOC during disaster activations.

b. Ensure personnel are trained and exercised periodically.

c. Coordinate procedures with NCEM Logistics Chief.

4. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

a. Provide the SERT with information related to available emergency resources and supplies

5. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)

a. Provide the SERT with information related to available or potential emergency facilities, resources, supplies, and/or personnel resources.

b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell who is able to coordinate use of school buses to assist with evacuation operations.

6. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

a. Provide a representative to the SERT Logistics ESF-1 Transportation Cell to provide assistance with communication between public transportation sub recipients.

b. Provide a list of transportation agencies.

c. Identify potential federal funding sources and identify other financial resources that may be available for public transportation grantees during an emergency.

IV. CONCEPT OF OPERATIONS

A. GENERAL

All available state owned resources may be used during emergency operations. Primarily, resource distribution will occur through the State EOC or area commands and from state warehouses. Resources that cannot be provided from state assets will be secured through direct procurement from federal or vendor resources.

B. NOTIFICATION

NCEM will notify SERT members of an impending or occurring disaster situation. Emergency management standing operating procedures for SERT notification will be used.

C. RESPONSE ACTIONS

1. INITIAL

a. Assess potential resource needs and evaluate the Disaster Buy List.

b. Prepare the Emergency Operations Center for operational activation.

c. Maintain a resource tracking and accounting system for Logistics resources.

d. Provide the SERT Leader with resource status reports.

e. Identify procurement resources required in the impacted area.

f. Identify potential facility locations in the impacted area.

g. Logistically support the occupation of the Joint Field Office (JFO) by state personnel.

h. Ensure that the state component to the JFO is operational within 12 to 24 hours of site selection and establishment decision, provided the pre-designated site and communications facilities are usable and operable.

2. CONTINUING

a. Continue to assess disaster reports to identify potential resource needs.

b. Continue operation of the State EOC as long as necessary.

c. Continue to monitor and track resource requests and provide decision makers with accurate and concise information.

d. Continue to provide the SERT Leader with resource status reports.

e. Continue to support all state supported field locations.

f. Provide for the full range of logistical requirements of the agencies participating in the disaster response and recovery efforts.

g. Determine availability and provide supplies stocked in state distribution facilities.

h. Provide security enforcement services to the State EOC.

i. Coordinate with the SERT Fiscal Section to insure proper accounting for all expenditures and purchases.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

All requests for state resources should be made through the county emergency management coordinators. Municipalities should coordinate their resource requests through the appropriate county EOC. County requests for resources should be directed to the State EOC for assignment by the Mission Assignment Coordinator (MAC). Each county will maintain one County Receiving and Distribution Point (CRDP) to ensure the county has the ability to receive state resources during a disaster. The CRDP should have at least 2,000 to 3,000 square feet of warehouse space to store pallets of emergency supplies, material handling equipment sufficient to unload supplies from tractor trailers, sufficient outside parking area to store at least 10, 53 foot cargo trailers, and designated personnel trained to operate the facility. Counties must designate a sufficient number of points of distribution (POD) to support distribution of disaster supplies (food, water) to 20 percent of their populations and report these locations to the Logistics Section so that they are available for use during disasters. Counties must also plan to provide staffing and equipment to operate these PODs or report to the Logistics Section the locations needing state support to operate.

2. STATE

The NCEM Logistics Section Chief is responsible for management of SERT Logistics, reports to the SERT Leader, and coordinates the logistics operations of all state agencies. State logistics will be coordinated through the State EOC. NCEM staff will provide personnel augmentation to the Logistics Section so it can meet the increased personnel requirements of activation. Upon notification of implementation of the NCEOP, the Logistics Chief will determine which pre-designated augmentation personnel from other state agencies and within NCEM are required for the State EOC and the State Emergency Management Warehouses.

3. FEDERAL

The Federal Emergency Management Agency (FEMA) will be the initial contact point for emergency operations. The Federal Coordinating Officer (FCO) will be the single conduit for accessing federal resources during disaster events. FEMA Region IV will provide a Logistics Liaison Officer to the Logistics Section of the SERT.

VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to ensure the most efficient and effective use of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support all ESFs during incidents of significance in North Carolina that require a state response.

B. SCOPE

This appendix provides guidance on the state's role in supporting the management of masses of unaffiliated volunteers and unsolicited donated goods. Any reference to volunteer services and donated goods in this appendix refers to unaffiliated volunteer services and unsolicited goods, unless otherwise stated. Unaffiliated volunteers, also known as spontaneous volunteers, are individuals who offer to help or who self-deploy to assist in emergency situations without coordinating their activities. They are considered "unaffiliated" because they are not part of a disaster relief and/or emergency response organization. The guidance in this appendix ensures the effective and efficient acceptance, management and delivery of solicited and unsolicited donated goods and services to affected areas. Volunteer and donations management requires effective coordination among many supporting agencies and organizations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

During and following a major disaster, requirements for goods and services will exceed local and state capabilities. Volunteer and donations management will play a major role in meeting these needs. However, the State will need to provide leadership and direction so that the public donates goods and services that are needed and does not burden the system with unneeded goods and services that only detract relief efforts. Special actions will be required to avoid unsolicited donations becoming a burden to response and recovery operations.

B. ASSUMPTIONS

1. Local volunteer resources will be inadequate to deal with the disaster. State, and possible federal, assistance will be required.

2. Individual and/or groups of volunteers will go to the affected area and offer assistance.

3. An organized volunteer disaster response effort will be required.

4. Sufficient personnel will be available from one or more support agencies to staff and operate the state's Multi-Agency Donations Warehouse, Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, and local emergency volunteer centers.

5. The Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, if necessary, may also serve as the state's Donations and Volunteer Hotline.

6. When emergency conditions subside after a disaster, individuals and relief organizations from outside the disaster area may begin to collect materials and supplies to meet the needs of the survivors.

7. Appropriate messages will be provided to the media to provide the public with guidance about donating product, services, and/or cash.

8. Should a large-scale or catastrophic event occur, unsolicited donated goods may come from around the state, country, or the world.

9. Donated goods may arrive in a disaster area day or night without warning.

10. Donated goods may arrive unsorted or with minimal packaging.

11. The amount of donated goods and services will increase with the amount of media attention the disaster receives.

12. Non-useful and unwanted donations will occur, to include unsorted or dirty clothing, used mattresses, perishable foodstuffs and worn-out or cast-off items (i.e., junk). Disposal sites and procedures will be required for surplus, unneeded and junk donations.

13. NC Voluntary Organizations Active in Disaster (NCVOAD) member organizations will offer assistance by receiving and distributing donated goods to distribution centers at the local level.

14. Affected local government(s) will be able to establish distribution centers within their jurisdictions.

15. Resource gaps tied to medical supplies and pharmaceuticals will be addressed through the Department of Health and Human Services, Division of Public

Health first through all available means. The Multi-Agency Donations Warehouse may accept medical supplies with the exception of pharmaceuticals due to DEA licensure requirements.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Establishes a separate location (outside the EOC, but closely co-located) Donations Coordination Center for the VDCT members to work if the situation dictates a significant expansion to the team.

b. Assist in the arrangement for transportation that might be required during the receipt, movement and distribution of donations.

c. Arranges for technical and other resource support when opening the state's Multi-Agency Warehouse in accordance with the Memorandum of Agreement between Adventists Community Services and NCEM.

d. Provides telephones, computers, other equipment and supplies necessary for the operation of the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center.

e. Provides a liaison to interface with the VDCT and monitors offers to determine if resource offered can support any needs requested by stakeholders.

f. Establishes additional donations management facilities as needed.

B. LEAD TECHNICAL AGENCY

1. OFFICE OF THE GOVERNOR

NC COMMISSION ON VOLUNTEERISM AND COMMUNITY SERVICE

a. Serves as the lead agency and designates one staff person to manage, coordinate, maintain and control donations management (donated goods, volunteers, and donated cash). That person serves as the State Donations Management Coordinator.

b. Leads the Volunteer and Donations Coordination Team (VDCT) in the Donations Coordination Center and coordinates activities with the FEMA Voluntary Agency Liaison (VAL).

c. Coordinates with support agencies to determine available resources and needs.

d. Maintains contact with volunteer and donations management liaisons in local county emergency management agencies.

e. Remains cognizant of the activities and needs of NCVOAD member organizations through collaborative efforts with the NCVOAD representative in the State Emergency Response Team (SERT) Human Services Section.

f. Activates web-based on-line tools used for recording and management of donated goods, volunteer service, or cash donation offers.

g. Activates and maintains a 24-hour, toll-free telephone number (Governor's Emergency Information Bilingual Hotline / 2-1-1 Center) for individuals to call to obtain emergency information (shelter locations, feeding site locations, road closings, etc.). Operators may speak English, Spanish, or communicate with the deaf and hard of hearing callers by answering a TTY toll-free phone number. The same phone number is used to answer questions about making offers of donated product, registering as a volunteer, and to obtain information about making cash donations.

h. Staffs the hotline by using various support agencies, volunteer organizations, and community volunteers.

i. Creates and executes an event-specific media messaging campaign for donated goods, volunteers and donated cash.

j. Manages the NC Disaster Relief Fund should it be activated by the Governor.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE

SECURITY SERVICES

a. Coordinates available inmate labor to assist at the North Carolina's Multi-Agency Warehouse.

2. NC DEPARTMENT OF ADMINISTRATION (NCDOA)

STATE PROPERTY OFFICE (SPO)

a. Provides information, if requested by the State Donations Management Coordinator, of any state-owned facility that might be used as a Multi-Agency Warehouse.

3. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

EMERGENCY PROGRAMS DIVISION

a. Coordinates the use of the state fairgrounds in Raleigh and other facilities.

b. Arrange for the transport of donated food items to the state's Multi-Agency Warehouse or local distribution sites, if needed.

c. Conduct inspections of potential suspect food donations at the Multi-Agency Warehouse at the request of the State Donations Management Coordinator.

d. Provide a liaison to collaborate companion animal donations activities with the State Donations Management Coordinator.

4. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

a. Inform the State Donations Management Coordinator of identified needs within DHHS divisions and/or offices that could be satisfied by offers of donated goods or volunteer services.

b. Assists the State Donations Management Coordinator in the management of donated pharmaceuticals through the Division of Public Health.

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Inform the State Donations Management Coordinator of any disaster response activity by NC Medical Reserve Corps units.

b. Collaborate with the State Donations Management Coordinator and the Logistics Facilities Unit in a large-scale or catastrophic disaster if it is determined a warehouse is needed for storing donated pharmaceuticals and/or medical supplies.

STATE GOVERNMENT CABINET-LEVEL AGENCIES

a. Provide agency staff (employees) to serve as hotline operators at the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center.

D. SUPPORTING VOLUNTEER AGENCIES

1. ADVENTIST COMMUNITY SERVICES (ACS)

a. Provide liaison to the VDCT to assist in the state's process for accepting/refusing offers of donated product, if requested.

b. Manage the state's Multi-Agency Warehouse, including transportation, product delivery and distribution, and other volunteer services.

c. Provide ACS volunteers to assist in warehouse operations.

d. Accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.

e. Coordinate appropriate disposal of unwanted or unusable donated goods.

2. AMERICAN RED CROSS (ARC)

a. Coordinate with appropriate agencies to identify any needs of survivors which could be met using donated goods or the services of event-based volunteers.

b. Inform the State Donations Management Coordinator of identified needs for products that might be donated.

c. Provide organizational donation phone numbers to the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center for reference.

d. Accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.

3. THE SALVATION ARMY (TSA)

a. Provide a liaison to the VDCT and/or BEOC as requested to assist in the state's process for accepting/refusing offers of donated product.

b. Inform the SERT of the status of TSA distribution efforts and TSA needs.

c. Provide organizational donations management and/or volunteer coordination information to NCEM and/or the Joint Information Center (JIC).

4. FOOD BANKS OF NORTH CAROLINA

a. Provide a liaison to the VDCT to assist in the state's process for accepting/refusing offers of donated product, if requested.

b. Prepare procedures to accept unsolicited donations of food and other appropriate products when received through the state's web-based donated goods system or from the state's Multi-Agency Warehouse.

c. Provide organizational donation phone numbers to the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center for reference.

d. Inform the State Donations Management Coordinator of any identified needs of survivors which could be met using donated goods or the services of spontaneous volunteers.

e. Accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.

5. NORTH CAROLINA BAPTISTS ON MISSION

a. Provide a liaison to the VDCT to assist in the state's process for accepting/refusing offers of donated product, if requested.

b. Provide organizational donation phone numbers to the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center for reference.

c. Inform the State Donations Management Coordinator of any identified needs of survivors which could be met using donated goods or the services of spontaneous volunteers.

d. Be prepared to accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.

6. METHODIST DISASTER RESPONSE

a. Provide organizational donation phone numbers to the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center for reference.

b. Inform the State Donations Management Coordinator of any identified needs of survivors which could be met using donated goods or the services of spontaneous volunteers.

c. Accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.

7. UNITED WAY OF NC

a. Collaborate with the Governor's Emergency Information Bilingual Hotline prior to dispensing certain event-specific information over the 2-1-1 network.

b. Collaborate with the State Donations Management Coordinator and the Office of the Governor by serving as the fiscal agent for the NC Disaster Relief Fund, if activated.

8. NORTH CAROLINA ASSOCIATION OF VOLUNTEER ADMINISTRATION (NCAVA)

a. Establish and staff an Emergency Volunteer Center for managing spontaneous volunteers at the request of local emergency management, if necessary.

b. Support local emergency management's efforts for volunteer and donations management.

9. GOVERNOR'S OFFICE OF HISPANIC/LATINO AFFAIRS

a. Recruit bilingual community volunteers to serve as operators for the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, if activated.

b. Translate or interpret emergency information into Spanish to support volunteer and donations management efforts.

10. NORTH CAROLINA PSYCHOLOGICAL ASSOCIATION (NCPA)

a. Provide the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center with mental health professionals to support the personal needs of hotline operators.

b. Respond to callers who may need assistance.

11. CORPORATION FOR NATIONAL AND COMMUNITY SERVICE

a. Provide coordination on the Federal Emergency Management Agency's (FEMA) mission tasking of AmeriCorps programs and members into North Carolina.

12. TRIBAL AND LOCAL GOVERNMENTS

a. Prepare plans to accept offers of donated goods and volunteer services.

b. Identify local volunteer coordinators who can set-up an Emergency Volunteer Center where they will match spontaneous volunteers with local organizations or agencies that need volunteers after a disaster event.

c. Coordinate with local volunteer, community and religious organizations to manage and operate local distribution sites.

d. Identify a receiving and distribution point to be used in times of disaster.

e. Identify an alternate distribution point for contingency purposes.

f. Assess local needs for donated goods and volunteers and communicate the needs through NC SPARTA to the State Donations Management Coordinator in the SERT Logistics Section.

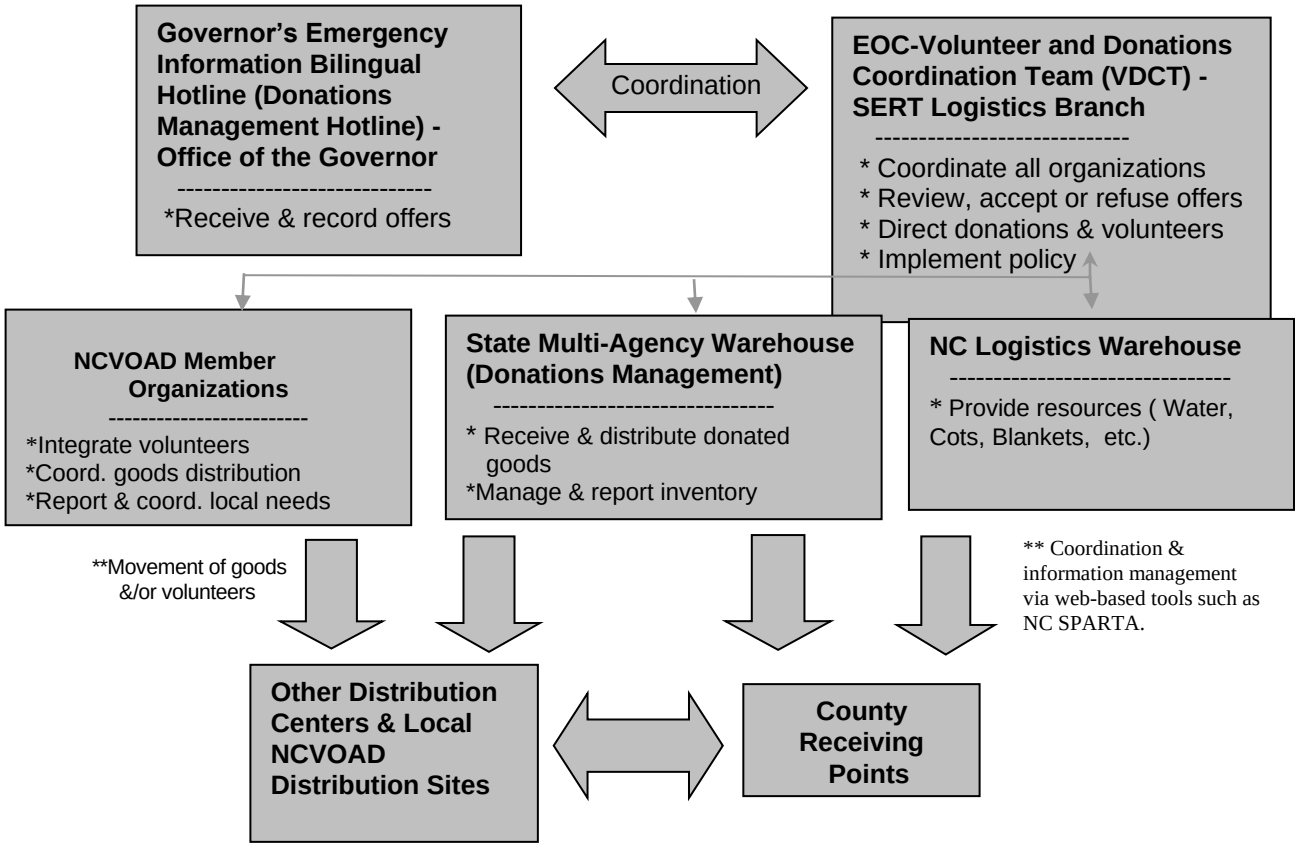
IV. CONCEPT OF OPERATIONS

A. GENERAL

The state manages unsolicited donations and volunteers by conducting a vigorous information campaign to publicize needs and by staffing an organization at the state level to receive public offers and manage them effectively. The organization consists of a hotline to receive all offers, a coordination team in the State EOC to manage the offers and direct them effectively, a donations management warehouse to receive donated goods, and local volunteer organizations to distribute goods and utilize volunteers. The organizational components are tied together through the use of networked software to facilitate information management and coordination.

The State Donations Management Coordinator will implement a public information campaign at the onset of the disaster to encourage donations of money and specific goods and services needed to address the particular nature of the disaster. Initial speeches by the Governor and senior state officials will inform the public of the donations policy and how the public can best contribute. The State Donations Management Coordinator will continue the public information effort throughout disaster operations by coordinating with the Governor's Press Office and the Joint Information Center.

This schematic shows the organizational concept for volunteer and donations management and how the Hotline, Coordination Team, Warehouse and NCVOAD organizations function together to achieve effective management of offers.



The State Donations Management Coordinator will activate the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center where operators will provide callers with emergency information such as shelter locations, feeding sites, and road closures. The type of event and its projected impact and severity will be used as triggers for activating the hotline. Type and length of activation are event-specific. If donated goods, volunteers or cash donations are needed or if unsolicited offers become an issue, the Hotline will also serve as a Donations and Volunteer Hotline. Phone operators will electronically capture donor information for offers of donated goods and those who want to volunteer. Operators will encourage cash donations be made to voluntary organizations active in the response/recovery effort and to other disaster relief funds as directed by the Governor. Phone operators will not accept offers of donated goods, match volunteers with organizations, or accept cash donations; rather they record the information for action by the Volunteer and Donations Coordination Team in the EOC.

The State Donations Management Coordinator will provide the Hotline supervisors with priority emergency information and instructions necessary for electronically capturing donor information related to goods, volunteers, and cash.

A Volunteer and Donations Coordination Team is formed to assist in the management of the donations effort and to ensure it is coordinated with the state's overall incident action plan. The VDCT may be located in the State EOC or in a nearby location. The State Donations Management Coordinator serves as the VDCT leader. The team includes representatives from several NCVOAD organizations and a liaison from SERT Logistics.

As part of the response effort, the State Donations Management Coordinator and SERT Logistics Section will forward specific requests to meet local needs to the state's Multi-Agency (Donations Management) Warehouse, operated by Adventist Community Services. When and where it is appropriate, emergency supplies may also be moved from the NCEM logistics warehouse to distribution points operated by any NCVOAD member organization to satisfy unmet local needs.

The state's Multi-Agency Warehouse is critical in the process of receiving donated goods, by sorting and storing them and by distributing them through NCVOAD member organizations to distribution sites in localities where the goods are needed. VCDT members direct donors to send accepted goods to the state's Multi-Agency Warehouse.

CONCEPT FOR DESIGNATED DONATIONS

A designated donation is an offer of a donation made to, and accepted by, an organization or a specific donation requested by an organization. Inquiries concerning offers of donations designated for a specified organization will be referred to that organization. The organization accepting or receiving the donation will follow its own logistics policies and procedures. The State Coordinator and VDCT members will discourage donors from sending unsolicited donations directly to the state's Multi-Agency Warehouse or the disaster site. Donors will be advised electronically when their offers have been accepted. Some inappropriate offers may not be accepted. The State Donations Management Coordinator and VCDT members will consider the need for donated products in the long-term recovery efforts of NCVOAD organizations.

CONCEPT FOR SOLICITED/UNSOLICITED DONATED GOODS

Unsolicited goods are those donations that arrive, but have not been requested by an agency. Solicited goods are those which are advertised as needs. The state's Multi-Agency Warehouse will operate a checkpoint(s) on the perimeter of its facility to screen for unsolicited goods. Donated products, solicited or unsolicited, that can be used will first be directed to a NCVOAD organization that has agreed to accept such goods. Otherwise, goods will be received and stored for later use. Some donors may be asked to hold their donation until the product is needed. Donated goods that are determined to be a health hazard or unsuitable for use by any organization involved in the disaster operation will not be accepted. Pharmaceuticals and medical supplies are generally not accepted from the general public. However, in a large-scale or catastrophic event when pharmaceuticals and/or medical supplies may be needed, the State Donations Management Coordinator will collaborate with NCEM and the Department of Health and Human Services to determine the best methodology for accepting such.

Used mattresses will not be accepted at the Multi-Agency Warehouse. Clothing (new or used) will generally not be accepted. Unusable items that cannot be turned away will be destroyed or donated to suitable charities.

Acceptance, Management and Disposal: Offers of solicited or unsolicited donated goods are accepted if they are needed. The public learns how to make offers of donated goods through various methods including press releases, press conferences, and social media. Offers are input in a web-based system for review by the State Donations Management Coordinator and/or members of the VDCT. Once accepted, the donated product management is provided by Adventist Disaster Services at a Multi-Agency Warehouse by utilizing a web-based system designed specifically for managing donated product in disasters. The product tracks donor information, donation category and quantity, storage location in warehouse, and distribution date. Offers of product that is not needed may be negotiated for another product or refused. Product remaining in the Multi-Agency Warehouse when the warehouse is closing is distributed via NCVOAD member organizations, many of which are engaged in recovery efforts

CONCEPT FOR TRANSPORTATION

The transportation of goods from the donor to the state's Multi-Agency Warehouse or the receiving organization will be the responsibility of the donor. Exceptions may be made on a case-by-case basis, but only for those items most desperately needed. Transportation of donated disaster supplies from the state's Multi-Agency Warehouse to NCVOAD member organization

distribution points may be by any appropriate means. NCVOAD organizations will arrange pick-up of goods with the State's Multi-Agency Warehouse. Exceptions may be made on a case-by-case basis for items urgently needed to allow transportation to be provided to distribution points through the SERT Logistics Section, Ground Support Unit. NCVOAD member organizations, in coordination with the State Donations Management Coordinator and SERT Logistics, will be responsible for transporting donated disaster supplies in their custody. In certain events, the State Coordinator may collaborate with the Business EOC to determine the availability of no-cost corporate transportation for moving priority-needed donated goods within the state. The federal government will not provide transportation of donations from the donor to the state's Multi-Agency Warehouse or the affected area.

CONCEPT FOR VOLUNTARY SERVICES

Individuals interested in volunteering their service will be encouraged to affiliate with recognized NCVOAD member organizations, other private volunteer organizations, or Citizen Corps Councils and their established programs (i.e. Community Emergency Response Teams, Medical Reserve Corps, etc.). Unaffiliated volunteers will be discouraged, through media messaging, from going directly into any disaster site. Emergency managers will be asked to identify requirements for volunteers with specific technical skills. Volunteer agencies and NCVOAD member organizations may also identify their needs to the local emergency management coordinator. Spontaneous volunteers from the public sector will be encouraged to register on NC's web-based volunteer registration system or to call the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center for volunteer registration assistance. The VDCT will review volunteer offers collected by the Hotline and attempt to match them with agencies/organizations seeking volunteers with particular skills and/or interests.

Professional medical volunteers and support medical volunteers will be encouraged to register on-line with ServNC, a web-based system that screens and verifies credentials through the N. C. Board of Medical Examiners, NC Board of Nursing, NC Veterinary Medical Board or other appropriate licensing agency. Local government and volunteer organizations involved in disaster operations may request spontaneous volunteers from the VDCT. State agency requests for spontaneous volunteers will be made through NC SPARTA. If volunteers require housing and feeding, the agency with whom they are matched will arrange for these accommodations. Volunteers serving in Citizen Corps programs (Community Emergency Responses Teams, Medical Reserve Corps, etc.) will be encouraged to serve locally. An Emergency Volunteer Center (aka Volunteer Reception Center), under the direction of the tasked agency for this appendix, may be opened at the request of a local Emergency

Management Coordinator. The center will be located near the disaster site and provide a walk-in location for spontaneous volunteers to register to help, and a place for NCVOAD member organizations, other voluntary organizations and agencies to register their need for the service of volunteers. Spontaneous volunteers will be matched with one of the organizations that express the need for help.

CONCEPT FOR CORPORATE DONATIONS

Corporate offers of bulk items will be accepted if they are needed in the disaster response and relief efforts. The Business Emergency Operations Center coordinates both solicited and unsolicited goods and services using the approved web-based donations tool with its partners. The VDCT may also receive unsolicited corporate donations. All corporate donors are specifically requested to store their donations, and distribute only when the donated resource matches an existing resource request. If the corporate donor is not able to distribute, then a request shall be made to the Logistics Section, Ground Support Unit to facilitate transport. Corporate offers of volunteer services are discussed between the BEOC manager and the State Donations Management Coordinator.

CONCEPT FOR PUBLIC AWARENESS/INFORMATION MESSAGING

The State Donations Management Coordinator will implement a public information campaign at the onset of a disaster event to encourage donations of money and specific goods and services needed to address the particular nature of the disaster. Through consistent messaging efforts in Press Conferences and/or interviews, the Governor and senior state officials will inform the public of the donations policy and how the public can best contribute. The State Donations Management Coordinator will continue the public information messaging effort throughout disaster operations by coordinating with the Press Secretary in the Office of the Governor and the Public Information Officer at the NC Department of Public Safety.

REQUESTS FOR SERVICES (VOLUNTEERS)

Requests from state agencies, local government or private volunteer organizations for volunteers to assist in affected jurisdictions that are received by the State Donations Management Coordinator and/or the VDCT will be forwarded to a local Emergency Volunteer Center, or the local emergency management coordinator. This does not preclude direct coordination with private voluntary organizations by local jurisdictions. Completed requests for volunteer services will be filed by the State Donations Management Coordinator or VDCT members.

B. NOTIFICATION

Notification requirement for activation of Governor's Emergency Information Bilingual Hotline / 2-1-1 Center includes a preliminary notice (intent to activate) to state agencies that provide hotline phone operators. A follow-up notification provides detailed activation information such as date/time and operator shift-assignment schedule.

Notification requirement for activation of web-based systems for donated goods and volunteer services includes informing the President of NCVOAD, the Governor's Press Office and the Joint Information Center.

Notification requirement of the NC Disaster Relief Fund includes informing the President of United Way of NC (fiscal agent for the fund), the Governor's Press Office and the Joint Information Center.

A confirmation notification for all activations is provided to the Logistics Chief, SERT Leader and senior staff in the Office of the Governor (even though these individuals may have been part of the decision-making process).

C. RESPONSE ACTIONS

1. INITIAL

a. Several response activation decisions are required initially, including activating the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, solicit for donations (goods and services), open a Multi-Agency (donated goods) warehouse, and the NC Disaster Relief Fund...

b. If the hotline is activated, initial steps for activation include coordinating with the 10 Cabinet-level agencies to provide state employees to work in shifts at the hotline.

2. CONTINUING

a. To ensure continuity in the operation of the hotline, the operator staffing patterns must continue to be developed for future shifts.

b. Continue to monitor the need for donated goods and volunteer services by participating in NCVOAD conference calls and communicating with NCVOAD leadership and local emergency management coordinators. If donations are solicited; continue to accept or refuse the offers based on survivor needs.

c. Continue to process financial donations for the NC Disaster Relief Fund, if activated for the disaster.

D. RECOVERY ACTIONS

1. INITIAL

a. Governor's Emergency Information Hotline / 2-1-1 Center: through conversations between the State Donations Management Coordinator and the NCEM Recovery Section Chief, the hotline is transitioned into a Recovery function that is managed by the Recovery Section. The operation requires full-time phone operators who are hired by NCEM. The hotline may be physically located at the Joint Field Office.

b. Donated Goods: If a Multi-Agency Warehouse is opened during the response phase, it may be open in the initial stage of recovery

c. Volunteer Services: If volunteers are needed in the initial phase of recovery, the need is addressed through messaging via press releases, press conferences, social media, etc.

d. NC Disaster Relief Fund: The fund, if activated, will be open early in the event and remain open to receive donations in the initial phase of recovery.

2. CONTINUING

a. Governor's Emergency Information Hotline / 2-1-1 Center: the hotline, under the direction of NCEM's Recovery Section Chief, will remain open until it is determined by them to no longer be needed.

b. Donated Goods: The Multi-Agency Warehouse, if opened, will be closed after the initial phase of recovery. Any offers of donated building materials or supplies will be forwarded by the State Donations Management Coordinator to the NCVOAD member organizations that are active in the continuing response phase by repairing or rebuilding homes that were damaged or destroyed by the disaster.

c. Volunteer Services: NCVOAD member organizations will notify the State Donations Management Coordinator when they need volunteers in the continuing recovery phase. Most member organizations have their own cadre of trained volunteers they utilize in recovery.

d. NC Disaster Relief Fund: If activated, the fund continues to receive

donations. Financial contributions are distributed to vetted NCVOAD member organizations that are engaged in long-term recovery efforts by repairing or rebuilding homes that were damaged or destroyed by the disaster. Funds are distributed via a documented and tested Request for Proposal process.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Local governments and volunteer agencies will be encouraged to develop and implement volunteer and donations management plans. Local emergency managers and other recommended individuals and groups will receive donations management and managing spontaneous volunteers training by NCEM if requested.

2. STATE

The Commission on Volunteerism and Community Service will designate an individual to serve as the State Donations Management Coordinator. The State Donations Management Coordinator will create a statewide strategy for managing unaffiliated volunteers, unsolicited donated goods, and undesignated cash. They will have a work station in the Logistics Section at the State Emergency Operations Center during SERT activation. In addition to determining if offers of donated goods are needed and available to meet local needs as determined by local emergency management officials, the State Coordinator may activate a volunteer and donations coordination team to review and accept/refuse offers of donated goods after a disaster. The VDCT will consist of members one or more NCVOAD organizations and a representative of NCEM Logistics Branch. VDCT membership is scalable and may increase in larger scale/catastrophic events.

The state will have a system to manage and coordinate appropriate offers of unaffiliated volunteer services, unsolicited donated goods, and cash. The State Coordinator will have a system for operating a toll-free, bilingual hotline (call center) for disbursing emergency information and information/ inquiries related to donated goods, spontaneous volunteers, and cash donations. The hotline will have the capability to communicate with deaf, hard-of-hearing and/or speech-disabled callers.

Rather than donations of food, clothing or other items, the state will encourage donations of cash to established NCVOAD member organizations that are providing services to disaster survivors or to the NC Disaster Relief Fund if activated for the event. The state will primarily collaborate with NCVOAD member organizations that have established structures in place to receive and distribute appropriate donated goods to disaster survivors. They will also encourage unaffiliated volunteers (individuals and groups) to affiliate with a recognized NCVOAD member organization, a local volunteer center, and/or to participate through their local Citizen Corps program to facilitate their service involvement in disaster relief activities.

The decision to activate the Governor's Emergency Bilingual Hotline / 2-1-1 Center is made after discussion between the State Donations Management Coordinator, SERT Leader and senior staff in the Office of the Governor. The decision to activate the NC Disaster Relief Fund is made after discussion between the State Donations Management Coordinator and senior staff in the Office of the Governor. The decision to open a multi-agency donated goods warehouse is made by the State Donations Management Coordinator, after conversations with the President of NCVOAD and the Logistics Coordinator. The decision to activate the web-based tool for volunteer management is made by the State Donations Management Coordinator, after conversations with the President of NCVOAD.

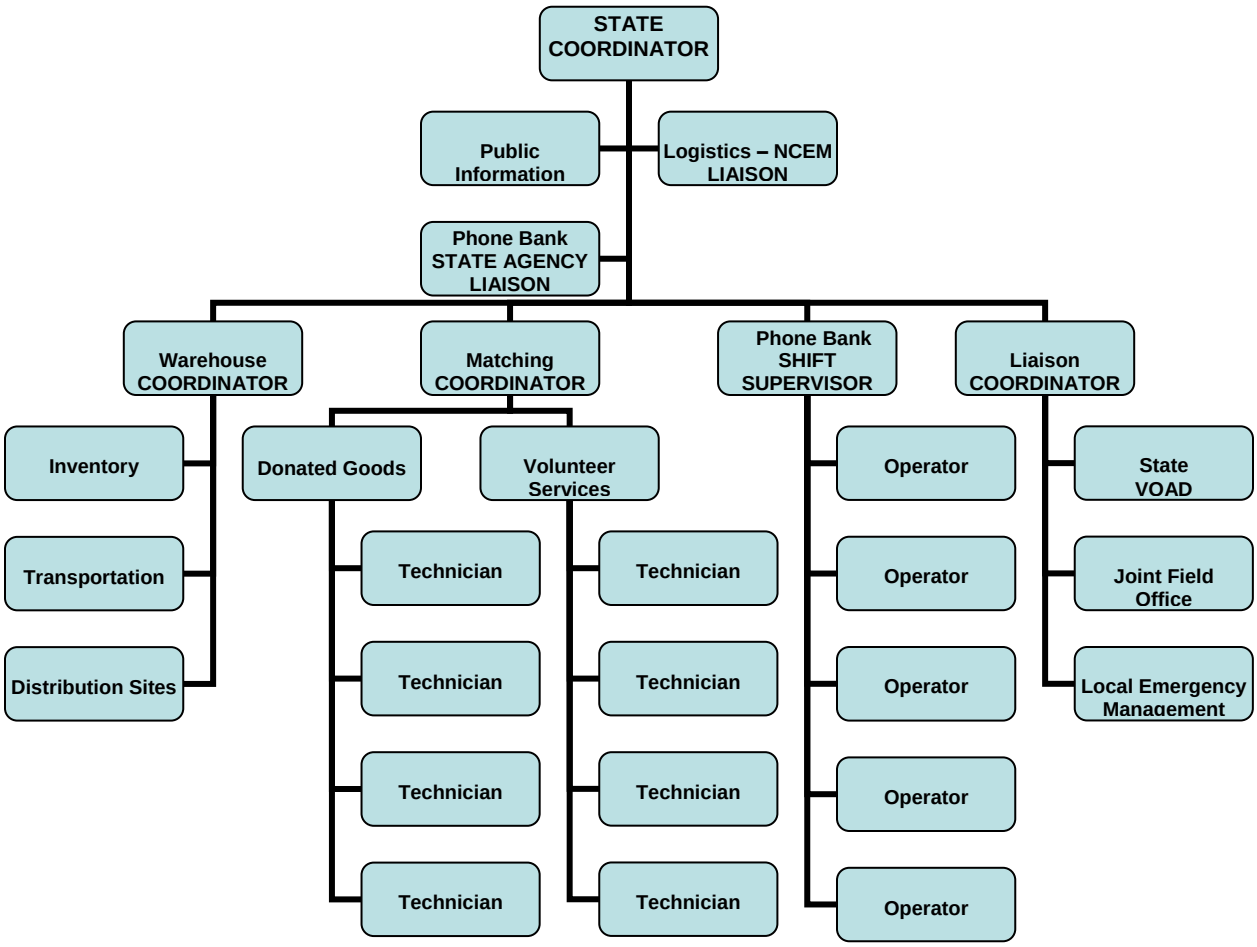
All available means will be used to educate the public, emergency management community, elected officials, and the media on the strategy and principles for managing donations.

3. FEDERAL

The State Donations Management Coordinator communicates and coordinates with the FEMA Regional Voluntary Organization Liaisons (VALs) who are deployed for the disaster. Some VALs are specifically designated as a Donations Management VAL.

NC Volunteer and Donations Coordination Team Organization Chart

NC VOLUNTEER AND DONATIONS MANAGEMENT
Volunteer and Donations Coordination Team (VDCT)
(Organized under the SERT Logistics Section)



DISTRIBUTION MANAGEMENT PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

This appendix is to provide guidance for the effective and efficient distribution of critical resources and services prior to, during, and following an emergency or disaster event.

B. SCOPE

Distribution management covers the disbursement of critical commodities and services to affected personnel, municipalities, counties and other state agencies in North Carolina. Distribution management involves managing a comprehensive supply chain, resource management; warehouse and transportation operations to effectively and efficiently distribute supplies to distribution points and staging areas; provision of equipment and services to support incident requirements; and a mechanism for supplies and commodities to be provided to survivors.

C. Background

Disasters in North Carolina, both large and small, will disrupt normal supply chains. This triggers the need for relief distribution chains that address critical emergency supplies such as food, water, tarps, and fuel. This emergency distribution management system is managed at all levels by state, local, tribal, and territorial agencies and/or voluntary, faith-based, or community-based organizations. Gaps in response during previous disasters have pushed us to develop and adjust our emergency distribution plan to effectively and efficiently distribute critical resources and services to disaster survivors in the community.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Emergency Operation Centers (Municipalities and Counties) have the potential to exceed their capabilities to provide emergency supplies such as food, water, tarps, fuel and services due to transportation and communications limitations or failure. The State Emergency Operation Center (EOC) and State Emergency Response Team (SERT) can augment the capacity to meet most foreseeable logistical requirements.

B. ASSUMPTIONS

1. Successful and sustained emergency operations are contingent upon an efficient and effective logistics and distribution management plan at all levels.

2. Effective distribution of resources may require State Regional Staging Areas (SRSA), County Receiving and Distribution Points (CRDP) or local Points of Distribution (POD's). Counties must pre-designate CRDP's, Staging Area's and POD locations to support their county operations and plan for integration of state provided resources.

3. Commodities and equipment may be provided from State Emergency Response Team (SERT), Business Emergency Operations Center (BEOC) partners, publicly donated or commercial sources.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Direct and coordinate logistics operations.
b. Provide distribution support for the State Emergency Operations Center (SEOC), State Emergency Response Team (SERT), emergency management offices and other state supported field locations.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF ADMINISTRATION (NCDOA)

MOTOR FLEET MANAGEMENT

a. Operate motor pools in support of distribution, response and recovery operations.

2. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE

a. Provide transportation, equipment, uniformed personnel, inmate labor, and related services as may be directed.
b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell, when activated, who is able to coordinate use of buses and passenger vans to assist with evacuation operations.
c. Provide trucks and drivers as well as provisions (blankets, pillows, etc) from Correction Enterprise Warehouses.

STATE HIGHWAY PATROL (SHP)

a. Provide transportation, equipment, uniformed personnel, and related services as may be directed.

PURCHASING AND LOGISTICS (P&L)

a. Provide personnel for the Purchasing Unit in the SEOC during disaster activations.
b. Provide Field Purchasers down range if required.
c. Ensure personnel are trained and exercised periodically.
d. Coordinate procedures with NCEM Logistics Chief.

3. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)

a. Provide the SERT with information related to available or potential emergency facilities, resources, supplies, and/or personnel resources.
b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell who is able to coordinate use of school buses to assist with evacuation and re-entry operations.

4. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

a. Provide a representative to the SERT Logistics ESF-1 Transportation Cell to provide assistance with communication between public transportation sub recipients.
b. Represents transportation agencies including Aviation, Mass Transit Association, NC Ferry Division, Rail and Ports Authority.
c. Identify potential federal funding sources and identify other financial resources that may be available for public transportation grantees during

an emergency.

5 NORTH CAROLINA NATIONAL GUARD

a. Provides transportation assets from the National Guard such as trucks, personnel, material handling, and air assets

6. OTHER STATE AGENCIES

Other state agencies can supply transportation needs if requested to make immediate deliveries.

IV. CONCEPT OF OPERATIONS

A. Requirement Defining

North Carolina cannot possibly stock or maintain all of the equipment and commodities required for every natural or manmade disaster. NCEM has identified specific response commodities and levels are maintained for initial response. Agency specific contracts, mutual aid agreements, and business partnerships are in place to replenish stock levels and provide continual support during a response. Gaps for resources are identified as the results of exercises and real world activations.

NCEM also assists with the critical distribution for the Strategic National Stockpile (SNS) and the National Veterinary Stockpile (NVS). Those distribution plans are synchronized with NCEM Logistics SOP 002.

B. Resource Ordering

The Logistics Supply Unit processes all resource requests assigned to Logistics before tasking any agency to fill a request. The role of personnel in the Logistics Supply Unit is to coordinate with requestors, the Logistics Branches, SERT and BEOC partners as necessary to develop good sourcing recommendations to satisfy resource requests. Supply Officers recommend sourcing solutions to the Logistics Coordinator who approves, denies, or makes resource recommendations to the Logistics Chief. Supply Officers task appropriate organization (SERT, BEOC partners, EMAC, Logistics Support or Logistics Services) and follow the progress of assigned tasks through to completion.

WebEOC is primary platform utilized by state and county agencies to make requests, for EOC personnel to track requests, and for Logistics personnel to task Logistics agencies to take action to satisfy requests. Logistics personnel use Resource Tracker within WebEOC to provide real time asset visibility commodities and equipment,

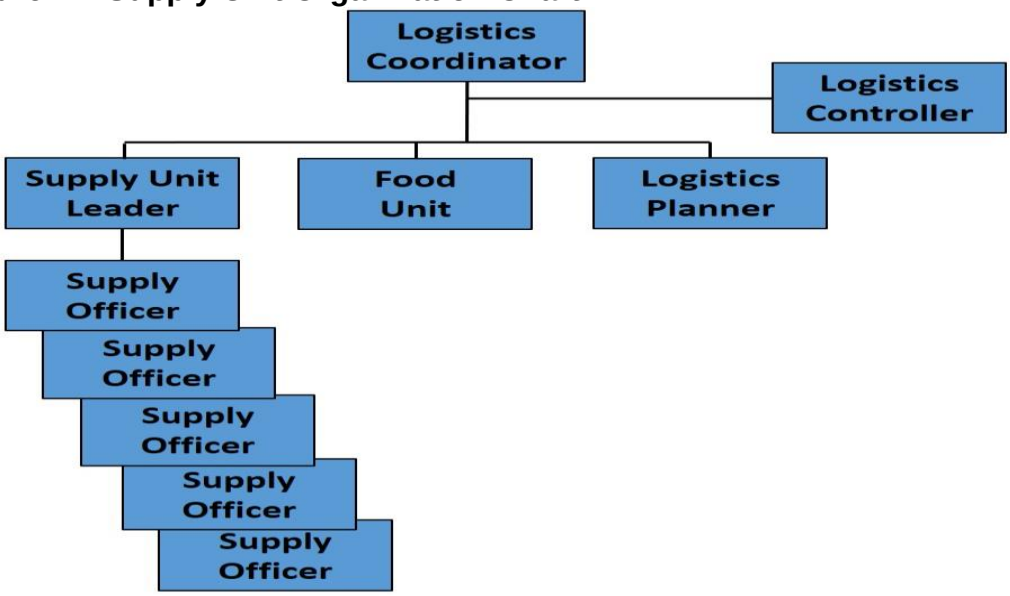
record all purchases and rental equipment transactions. Resource Tracker is used to:

- view inventory balances at multiple locations
- issue and receive inventory
- record purchases and view purchase list
- manage/track rental equipment
- produce hand receipts and bills of lading
- provide situational awareness information and management reports.

Logistics Supply Unit

The Logistics Supply Unit is the nerve center of the Logistics, where the Logistics Coordinator directs processing and coordination activities. On the following page, figure 1 shows the unit organization.

Figure 1 – Supply Unit Organization Chart



The Logistics Controller reviews all WebEOC requests and assigns them to one of several Supply Officers. The Logistics Coordinator provides guidance to Supply Officers and approves their sourcing recommendations.

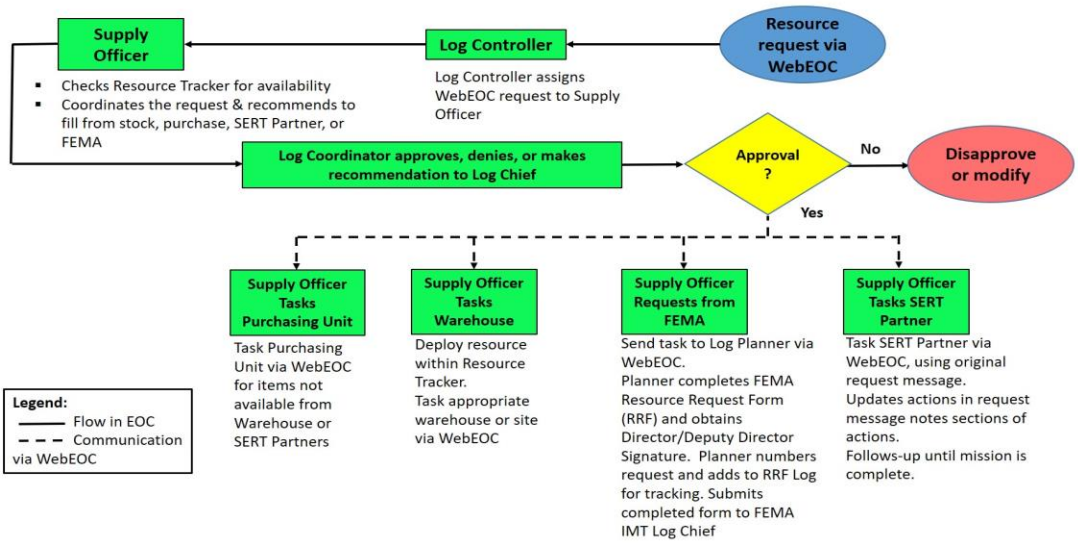
The role of the Supply Officer is to develop and recommend to the Logistics Coordinator a sourcing solution for resource requests. He/she will gather additional information needed to make a good sourcing solution by querying a county for additional information, checking in Resource Tracker to determine whether the warehouses or FEMA have the resources on hand in sufficient quantities, or by coordinating with SERT partners to ascertain whether they can fill the request. A

Supply Officer may determine that the best solution is to purchase the requested resources. When the Logistics Coordinator approves a Supply Officer's recommendation, the Supply Officer tasks the appropriate agency in WebEOC to provide the resources**.** The number of Supply Officers can be increased to keep pace with requirements as the number and frequency of requests increases.

In large events, the Logistics Coordinator will appoint a Supply Unit Leader to assist with the approval process and to provide guidance to the Supply Officers. If no Supply Unit Leader is assigned then the Logistic Coordinator will assume those duties.

Figure 2 shows the process flow of Resource Requests within the Logistics Supply Unit. It illustrates the role and actions of a Supply Officer for a request. The bullets at each stage in the process describe the actions of the players. Dashed lines in the figure indicate the flow of information in WebEOC and Resource Tracker.

Figure 2 - Process Flow for Resource Request

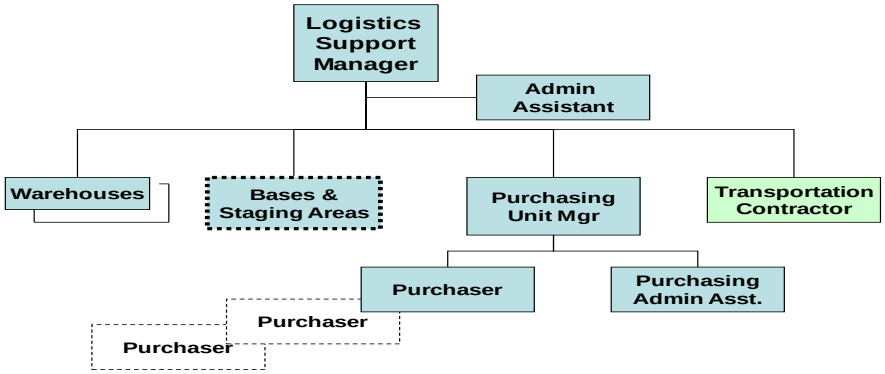


If the items are on-hand in one of the logistics warehouses, the Supply Officer deploys the resource in Resource Trackers then tasks the appropriate warehouse via WebEOC.

C. Distribution Methods

The mission of the Logistics Support Branch is to execute approved sourcing solutions for on-hand supplies and equipment, to purchase disaster supplies and services, and to coordinate ground, air or sea transportation for distribution. Figure 3 shows branch organization.

Figure 3 - Logistics Support Branch



The Branch requests and assigns ground transportation to the state warehouses as needed, and such assets operate under the control of the warehouse manager. These assets can come from state agencies such as the North Carolina Department of Agriculture and Consumer Services, the North Carolina National Guard, and contracted vendors. The Logistics Support Branch will coordinate with the State Emergency Response Team Air Boss for air transportation, or with the Department of Transportation in the Infrastructure Support Functional Room for ferry or additional ground support needs such as waivers and over-weight/height routing.

Commodities Distribution Infrastructure

Below shows the distribution infrastructure for disaster commodities.

- **FEMA Incident Support Base (ISB) (Ft. Bragg)**
  - 29 trucks meals; 57 trucks water
  - 5+ days for 50,000 people
- **Logistics Support Centers (Badin and Tarboro Warehouses)**
  - Stocks for 20,000 people for one day and 15 push packs (up to 6 pallets water, 2 pallets meals, and 250 tarps)
  - Staging areas for trailer loads of commodities adjacent to warehouses
- **County CRDP**
  - Pre-landfall commodities for responders
  - Post-landfall stocks for emergency POD re-supply
- **County PODs**
  - Operational by Landfall +72 hours

- **County Logistics Liaison Teams** (2-person)
  - Assist County EM Coordinator with request & CRDP/POD reporting
  - Ensure SERT Logistics gets the information it needs

FEMA Incident Support Base (ISB)

The FEMA Incident Support Base (ISB) at Fort Bragg backs up the State with 29 truckloads of meals and 57 truckloads of water. The ISB is stocked and operational by landfall minus one day for hurricane events with enough food and water for 285,000 people for a day – or more than 5 days of supply for 50,000 people. The quantity of supplies is the result of a FEMA-NCEM gap analysis based on a category 3 hurricane impacting Wilmington and coming inland along Interstate 40. The ISB is requested using the Federal Resource Request Form (RRF) process and can deliver to state warehouses, staging areas, or local CRDP and POD's in coordination with State Logistics.

Logistics Support Centers

The state has two warehouses with enough meals and water for 20,000 people for one day. Warehouses also have tarps and plastic sheets for covering damaged roofs, chainsaws and four sandbaggers. Each warehouse also has an area of hardstand available for staging tractor-trailer loads of commodities, up to 80 truckloads per staging area. National Guard Warehouse Force Packages provide personnel to assist NCEM managers to operate each warehouse and staging areas adjacent to the warehouses. Additionally, NG trucks are staged at the warehouses as a shuttle fleet to deliver supplies in addition to internal Logistics Personnel, contractors, or other SERT partners available to deliver to CRDP's and POD's.

Supply chain management is coordinated between the Logistics Supply Unit and the Logistics Support Branch with key stakeholders such as vendors, contractors, state agencies, and FEMA. The Logistics Support Branch will work with the Logistics Supply Unit and the Logistics Services Branch to spin up additional logistics support centers or staging areas as needed.

County Receiving and Distribution Point

Counties have identified at least one County Receiving and Distribution Point (CRDP) capable of receiving supplies from State Logistics. State guidance is for CRDPs to have approximately 2,000 feet of inside storage for pallets; a loading dock; enough hardstand to park ten, 53-foot trailers; and material handling equipment to off-load trucks. The CRDP should open by Landfall minus one or two days for hurricane events. Counties should order food/water for county responders to arrive by LF-1 day so they have for

themselves and an initial push to provide to citizens post landfall. Post-landfall, CRDPs will distribute supplies to un-typed commodity distribution points and be prepared to provide emergency re-supply for other PODs and responders in the county area.

County Logistics Liaison Team

To assist the counties in managing commodities distribution and to ensure SERT Logistics gets the information it needs to support the Counties effectively, NCEM is prepared to send the most critically impacted counties a two-person Logistics Liaison Team. Both the National Guard and Civil Air Patrol have identified personnel for these teams. The Team works in conjunction with the County EM Coordinator to assist him/her with all State logistics support requirements. Each team will receive training on its mission prior to reporting to the county. It will be able to help the EM Coordinator manage operations and inventory at the CRDP and PODs. In particular, the team can help the County EOC with re-supply orders for PODs and the CRDP and ensure re-supply orders are submitted with the required information and at the required time each day. County EM Coordinators must request a Logistics Liaison Team in order to receive one. Teams will stage at the Disaster Recovery Operations Center (DROC) in Raleigh at landfall minus one day, where they will receive vehicles, equipment, supplies and just-in-time training for their mission, presented by Logistics Services personnel. The Teams will deploy to designated counties immediately after the storm departs.

Points of Distribution (PODs)

Using the United States Army Corps of Engineers POD model, counties have identified enough POD locations to meet the needs of at least twenty percent of its population base. POD locations, point of contact information, and other key elements of information are kept up to date in the WebEOC disaster management software. A county will make an initial commodity order with the state if needed based on the standard POD typing methodology. One caveat is the state uses an “un-typed” POD standard: one pallet each of meals, water and tarps for small/rural areas.

V. INVENTORY MANAGEMENT

The NCEM warehouses stock basic commodities such as packaged food, bottled water, clean-up supplies, sandbags, and chainsaws. The Logistics Inventory in WebEOC is the inventory management system for the warehouses and provides real-time asset visibility for all Logistics Section personnel as noted above. Minimum commodity thresholds are established within WebEOC, and the system will notify key logistics personnel when the

minimum re-order threshold has been reached. Each facility, be it a state staging area, logistics coordination center or other, uses the First In First Out (FIFO) methodology. Initial inventories will be validated prior to a facility opening, and again when the facility closes. PODs are to report inventory balances and burn rates to counties around 5 PM daily, with counties putting in re-stock orders around 7 PM daily to the state.

VI. TRANSPORTATION

The Division's primary commercial Transportation Contractor (we currently have contracts with three Vendors for redundancy), provides a representative in the EOC 24/7 who is co-located with and works for the Logistics Support Branch Manager. The responsibility of the Transportation Contractor is to provide the trucks and trailers needed to deliver warehoused and purchased resources in excess of what can be delivered by NCEM employees and the NC National Guard shuttle fleet established at the warehouse(s). The Logistics Support Branch Manager assigns these transportation missions to the Transportation Contractor as Supply Officers assign WebEOC requests to the warehouses or to the Purchasing Unit.

A. Warehouse

I. Transportation Representatives take action on assigned missions follow procedures outlined in this SOP and in Agency Specific contracts.
II. Use WebEOC message number or the PO# for transportation mission numbers so they convey the purpose of the mission. Ensure drivers reporting to vendors and the warehouses know their transportation mission number.
III. Notify the Logistics Support Manager as missions are completed so completion can be posted in WebEOC.
IV. Work with the Commodities Planning Team to provide transportation for delivery of supplies to local commodity PODs.

B. Strategic National Stockpile

Strategic National Stockpile / Medical Countermeasure will be distributed per the SNS/MC Transportation and Escort Security Plan.

C. National Veterinary Stockpile

The National Veterinary Stockpile will be distributed per the State of North Carolina National Veterinary Stockpile Plan.

D. Radiological Emergency Preparedness (REP) Program

The North Carolina REP assets will be distributed at the county level first and

then augmented by Logistics Support.

E. Mass Feeding Plan

Mass Feeding will be distributed by SERT Partners and supported by Logistics Support.

VII. STAGING

Not regarding the staging areas adjacent to state warehouses as previously mentioned, the state will designate and operate forward staging areas based on the needs of the event. Each state regional coordination center can establish and manage an operational staging area, and/or base camp. Staging can also occur at a state run Joint Receiving, Staging, Onward Movement and Integration (JRSOI) site, National Guard armories, other state facilities, airports, and commercial sites such as truck stops. State staging areas will be managed using the Logistics LOG SOP-002 Warehouse Operations Standard Operating Guide as a baseline.

VIII. DEMOBILIZATION

Log Support tracks rentals for renewals and/or demobilization using WebEOC during the event. At the request of the end user or the RCC, the resource will marked “DEMOB” in the WebEOC resource request. Log Support will contact the Vendor and arrange the pick-up of the resource. Log Support will complete a post activation/demobilization inventory of the warehouse and record it in the WebEOC Logistics Inventory. Any shortfalls in inventory will be noted and resources will be ordered to bring the inventory to State required levels. The Log Support Manager will demobilize warehouse staff when instructed. Other assets in the operational theater are demobilized using a tiered approach: released from county, released from Regional Coordination Center, then released from state in accordance with published incident specific demobilization plans.

IX. REFERENCES

References can be found in the WebEOC File Library, Logistics Folder or other locations as indicated:

1. NCEM Emergency Operations Plan

2. Log SOP-001 SERT Logistics

3. Log SOP-002 Warehouse Operations

4. Log SOP-003 Disaster Purchasing

5. RSOI (Reception, Staging, Onward Movement and Integration) Plan

6. RSOI Standard Operating Procedure

7. SNS/State of North Carolina Medical Countermeasure Transportation and Escort Security Plan

8. National Veterinary Stockpile Plan

SERT FISCAL SECTION

December 2019

A. PURPOSE

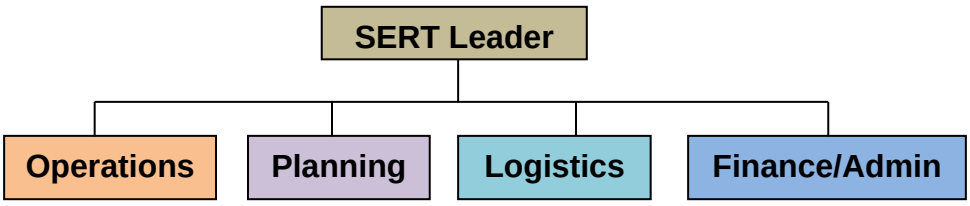
This appendix describes the role of the Finance/Admin Section for the activation of the State Emergency Operations Center and the capturing of costs of the State Emergency Response Team (SERT) during activation for disasters and and/or events and payments to vendors.

B. MISSION

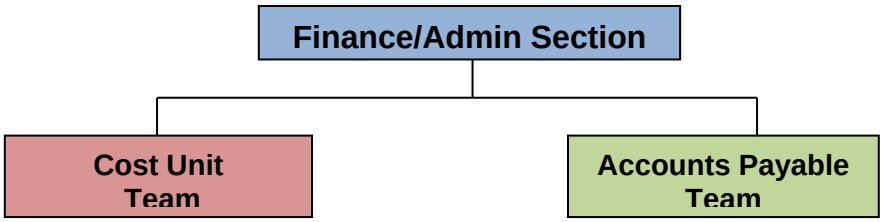
The Finance/Admin Section receives actual or estimated expenditures from state agencies when activated. The information is used to inform the SERT Leader, Department of Public Safety (DPS), Governor's Office and other state agencies on actual or estimated costs the state will incur for the response phase of a disaster and or an event. Additionally, works with the Federal Emergency Management Agency (FEMA) to ensure comprehensive management of financial resources and allocation of funds for emergency management activities during times of emergencies and disasters. Upon receipt of invoices from the vendor, ensures the vendor is paid in a timely manner.

C. ORGANIZATION

The Finance/Admin Section falls under the SERT Leader and is constituted with staff from North Carolina Emergency Management (NCEM) and augmented with staff members from the Department of Public Safety Budget and Controller's Office.



The Finance/Admin Section Leader (NCEM Executive Officer) is the principal advisor to the SERT Leader and leads the following teams as listed below:



The size of the disaster and/or event will determine if the Cost Unit Team and Accounts Payable Team will need to be augmented with DPS Budget and Controller's Office personnel. For small disasters and/or events NCEM Executive Officer and Accounting Technician will collect the expenditures and do the required reporting for the Cost Unit and Accounts Payable teams. DPS Budget personnel will be used to assist in collecting expenses during activation and response. The DPS Controller's Office, Account Payable Section will be utilized to pay vendors as quickly as possible for commodities, equipment purchased, rented equipment and other expenses incurred during the activation and response period. Temporary employees may be hired to supplement the team positions depending on the size and duration of the event.

D. CONCEPT OF OPERATIONS

The Fiscal Section supports SERT response and recovery operations by collecting expenditure reports from state agencies and advising the SERT Leader on the financial activities and expenditures before, during and after the response phase and/or event. The following are primary responsibilities of the Section:

1. Track costs incurred from internal and external sources throughout the event, beginning with the State Emergency Operations Center (SEOC) activities phase using the NCSPARTA Finance-Incident Expenditure board.

2. Coordination and establishment of disaster and/or event cost centers and funding with Department Budget and Controller's office and Office of State Budget and Management.

3. Monitor and provide financial impact of emergency and/or disaster costs to the Secretary of DPS, SERT Leader and staff, Office of State Budget and Management, and other state agencies.

4. Ensure NCEM compiles adequate documentation of disaster expenditures to allow appropriate reimbursement of disaster costs.

5. Ensure timely processing of vendors' invoices for approval and payment.

6. Assist in direct billing and payment for food and lodging for disaster response personnel as directed by the SERT.

7. Coordinate with DPS to adjust the P-Card spending levels for designated card holders for disaster expenditures.

8. Provide timely and accurate financial and budgetary information to the SERT Leader and staff in the following areas:

    - Disaster cost center establishment
    - Running total of disaster expenditures
    - P-Card guidance and status
    - General fiscal issues

1. FINANCE/ADMIN SECTION LEADER

a. Initiate the Fiscal Section SEOC Activation Checklist.

b. Monitors NC SPARTA and enters significant events or taskings as needed.

c. Assists with collecting and analyzing expenditure data in order to work with Functional Leads in ensuring state agencies are reporting their expenditures in NC SPARTA.

d. Approves P-Card request transactions and provides data and information to the SERT Leader other state agencies.

e. Coordinates and resolves financial issues with the Department Controller and Budget Office.

f. Disseminates information to SERT partners and NCEM personnel on financial issues.

g. Provides guidance to SERT partners on collecting and retrieving expenditures for reimbursements.

h. Ensure all NCEM expenditures, such as labor, equipment, materials and supplies, contracts, and rentals, have been captured for reimbursement following the event.

i. Coordinates with the Assistant Director for Logistics on estimated expenditures for requests for Direct Federal Missions (DFM) and Emergency Management Assistance Compact (EMAC) requests.

j. Coordinates with the Recovery Section for the preparation and submission of the initial SF-424 (Request for Federal Assistance) and associated documents for federally declared disasters.

k. Ensures required expenditure reports are submitted and/or downloaded from the Finance Tracking Board to the Plans Section for inclusion in their various reports be established reporting times.

2. COST UNIT TEAM

a. Track all expenditures for NCEM to include invoice, contract, E-Procurement and P-Card purchases, direct billing, DFM, EMAC, lodging, meals and other costs related to the event.

b. Track expenditures from state agencies during the event using the Finance Tracking Board. Notify the NCEM Functional Leads when state agencies are not reporting their information.

c. Track expenditures from state resources i.e., NCHART, Urban Search and Rescue Teams, Regional Response Teams (Hazardous Materials) and other teams and individuals that are considered state resources.

d. Ensure cost centers and budgets are established.

e. Uses the Fiscal Section State EOC Activation Checklist to ensure activities are submitted and monitored.

f. Coordinates with the functional leads to ensure state agencies are reporting their event expenditure costs daily in the NCSPARTA Finance-Incident Expenditure Board.

g. Prepares reports for the SERT Leader, DPS, and other state and federal agencies as needed or required.

h. Monitors NC SPARTA for anticipated and/or estimated and actual expenditures.

i. Coordinates with the Logistics Section on anticipated and actual costs and resources, commodities, and equipment ordered and received.

j. Coordinates with the Regional Coordination Centers on their expenditures and are submitted.

k. Forwards copies of invoices for payment to the Account Payable team for payment.

3. ACCOUNTS PAYABLE TEAM

The Accounts Payable (AP) Team will be activated for medium to large scale events for processing, coding, and payment of invoices related to the event. Due to the size and complexity of the event, the AP team will be located at the SEOC or at their normal work facility.

a. Processes vendors' invoices for approval and payment, including coding to the appropriate disaster cost center and charting of account lines.

b. Coordinates with the Logistics Section on processing and tracking E-Procurement requests.

c. Develops and maintains internal tracking of daily expenditures and disaster costs.

d. Retains copies of invoices and contracts for reimbursement submission.

E. CONCLUSION OF THE EVENT

At the conclusion of the disaster and/or event, collect the following documents for reimbursement:

1. Invoices/receipts
2. Contracts
3. Time sheets (for overtime)
4. Other documents to support reimbursement

F. REFERENCES

A. DPS Policies and Procedures Manual

B. NC Disaster Recovery Guide

C. Office of State Budget and Management Budget Manual

D. NCEM Comprehensive Recovery Plan

E. US Department of Homeland Security, Financial Management Guide

F. 44 Code of Federal Regulations, Part 13

G. 2 Code of Federal Regulations, Part 200

H. NC DPS Purchasing and Logistics Manual

I. NC DPS Accounts Payable Policy

J. 10 NC DPS Travel, Travel Allowance, and Reimbursement Policy

SERT RISK MANAGEMENT SECTION (NCESF-5F)

December 2019

A. PURPOSE

This appendix describes the Risk Management Section of the State Emergency Response Team (SERT) during SERT activation.

B. MISSION

The Risk Management Section provides geospatial information system (GIS), communications, infrastructure, and information technology support for North Carolina Emergency Management (NCEM) and for the SERT upon activation.

C. ORGANIZATION

During SERT activations, Risk Management members all report to the Risk Management section and report to the Risk Management Assistant Director. All tasks work with all other EM sections to assist as needed. Risk Management has the following roles by task:

a. Geospatial Information System support personnel cover spatial analysis, geospatial creation of information within impacted areas and works with all sections.

b. Flood Engineers and National Flood Insurance Program personnel cover potential impacted areas, analysis to show timing of flooding and potential damages and works with all sections.

c. Communications personnel works with all sections.

d. Infrastructure personnel are predefined and assigned to the SERT Operations Section.

e. Information technology personnel works with all sections.

f. Geodetic Survey personnel performs high water mark surveys, conducts UAS missions, installs temporary gages and performs gage maintenance.

D. CONCEPT OF OPERATIONS

The Risk Management Section Chief will be available to the SERT Leader for executive duties as assigned. Risk Management members with specific duties assigned above will report to applicable SERT sections upon activation. Risk Management members without specific assignments will be available on call as assigned by the SERT Leader or Risk Management Section Chief.

SERT HAZARD MITIGATION SECTION

December 2019

A. PURPOSE

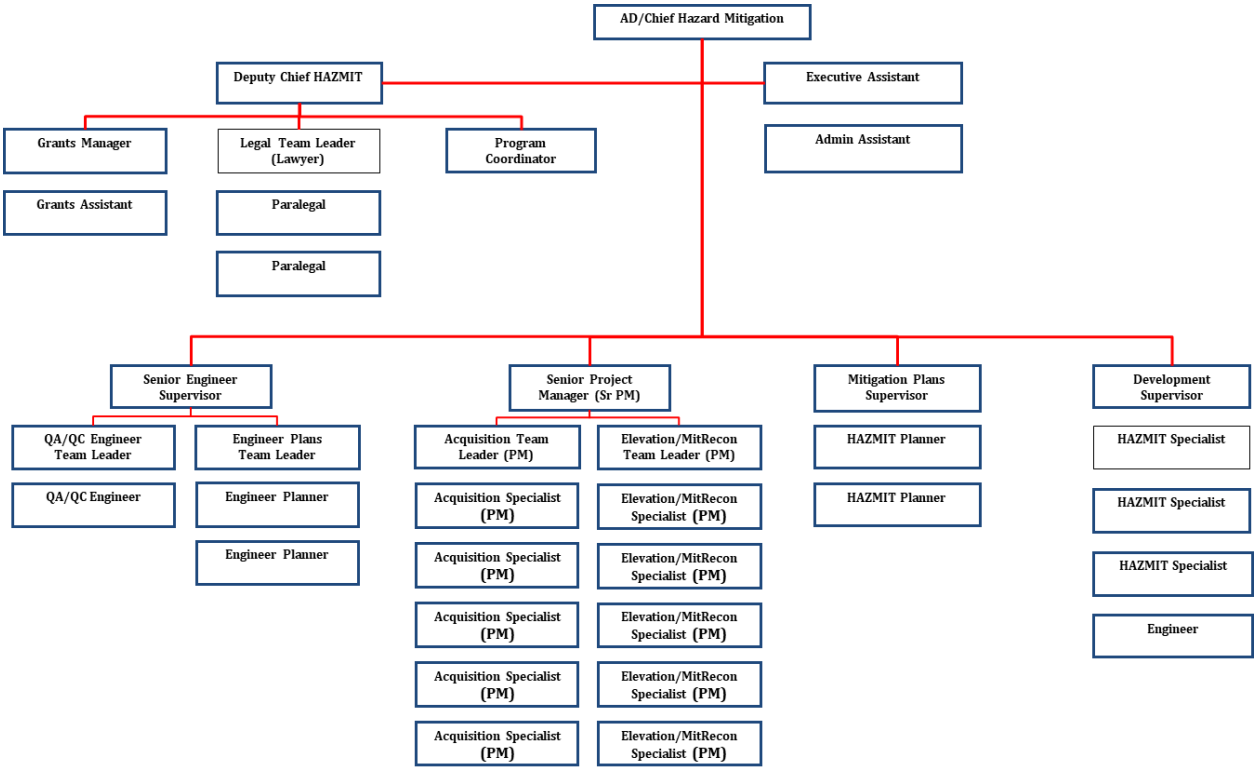
This appendix describes the Hazard Mitigation Section of the State Emergency Response Team (SERT) during activation. Mitigation activities outside of SERT activation are described in the North Carolina Enhanced Hazard Mitigation Plan.

B. MISSION

The mission of the federal, state, and local governments, as well as voluntary disaster relief organizations, is to provide immediate assistance to reduce or relieve human suffering while supporting the restoration of essential services during the recovery phase. The state will coordinate and direct those operations when local government resources are inadequate or exhausted. The state will request and coordinate assistance from other states, the federal government, and voluntary disaster relief organizations as necessary and appropriate.

C. ORGANIZATION

The Hazard Mitigation Chief reports directly to the SERT Leader and leads recovery activities as listed below:



D. CONCEPT OF OPERATIONS

1. PLANNING BRANCH

Responsible for the writing, editing and maintaining all regional hazardous mitigation plans as well as the state's hazardous mitigation plans. Works with counties, local municipalities, other state agencies and contractors to ensure a plans are updated every 5 years.

2. ENGINEERING BRANCH

Provides required technical assistance to prepare all grant submissions, provides and reviews construction plans supporting elevation and mitigation reconstruction projects and provides quality assurance/quality control (QA/QC) on all projects related to any awarded grants.

3. PROJECT MANAGEMENT BRANCH

Project managers are responsible for the timeliness and financial control of all projects to be executed under any FEMA grant. Project managers work with county and municipality officials as well as construction contractors to ensure all awarded projects meet required timelines and are constructed according to plans and specifications. Project managers are responsible for the payments to contractors and homeowners in acquisition projects to ensure reimbursement funds are properly documented, accounted for and move swiftly to the respective parties.

4. DEVELOPMENT BRANCH

Develops all applications to FEMA for one of three grants, Flood Mitigation Assistance (FMA), Pre-Disaster Mitigation (PDM) and Disaster Recovery. The development branch works with county and municipal partners to gather the required information to properly support each grant application. Typical information includes tax cards, Special Flood Hazard Area (SFHA) maps, homeowner application, photos and costs associated with construction and acquisition. The development branch publishes all Notices of Funding Opportunities (NOFOs) so that counties and municipalities are aware of pending grants they can apply to receive.

5. PROGRAM ANALYST

Provides outreach to multiple government and non-government agencies to support mitigation activities. Writes the administrative plans for grants that determine how management costs are spent, sets priorities for what projects get developed into grant applications and provides guidance to the Assistant Director/Mitigation Section Chief on FEMA related decisions and guidance

6. GRANTS MANAGEMENT

Monitors and controls the reimbursements paid out to grant awardees ensuring all payments of both federal and state funds meet FEMA grant guidance. Works with Project Managers to ensure projects don't exceed awarded costs and works with FEMA to reallocate funds (if available) to support change order costs if required

7. LEGAL TEAM

Provides legal support for writing grant letters, researching deeds for acquisition projects, reviews titles for encumbrances and provides opinions on grants management to the Mitigation Section Chief. The section also helps prepare closings, sets up closing appointments and files documentation in the proper court to support all acquisitions.

E. REFERENCES

A. NCEM Recovery Public Assistance Administrative Plan

B. NCEM State Hazard Mitigation Plan

C. North Carolina Disaster Recovery Framework

ANNEX B

EVENT SPECIFIC PLANS

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this annex is to establish a systematic approach for responding to natural and technological hazards that affect North Carolina.

B. SCOPE

This annex contains event-specific appendices that describe actions and procedures for response to emergencies and disasters resulting from natural and technological hazards.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

North Carolina is susceptible to a variety of natural and technological hazards. Event-specific plans are necessary to ensure prompt and effective assistance is provided to citizens affected by all hazards.

B. ASSUMPTIONS

In every case, event-specific plans included as appendices to this annex are written and designed for the most intense natural and technological hazard events.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

As described in the Basic Plan and various appendices to this annex. Event specific appendices are prepared to accommodate event types to which thought has been given and for which sufficient planning has been done, or for which much experience has been gathered. Additional appendices will be added as appropriate.

IV. CONCEPT OF OPERATIONS

As described in the Basic Plan and various appendices to this annex.

V. APPENDICES

A.	**Appendix 1**	**Hurricanes**
B.	**Appendix 2**	**Winter Storms**
C.	**Appendix 3**	**Drought**
D.	**Appendix 4**	**Foreign Animal Disease**
E.	**Appendix 5**	**Oil/Petroleum Products Spill**
F.	**Appendix 6**	**Communicable Disease and Biohazard Response**
G.	**Appendix 7**	**Food Emergency Response**
H.	**Appendix 8**	**Earthquake**
I.	**Appendix 9**	**Heat Emergency**

HURRICANE OPERATIONS PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

This appendix outlines the coordinating actions taken by the State Emergency Response Team (SERT) when a hurricane threatens North Carolina.

B. SCOPE

This appendix includes the anticipated actions of the Federal, State and local agencies, as well as private sector organizations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Due to its geographic position, North Carolina can experience both direct and indirect impacts from tropical cyclones. There are several paths that a hurricane may take, all of which result in varying effects to North Carolina (Fig. 1). A “coastal track” (where the hurricane skirts the coastline) typically results in a threat of heavy rain, high winds and storm surge across portions of central and eastern North Carolina. A “gulf track” (when a hurricane makes landfall on the Gulf Coast and moves northward) often brings heavy rains and flooding to the western portion of the State. A “direct hit” can cause statewide damage from heavy rain, high winds and storm surge and often results in the most widespread impacts.

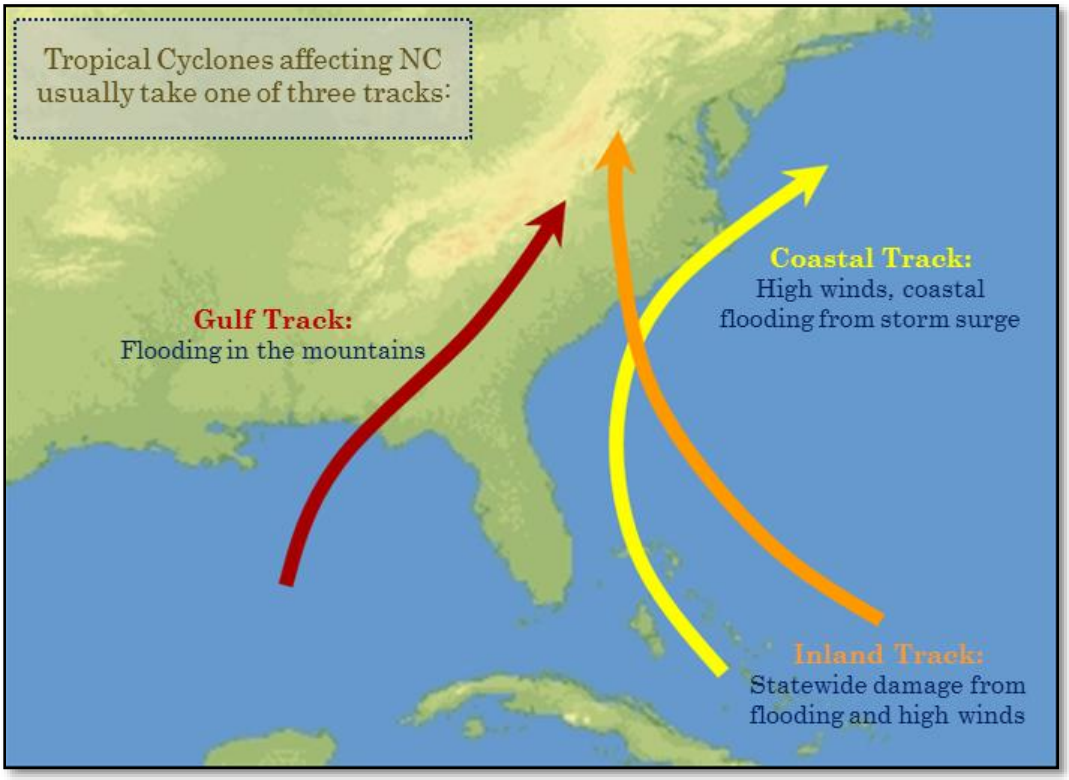
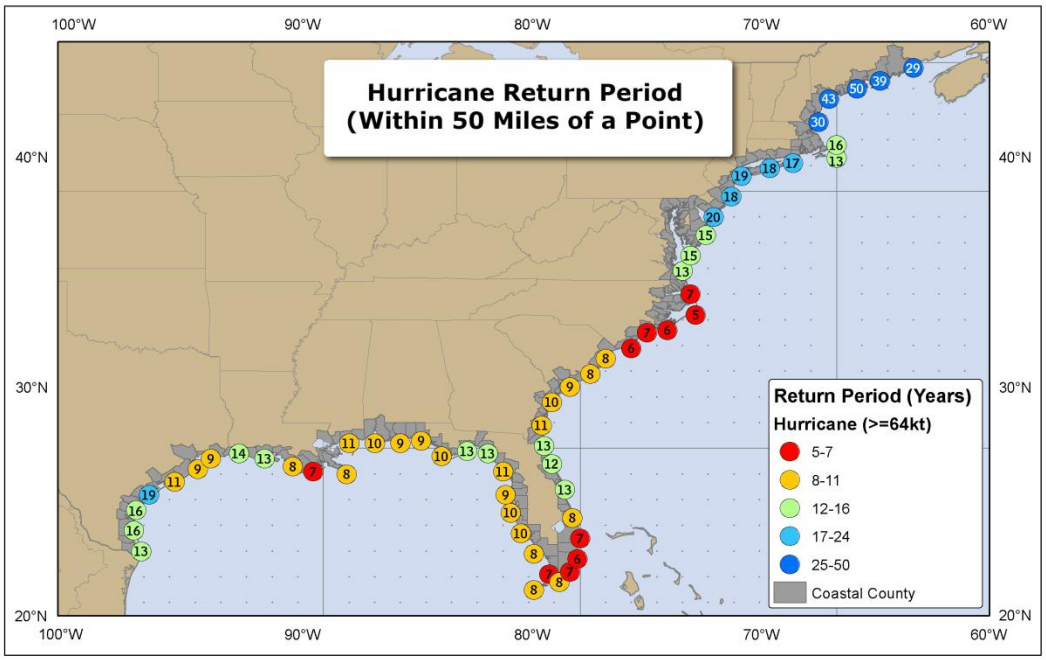


Figure 1: Hurricanes typically take one of the above tracks, all of which result in different impacts to North Carolina. (North Carolina State Climate Office)

Although tropical cyclones can occur during any month of the year, they are most common during the official Atlantic Hurricane Season (June 1st through November 30st). The peak of hurricane season occurs from mid-August through mid-October, North Carolina's climatologically favored period for tropical cyclones. The low lying nature of the coast, high number of inlets and sounds, and extensive coastal development makes North Carolina especially vulnerable to tropical cyclones.



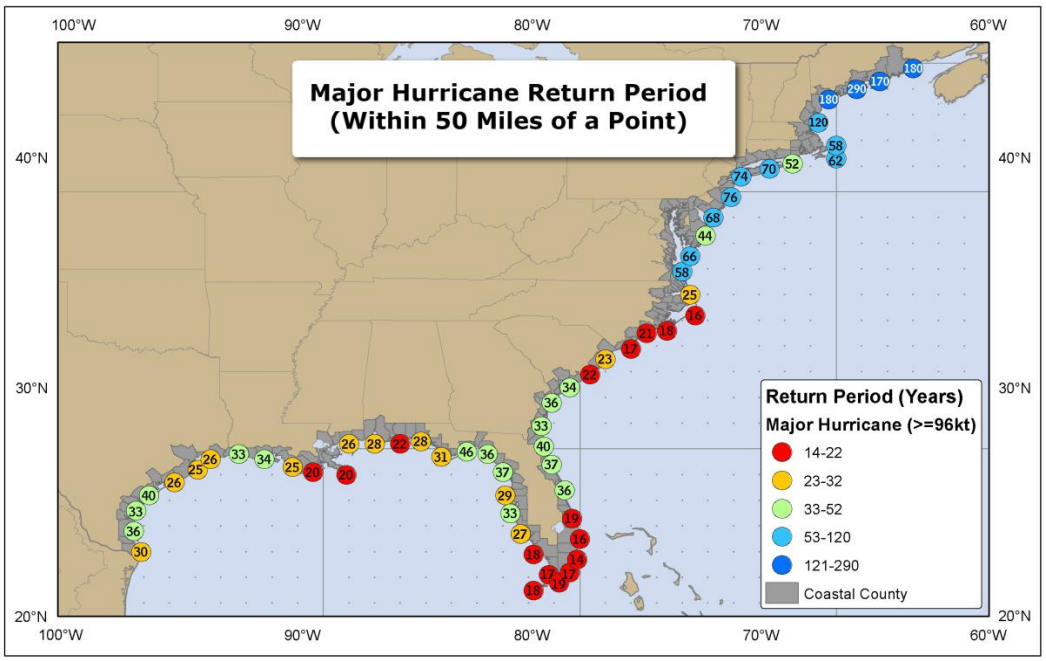


Figure 2a (top), 2b (bottom): North Carolina is home to one of the most hurricane prone coastlines in the country. On average a hurricane passes within 50 miles of the coast every 5-7 years (Fig. 2a). While major hurricanes are less common, on average North Carolina averages one passing within 50 miles of the coastline every 16-21 years (Fig. 2b). Impacts may still be felt if a hurricane makes landfall along an adjacent coastline. (National Hurricane Center)

B. ASSUMPTIONS

1. Statewide impacts from a dangerous tropical cyclone have occurred, resulting in widespread, significant effects across North Carolina.

2. Catastrophic damage from heavy rains, high winds and storm surge has occurred across a significant portion of North Carolina. Roads may be gone or impassable and many structures are severely or completed destroyed.

3. Farther inland, significant tree and some structural damage has occurred due to high winds. Roads here may also be impassible due to debris.

4. Much or all of the State has received excessive rainfall. Smaller rivers and streams will be flooding during and shortly after the storm, while larger rivers will experience major flooding in the days and weeks after the storm has passed. Dam failures will also occur. Sections of interstate and especially secondary roads will be blocked due to washouts and water on the roadway.

5. Flooding rains have caused animal waste ponds to overflow and sewage treatment facilities have failed. Drinking water will not be potable without boiling for weeks after landfall.

6. There are widespread and extensive power outages due to high winds knocking down power lines across a large area of the State. Due to the extent of power outages, some areas may not have electricity for days to weeks.

7. Emergency transportation of resources (inbound response and outbound disposal) may require permits, licenses, or exemptions.

8. Significant impacts from a tropical cyclone will require joint Federal, State and local efforts to perform initial damage/needs assessment information concerning the number, type and magnitude of incidents.

9. Weaker storms with less impact may only require the partial activation of this appendix and may involve coordination between NCEM and other supporting State agencies.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFTEY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Support local government efforts through resource and technical assistance during emergencies.

b. Provide real-time projection and analysis of flooding impacts.

c. Coordinate State and Federal response and recovery activities.

d. Provide aerial imagery (video, photos, and photogrammetry) via unmanned aerial vehicles (UAVs).

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

a. Assess incident impact on food, agriculture, agribusiness, animals, and other areas regulated or supported by the mission of NCDA&CS.

b. Report disaster facts, loss records, response information and other impact data from the agriculture sector to Agriculture Incident Management Team (AgIMT) and, by way of the Liaison Officer, the SERT.

c. Protect the safety and security of the commercial food supply.

d. Respond to and mitigate animal and plant disease outbreaks or potential disease situations and pests.

e. Coordinate with Public Health officials and other partners to implement strategies for protecting public health and general welfare.

f. Formulate and coordinate public information, guidance, recommendations, and information through approved channels with appropriate partners to the SERT, industry leaders, agriculture producers, and the public.

g. Promote and implement actions and strategies that maintain consumer confidence for food and agriculture health and security.

h. Provide guidance for the safety and sheltering of companion animals.

i. Provide general and technical assistance to industries, partners, and other entities or persons, as requested, within the scope and mission of NCDA&CS and the ESF11 response.

EMERGENCY PROGRAMS DIVISION (OEP)

a. Coordinate on behalf of the Commissioner of Agriculture with NC Emergency Management on the Governor's Executive Order declaring a State of Emergency and any transportation waivers.

b. Activate the AgIMT to manage and coordinate the overall food and agriculture response for the Department, partner and affiliate organizations, and agriculture stakeholders.

c. Collect and retain disaster facts, loss records, response information and other impact data to the agriculture sector from reliable sources.

d. Develop recovery strategies and reports and serve as NCDA&CS lead for recovery.

e. Provide SERT Liaison for the response to the Human Services Functional Group.

NORTH CAROLINA FOREST SERVICE (NCFS)

a. Assist local governments and NCDOT in road clearance operations to reestablish critical access post storm.

b. Provide personnel and equipment to construct foot bridges and other means of temporary access to reestablish critical access to isolated areas.

c. Provide personnel to support Incident Management Teams (IMTs).

d. Provide personnel and equipment to support logistical requirements of disaster such as but not limited to: bridge mats, high clearance volume pumps, as well as heavy equipment.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF AIR QUALITY (DAQ)

a. Assist with facility outreach prior to storm impacts to prepare and mitigate potential hazardous materials releases as a result of the storm impacts.

b. Assist with response to high risk facilities who either fail to respond or require assistance to mitigate hazardous materials release.

DIVISION OF WATER RESOURCES (DWR)

a. Assist with facility outreach prior to storm impacts to prepare and mitigate potential hazardous materials releases as a result of the storm impacts.

b. Assist with response to high risk facilities who either fail to respond or require assistance to mitigate hazardous materials release.

DIVISION OF MARINE FISHERIES (DMF)

a. Render law enforcement assistance as requested such as force protection for deployed resources as well as provide support to other local and state law enforcement agencies.

b. Provide resources to facilitate land, sea and air transportation.

c. Provide personnel and equipment to support enforcement of waterway restrictions.

d. Provide personnel and equipment to support logistical requirements of disaster such as but not limited to: high volume pumps and heavy equipment.

DIVISION OF WASTE MANAGEMENT (DWM)

a. Identify procedures for storage of debris pending disposal.

b. If debris is determined to be hazardous, provide a vendor list to the responsible party for proper waste management.

c. Issue emergency permits for treatment, storage, disposal, and transportation of debris and associated clean-up activities.

d. Provide vendor list to responsible party to facilitate cost assessment for proper waste management.

e. Identify landfills that will accept contaminated solid waste and facilities/vendors that will accept and treat contaminated liquid waste.

DIVISION OF PARKS AND RECREATION (DPR)

a. Evacuation of State parks when threats exist to public safety.

b. Coordination with other law enforcement agencies.

c. Provide areas on park property for use as assembly or staging areas for equipment and personnel.

d. Provide transportation and communication within State park areas.

e. Determine access points and routes least likely to harm park facilities and advise SERT Leader of same.

f. Provide a liaison to SERT authorized to grant permission for response and cleanup activities as well as issue any required permits concerning State park facilities.

g. Provide liaison and carry out technical consultations with US National Park Service if a national park/seashore is threatened.

3. WILDLIFE RESOURCES COMMISSION

a. Provide personnel and equipment to support law enforcement as requested by the SERT.

b. Provide air, water, and land transportation as requested by the SERT.

c. Act as liaison between the SERT and interested environmental and conservation groups.

d. Provide personnel and equipment to support law enforcement of waterway restrictions.

e. Provide technical support and leadership to support identification and removal of abandoned vehicles.

4. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

a. Coordinate public health nurses to support local and state shelter requirements.

b. Monitoring health of shelter populations for potential infectious disease outbreaks.

c. Coordinate well water testing for contaminates to render safe to drink after flooding.

d. Work with state agencies and NCEM ESF 6/8 on the provision of emergency first aid to victims at shelters, mass care facilities, and fixed feeing sites with counties.

DIVISION OF SOCIAL SERVICES (DSS)

a. Coordinate efforts to provide emergency shelters, mass care facilities, feeding, water, and distribution of relief supplies for victims of a hurricane, emergency assistance, and disaster public assistance.

b. Coordination/facilitation of the provision of sheltering during a hurricane emergency/disaster event including persons with functional needs (sensory, physical, mental limitations, and non-English speaking) with counties.

c. Coordination/facilitation of the provision of relief efforts provided by volunteer organizations with the counties.

d. Work with state agencies and NCEM ESF 6/8 on the provision of mental health/crisis counseling to victims at shelters, mass care facilities, and fixed feeding sites with counties.

e. Ensure all DHHS Divisions are staffed for response, recovery and mitigation.

f. Ensure all DHHS Divisions are on standby and are ready to deploy Division resources.

g. Notify Sensory and Foreign Language Interpreter Staff of NC DHHS and NC DHHS interpreter contracts to be on stand by and ready to deploy if requested.

h. Support the American Red Cross and other agencies in shelter staffing at designated Red Cross Shelters.

i. Coordinate with the following agencies for resource services – Child Development and Early Education, Vocational Rehabilitation Services, Services for the Blind, Deaf and Hard of Hearing, Office of Economic Opportunity, Office of Rural Health, Medicaid, Aging and Adult Services, and Mental Health.

DIVISON OF AGING AND ADULT SERVICES (DAAS)

a. Communicate with area agencies on aging, local service providers, and counties on the exchange of information relevant to the needs and outcomes of the aging and disability populations.

b. Collaborate as requested with human services agencies to assist counties in meeting the needs of individuals needing functional support sheltering services.

c. Collaborate as requested with NCEM ESF 8, DHSR, and DPH for individuals needing medical support sheltering services.

DIVISON OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES (MHDDSAS)

a. Coordinate/facilitate the provision of mental health/crisis counseling to victims at shelters, mass care facilities, and fixed feeding sites with counties.

b. Coordinate distribution of Naloxone to shelters, mass care facilities, and fixed feeding sites with counties.

DIVISION OF HEALTH SERVICE REGULATION (DHSR)

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Provide leadership in coordinating and integrating the overall State efforts that provide medical assistance to a disaster-affected area.

b. Coordinate and direct the activation and deployment of State resources of medical personnel, supplies, equipment, and pharmaceuticals with Public Health as needed.

c. Assist in the development of local capabilities for the on-site coordination of all emergency medical services needed for triage, treatment, transportations, tracking, and evacuation of the affected population with medical needs.

d. Establish and maintain the cooperation of the various State medical and related professional organizations in coordinating the shifting of Emergency Medical Services resources from unaffected areas to areas of need.

e. Coordinate with the SERT Military Support Branch to arrange for medical support from military partners.

f. Coordinate the evacuation of patients from the disaster area when evacuation is deemed necessary.

g. Coordinate the state medical sheltering response by implementing the State Medical Support Sheltering Plan.

5. NC DEPARTMENT OF INSURANCE (NCDOI)

OFFICE OF STATE FIRE MARSHAL (OSFM)

a. Coordinate firefighting assets to support local response efforts.

b. Coordinate restoration of firefighting services and protection post storm.

c. Coordinate personnel to support additional building inspection resources to augment local capabilities.

6. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF HIGHWAYS (DOH)

a. Erect and maintain such signs, lights, barricades or other traffic control devices as deemed appropriate to maintain or control traffic along the affected routes or detour routes.

b. Remove sand/soil debris from State-maintained right of ways.

c. Provide SERT partners lists of contractors/suppliers to assist in the cleanup efforts of sites outside the State-maintained right of way.

d. When directed by NCEM, the Division of Highways will develop, let, and administer contracts for the removal of debris from private roads. Such contracts will be pre-approved by NCEM prior to advertisement and award.

FERRY DIVISION

a. Coordinate with USCG the movement of ferries through affected waterways.

b. Provide transportation to emergency personal and equipment as needed.

c. Assist in the evacuation of the affected population.

7. NC DEPARTMENT OF PUBLIC SAFTEY (NCDPS)

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide trained military police for traffic control.

b. Provide security at established shelters.

c. Provide military forces to assist local law enforcement in the emergency area for security, control of entrance to and exit from disaster area, and protection of people and crowd control.

d. Provide a Rapid Reaction Force specially trained for response to public disturbances and riots.

e. Provide military forces to assist local and State resources in rescues and evacuations as needed.

f. Provide NCNG mission capable packages as requested through NCEM.

g. Provide transportation support.

CIVIL AIR PATROL (CAP)

a. Support and participate in aerial reconnaissance to assess damage

immediately after the hurricane strikes.

b. Provide personnel and equipment to support air and ground transportation.

c. Provide personnel to provide logistical support to SEOC activation.

d. Aerial Reconnaissance Teams (ART) will collect quick visual evidence of hurricane damage to allow optimum deployment and distribution of State resources during the hurricane recovery period.

STATE HIGHWAY PATROL (SHP)

a. Coordinate traffic control measures and isolation of the impacted area as needed.

b. Regulate motor vehicle traffic where indicated.

c. Provide communications support.

8. UTILITY PROVIDERS

a. Provide decision makers with up-to-date power outage information and expected restoration times.

b. Provide support as needed to other utilities if able.

c. Restore electrical power to residences and business.

d. Repair and restore any downed power lines and/or transformers.

C. SUPPORTING FEDERAL AGENCIES

1. US ARMY CORPS OF ENGINEERS (USACE)

a. Support immediate lifesaving and life safety emergency response priorities.

b. Sustain lives with critical commodities, temporary emergency power and other needs.

c. Initiate recovery efforts by assessing and restoring critical infrastructure.

2. US ENVIRONMENTAL PROTECTION AGENCY (EPA)

a. Provide personnel and equipment to support hazardous materials assessment and response in coordination with DEQ as well as the United States Coast Guard (USCG).

3. FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

a. Provide response resources at the request of the SERT Leader.

b. Provide financial support for damages to property.

c. Educate State and local officials to inform of the recovery assistance available and how to apply for it.

d. Monitor recovery process to ensure the timely delivery of eligible assistance and compliance with the law and regulations.

e. Provide immediate and critical storm information for decision making through the Hurricane Liaison Team (HLT).

4. NATIONAL OCEANIC AND ATMOPSHERIC ADMINISTRATION (NOAA)

NATIONAL HURRICANE CENTER (NHC)

a. Issue advisories on the location, strength and movement of tropical storms or hurricanes.

b. Provide track and intensity guidance on tropical cyclones up to 120 hours in advance.

c. Provide detailed storm surge inundation information and maps for the coastline.

d. Issue tropical storm and hurricane watches and warnings, as well as storm surge watches and warnings.

NATIONAL WEATHER SERVICE (NWS)

a. Provide detailed forecast information, such as wind speed and direction, rainfall amount, etc., for locations across the State.

b. Issue watches and warnings associated with effects from the tropical cyclone such as winds, floods, tornadoes, etc.

c. Participate in conference calls to provide situational awareness and forecast updates.

d. Coordinate with the Southeast River Forecast Center to provide forecasts of riverine flooding.

WEATHER PREDICTION CENTER (WPC)

a. Provide rainfall total forecasts up to 7 days in advance.

b. Outline areas that are likely to experience rainfall that will exceed flash flood guidance up to 3 days in advance.

c. Issue Mesoscale Precipitation Discussions outlining where flooding rains may occur during the next several hours.

5. UNITED STATES COAST GUARD (USCG)

a. Provide personnel and equipment to support hazardous materials assessment and response.

b. Provide search and rescue air assets.

IV. CONCEPT OF OPERATIONS

A. GENERAL

When an event is expected to have limited impacts, the State EOC will remain at a partial activation with only key SERT agencies. Upon a greater threat to the State, all SERT agencies will report to the EOC for a full-scale activation. NCEM Branch Offices become Regional Coordination Centers (RCCs) which serve as a control center for the distribution of information and resources in the RCC's area.

These RCCs are staffed by various agencies and local emergency managers which are most likely coming from a Branch Office that is not expected to receive direct impacts. They may also be staffed with members from Incident Management Teams (IMTs) if the NCEM Operations Section Chief and/or RCC Incident Commander sees fit.

HURREVAC provides a graphical plot of the National Hurricane Center Forecast Advisory to assist government officials in making various evacuation decisions.

If not obtained through HURREVAC, information on tropical cyclone intensity, forecast track, wind speed and direction, as well as storm surge inundation information will be accessed through the National Hurricane Center website. Coordination and communication with the National Hurricane Center will be accomplished via phone or video call and will be arranged by the FEMA Hurricane Liaison Team.

The National Weather Service will be used as the official source of weather information. The NWS offices provide guidance to emergency managers through briefings, conference calls, and webinars to achieve consistency between the forecast and emergency management response.

B. RESPONSE ACTIONS

The change in activation levels will be highly dependent upon the observed threat and expected impact. The following are general guidelines that may support a change in activation level. For information on staffing and general responses associated with an activation level, please refer to the North Carolina Emergency Operations Basic Plan.

1. PRE-LANDFALL

a. **Level 4 Activation:** If the NHC begins issuing advisories on a tropical storm or depression that does not pose an immediate threat but may impact the State, the SERT Leader may elevate the activation to Level 4. A public information dissemination plan begins at this level. SERT agencies will be directed to prepare the State EOC if needed.

b. **Level 3 Activation:** If the NHC is issuing advisories and the system is becoming more of a threat, (approximately 3-6 days or 800-1000 miles out), the SERT Leader may elevate the activation to Level 3. Depending on the threat level, partial or full EOC activation may begin. Risk Counties, the SERT Leader, and the Operations Section Chief should consider activation of the Coastal Region Evacuation and Sheltering Guide (CRES-SOG). State EOC staff will be responsible for preparing and delivering briefings for key State officials. Should the SERT Leader see fit, Incident Management Teams (IMTs) will be sent to counties and RCCs to assist with planning. SERT assets will consider relocation and prestaging of key resources and personnel near the disaster area.

At this activation level the State EOC will be responsible for publishing situation reports and incident actions plans for the next 24-hour operational period. The State EOC will use conference calls as the primary mechanism for coordinating State emergency management officials with other State agencies and local governments. The SERT Leader will determine a schedule to place these calls, or they may be managed at the NCEM Field Branch level/RCC. For more information on the role of the SERT Leader and others in the conference call, please refer EOC SOG.

The calls will focus on creating action plans for oceanfront counties and communities as well as counties along predefined evacuation corridors. More specifically, calls will include the following:

(1) County EOC activation
(2) State of Emergency declarations
(3) Public information news releases
(4) Evacuation route traffic control points and staffing responsibilities
(5) Evacuation order issuance
(6) Shelter locations and support needs
(7) Modified evacuation routes
(8) Variable message board placement
(9) Ferry operations
(10) Identification of unmet needs

In most cases, local government officials will be ultimately be responsible for actual implementation of the action plans.

Viability of the action plan will be determined through consulting between the SERT Leader, the Secretary of Public Safety and the Governor. The SERT Leader may determine that an action plan may need improvement, in which case the plan will be revised under the joint coordination of the State EOC, the county team leader, the RCC Incident Commander, and the SERT Leader. County and Branch Offices are also responsible for providing regular operational plan updates to State EOC. The updates should address the current status of the operation plan and its action strategies. The State EOC staff is responsible for providing these updates to the SERT Leader.

Since communication with neighboring States is vital, the SERT Leader will host an interstate information conference call with the Virginia Department of Emergency Management (VDEM) and the South Carolina Emergency Management Division (SCEMD).

c. **Level 2 Activation:** Once the threat to North Carolina is imminent (e.g. A Tropical Storm/Hurricane watch or warning has been issued for NC and Coastal Waters), the SERT Leader may elevate the State EOC to Activation Level 2 and proceed to fully activate the SERT.

At this stage, coastal counties are recommended to initiate voluntary and/or mandatory evacuations of their populations based on projected storm surge, wind, and flood threats. Upon a gubernatorial declaration of a State of Emergency, the SERT Leader or the Operations Section Chief have the authority to activate the CRES-SOG should the request not already been made by any Risk County. This activation will be delegated to the RCCs for the coordination of risk-host county shelter and evacuation activities and resource support.

The SERT Leader will prepare a State of Disaster Proclamation for the Governor as well as a request for Federal disaster assistance. The SERT Leader is also responsible for directing the assembly of supplies and equipment to support the RCCs and counties in preparation for deployment. Additionally, the SERT Leader will request co-location of a Federal Coordinating Officer (FCO) and an Incident Management Assistance Team (IMAT). If the threat warrants, FEMA staff will arrive at the EOC prior to landfall, and the SERT Leader will elevate the State EOC to Activation Level 1.

2. POST-LANDFALL

A hurricane or tropical storm has hit the coast, made landfall and tracked into North Carolina, or a nearby State has been hit and is requesting mutual aid. The SERT director will direct the State EOC to Activation Level 1.

a. The Branch Office(s)/RCCs will begin to evaluate the disaster impact and establish priorities related to life, property and the environment at risk. The Field Branch Manager/RCC Incident Commander will coordinate the establishment of priorities with the SERT Leader and/or the Operations Section Chief to ensure consistency between the State EOC and the Branch Offices(s). The State EOC should prepare to receive additional staff from FEMA, the Army Corps of Engineers, and other Federal and volunteer agencies. At the direction of the Operations Section Chief, the State EOC staff assigns inventory and dispatches resources to the Branch Office(s) in support of response activities.

b. Once weather conditions allow, the Civil Air Patrol ARTs and Risk Management will begin an aerial reconnaissance of the disaster area

as soon as the weather conditions allow. ARTs will coordinate their efforts with the FEMA. The State EOC determines priorities for immediate assistance using damage reports from the counties and ART information.

c. If State resources are overwhelmed and additional assets are needed, mutual aid agreements between neighboring States will be implemented. This will be largely dependent on the disaster effect on the neighboring States. Some mutual aid agreements may be implemented prior to landfall, if the threat warrants.

d. When the SERT Leader determines that immediate needs are met, the State EOC and RCCs will demobilize reestablishing as a Branch Office. The Joint Field Office (JFO) manages all long-term recovery actions and operates until all priority recovery activities are accomplished.

C. RECOVERY ACTIONS

1. INITIAL

a. If State resources are overwhelmed and additional recovery assets are needed, mutual aid agreements between neighboring States will be implemented. This will be largely dependent on the disasters effect on the neighboring States.

b. Initial recovery efforts will begin once tropical cyclone conditions have subsided and it is deemed safe to venture outside.

c. The JFO coordinates State and Federal recovery actions and programs that support the overall recovery process. These may include Public Assistance, Individual Assistance, and Hazard Mitigation grants.

2. CONTINUING

a. Many recovery efforts may not be started until conditions improve, sometimes weeks after the tropical cyclone has passed. Ongoing recovery efforts will include, but are not limited to:

- Clearing debris and making any temporary repairs to roadways to ensure access to affected areas
- Restoring utilities in affected areas
- Continuing to perform flood control measures in flooded areas
- Continuing to operate shelters and move supplies as needed to support those affected by the hurricane

V. REFERENCES

A. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended

B. Chapter 130A of the North Carolina General Statutes, Public Health

C. The Coastal Region Evacuation and Shelter Standing Operating Guide

D. State Medical Support Sheltering Plan

WINTER STORM OPERATIONS PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

This appendix describes the coordinating actions taken by the State Emergency Response Team (SERT) when a winter storm threatens or affects North Carolina.

B. SCOPE

This appendix includes the anticipated actions of the Federal, State and local agencies, as well as private sector organizations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Due to the geographic regions of North Carolina (Mountains, Piedmont and Coastal Plain) the State experiences a myriad of precipitation types (rain, freezing rain, sleet, and snow) during a winter weather event.

The mountain region of North Carolina is often more prone to winter weather than any other region in the State. In this region, snow is typically the most dominant precipitation type (Fig. 1a). Valley areas typically receive 10-20” of snowfall per season, while higher elevations on western facing slopes may receive 50-75”. The Piedmont is the second most favored region for snowfall, averaging 5-10” of snow a year. The Coastal Plain is the least accustomed to winter weather with 5” or less of snowfall per season, often with several years passing where no measurable snow falls. The Piedmont and Coastal Plain are the most likely areas to experience sleet and freezing rain (Fig. 1b/1c).

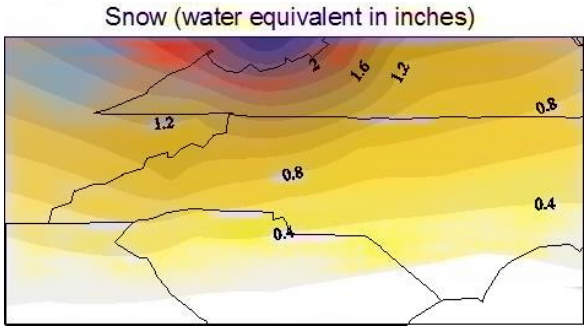


Figure 1a: Average liquid equivalent of snow per season. The Mountains receive the most snowfall. In the Piedmont and Coastal Plain, the highest snowfall totals are to the northwest, while the southeastern Coastal Plain of NC experiences the least amount of snowfall per season.
(North Carolina State Climate Office)

Freezing rain, sleet and ice accumulations can cause problems across North Carolina. Ice accumulation of ¼” is considered significant and will occur every few years. Less commonly, catastrophic accumulations of freezing rain

occur (½”- ¾”+) which result in significant damage to trees, powerlines and infrastructure. While rare, large accumulations of sleet (>1”) are possible.

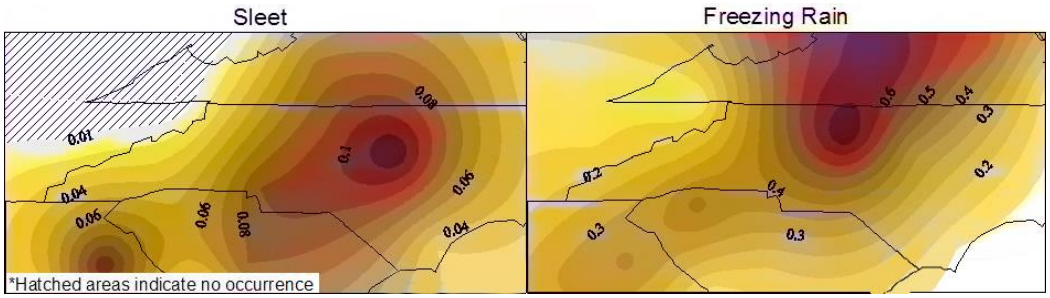


Figure 1b (left), 1c (right): Average liquid equivalent of freezing rain and sleet per season. While the Mountains and Coastal Plain typically experience sleet and freezing rain, the most prone area to those precipitation types is the Piedmont. (North Carolina State Climate Office)

Wintry precipitation is not the only hazard that a winter storm can bring to the State. During Nor’easters, strong winds occur along the coastline and contribute to coastal flooding. While rare, high winds and blowing snow in the Mountains can create blizzard conditions, causing travel to be difficult if not impossible. Brutally cold temperatures may occur during and after a winter storm, making frostbite or hypothermia a concern for anyone outdoors or without heat.

B. ASSUMPTIONS

1. Significant accumulations of winter weather will make travel difficult and dangerous. Ramps and bridges will be the most susceptible to icing.

2. Blowing snow will create visibilities near zero and may accumulate into drifts which could block roadways.

3. Brutally cold temperatures combined with strong winds will make hypothermia a danger to anyone outside.

4. Snow and ice accumulations will cause power outages for several days. Extensive damage to trees and powerlines may result.

5. Roadways may be blocked by debris and extensive clearing work may be required.

6. Disruption of electricity for extended periods of time may affect water and sewer treatment plants, potentially making water unpotable without boiling after the storm.

7. Road closures in coastal areas may occur due to coastal flooding from high winds.

8. Emergency transportation of resources may require permits, licenses, or exemptions.

9. Less-impactful winter storms may only require partial activation of this appendix and may involve coordination between NCEM and other supporting State agencies.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Support local government efforts through resource and technical assistance during emergencies and coordinate State and Federal response and recovery activities.

b. Provide aerial imagery (video, photos, and photogrammetry) via unmanned aerial vehicles (UAVs).

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES (NCDA&CS)

a. Assess incident impact on food, agriculture, agribusiness, animals and other areas regulated or supported by the mission of NC DA&CS.

b. Report disaster facts, loss records, response information and other impact data to the agriculture sector to the Agriculture Incident Management Team (AgIMT) and, by way of the Liaison Officer, SERT.

c. Formulate and coordinate public information, guidance, recommendations, and information through approved channels with appropriate partners to the SERT, industry leaders, agriculture producers, and the public.

d. Provide guidance for the safety and sheltering of companion animals.

e. Provide general and technical assistance to industries, partners, and other entities or persons as requested within the scope and mission of NCDA&CS and the Food and Agriculture response.

f. Promote and implement actions and strategies that maintain consumer confidence for food and agriculture health and security.

EMERGENCY PROGRAMS DIVISION

a. Coordinate on behalf of the Commissioner of Agriculture with NC Emergency Management on the Governor's Executive Order declaring a State of Emergency.

b. Activate the AgIMT to manage and coordinate the overall Food and Agriculture response from the department, partner and affiliate organizations, and agriculture stakeholders.

c. Collect and retain disaster facts, loss records, response information and other impact data to the agriculture sector from reliable sources.

d. Develop recovery strategies and reports and serve as NCDA&CS lead for recovery.

g. Provide SERT Liaison for the Food and Agriculture Response to the Human Services Functional Group.

NORTH CAROLINA FOREST SERVICE (NCFS)

a. Chainsaw crews aiding in road clearance.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF MARINE FISHERIES (DMF)

a. Render law enforcement assistance as requested by SERT.

b. Provide land, sea, and air transportation.

c. Provide aircraft and crew for surveillance/reconnaissance.

d. Provide watercraft and crews to support enforcement of USCG-initiated restrictions on waterway use.

DIVISION OF WASTE MANAGEMENT (DWM)

a. Identify procedures for storage of debris pending disposal.

b. If debris is determined to be hazardous, provide a vendor list to the responsible party for proper waste management.

c. Issue emergency permits for treatment, storage, disposal, and transportation of debris and associated clean-up activities.

d. Provide vendor list to responsible party to facilitate cost assessment for proper waste management.

e. Identify landfills that will accept contaminated solid waste and facilities/vendors that will accept and treat contaminated liquid waste.

3. WILDLIFE RESOURCES COMMISSION

a. Render law enforcement assistance as requested by SERT.

b. Provide air, water, and land transportation as requested by SERT.

c. Act as liaison between the SERT and interested environmental and conservation groups.

d. Provide watercraft and crews to support enforcement of USCG-initiated restrictions on waterway use.

4. NC DEPARTMENT OF NATURAL AND CULTRUAL RESOURCES (NCDCR)

DIVISION OF PARKS AND RECREATION (DPR)

a. Evacuation of State parks when threats exist to public safety.

b. Coordination with other law enforcement agencies.

c. Provide areas on park property for use as assembly or staging areas for equipment and personnel.

d. Provide transportation and communication within State park areas.

e. Determine access points and routes least likely to harm park facilities and advise the SERT Leader of same.

f. Provide a liaison to the SERT authorized to grant permission for response and cleanup activities as well as issue any required permits concerning State park facilities.

g. Provide liaison and carry out technical consultations with US National Park Service if a national park/seashore is threatened.

5. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

a. Coordinate public health nurses.

b. Monitor health of shelter populations for potential infectious disease outbreaks.

DIVISION OF SOCIAL SERVICES (DSS)

a. Coordinate efforts to provide emergency shelters, mass care facilities, feeding, water, and distribution of relief supplies for victims of winter storms, emergency assistance, and disaster public assistance.

b. Coordination/facilitation of the provision of sheltering, relief efforts, mental health/crisis counseling, and emergency first aid during a winter storm including those persons with functional needs (sensory, physical, mental limitations, and non-English speaking) with counties.

c. Ensure all DHHS Divisions are staffed for Response, Recovery, and Mitigation.

d. Ensure all DHHS Divisions are on standby and are ready to deploy Division resources.

e. Notify Sensory and Foreign Language Interpreter Staff of NC DHHS and NC DHHS interpreter contracts to be on standby and ready to deploy if requested.

f. Support the American Red Cross and other agencies in shelter staffing at designated Red Cross Shelters.

g. Coordinate with the following agencies for resource services – Child Development and Early Education, Vocational Rehabilitation Services, Services for the Blind, Deaf and Hard of Hearing, Office of Economic Opportunity, Office of Rural Health, Medicaid, Aging and Adult Services, and Mental Health.

DIVISON OF AGING AND ADULT SERVICES (DAAS)

a. Communicate with area agencies on aging, local service providers, and counties on the exchange of information relevant to the needs and outcomes of the aging and disability populations.

b. Collaborate as requested with human services agencies to assist counties in meeting the needs of individuals needing functional support sheltering services.

c. Collaborate as requested with NCEM ESF 8, DHSR, and DPH for individuals needing medical support sheltering services.

DIVISON OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES (MHDDSAS)

a. Coordinate/facilitate the provision of mental health/crisis counseling to victims at shelters, mass care facilities, and fixed feeding sites with counties.

b. Coordinate distribution of Naloxone to shelters, mass care facilities, and fixed feeding sites with counties.

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Provide leadership in coordinating and integrating the overall State efforts that provide medical assistance to a disaster-affected area.

b. Coordinate and direct the activation and deployment of State resources of medical personnel, supplies, equipment, and pharmaceuticals with Public Health as needed.

c. Assist in the development of local capabilities for the on-site coordination of all emergency medical services needed for triage, treatment, transportations, tracking, and evacuation of the affected population with medical needs.

d. Establish and maintain the cooperation of the various State medical and related professional organizations in coordinating the shifting of Emergency Medical Services resources from unaffected areas to areas of need.

e. Coordinate with the SERT Military Support Branch to arrange for medical support from military installations.

f. Coordinate the catastrophic medical sheltering response by implementing the Medical Support Sheltering Plan.

4. NC DEPARTMENT OF INSURANCE (NCDOI)

OFFICE OF STATE FIRE MARSHAL (OSFM)

a. Coordinate firefighting assets.

b. Restoration of firefighting services and protection.

c. Coordinate additional building inspection teams.

5. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF HIGHWAYS (DOH)

a. Erect and maintain such signs, lights, barricades or other traffic control devices as deemed appropriate to maintain or control traffic along the affected routes or detour routes.

b. Treat roadway surfaces with salt and brine, before, during and after the storm.

c. Clear roadways of snow/sleet accumulations.

d. Provide extra equipment and Motorist Assistance Patrols in area most prone to severe road blockages to facilitate quick and efficient traffic movement restoration.

e. Provide debris clearance and removal operations in areas impacted by fallen trees.

6. NC DEPARTMENT OF PUBLIC SAFTEY (NCDPS)

STATE HIGHWAY PATROL (SHP)

a. Coordinate control measures and isolation of the impacted area as needed.

b. Regulate motor vehicle traffic where indicated.

c. Provide communications support as requested by the SERT Leader.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Assist with debris clearance from roadways.

b. Provide security at established shelters.

c. Provide transportation assets to assist SHP, DOT, and local agencies in road clearance as well as to transport resources.

d. Provide emergency personnel, support fire, rescue and emergency medical response.

e. Provide power generation as needed to support widespread power outages affecting vital facilities when local resources have been exhausted.

f. Provide NCNG mission capable packages as requested through NCEM.

7. UTILITY PROVIDERS (DUKE ENERGY, etc.)

b. Provide decision makers with up-to-date power outage information and expected restoration times.

c. Provide support as needed to other utilities if able.

d. Restore electrical power to residences and business.

e. Repair and restore any downed power lines and/or transformers.

C. SUPPORTING FEDERAL AGENCIES

1. NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION (NOAA)

NATIONAL WEATHER SERVICE (NWS)

a. Provide detailed forecast information such as temperature, snowfall and freezing rain accumulations, etc. for locations across the State.

b. Issue watches and warnings associated with the effects of a winter storm including winter storm warning, winter storm watch, winter weather advisory, coastal flood advisory, etc.

c. Participate in conference calls to provide situational awareness and forecast updates.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Activation of this appendix may not occur during a typical winter weather event in the mountains; however, an equivalent event in the Piedmont or Coastal Plain may require activation. Only partial activation of the State EOC may occur during winter storms that are expected to have limited impacts.

During a full scale activation, the SERT agencies will report to the State EOC. NCEM Branch Offices become Regional Coordination Centers (RCCs) which serve as a control center for the distribution of information and resources in the RCC's area.

NCEM will use NC SPARTA as the primary mechanism for information dissemination during winter storm threats. The National Weather Service (NWS) will be used as the official source of weather information. The NWS offices provide guidance to emergency managers through briefings, conference calls, and webinars to achieve consistency between the forecast and emergency management response.

B. RESPONSE ACTIONS

The change in activation levels is highly dependent upon the observed threat and expected impact. The following are general guidelines that may support a change in activation level. For information on staffing and general responses associated with an activation level, please refer to the North Carolina Emergency Operations Basic Plan.

a. Level 4 Activation: The SERT Leader may decide to elevate the activation level to 4 under any or all of the following conditions:

- The NWS has issued a Winter Storm Watch
- The NWS has issued a Winter Weather Advisory
- A Nor'easter is expected with significant impacts

At this level, NCEM or SERT Functional Leads will notify SERT agency representatives of the potential winter weather hazard threats.

b. Level 3 Activation: The SERT Leader may elevate the activation level to 3 if a winter storm is causing or has caused impacts in the State. This could include any or all of the following:

- The NWS has Issued a Winter Storm or Ice Storm Warning
- A winter storm has caused widespread power outages
- A Nor'easter has caused widespread flooding/road closures
- State resources have been requested

Necessary SERT agencies will be activated at this level. The State EOC will be staffed by NCEM which includes the following; Lead SERT Meteorologist, Planning Chief with support staff, Communications Branch Manager, Operations Chief and Operations Branch Managers, Logistic Chief with support staff, and the lead SERT Public Information Officer. The State EOC will begin publishing situation reports for the event and incident action plans for the next 24-hour period will be published. NCEM field staff will prepare for Branch Office operations. If required, the Logistics Section will begin to provide and coordinate resource support for the branch office(s)

The State EOC will use conference calls as the primary mechanism for coordinating State emergency management officials with other State agencies and local governments. The SERT Leader will determine a schedule to place these calls, or they may be managed at

the branch level. For more information on the role of the SERT Leader and others in the conference call, please refer EOC SOG.

The calls will focus on creating action plans for counties and communities that are expected to be impacted by the winter storm. More specifically, calls will include the following:

(1) County EOC activation
(2) State of Emergency declarations
(3) Public information news releases
(4) Shelter locations and support needs (if needed)
(5) Variable message board placement
(6) Preparatory road actions
(7) Utility status
(8) Resource deployments
(9) Identification of unmet needs

In most cases, local government officials will be ultimately be responsible for actual implementation of the action plans.

c. Level 2 Activation: The SERT Leader may elevate the activation level to II if a winter storm is causing or has caused widespread significant impacts across the State. This could include any or all of the following.

- Major traffic problems, power outages and shelter openings are expected or occurring
- A Nor'easter has impacted the State causing flooding, road closures and damages to structures
- Numerous State resources have been requested

At this level, all necessary SERT agencies will be activated in the State EOC and Branch Offices/RCC. Movement of supplies after the storm will be directed by the SERT Leader and the Logistics Section. If power outages are expected to be long lasting, shelters will be opened in the affected region. If needed, the Planning Section will assist the NCEM Governor's Liaison in drafting a State of Emergency Proclamation to be forwarded to the Governor for signature.

d. Level 1 Activation: The SERT Leader may elevate the activation level to 1; activation if any or all of the following circumstances are met:

- A substantial part of the State has been impacted by major snow or ice accumulations
- Injuries or deaths have occurred and sheltering is ongoing
- Major damage has occurred
- Numerous State resources have been requested.

Multiple branch offices may be activated and transitioned into RCCs on this level to assist in the coordination and movement of supplies to the affected region. If needed, the Planning Section will assist the EM Governor's Liaison in drafting a request for Federal disaster assistance, and coordinate with Operations and Recovery/Hazard Mitigation to begin damage assessment activity.

C. RECOVERY ACTIONS

1. INITIAL

If State resources are overwhelmed and additional assets are needed, mutual aid agreements between neighboring States will be implemented. This will be largely dependent on the disasters effect on the neighboring State.

With respect to winter storms that do not cause significant damage to trees and powerlines, recovery will be limited to just a few days after the storm has passed. Weather conditions typically will warm in the days after the storm which results in snow and ice accumulations melting away. Initial recovery efforts will include, but are not limited to:

- Plowing of roadways by DOT to remove snow, sleet and ice accumulations
- Treating of problem areas with salt, sand and brine
- Restoration of electricity and other utilities if they were lost
- Removal of debris from roadways

2. CONTINUING

In the event of a major ice storm, there will likely be widespread and extensive damage to trees, powerlines and possibly structures. In this case, it may be weeks after the snow and ice accumulations melt before the recovery actions cease. Ongoing recovery efforts will include, but are not limited to:

- Continued utility restoration
- Repairs to buildings or infrastructure that may have been damaged by ice accumulations

V. REFERENCES

A. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended

DROUGHT ASSESSMENT AND RESPONSE PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

This appendix outlines the coordinating actions taken by the State Emergency Response Team (SERT) when significant drought conditions impact North Carolina.

B. SCOPE

This appendix includes the anticipated actions of the Federal, State and local agencies, as well as private sector organizations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Drought is a broad term to describe below normal precipitation or abnormally dry conditions. Historically, North Carolina experiences drought conditions every few years with a significant drought occurring every 10-20 years (Fig. 1).

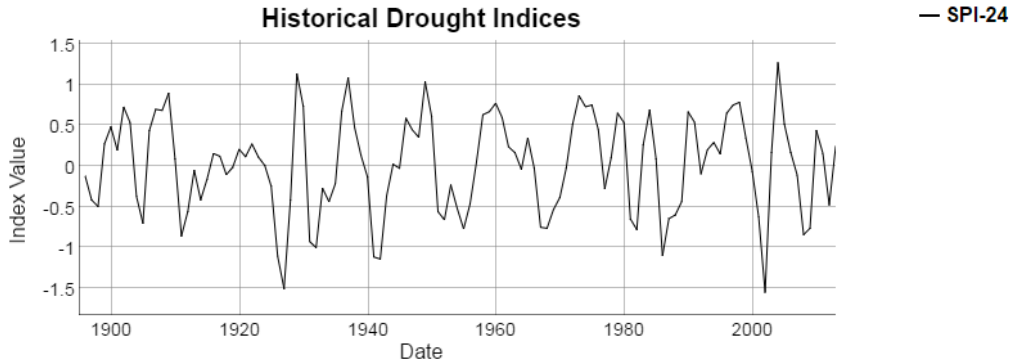


Figure 1: Example 24-Month Standardized Precipitation Index over a period of approximately 120 years. This index roughly depicts periods of drought vs periods of above normal precipitation. The values can range from 2 to -2, with negative values indicating drought conditions. This graph shows that drought is a cyclic process occurring at regular intervals through the period of record. (North Carolina State Climate Office)

The timeframe and duration of drought, as well as the effects on different sectors, result in a series of more specific impacts across North Carolina. Generally speaking, there are four definitions of drought. Meteorological drought is defined as below normal precipitation at a given location for a specified amount of time. Since North Carolina has several regions and

associated climates, conditions that are considered below normal differs by region. Agricultural drought is defined as insufficient moisture (typically soil moisture) to support the needs of crops during the growing season.

This type of drought is highly dependent on the type of plant and available water supplies from lakes or groundwater. Hydrological drought refers to reduced water flow in streams, low lake levels, or limited groundwater due to the accumulated effects of drought over a period of months or years. Socioeconomic drought refers to the combined effects of human demand for water and reduced water supply due to drought. This is typically the result of the other three drought definitions accumulated over time and may include increased food costs, reduced water quality and ultimately an impact on the economy of North Carolina.

The North Carolina Drought Management Advisory Council (DMAC) was created in 2003 under North Carolina General Statute 143.355.1. It is an interagency organization responsible for issuing drought advisories based on technical data to address varying conditions throughout the State. The drought advisories provide accurate and consistent information to assist local governments and other water users in taking appropriate drought response actions in specific areas of the State that are exhibiting impending or existing drought conditions.

B. ASSUMPTIONS

1. Statewide impacts from a severe drought have occurred across North Carolina, resulting in significant effects.

2. Crops have been severely impacted. Many are wilted or withered and a large amount of the harvestable plants are lost. Grasslands used for pasture land or hay have stunted in growth or are overgrazed and cannot support livestock without supplemental feed.

3. Natural vegetation has become dry, enhancing the risk of wildfires that spread rapidly. Major wildland forest fires can occur over several locations causing a strain on firefighting resources. The North Carolina Forest Service will ban open burning when there is an increased fire weather risk.

4. Drinking water supplies are dangerously low. This may include dry wells due to low groundwater or low lake and river levels.

5. Due to the reduced water supplies, water quality is becoming poor. People are becoming sick and water may be unpotable in some cases.

6. With a long term drought, State revenue is down and the economy is hurt due to a combination of reasons. These may include, low crop yields, increasing food costs, increasing water costs, reduced tourism due to low water at recreation areas, etc.

7. Emergency transportation of resources (inbound response and outbound disposal) may require permits, licenses, or exemptions.

8. Less-impactful droughts may only require partial activation of this appendix and may involve coordination between NCEM and other supporting State agencies.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Support local government efforts during drought emergencies and to coordinate State and Federal emergency activities.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

a. Serve as the lead agency for the North Carolina Drought Management Advisory Council (DMAC) and designates an employee of the department to serve as chair of the DMAC.

b. Monitor municipal water/sewer systems, water sources, and assist with water system leak detection.

C. SUPPORTING AGENCIES

1. NORTH CAROLINA DROUGHT MANAGEMENT ADVISORY COUNCIL (DMAC)

a. Organizations currently serving on DMAC:
   - NC Division of Environmental Quality (chair)
   - NC Cooperative Extension Service
   - State Climate Office of North Carolina State University

- NC Public Staff of the Utilities Commission
- NC Wildlife Resources Commission
- NC Department of Agriculture and Consumer Services
- NC Department of Commerce
- NC Department of Public Safety
- US National Weather Service, NOAA
- US Geological Survey
- US Army Corp of Engineers
- US Department of Agriculture
- Federal Emergency Management Agency

b. Makes water resource assessments and projections.

c. Selects or develops specific formats for routine and special reports regarding water resources.

d. Identifies need for additional water supply information.

e. Compiles all assessments of water resource capability to withstand drought impact.

2. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

a. Promote water conservation measures for agriculture.

b. Interface with Federal agriculture agencies and lead disaster/emergency assistance for crop owners.

c. Fire suppression of wildlands and grasslands.

3. PUBLIC STAFF OF THE NC UTILITIES COMMISSION

a. Monitor utility impacts and potential energy loss.

4. NC DEPARTMENT OF INSURANCE (NCDOI)

a. Ensure water resources for firefighting.

5. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

a. Coordinate well water testing for contaminates.

b. Monitor the impact of water shortages on public health.

IV. CONCEPT OF OPERATIONS

A. GENERAL

A Drought Response Plan specific to North Carolina has been developed to provide a system for assessing a drought cycle's progress and for determining when to institute a formal drought response. This plan enhances North Carolina's ability to apply limited resources and reduce the effects of drought.

Drought conditions may be monitored through the US Drought Monitor via the North Carolina DMAC website or the National Drought Mitigation Center website. This tool outlines drought categories that define the severity of the drought. Categories include Abnormally Dry, Moderate, Severe, Extreme and Exceptional drought. These categories are determined based off a combination of factors including stream flows, amount of water stored in reservoirs, groundwater levels, agricultural information, forestry sensors, weather forecasts, and time of year. The North Carolina DMAC may declare drought conditions not necessarily based on the US Drought Monitor.

B. RESPONSE ACTIONS

The North Carolina DMAC assesses drought conditions on a weekly basis using input on the status of water resources across the State from the technical organizations described above. Each drought category may require a different level of response as described in Tab A, Sequence of Drought Actions.

In the event the Governor declares an extreme water supply emergency, the Environmental Management Commission (EMC) under NC General Statute 143 may authorize "any county, city, or town, in which an emergency has been declared to divert water in the emergency area sufficient to take care of the needs of human consumption, necessary sanitation and public safety", and "to make such reasonable rules and regulations governing the conservation and use of diverted waters…". The NC Department of Environmental Quality, Division of Water Resources, in representing the Commission, monitors existing raw water supplies and identifies alternate/emergency sources and evaluates system operations.

This plan is anticipated for use only when the Governor declares a State of Emergency as a result of drought. Local municipalities may enact their own plans which may require reporting on their water supplies, as well as implement voluntary or mandatory water restrictions during times of extreme

drought.

1. **INITIAL**

   a. North Carolina uses a dual system of assessment and response to deal effectively with drought.

   b. The assessment system calls for representatives from State and Federal agencies to form task forces that can rapidly evaluate and assess water availability and drought impacts and disseminate the information.

   c. Task forces are designed to assess the range of needs that can result from drought.

   d. Task forces are generally chaired by a middle or senior level management employee in the responsible State agency.

These task forces will make assessments on various sectors of North Carolina and will report them to the North Carolina DMAC, the SERT and other State agencies as appropriate. The findings and recommendations of the task forces are assimilated into the overall State drought assessment and are intended to assure effective response capabilities, as well as to provide documentation for any emergency declaration. The task forces do not become involved in the response of various agencies to a declared drought emergency nor do they have authority over its member agencies. These task forces will meet according to a schedule established by its chairperson (from the lead agency) and terminate activities based on the sequence of drought actions (Tab A) and in coordination with the DMAC.

<u>Agriculture Task Force:</u>

This task force will monitor the State's agriculture industry. The NC Department of Agriculture and Consumer Services is the lead agency and, in conjunction with the DMAC, is responsible for activating this task force. Members of this task force also include (but not limited to) the US Department of Agriculture State Emergency Board, Small Business Administration, North Carolina Forest Service, Division of Water Resources, and North Carolina Cooperative Extension Service. The response actions of the Agriculture Drought Task Force include:

a. Review and update guidelines and procedures for drought response.

b. Assess current and potential agricultural drought severity.

c. Evaluate impact data. Assessments will detail crop and livestock loss, soil erosion, and insect/pest problems.

d. Develop action plan for drought response with ESF-11 partners.

e. Identify potential sources for drought assistance.

f. Recommend SERT response levels and activities.

g. Prepare agricultural assessment reports for the DMAC and the SERT.

h. Formulate guidance, recommendations, and information through approved channels to SERT partners, industry leaders, and agriculture producers.

i. Maintain supporting data and records of activities.

Agriculture Task Force Recovery Actions:

a. Evaluate and amend action plan for drought response with ESF-11 partners as events and circumstances change.

b. Update inventory and maintain information on special resources with cost data and procedures for activation.

c. Create, sustain and distribute contact information of support service agencies and agricultural industries stakeholders, agencies, personnel and resources for drought response.

d. Issue guidance, recommendations, and information through approved channels to SERT partners, industry leaders, and agriculture producers of appropriate and available response actions.

e. Develop and distribute projections of drought impacts on the agricultural economy.

f. Issue regular and special reports to the North Carolina DMAC, the SERT and other government agencies as appropriate.

g. Analyzing and identifying procedures for coordinating with other drought task forces.

<u>Economic Impact Task Force:</u>

This task force is created to monitor the impact of the drought on the State's economy. The task force will identify the potential impacts of drought and track their occurrence and intensity. The Department of Commerce is the lead agency and, in conjunction with the DMAC, is responsible for activating this task force. Members of this task force also include (but not limited to) the Department of Revenue, Division of Social Services, Department of Labor, Department of Agriculture and Consumer Services, and Council of Governments. The response actions of the Economic Task Force include:

a. Study the feasibility and enlist involvement of appropriate individuals concerned with the use of economic simulation models to project drought related economic impacts on a regional and statewide basis.

b. Identify actual and potential economic impacts in regions of the State identified by other task forces as most likely to be affected by drought.

Economic Impact Task Force Recovery Actions:

a. Identify assessment resource shortfalls and necessary tools for effective assessment procedures and take action to meet these assessment needs. Assessments should also include loss of sales tax revenues, increase in unemployment, and decreases in tourism levels and lodging receipts. Assessments should identify major commercial and industrial problem areas.

b. Provide recommendations for mitigation and response to actual and potential economic drought impacts.

c. Prepare regular and special reports for the North Carolina DMAC, the SERT, and other government agencies as appropriate.

<u>Energy Loss Task Force:</u>

This task force will assess the impact on the capability to meet energy needs—specifically in those areas of the State that depend on generation of hydroelectric power. The Department of Environmental Quality, Division of Energy, Mineral, and Land Resources is the lead agency and, in conjunction with the DMAC, is responsible for activating this task force as necessary during periods of drought. Members of this task force also include (but not limited to) North Carolina Utilities Commission and Division of Water Resources. The response actions of the Energy Loss Task Force include:

a. Contact and coordinate with appropriate utilities to provide a continuing assessment of all impacts on the energy operating system.

b. Identify, outline, and determine impacts resulting from loss of adequate water levels. Assessments include total energy loss attributable to drought. Assessments will include an evaluation of water shortage impacts on electrical power generation, as well as identification of other major potential problem areas.

c. Assist private and public utilities in implementing their response plans.

d. Assess all apparent and ramifying implications pertinent to the immediate problems such as societal, social, economic, and environmental consequences of the situation.

e. Gather information on energy loss, make impact assessments and prepare regular and special reports for the North Carolina DMAC, SERT, and other government agencies as may be required.

f. Establish procedural tasking for the evaluation of specific hydroelectric energy loss.

g. Exchange timely information with private and public utilities on hydroelectric energy loss assessment and response requirements.

Energy Loss Task Force Recovery Actions:

a. Advise and recommend courses of action in energy loss response and recovery to the DMAC and the SERT.

b. Emphasize and suggest appropriate actions (including conservation) to the geographical area concerned.

c. Monitor and report adverse effects of water shortage on hydroelectric plants including utility redirection of energy supply.

<u>Health Task Force:</u>

This task force investigates and specifies adverse health conditions caused by water shortages during drought. The Department of Health and Human Services, Division of Public Health, is the lead agency and in conjunction with the DMAC is responsible for activating this task force. Members of this task force also include (but not limited to) Division of Human Ecology and Epidemiology, Division of Food and Drug Protection, Veterinary Division, Division of Health Service Regulation, Division of Aging and Adult Services, and Division of Mental Health, Developmental Disabilities, and Substance Abuse Services. The response actions of the Health Task Force include:

a. Contact and coordinate with appropriate government and private agencies concerning drought related health problems.

b. Investigate and evaluate environmental health aspects of the drought situation. Assessments will include impact of water restriction measures on community health.

c. Investigate and evaluate epidemiological ramifications of the drought throughout the affected area.

d. Examine the effects of water shortage on foods and drugs.

e. Evaluate drought related veterinary health problems, particularly those associated with meat and poultry diagnostics which may pose a danger to human consumption.

f. Evaluate and report drought effects on home health services, group care, detention centers, and medical centers.

g. Evaluate and report the effects of drought on the aging population.

h. Determine the requirements for mental health counseling for drought related difficulties.

Health Task Force Recovery Actions:

a. Assess the effects of water restriction measures on community health.

b. Prepare reports to the North Carolina DMAC and the SERT as required.

<u>Water Sources Task Force:</u>

This task force is established to investigate and specify available water sources during drought. The Department of Environmental Quality, Division of Water Resources, is the lead agency and in conjunction with the DMAC is responsible for activating this task force. Members of this task force also include (but not limited to) Division of Water Quality, Division of Soil and Water Conservation, Division of Emergency Management, North Carolina State Extension Service, North Carolina Department of Agriculture and Consumer Services. The response actions of the Water Sources Task Force include:

a. Identify and locate alternative water sources within the drought afflicted areas.

b. Identify water conservation measures to minimize water consumption

and extend available resources.

c. Monitor water supply and demand to make recommendations on how to allocate existing supplies.

d. Form special working teams as necessary.

e. Establish procedures for evaluation of specific water resources.

f. Provide weekly assessments of current and potential water supply.

g. Monitor and evaluate local methods for measuring water supply and water use during water shortage conditions.

h. Provide timely information to local officials to encourage community cooperation for water conservation.

i. Explore and report possibilities for supplementing local water supplies.

j. Emphasize mandatory conservation as soon as there are visible or measurable signs that water supplies are significantly lower than seasonal norms and are diminishing.

k. Stress stringent conservation measures during water shortage emergencies.

l. Recommend rationing only when supply is clearly inadequate to meet projected demands.

Water Sources Task Force Response Actions:

a. Prepare reports to the North Carolina DMAC and the SERT as required.

b. Monitor water supply conditions and the effectiveness of water conservation measures.

c. Advise and recommend water conservation phasing to agriculture and community water supplies.

d. Emphasize voluntary conservation when conditions indicate the potential for serious water supply shortages.

2. CONTINUING

a. Upon request of the governing body of a county, city, or town, determine

whether satisfaction of water needs for human consumption, necessary sanitation, and public safety require emergency action.

b. Provide direction for all drought response activities within their assigned areas of responsibility using normal programs and available resources.

c. Identify and report to the North Carolina DMAC all drought related problems and response activities.

d. Identify and report to the State Hazard Mitigation Officer potential drought-effect mitigation measures that may be selected for funding under Section 404 of the Stafford Act (Hazard Mitigation Grant Program) in the event of a presidentially declared disaster.

e. As emerging drought conditions are identified and assessed, impacts are reported to the State Emergency Operations Center, concerned departments of State government, and the North Carolina DMAC for further analysis and development.

f. Response might range from media announcements to funding and allocation of resources.

V. References:

A. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended

VI. TABS

A. Sequence of Drought Actions

SEQUENCE OF DROUGHT ACTIONS

December 2019

The North Carolina Drought Management Advisory Council (DMAC) normally uses the US Drought Monitor and/or the Palmer Drought Severity Index to trigger a sequence of response actions (listed below) when drought occurs. The use of the US Drought Monitor and Palmer Index does not preclude use of other indices or information as appropriate to help depict drought for water supply, agriculture, or forest resources and particularly to decide when to activate Task Forces or when to request SERT activation.

DMAC Determinations	Drought Severity	Actions To Be Taken
Normal	Normal Conditions	Technical data is monitored periodically by the Division of Water Resources and significant information is sent to North Carolina Emergency Management (NCEM)
Drought Emerges	Normal to Dry Conditions	The Division of Water Resources monitors, maps, and discusses trend with the DMAC.
DMAC determines threshold conditions for drought have been met	Entering Phase 1 (Moderate Drought)	DMAC monitors technical data and developing trends. DMAC begins issuing drought advisories and provides drought status information to NCEM and other State agencies.
DMAC determines drought has increased in severity.	Entering Phase 2 (Severe Drought)	DMAC may request SERT activation if drought impact requires. DPS appoints a Joint Public Information Officer when/if SERT is activated.

DMAC Determinations	Drought Severity	Actions To Be Taken
	Phase 2 (Severe Drought) Continued	The assigned PIO establishes the Joint Information Center (JIC) which provides media status information. DMAC and/or NCEM activate appropriate task forces. Activated task forces make assessments of drought impact. If activated, the SERT provides Situation Reports as required. If the SERT is activated, task forces keep JIC advised of drought impacts. Lead agencies use available resources to undertake response actions within their normal programs. If activated, the SERT documents unmet needs and assigns response to appropriate lead departments.

SEQUENCE OF DROUGHT ACTIONS

December 2019

DMAC Determinations	Drought Severity	Actions To Be Taken
DMAC determines indicators and forecasts worsen and unmet needs prevail.	Entering Phase 3 (Extreme Drought)	The Environmental Management Commission (EMC) may take action within statutory authority as requested by the Division of Water Resources. Task Forces continue to make assessment reports. DMAC reports unmet needs to the SERT. The SERT determines which needs can be met by reallocation of existing resources. Those that cannot be met are forwarded to the Governor with SERT recommendations.

SEQUENCE OF DROUGHT ACTIONS

December 2019

DMAC Determinations	Drought Severity	Actions To Be Taken
DMAC determines indicators and forecasts worsen and unmet needs prevail.	Entering Phase 4 (Exceptional Drought)	The Environmental Management Commission (EMC) may take action within statutory authority as requested by the Division of Water Resources. Task Forces continue to make assessment reports. The SERT assembles data necessary to support a Governor's request for a Presidential Disaster Declaration or a declaration from the US Secretary of Agriculture. The Governor may request a Presidential Disaster Declaration or an Agricultural Disaster Declaration from the US Secretary of Agriculture. A Presidential Disaster Declaration established the Director of Emergency Manage (or other designated State official) as State Coordinating Officer (SCO) for Drought. The State Coordinating Officer works with FEMA to secure necessary federal assistance.

SEQUENCE OF DROUGHT ACTIONS

December 2019

DMAC Determinations	Drought Severity	Actions To Be Taken
The DMAC determines the drought has subsided.	Leaving Phase 4 (Exceptional Drought) and returning to Phase 3 (Extreme Drought) Leaving Phase 4 continued	The SERT determines whether all requirements for assistance are being met within established channels. Task forces continue to make assessments and reports.
The DMAC determines the drought has further subsided.	Leaving Phase 3 (Extreme Drought) and returning to Phase 2 (Severe Drought)	The SERT determines whether all requirements for assistance are being met within established channels. Task forces continue to make assessments and reports.
The DMAC determines the drought has further subsided.	Leaving Phase 2 (Severe Drought) and returning to Phase 1 (Moderate Drought)	Task forces terminate activity and issue final reports.
The DMAC determines the drought has ended.	Leaving Phase 1 (Moderate Drought) and returning to Normal Conditions	DMAC returns to normal operations. The Divisions of Water Resources and NCEM continue to monitor drought indicators.

FOREIGN ANIMAL DISEASE OPERATIONS PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

This appendix outlines actions and procedures the State Emergency Operations Center (EOC), the Agriculture Emergency Operations Center (Ag EOC), and the State Emergency Response Team (SERT) take when a Foreign Animal Disease (FAD) threatens susceptible animals in North Carolina. North Carolina will seek the assistance of and cooperate with the United States Department of Agriculture (USDA) on a local and national level in accordance with their FAD Plan.

B. SCOPE

This appendix will be activated in coordination with the State Veterinarian's Office or designees and North Carolina Emergency Management (NCEM) when there is a credible FAD threat to North Carolina.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

There are a number of facilities and animal population groups in North Carolina that are vulnerable to naturally occurring Foreign Animal Disease (FADs) as well as potential targets for biological terrorist attacks. Response to these types of events may involve local, state, federal and private agencies. Agribusinesses that breed and produce susceptible animals in the hundreds or thousands within the confines of a single operation make an attractive target for such events. A major outbreak of a foreign animal disease could cripple the affected industry and dependent businesses for years. Export and production would decrease. Businesses would fail. Tax revenue generated directly and indirectly would diminish dramatically. North Carolina's ability to export that type of susceptible animals would virtually end for three to five years. If the disease spread to other states, it could have a devastating impact on the United States' ability to feed its people and to compete in the global marketplace. In the case of FADs with significant human health effects, the response urgency and economic impact may be much greater.

Activation will be a result of notification of NCEM through the State Emergency Response Team by the North Carolina Department of Agriculture and Consumer Services (NCDA&CS), which will likely be the

first state agency to detect a potential for FAD. The State Veterinarian (SV) is the responsible individual within NCDA&CS for FADs and works with the Emergency Program (EP) Director to coordinate with the SERT. An Incident Management Team (IMT) will be activated by the SV that initially will be comprised of NCDA&CS employees during the investigation period but will quickly include other partners if the event escalates into a large outbreak. The Incident Management Team will utilize the Incident Command System to manage the response to the outbreak. In most FAD situations, NCDA&CS would be the lead agency with the SERT in support. There are situations such as a zoonotic or bioterrorist event that USDA, EM, Public Health, Law Enforcement, and NCDA & CS representatives may be included in a Unified Command structure. Policy decisions will be formed through a Policy Group comprised of the Commissioner of Agriculture (or designee), SV, USDA representative, Public Information Officer (PIO) and any other representatives of agencies, Industry, or subject matter experts that the SV deems important to policy determinations and will be implemented by the IMT.

B. ASSUMPTIONS

1. In the event of a naturally occurring or terrorist initiated FAD outbreak in North Carolina, the North Carolina Department of Agriculture and Consumer Services through the State Veterinarian (SV) will take a lead role and serve as a technical advisor to the SERT Leader under the NCEOP in the response.

2. In any FAD event, the United States Department of Agriculture's Assistant District Director will collaborate with the SV's Office in the state and will lead the federal response.

3. Understanding that NC may not be the first state to become affected by an outbreak, resulting in limited federal resources, the SV and SERT must be prepared to proceed with FAD incident response with limited federal agency participation.

4. For the purpose of plan development, a worst-case scenario was assumed, involving the discovery of Foot and Mouth Disease (FMD) at one or more production sites in the swine industry.

5. Because animals are exported out of the state and out of the country, an infection could rapidly become a national or multinational event. The costs associated with the loss of animals, production, exports, and indirect items may be in the billions of dollars. Any delay in detection of a FAD and implementation of this plan may increase these costs.

6. Due to the unique regulatory nature of FAD emergencies and the policy decisions required, there will be more direction to the ICPs and Branch Offices from the Policy Group/State IMT, and specifically from the SV due to regulatory authorities, than with other types of SERT Operations.

7. If a zoonotic disease were involved, NCDA&CS would share the lead agency role through a Unified Command IMT with the NC Department of Health and Human Services, Division of Public Health with specific responsibility for human health. Public Health would also be represented in the policy group and if human infections occurred would become the lead agency for all human health concerns.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. DEPARTMENT OF PUBLIC SAFETY (DPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Incident Command Posts (ICPs) at County or Branch EOC's manned by NCEM Incident Management Teams (IMT) are bound to decisions made by veterinary authorities within the scope of the Incident Response Plan. ICPs may be located at county EOCs or elsewhere as necessary to accomplish their missions. Response zones may cross county lines.

b. Initially, outbreak management will occur through the State IMT in conjunction with the County EOC in the affected county. As an outbreak expands, additional County EOCs would be activated to provide command/logistical support. Incident Command Posts (ICP) could be established at remote locations.

c. NCEM will provide logistical support for the FAD IMT which would include tracking and managing resource requests at the SEOC. Logistics will also establish an identification office in the vicinity (ex. County EOC) to provide identification badges to all persons authorized entry into restricted areas (EOC's, Zones, Infected Premises, etc.)

d. NCEM will be represented in the Joint Information Center (JIC). Close coordination between USDA and the NCDA &CS as well as any other lead agencies for this activity is important.

B. LEAD TECHNICAL AGENCY

1. DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES (NCDA&CS)

a. The NCDA&CS through the State Veterinarian (SV) is the lead technical agency for FAD events and serves as a technical advisor to the SERT Leader. Official communication and documentation for FAD events will be through USDA's Emergency Management Response System (EMRS) and NC SPARTA, supplemented by radio, telephone, and written memo as necessary. EMRS is the response software package that USDA and States use to manage the information, reporting, permitting, and documentation of disease response. NC SPARTA would be used for requesting and tracking local and state resources and reporting and documentation to County EM and state/local Law Enforcement.

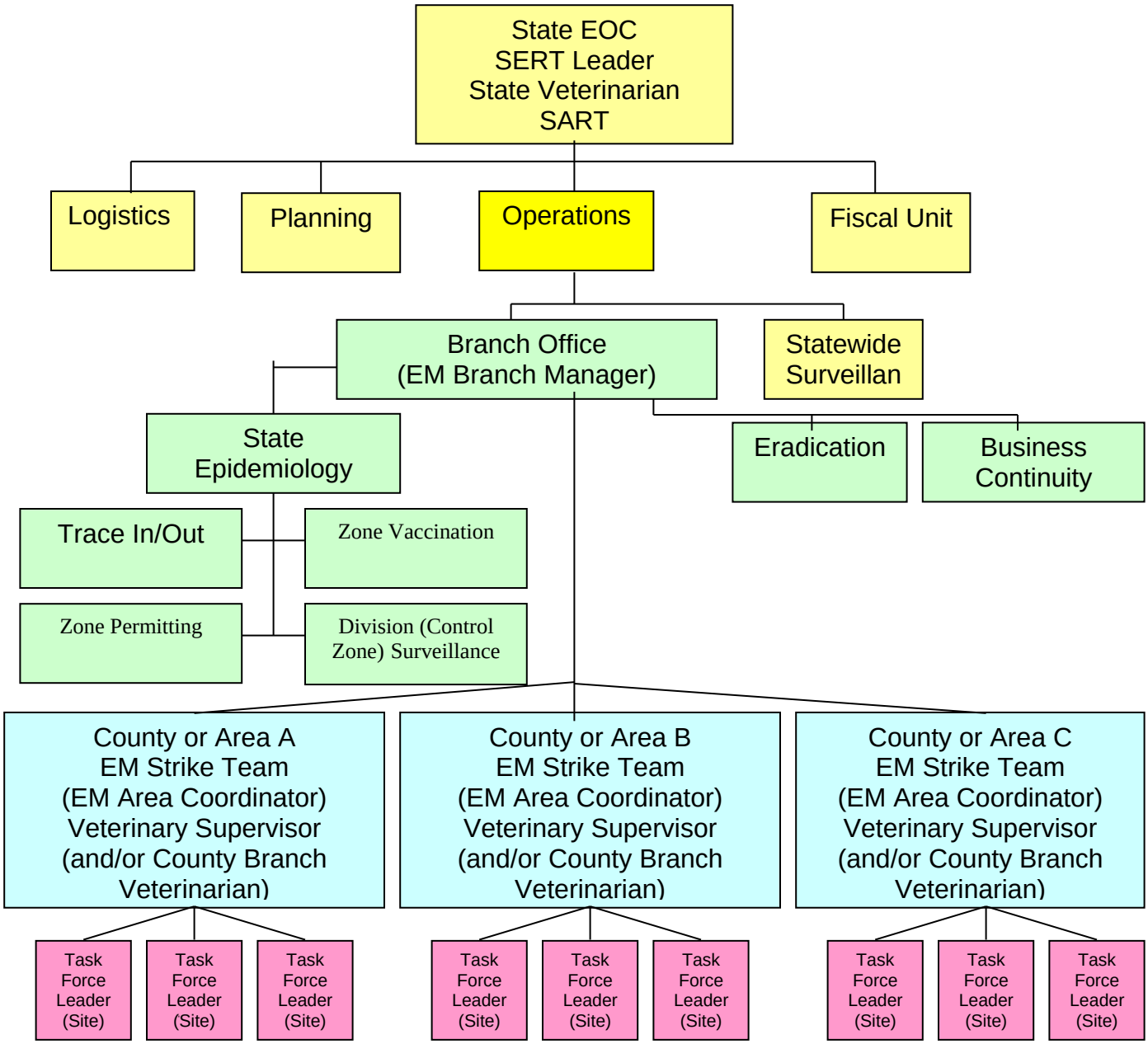
b. The SV in collaboration with USDA is responsible for assigning personnel (Foreign Animal Disease Diagnosticians (FADD)) to investigate premises that have reported animals that are showing signs compatible with FAD or that may have received animals from an infected area. Such a premises may be quarantined pending test results.

c. The SV or designee also makes determinations as to appropriate resources for quarantining affected premises, ensuring the depopulation of designated animals, disposal of dead animals, and decontamination of premises coordinating with SERT and USDA.

d. NCDA&CS SV's Office is responsible for activation of an Incident Management Team (IMT) to oversee the response activities needed to eradicate/manage a disease outbreak. The IMT would assign all personnel needed to manage the event both in the SEOC as well as in the field. The SV and USDA will form a Unified Command and include any other agencies as deemed necessary based on the type of FAD occurring. The SV would also form the Policy Group either upon confirmation of an outbreak or even before confirmation to aid in policy decisions. If there is confirmation or high suspicion of an FAD on a premises, a Case Manager and Biosecurity Officer would be the first personnel assigned to the premises to formulate the premises specific response plan. Depending on the size of the outbreak, Branch Offices and remote ICPs may be established by the IMT which would work with Emergency Management to assign appropriate personnel.

e. The IMT may be located at the Ag EOC, SEOC or remote ICP depending on the size and scope of the outbreak. The response partner agencies that assist in disasters will be formed into the SART (State Agricultural Response Team) and will serve as a Multiagency Coordination Group (MAC) to help collect/disseminate information as well as identify resources necessary for response.

f. For FAD emergencies, the SERT is organized as detailed below:



g. Adjustments to the classic SERT organization may occur during a FAD incident depending on size and scope of an outbreak. The Incident Commander, in consultation with the Policy Group, will establish incident objectives, which would include activities in the following areas:

    - Biosecurity Protocol Implementation
    - Veterinary Resource Management
    - Epidemiology
    - Surveillance
    - Infected premises operations (euthanasia as needed, disposal, and decontamination)

h. Statewide Surveillance activities are organized under the Operations Section within the IMT. Coordination of border and facility surveillance as well as surveillance at other points of potential disease entry, such as airports, port, rail, and mail facilities will be prioritized according to the outbreak needs.

i. The SV may assign personnel to serve at Regional and County Emergency Operation Centers, to assist with the management of the veterinary and animal related activities.

j. An epidemiology function will be included in the IMT and will coordinate the collection of disease-related information, disease spread detection, and prevention efforts such as trace in/out, permitting, and vaccination control. Epidemiology activities include both investigation of the outbreak and also developing an understanding of how to prevent disease from spreading to negative premises.

k. Those personnel assigned to infected premises will be considered contaminated and will undergo wait periods before entering negative premises or into areas containing equipment/personnel that are considered non-contaminated.

l. Operations is responsible for all response activities and will include activities on infected premises as well as activities on premises not known to be infected (ex. Surveillance and Biosecurity). Activities on infected premises may include depopulation (either to manage the outbreak or due to animal welfare concerns), disposal of carcasses and contaminated materials and decontamination of personnel, equipment, and the premises. Industry personnel and/or

contractors will play a substantial role in carrying out the operational activities on infected premises and may enter into contracts with USDA.

m. To assist County and/or Regional response, Division Veterinary Supervisors may be assigned to the EM Branch Offices and/or County EOCs to assist in managing the zoned response areas. Division Veterinary Supervisors would work directly with the Case Managers and Biosecurity Officers on the infected premises.

n. Case Managers will work directly with owners of infected premises to ensure all necessary documentation requirements are met. This would include documentation for indemnity (appraisal), herd or flock plan, as required, and contracts for activities.

o. Permitting of animals and animal products will be accomplished using EMRS with the primary purpose of assisting in disease containment efforts and facilitating business continuity during the response.

p. The NCEM Branch Offices provide ready access to the NC SPARTA system. Due to the highly contagious nature of diseases such as Foot and Mouth Disease and Avian Influenza, multiple counties may become involved in an outbreak quickly. To help coordinate activities across jurisdictions, NC SPARTA will be used to facilitate resource requesting/tracking, information dissemination, and especially law enforcement activities. EMRS contains and uses protected industry information and will be used by health officials to manage disease tracking/reporting and permitted movement of animals and animal product.

q. Activities such as investigations, placing quarantines, depopulation, disposal, and decontamination will be overseen by trained personnel such as veterinarians who may oversee multiple infected sites. Non-veterinary personnel may be asked to carry out some of these tasks following appropriate instruction and oversight by assigned personnel. Safety Officers will oversee and approve activities on all premises as well as in Operational Briefings and on Incident Action Plans.

r. Case Managers (CM) will work with farm/animal owners/operators to provide information and guidance for contracting of services and activities to be performed and answer questions the owners/operations may have. CMs will work closely with the

Biosecurity Officer on infected premises to insure that the risk of disease spread from contamination of equipment or personnel is reduced as much as possible.

C. SUPPORTNIG STATE AGENCIES

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

NC DIVISION OF PUBLIC HEALTH (DPH)

a. In the event that an FAD is zoonotic, NC DPH will coordinate with local health departments with regards to the investigation and monitoring of disease in response personnel and other exposed individuals as well as provide technical expertise to the IMT on safety protocols.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

WILDLIFE RESOURCES COMMISSION (WRC)

a. WRC will provide expertise related to detection and management of an FAD in wildlife populations.

D. SUPPORTING FEDERAL AGENCIES

1. UNITED STATES DEPARTMENT OF AGRICULTURE (USDA)

a. FAD event verification through initial site investigation and laboratory analysis.

IV. CONCEPT OF OPERATIONS

A. GENERAL

When the North Carolina Department of Agriculture and Consumer Services receives a report of an illness in susceptible animals in North Carolina that appears to be a FAD, the SV or designee coordinates with the USDA to assign a Foreign Animal Disease Diagnostician (FADD) to the premises to investigate the report. The SV will assign appropriate state veterinary personnel to assist the USDA. Following an initial investigation, the event will be classified based on the degree of suspicion that the animals are infected with a FAD; high Suspicion, intermediate suspicion, or low suspicion. In the case of a low suspicion classification, no notification outside of the NCDA&CS will be made.

B. NOTIFICATION

When there is no FAD outbreak currently in the US but investigation of a potential FAD event on a premises in NC is determined to be of intermediate or high suspicion, the SV will notify the Director of Emergency Programs Division (NCDA&CS) who will then notify NCEM. This constitutes Level 4 activation status for the SERT. The SV and EP Director will make a determination regarding the activation of an IMT or team notification of the investigation.

If there is confirmation of an FAD outbreak nationally but not in NC, this constitutes Level 3 activation status for the SERT. A limited IMT may be activated to review plans and assess readiness for response to an FAD should one be detected in NC.

When the USDA notifies the SV that a premises under investigation has been confirmed to have a FAD, the SV will notify the SERT of the confirmed classification. The SERT will be elevated to Level 2 activation. The IMT in consultation with the Policy Group will establish Response Zones consisting of the infected premises, the infected zone, the buffer zone, and the surveillance zone. Surveillance of susceptible animals will be conducted in the Control Area (Infected and Buffer Zones) according to response protocols as quickly as possible.

The Commissioner of Agriculture and Consumer Services along with the NCEM Director will advise the Governor and may ask for emergency declarations at the State or Federal level. If a zoonotic disease is suspected, DHHS will be included in all briefings and decision processes

When USDA/SV determines the FAD has spread beyond the original infected premises, NCEM will order for a Level 1 activation to increase support to the response effort.

C. RESPONSE ACTIONS

1. INITIAL

a. Introduction/ Definitions and Abbreviations

b. Investigation and Case Characterization

c. Epidemiology: Surveillance/ Geographical Information System (GIS)

d. Establish Incident Command Organization Facilities and Joint Information Center

e. Protection, Decontamination, Bio-Security, and Safety

f. Containment, Premises Quarantine, Response Zoning, Traffic Control, Site Security Disease Eradication/Management, Movement Permits, Finance Section t, and Legal Support

2. CONTINUING

a. As the FAD event progresses, the number of infected premises or quarantine areas may increase requiring implementation of area commands under the National Incident Management System. All of these groups will remain under the direction of the SV and the SERT/IMT throughout the event.

b. Implementation of increasingly tight biosecurity protocols

c. Surveillance activities within the zoned areas and on premises that have received potentially contaminated/infected animals, feed, equipment, and/or personnel.

d. Depopulation (either whole premises or for animal welfare considerations) and Disposal of carcasses, contaminated materials, etc.

e. Interagency Liaison and Coordination

f. Public Affairs and Media Management

g. Logistics, Supply, and Transportation

h. Medical Support and Human Factors

i. Business and Industry Liaison

j. Research and Laboratory Support

k. History, Forms, and Reporting (NC SPARTA, EMRS, etc.)

V. REFERENCES

A. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended

B. Chapter 130A of the North Carolina General Statutes, Public Health

C. NC National Veterinary Stockpile Plan

VI. TABS

A. State Border and Traffic Security
B. FAD Containment and Quarantine
C. Depopulation and Disposal of FAD Infected Animals
D. FAD Decontamination
E. Incident Management Teams for FAD

STATE BORDER AND INTERSTATE TRAFFIC SECURITY FOR FOREIGN ANIMAL DISEASE (FAD)

December 2019

1. **Purpose**. This tab establishes plans to monitor traffic entering North Carolina to assure infected animals are not imported and that those animals without proper permits are removed, quarantined, or denied entry into North Carolina.

2. **Situation**.

   a. Background. If FAD is diagnosed in another state, it is important to secure North Carolina's borders to prevent introduction of the virus. Border security focuses on efforts that will prevent interstate movements of infected or contaminated susceptible animals, equipment, etc. from states that are infected with FAD. Movements of animal or animal products, equipment, and personnel from zones that are established around infected premises will be done through a permitting process utilizing USDA's Emergency Management Response System (EMRS). Intrastate movements are currently handled through permits issued by the SV and interstate movements are coordinated through USDA. Animals found in transit on NC roadways from areas infected with FAD must be addressed through quarantine or controlled transportation routing actions that would remove them from the State.

   b. Current. There have been no instances of foreign animal disease in North Carolina, but cases may be confirmed in one or more other states. It will be necessary to closely control entry of susceptible animals into and any movement of them within NC.

3. **Assumptions**.

   a. The threatening disease is highly infectious and could be devastating for large portions of North Carolina's susceptible animal populations.

   b. An outbreak of a FAD that has zoonotic potential could bring significant human health problems and could cripple the North Carolina's agricultural economy.

   c. Strict control of North Carolina's borders and the movement of susceptible animals through a permitting process within the State will be an effective measure for reducing risk of FAD introduction into NC. Restricting the importation of susceptible animals/animal products through permitting and monitoring the entry of equipment, personnel and vehicles from infected areas will lessen the probability of FAD contamination within NC.

4. **Mission**. According to instructions from the State Veterinarian, the SERT is to secure North Carolina borders and major highway throughways to an extent sufficient to reduce the risk of spread of FADs from other states. The success of this mission

depends on close coordination with the State Agriculture and Emergency Management Agencies in adjacent States and clear communication of policies and permitting requirements to the impacted industries and the public.

5. **Concept of Operations**.

   a. Monitoring points will be established at appropriate locations including weigh stations and visitor centers. Entry points to North Carolina on the five major Interstate Highways (I-26, I-40, I-77, I-85, and I-95) will receive priority attention with regard to placement of law enforcement personnel to monitor movement of vehicles carrying livestock, produce, equipment, etc. Visitor centers and weigh stations may also be used as information dissemination sties.

   b. The State Highway Patrol and county and local law enforcement officers will accomplish other highway and road surveillance through routine patrol. Patrols may also be implemented if a neighboring state becomes infected. The State Veterinarian will provide screening criteria and help in determining the risk of questionable shipments for law enforcement officers.

   c. Monitoring will include vehicles that normally haul livestock (including horse trailers). Animal transport vehicles may be stopped and inspected for proper permits. Any officer who detects susceptible animals without proper permits will promptly notify the appropriate State or Ag EOC point-of-contact to provide information to the State Veterinarian (or his designee) of the origin of the animal shipment in question. The SV (or his designee) will determine the disposition of the offending vehicle which may be escorted across the border and out of North Carolina or to designated quarantine areas.

   d. Officers may stop any other vehicle containing produce, livestock, animal products and/or equipment from an infected area. Drivers hauling such items should have proof of origin and if traveling through or out of the designated Zones, be permitted in EMRS. The State Veterinarian will be notified of vehicles lacking proper paperwork. If the State Veterinarian determines contamination is likely, the offending vehicle may be escorted across the border and out of North Carolina into the state from which it entered or to designated quarantine areas. The State Veterinarian will notify the appropriate neighboring state's veterinary office before an offending vehicle leaves North Carolina.

6. **Organization**. The SERT Emergency Services Branch, through appropriate SERT Branch Offices, will establish locations, schedules, and identify personnel necessary to secure borders.

7. **Responsibilities**.

   a. The NC Department of Agriculture and Consumer Services (NCDA &CS) through the State Veterinarian is the lead state agency for FAD incidents and is responsible for providing appropriate criteria by which certain animals, equipment, and personnel are to be denied entry into or evicted from North Carolina.

   b. The SERT Operations Section, Emergency Services Branch, is responsible for supporting the State Veterinarian in FAD incident response and coordinating FAD border and throughway control activities statewide.

   c. The North Carolina State Highway Patrol (NCSHP) is responsible for staffing border monitoring points as required and appropriate according to instructions from the SERT Emergency Services Branch and the Branch Offices. The NCSHP is also responsible for paying particular attention to animal transport vehicles within the State as a part of normal patrol activities.

   d. County and local law enforcement are responsible for manning border control monitoring points as required and appropriate according to instructions from the SERT Emergency Services Branch and the Branch Offices. County and local law enforcement activities are also responsible for paying particular attention to animal transport vehicles within the State as a part of normal patrol activities.

FOREIGN ANIMAL DISEASE (FAD) CONTAINMENT AND QUARANTINE

December 2019

1. **Purpose**. This tab documents plans to prevent the spread of a Foreign Animal Disease (FAD) by quarantine and containment of designated animals, equipment, and personnel.

2. **Situation**.

   a. Background. A major outbreak of a FAD could cripple for years North Carolina's agribusiness industry and those other businesses that depend on it. Export and production would decrease. Businesses would fail. Tax revenue generated directly and indirectly would diminish dramatically. The State's ability to export that type of livestock would virtually end for three to five years. And, if the disease spreads to other states, it could have a devastating impact on the United States' ability to compete in the global marketplace. If the disease is zoonotic, then the threat to human health and well-being would greatly increase the socio-economic impact and the response and recovery resource requirements.

   b. Current. A FAD incident in incident has occurred and a premise is under investigation due to animals showing signs consistent with a FAD infection in NC and is classified by the NC Department of Agriculture and Consumer Services (NCDA&CS) State Veterinarian (SV) as "Highly Suspect" or "Confirmed". Significant portions of the State's susceptible animal population are threatened. Depending on the extent of the outbreak, quarantine may be required for a single farm/premises, several farms/premises, an entire county, several counties, or the entire state.

3. **Assumptions**.

   a. The disease is very contagious, and it is critical to maintain strict bio-security.

   b. Laboratory confirmation may not be possible before the disease has spread well beyond its initial point. Containment Zoning defines areas around infected premises where protocols such as increased biosecurity and permitted movement may be implemented. These zones may start as 10-km areas but may expand to involve multiple counties.

   c. NCDA&CS, as a stand-alone agency, may not have sufficient resources to administer and enforce the Restrictions in the Zones. The NCDA&CS calls upon the NC Division of Emergency Management (NCEM) for assistance as part of the State Emergency Response Team (SERT).

d. The State Veterinarian would designate the Containment Zones and movement restrictions.

4. **Mission**. To contain a foreign animal disease in as small an area as possible until it can be eradicated.

5. **Concept of Operations**.

a. Containment Zones and response activities will be conducted under the direction of the NC DA&CS SV with support and assistance from the SERT and particularly from the State Highway Patrol (SHP), the NC National Guard (NCNG), and local law enforcement and emergency response agencies. The State Veterinarian or designated representative representing the NC DA&CS will provide technical guidance in addressing the FAD emergency, participating as the lead technical agency during a FAD outbreak. The SV's Office will work collaboratively with the USDA Assistant District Director on FAD events including containment zoning, permitting of animal and animal product movements, and quarantine enforcement.

b. Premises for which quarantines will be implemented include infected premises, suspect premises, and contact (exposed) premises. The size and shape of the Containment Zones will be set by the SV (Policy Group) to be consistent with established bio-security requirements as well as the epidemiology and national standards for the specific FAD.

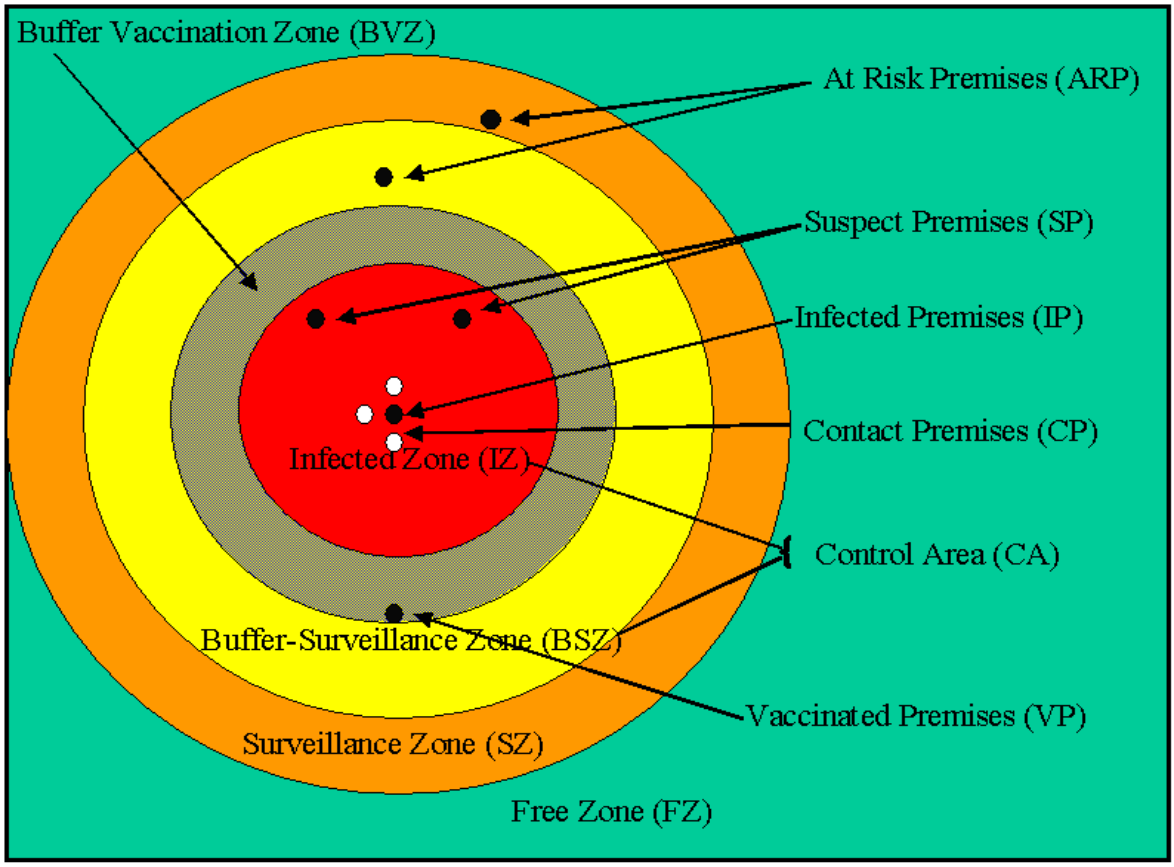
c. Entry/exit points to allow movement of permitted animals and animal products, equipment, personnel, etc. will be set under direction and authority of the SV. A typical structure for a Containment Zone is shown below. Decontamination is addressed in Tab D of this appendix.

(1) Infected Premises. Entry and exit are restricted. Thorough decontamination, following established protocols is necessary for all personnel, equipment, vehicles, and supplies to exit premises.

(2) Infected Zone. Susceptible animal movements are controlled through permitting. Bio-security protocols are required on premises with susceptible animals to protect animals from disease entry (NC Standardized Bio-security Protocol). Scheduled Surveillance activities will be implemented in this zone to determine the extent of disease spread. The initial infected zone would extend ~2 miles (3 km) from the infected premises.

(3) Buffer (Surveillance) Zones. Surveillance zones can be designated as buffer zones, vaccination zones, etc. depending on measures being implemented within them. Bio-security protocols will be required and permitting for animal/animal product movements as stipulated by SV. Scheduled surveillance activities will be implemented in this zone to determine the extent of disease spread. This may equate to the 6-mile (10 km) ring used in some other disease plans

Example of Quarantine/Control Area Zones:



6. **Organization.** Once SERT activation occurs due to a suspected or confirmed FAD incident, all response activities will be coordinated through the SERT, the Ag EOC and the SV's Office. Formal communications will be through the NC SPARTA and EMRS (USDA) Systems for the purpose of documentation, tracking, and direction of activities. The IMT Operations Section will designate qualified individuals as Premises Case Managers, Biosecurity Officers, and Division Veterinary Supervisors (DVS) as well as all other personnel to perform the assigned tasks needed in the Containment Zones and on Infected Premises. The DVS will work with the Emergency Management Branch Manager or the Emergency Management Area Coordinator to implement the containment procedures. The size and composition of response teams will be determined according to the size of the area, operations, activities, and availability of personnel. NCSHP and local law enforcement assigned enforcement roles within containment zones as part of their patrol duties for restricted animal movement during an outbreak. NCNG may be requested to assist in various roles during an outbreak

7. Responsibilities.

a. NCDA &CS State Veterinarian in coordination with the USDA Assistant District Director will:

(1) Exercise overall responsibility for FAD incident investigation, classification, containment, control, and remediation.

(2) Activate the Policy Group and Incident Management Team at the appropriate time of FAD investigation or confirmation.

(3) Appoint qualified individuals to serve in key technical areas of FAD incident response.

(4) Guide the Policy Group to make decisions and recommendations to the Incident Commander/IMT regarding FAD response activities and resource commitment.

(5) Coordinate response activities with the NC SERT and USDA.

b. The SERT Operations Section (Emergency Services Branch) will:

(1) Coordinate with appropriate agencies to establish law enforcement quarantine teams of sufficient size to cordon the area(s) identified by veterinary authorities.

(2) Coordinate with the SERT Logistics Section to arrange for the NCNG to assist with assigned activities as needed.

(3) Provide formal communication through the NC SPARTA System for purposes of documentation, clarity, and tracking of response activity.

c. The SERT Operations Section (Human Services Branch) in coordination with the SERT Logistics Section will arrange for establishment and operation of comfort stations to support operations.

e. The SHP will serve as lead agency to enforce animal movement restrictions on public roadways. Patrol activities would be expected to be temporary (initial 24 to 36 hours of the outbreak).

g. The Emergency Services Branch (Enforcement Section) and all other State, County, and local law enforcement agencies will assist the Highway Patrol and **National Guard** as necessary with movement restriction enforcement activities.

8. **References**.

a. NC General Statute 166-A, North Carolina Emergency Management Act, as amended

b. NC General Statute 106 as amended, April 2001.

DEPOPULATION AND DISPOSAL OF FOREIGN ANIMAL DISEASE (FAD) INFECTED ANIMALS

December 2019

1. **Purpose**. This tab documents plans for depopulation and disposal of infected and exposed animals designated by the State Veterinarian during a Foreign Animal Disease (FAD) incident.

2. **Situation**.

   a. Background. A major outbreak of FAD could have significant impacts on human and/or animal health or cripple for years the State's agribusiness industry and those other businesses that depend on it. Export and production would decrease. Businesses would fail. Tax revenue generated directly and indirectly would diminish dramatically. The State's ability to export susceptible animals would virtually end for three to five years. And, if the disease spreads to other states, it could have a devastating impact on the United States' ability to compete in the global marketplace. To contain and eradicate the disease, it may be necessary to depopulate significant numbers of infected and susceptible animals and properly dispose of their carcasses.

   b. Current. After consultation with the USDA, the NC Department of Agriculture and Consumer Services (NCDA&CS) through the State Veterinarian (SV) classifies a FAD incident as Highly Suspicious or Confirmed. The SV directs depopulation and disposal of animals within the quarantine area in manners that biosecurity is maintained.

3. **Assumptions**.

   a. Depopulation of certain susceptible animals in some FAD outbreaks may be the best solution to prevent spread and involvement of larger numbers of negative animals. Vaccination and other measures may not be available as tools to help stop the spread of the disease agent. In addition, if the disease is zoonotic, then depopulation of animals may be necessary to prevent human exposure.

   b. In some FAD outbreaks, a managed eradication approach may be taken where infected animals are not euthanized unless the diseases process so affects the animal that animal welfare concerns necessitate euthanasia. Methods of depopulation must be approved by the SV.

   c. Owners of designated animals will likely have limited capability to depopulate and dispose of their animals on their own in a timely manner to prevent spread of FAD.

   d. Owners of susceptible animals may have sufficient land areas for bio-secure burial of animal carcasses, but have limited equipment necessary for proper

burial. Burial as a carcass disposal option must be approved by appropriate authorities to insure that potentially detrimental environmental impacts have been evaluated.

e. If the owner/operator does not have the resources to perform the prescribed depopulation and disposal in a timely manner, then additional resources will be sought from Federal and State logistics.

f. Disposal methods (rendering, incinerating, etc.) other than burial may be appropriate in certain instances, but due to the increase in bio-security risks and other considerations (risk of spread by transport, environmental etc.), would be used only in specific situations. Disposal options for infected materials including carcasses must be approved by the SV.

g. When local owner/operator resources are exhausted, the State will be able to provide depopulation and disposal assistance through the SERT. State resources for this activity are limited, thus contract resources may be required to address a widespread outbreak. Based on availability of depopulation and disposal resources, the Policy Group may decide to manage infected animals in an outbreak rather than depopulate and dispose of them.

h. Since no one method of depopulating animals and disposing of their carcasses is acceptable in every situation, it is impossible to prescribe such methods in advance. Decisions on these methods will be made as the outbreak progresses—taking into account economic, health, environmental and other factors.

4. **Mission**. To depopulate designated animals and dispose of their carcasses such that bio-security is maintained, spread of the disease is prevented, and environmental impact is limited.

5. **Concept of Operations**. When directed by the SV, owners will depopulate designated animals and dispose of their carcasses according to approved procedures and instructions from the Case Manager. Should owners have insufficient resources to depopulate and dispose of their designated animals in a timely manner, the Case Manager will request appropriate and necessary assistance through the IMT Logistics and Operations Sections. Such activities will be communicated and documented through NC SPARTA and EMRS.

6. **Organization**. Depopulation and disposal of designated animals will be accomplished on site (whenever possible) under direction of the Case Manager and

Biosecurity Officer per instructions from the IMT. Safety is of paramount importance thus the safety officer will review depopulation and disposal protocols and activities.

7. **Responsibilities**.

a. Owners of susceptible animals and farm operators have primary responsibility for depopulation of their designated animals and properly disposing of their carcasses.

b. The SV is responsible for:

(1) Authorizing the depopulation and disposal of designated animals.

(2) Providing direction and establish policy that will designate which animals are to be depopulated to facilitate containment and eradication of the FAD.

(3) Establishing eradication procedures for depopulation and disposal of designated animals.

c. The Case Manager is responsible for coordinating with the owner or contractors, the depopulation and disposal activities on premises. The Biosecurity Officer is responsible for ensuring that all personnel, including owners, follow proper procedures to maintain biosecurity and prevent the spread of the FAD.

d. The IMT Logistics Section is responsible for securing necessary equipment and personnel to accomplish depopulation and disposal should owners of designated animals be unable to do so.

e. The IMT Operations Section is responsible for developing the tactical plans, protocols, and guidance for disposal and depopulation activities. Depopulation and disposal guidance can be found in USDA publications and state plans.

8. **References**.

a. NC General Statute 166-A, North Carolina Emergency Management Act, as amended

b. NC General Statute 106 as amended, April 2001.

DEPOPULATION AND DISPOSAL OF FOREIGN ANIMAL DISEASE (FAD) INFECTED ANIMALS

December 2019

1. **Purpose**. This tab documents plans for depopulation and disposal of infected and exposed animals designated by the State Veterinarian during a Foreign Animal Disease (FAD) incident.

2. **Situation**.

   a. Background. A major outbreak of FAD could have significant impacts on human and/or animal health or cripple for years the State's agribusiness industry and those other businesses that depend on it. Export and production would decrease. Businesses would fail. Tax revenue generated directly and indirectly would diminish dramatically. The State's ability to export susceptible animals would virtually end for three to five years. And, if the disease spreads to other states, it could have a devastating impact on the United States' ability to compete in the global marketplace. To contain and eradicate the disease, it may be necessary to depopulate significant numbers of infected and susceptible animals and properly dispose of their carcasses.

   b. Current. After consultation with the USDA, the NC Department of Agriculture and Consumer Services (NCDA&CS) through the State Veterinarian (SV) classifies a FAD incident as Highly Suspicious or Confirmed. The SV directs depopulation and disposal of animals within the quarantine area in manners that biosecurity is maintained.

3. **Assumptions**.

   a. Depopulation of certain susceptible animals in some FAD outbreaks may be the best solution to prevent spread and involvement of larger numbers of negative animals. Vaccination and other measures may not be available as tools to help stop the spread of the disease agent. In addition, if the disease is zoonotic, then depopulation of animals may be necessary to prevent human exposure.

   b. In some FAD outbreaks, a managed eradication approach may be taken where infected animals are not euthanized unless the diseases process so affects the animal that animal welfare concerns necessitate euthanasia. Methods of depopulation must be approved by the SV.

   c. Owners of designated animals will likely have limited capability to depopulate and dispose of their animals on their own in a timely manner to prevent spread of FAD.

   d. Owners of susceptible animals may have sufficient land areas for bio-secure burial of animal carcasses, but have limited equipment necessary for proper

burial. Burial as a carcass disposal option must be approved by appropriate authorities to insure that potentially detrimental environmental impacts have been evaluated.

e. If the owner/operator does not have the resources to perform the prescribed depopulation and disposal in a timely manner, then additional resources will be sought from Federal and State logistics.

f. Disposal methods (rendering, incinerating, etc.) other than burial may be appropriate in certain instances, but due to the increase in bio-security risks and other considerations (risk of spread by transport, environmental etc.), would be used only in specific situations. Disposal options for infected materials including carcasses must be approved by the SV.

g. When local owner/operator resources are exhausted, the State will be able to provide depopulation and disposal assistance through the SERT. State resources for this activity are limited, thus contract resources may be required to address a widespread outbreak. Based on availability of depopulation and disposal resources, the Policy Group may decide to manage infected animals in an outbreak rather than depopulate and dispose of them.

h. Since no one method of depopulating animals and disposing of their carcasses is acceptable in every situation, it is impossible to prescribe such methods in advance. Decisions on these methods will be made as the outbreak progresses—taking into account economic, health, environmental and other factors.

4. **Mission**. To depopulate designated animals and dispose of their carcasses such that bio-security is maintained, spread of the disease is prevented, and environmental impact is limited.

5. **Concept of Operations**. When directed by the SV, owners will depopulate designated animals and dispose of their carcasses according to approved procedures and instructions from the Case Manager. Should owners have insufficient resources to depopulate and dispose of their designated animals in a timely manner, the Case Manager will request appropriate and necessary assistance through the IMT Logistics and Operations Sections. Such activities will be communicated and documented through NC SPARTA and EMRS.

6. **Organization**. Depopulation and disposal of designated animals will be accomplished on site (whenever possible) under direction of the Case Manager and

Biosecurity Officer per instructions from the IMT. Safety is of paramount importance thus the safety officer will review depopulation and disposal protocols and activities.

7. **Responsibilities**.

a. Owners of susceptible animals and farm operators have primary responsibility for depopulation of their designated animals and properly disposing of their carcasses.

b. The SV is responsible for:

(1) Authorizing the depopulation and disposal of designated animals.

(2) Providing direction and establish policy that will designate which animals are to be depopulated to facilitate containment and eradication of the FAD.

(3) Establishing eradication procedures for depopulation and disposal of designated animals.

c. The Case Manager is responsible for coordinating with the owner or contractors, the depopulation and disposal activities on premises. The Biosecurity Officer is responsible for ensuring that all personnel, including owners, follow proper procedures to maintain biosecurity and prevent the spread of the FAD.

d. The IMT Logistics Section is responsible for securing necessary equipment and personnel to accomplish depopulation and disposal should owners of designated animals be unable to do so.

e. The IMT Operations Section is responsible for developing the tactical plans, protocols, and guidance for disposal and depopulation activities. Depopulation and disposal guidance can be found in USDA publications and state plans.

8. **References**.

a. NC General Statute 166-A, North Carolina Emergency Management Act, as amended

b. NC General Statute 106 as amended, April 2001.

FOREIGN ANIMAL DISEASE (FAD) DECONTAMINATION

December 2019

1. **Purpose**. This tab documents plans for decontaminating people, animals, vehicles, and equipment that have or may have been in contact with a Foreign Animal Disease (FAD).

2. **Situation**.

   a. Background. A major outbreak of FAD could cripple the State's agribusiness industry and those other businesses that depend on it. Export and production would decrease. Businesses would fail. Tax revenue generated directly and indirectly would diminish dramatically. And, if the disease spreads to other states, it could have a devastating impact on the United States' ability to compete in the global marketplace.

   b. Current. A FAD incident under investigation in North Carolina is classified by the NC Department of Agriculture (NCDA&CS) State Veterinarian (SV) working with the USDA Assistant District Director (ADD) as "High Suspicion" , "Intermediate Suspicion" or "Low Suspicion". Significant portions of the State's susceptible animal population can be threatened by diseases such as Foot and Mouth Disease and Avian Influenza. The SV will direct vehicles, equipment, materials, and some animals that have been in FAD infected areas to be decontaminated to help contain a disease outbreak.

3. **Assumptions**.

   a. Owners of susceptible animals may have limited capability to decontaminate people, equipment, vehicles, materials, and non-susceptible animals that may have been in contact with a FAD on their premises.

   b. The IMT Operations Section will be able to develop an effective and workable protocol for decontamination based on approved protocols from USDA.

   c. Local fire departments have limited decontamination capabilities, but may be able to provide assistance in a FAD incident.

   d. When local resources are exhausted, the State will be able to provide decontamination assistance through the State Emergency Response Team (SERT) Logistics Section and the NC National Guard (NCNG). State resources for this activity are limited and may not be sufficient to handle a widespread outbreak.

e. The Federal Government will be able to provide decontamination assistance when local and state resources are exhausted. These Federal Government resources may be significantly challenged in multi-state FAD incidents.

f. Contracts with specialty contractors may be required to address decontamination activities for a widespread or long-term FAD incident.

4. **Mission**. To decontaminate all persons, vehicles, equipment, material, and non-susceptible animals that have been in FAD infected areas such that biosecurity is maintained and the disease is prevented from spreading.

5. **Concept of Operations**.

a. When ordered by the SV (or his designees), the IMT Operations Section will coordinate with the designated Biosecurity Officers and Case Managers to provide resources to accomplish decontamination if the owner/operator cannot. If the owner/operator can provide decontamination, the Case Manager and Biosecurity Officer will work to develop a contract for such activities. Decontamination is to be accomplished according to instructions and protocols provided by the IMT, and under supervision of the Biosecurity Officer. Should the decontamination task exceed local capabilities, the SERT Logistics Section will arrange for additional decontamination teams. Should decontamination requirements exceed local and state capabilities, it will be necessary to request assistance from the federal government through the Federal Emergency Management Agency (FEMA) or the United States Department of Agriculture (USDA) National Veterinary Stockpile (NVS) or private decontamination contractors.

b. Decontamination will need to be performed in all zones to some degree. The degree of decontamination needed will depend on whether the premises is or how likely the premises is to become infected. For example, close proximity to an infected premises may increase the risk of becoming infected and thus the need for more stringent decontamination protocols. The IMT Operations Section will establish protocols and procedures for each zone.

6. **Organization**. Decontamination will be accomplished on site under direction of the Biosecurity Officer according to general instruction from the IMT Operations Section decontamination teams may be from local fire departments, the NCNG, industry, contractor or a federal agency.

7. **Responsibilities**.

a. The SV is responsible for:

(1) Providing overall direction identification, containment, control, and remediation of North Carolina FAD incidents in coordination with the SERT Leader.

(2) Activating the Incident Management Team and Policy Group to manage an FAD outbreak event.

(3) Establishing effective FAD decontamination procedures and protocols in conjunction with IMT Operations.

(3) Supervising (through the Biosecurity Officer) decontamination activities on Infected Premises to ensure established procedures are followed.

b. The IMT will:

(1) Coordinate the support activities by other State, Federal, and local agencies in support of the NCDA &CS's FAD response effort.

(2) Carry out the regulatory required management, procurement, finance, and documentation activities in support of the FAD response.

c. The Biosecurity Officer is responsible for directing decontamination activities and insuring decontamination teams follow procedures to maintain bio-security and prevent the disease from spreading.

d. The IMT Logistics Operations Section is responsible for coordinating with local fire departments and emergency response organizations to arrange for decontamination teams. The Operations Section is responsible for assigning decontamination teams to premises and providing decontamination protocols/guidelines.

e. Local fire departments are responsible to provide such manpower and equipment as resources allow serving as on-site decontamination teams.

f. The IMT Logistics Section is responsible for securing necessary equipment and personnel to effect decontamination should the task be beyond local capabilities.

g. The animal production industry is expected to establish contingency contracts with their normal clean-up and decontamination contractors to be available to respond quickly in the event of a disease outbreak or other catastrophic event.

8. **References**.

a. NC General Statute 166-A, North Carolina Emergency Management Act, as amended.

b. NC General Statute 106 as amended, April 2001.

FOREIGN ANIMAL DISEASE (FAD) ABBREVIATIONS AND GLOSSARY

December 2019

APHIS ..... Animal and Plant Health Inspection Service
AVIC…… ..... Area Veterinarian-in-Charge
Ag EOC ..... Agriculture Emergency Operations Center
DPS..... Department of Public Safety
CEO ..... Chief Executive Officer
CRDP……County Receiving and Distribution Point
DEQ ..... Department of Environmental Quality
DFCO ..... Deputy Federal Coordinating Officer
DROC..... Disaster Recovery Operations Center
DSCO..... Deputy State Coordinating Officer
E&EI ..... Education and Emergency Information
EOC ..... Emergency Operations Center
FAD ..... Foreign Animal Disease
FADD…….Foreign Animal Disease Diagnostician
FCO..... Federal Coordinating Officer
FMD……..Foot and Mouth Disease
GAR ..... Governor's Authorized Representative
GIS ..... Geographical Information Systems
IAP ..... Incident Action Plan
ICP ..... Incident Command Post
ICS ..... Incident Command System
IFG ..... Individual and Family Grant
IS..... Information Systems
JFO ..... Joint Field Office
NCDA&CS..... North Carolina Department of Agriculture and Consumer Services
NCEM..... North Carolina Emergency Management
NCSHP..... North Carolina State Highway Patrol
NCNG..... North Carolina National Guard
NFIP ..... National Flood Insurance Program
NIMS ..... National Incident Management System
PA ..... Public Assistance
PAA..... Public Assistance Appeals
QA..... Quality Assurance
SA ..... Staging Area
SCO ..... State Coordinating Officer
SHP..... State Highway Patrol (North Carolina)
SART..... State Agricultural Response Team
SITREP ..... Situation Report (Also SitRep)
SV……...State Veterinarian
TL…….. Taskforce Leader
UCS..... Unified Command System
USDA ..... United States Department of Agriculture
VS…… Veterinary Supervisor

African Swine Fever	(Mistakenly called Hog Cholera in some countries) A highly contagious viral disease of pigs with a potential mortality rate of 100% in the acute phase. Clinical signs (2-6 days after infection) may include blotchy skin cyanosis and extensive hemorrhages in internal organs, especially the lymph nodes, kidneys, and alimentary tract. May be transmitted by ticks. The disease is extremely resistant to environmental conditions and can remain in blood, tissue, or bone marrow for up to 6 months.
Allocated Resources	Resources dispatched to an incident that have not yet checked in with the logistical staging area's or disaster field office's communication center.
Assigned Resources	Resources that have been assigned work tasks and have checked in with their destination's communication center.
Assisting Agency	An agency directly providing support to another agency involved in preparation, response, or recovery.
Communications Center	Receives and routes information about the incident and the status of resources. May include the Message Center for internal information distribution as well as capabilities for intra-agency information transmittal.
Cost Sharing Agreements	Agreements between agencies or jurisdictions to share designated costs related to an incident. These are usually written, but may be verbal between designated authorized representatives of the agencies or jurisdictions.
Depopulation	The killing, culling, or termination of animal life required for disease control by a method approved by the State Veterinarian.
Hog Cholera	(Also called Classical Hog/Swine Fever in some countries) A highly contagious viral disease of pigs with a potential mortality rate of 100%. Clinical signs (2-6 days after infection) may include fever, poor coordination, tendency to huddle, reluctance to move;

	may also include conjunctivitis with an ocular or nasal discharge and purplish discoloration of the abdomen, snout, ears and legs.
Incident Action Plan	The plan that is usually prepared at the beginning of each operational period that contains general control objectives reflecting the overall operational strategy and specific action plans for the next operational period.
Incident Command Post	The location where primary command functions are carried out. As the command function transfers so does the Incident Command Post (ICP).
Incident Management Team	Combinations of personnel with NIMS/ICS training from a variety of agencies capable of establishing a team for local event coordination and management.
Incident Objectives	Statement of strategies and tactical directions of resources. Must be realistic based on available resources, achievable, measurable and yet flexible enough to allow for changes in the situation.
County Receiving and Distribution Point	A location where personnel and equipment are temporarily stored pending assignment, release, or reassignment.
Operational Period	Period of time set for operational actions specified in the Incident Action Plan. Traditionally these periods are initially 12 to 24 hours in length. As the incident winds down, they may cover longer periods of activity.
Planning Meeting	A meeting to select specific strategies and tactics for incident control operations and for services and support planning. These meetings are usually held, at minimum, once every operational period.
Resources	All personnel, equipment, and supplies available, or potentially available, for assignments on specific incident related tasks (Includes only those personnel, equipment or supplies that are tracked).
State Agricultural Response Team	The 501.3(c) organization created in North Carolina following Hurricane Floyd in 1999 to coordinate

	animal related response issues related to disasters. It represents a cooperative effort by the NCDA & CS, NC DPS-DEM, NCSU CES & CVM, Industry Partners, volunteer professionals, and private citizens with a shared interest in animal welfare, wildlife, and the livestock industry. Upon activation by SERT/Division of EM, the partnership of SART acts under the leadership of NCDA & CS through the AG Emergency Operations Center located in the Agriculture Building.
Single Resource	A team of individuals with an independent supervisor, a piece of equipment with its personnel complement or an individual that can be used on an incident.
System	The operational combination of facilities, personnel, resources, and procedures operating within a shared organizational structure with responsibility for accomplishing stated incident objectives.
Task Force	A group of resources with shared communication and leader. It may be pre-established and sent to an incident or it may be created at the incident. For the purpose of an FAD it is the team that carries out the depopulation, disposal, and decontamination on an infected premises.
Technical Specialists	Personnel with special knowledge or skills who are activated only when needed.
Trans-species Infection	An infection that can be passed between two or more species (May include human hosts).
Unit	An organizational group having functional responsibility for a specific incident plan, operational, logistical, or financial activity.

OIL/PETROLEUM PRODUCTS SPILL RESPONSE PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

This appendix outlines the procedures for the mobilization and coordination of a multi-organizational response that will contain, control, and manage a discharge of oil or petroleum product(s) (further referred to as “Oil Spill”) that threatens the inland, coastal and offshore waters of North Carolina.

B. SCOPE

This appendix includes the anticipated actions of the State, local and Federal agencies and private sector organizations to an oil spill that affects the inland, coastal and offshore waters of the State.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

North Carolina is located adjacent to major shipping lanes in the Atlantic Ocean and these shipping lanes carry a significant amount of ocean-going oil and petroleum products up and down the east coast of the United States. The State receives petroleum products through several methods such as, pipeline and terminal operations, vessel, port and terminal operations, as well as inter-state ground transportation.

Because petroleum products are transported in the adjacent waters and on roadways throughout the State, an oil spill can occur anywhere in the coastal zone, the contiguous waters of North Carolina or in the offshore waters of nearby States, or the roadways within the State.

Remediation of Underwater Legacy Environmental Threats (RULET) vessels present unique challenges. These vessels are primarily WWII casualties from the Battle of the Atlantic and may be considered as civilian or military gravesites and may be eligible for listing under the National Register of Historic Places. Due to their close proximity, a release from one of these vessels could impact the North Carolina coastal waters and land areas. In the event of a RULET vessel release, the United States Coast Guard (USCG) will assume command and control of the response efforts.

The State has, both within and beyond the waters lying three miles off the State’s coast, substantial interest in those activities that could affect the State’s coastal waters and land areas. Historically, oil spills have affected not

only those in the local area but those hundreds of miles away, therefore North Carolina may be affected by a spill event that occurred in another State's waters.

B. ASSUMPTIONS

1. An oil spill could occur during severe weather, making control and cleanup operations dangerous and/or ineffective.

2. The oil spill may present a substantial threat to the health, safety and welfare of the public as well as the environment. Threats such as fire or explosion, surface and ground water contamination, marine and aquatic ecosystems contamination are likely to adversely affect the daily lives of citizens, tourism, and access to fisheries and/or natural resources.

3. The responsible party (RP) may not be immediately identified or available to assume containment and/or clean-up operations and prompt exercise of Federal control, with State and local support, will be required.

4. Initial efforts to contain and control the spill may fail or be impractical and the response activity may be limited to clean-up of the material and restoration of the affected human and natural resources.

5. There will be substantial interest by the public and the press in the circumstances surrounding the incident and the emergency response efforts and recovery efforts.

6. Timely deployment of resources (State, local and volunteer (personnel and equipment)) may be required to protect sensitive environmental areas of the State. State, local and volunteer response personnel who have been properly trained and equipped in hazardous material emergency response will be deployed by the SERT Leader, as required.

7. Emergency transportation of resources (inbound response and outbound disposal) may require permits, licenses, or exemptions.

8. A major oil spill will require joint Federal, State and local efforts to perform initial damage/needs assessment information concerning the number, type and magnitude of incidents.

9. A major oil spill will necessitate a long-term recovery program to restore the impacted area.

10. The State will initiate appropriate actions to recover costs from response and recovery and well as damages from the RP.

11. Spills of minimal impact may only require the partial activation of this appendix and may involve coordination between the RP and the NC Department of Environmental Quality (DEQ).

12. The USCG and EPA have designated boundaries between coastal and inland zones for the purpose of providing On-Scene Coordinators (OSCs) for response operations as defined in 33 CFR 3. When a spill occurs in one zone and flows or threatens to flow into another, either: (1) the EPA will provide the OSC and the USCG will assist the EPA with waterside cleanup operations, or (2) by mutual agreement the USCG will provide the OSC and resources.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Primary and Support Rules for Various Agencies under Unified Command

	ENVIRONMENTAL PROTECTION		PUBLIC PROPERTY PROTECTION		ECONOMIC RECOVERY
Spill Location / Responsibility	**Lead**	**Support**	**Lead**	**Support**	**Lead**
Marine / Coastal Water	USCG	SERT	SERT	USCG	NCEM
Inland Water	EPA	SERT	SERT	EPA	NCEM
Land	DEQ	SERT	NCEM/Local EM	SERT	NCEM

The local government representative will normally be the county Emergency Management Coordinator or other persons designated by the senior elected official of the governing jurisdiction in which the spill occurred.

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. On receipt of a spill report which requires activation of the SERT, contact the USCG (Sector North Carolina Command Center) or EPA

Region IV and obtain the proposed location of the command post (CP), the time the CP will be activated, and the name of the Federal

OSC (FOSC). Dispatch NCEM Area Coordinator to the CP, to provide on scene assessment, to affect coordination with Federal OSC, to establish communication with State EOC, and to notify other agencies of spill. Ensure either the RP or the State EOC notifies the National Response Center (NRC) of the spill.

b. Provide radio communications support as needed. Establish incident in NC SPARTA when directed by SERT Leader.

c. Through the Risk Management Section, maintain and graphically display current information on the status and extent of the oil spill.

d. Activate the Environmental Technical Advisory Group (ETAG) when necessary.

e. Obtain and provide data and information regarding the population, industrial, commercial, and natural resources within the State which may be endangered by the spill.

f. Through the NCEM Area Coordinator, provide communication from the SERT to the party responsible for the spill as well as the Federal OSC in order to ensure that each receives timely consultations, advice and decisions regarding the State's position on actions necessary to respond to the spill.

g. Provide communication from the SERT to the party responsible for the spill as well as the Federal OSC in order to ensure that this individual receives timely consultations, advice and decisions regarding the State's position on actions necessary to respond to the spill.

h. Maintain contact with emergency management agencies in adjacent States and provide coordination if warranted by the location and magnitude of a spill.

i. When a spill is of such magnitude that the two States have activated their respective EOCs, furnish a representative in the EOC of an adjacent State in order to facilitate communication and coordination.

j. Provide representation on the Federal Region IV Regional Response Team (RRT).

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF COASTAL MANAGEMENT (DCM)

a. Provide technical assessment of the impact of the spill and clean-up operations pertaining to the marine environment.

b. Communicate to Federal permitting agencies, spill prevention and mitigation measures, which should be incorporated in Federal permits for facilities and activities.

c. Advise the SERT Leader on emergency permits for activities within the areas of environmental concern; access points and routes least likely to harm areas of environmental concern; technical advice on any issue concerning the impact of the spill on the State Coastal Reserve; access pints and routes least likely to harm the State Coastal Reserve, and identify sensitive estuarine resources and protective measures.

d. Assist in determining the economic impact on coastal area resulting from the spill.

e. Participate in the ETAG assisting the SERT Leader.

f. Assist in coordinating the determination of damages done to natural resources within the coastal zone.

g. Provide liaison to the SERT. Authorized to grant permission for response and cleanup activities as well as issue any required permits within State Coastal Reserve areas.

h. Evacuate State Coastal Reserve areas when threat exists to public from spill.

i. Assist in liaison with Minerals Management Service of the US Department of the Interior if the spill originates at oil or gas facilities on the Outer Continental Shelf.

DIVISION OF WATER RESOURCES (DWR)

a. Respond as appropriate to scene of spill, assess extent of environmental damage and provide on-scene liaison with NCEM, the USCG, or a Federal OSC concerning State environmental policies and regulations.

b. Collect and analyze water and soil samples for possible contamination, maintaining proper chain-of-custody procedures. Provide SERT Leader with a summary of the analysis.

c. Assert State jurisdiction and order cleanup actions if no Federal official has arrived on-scene and assumed control, or if spill is outside Federal jurisdiction.

d. Review containment and cleanup methods proposed by RP if spill is within State jurisdiction. Monitor these methods if cleanup is within Federal jurisdiction.

e. Advise the SERT Leader on the feasibility and effectiveness of the containment and cleanup methods being used.

f. Provide on-scene liaison with Federal OSC concerning State environmental policies and regulations.

g. Request activation of the Region IV RRT or request Federal assistance for containment and clean up.

h. Assist in the technical decision to restrict use of water resources.

i. Halt or restrict the use of non-drinking water as deemed necessary.

j. Consult with Public Water Supply Section on restrictions to be placed on use of drinking water supply.

k. In consultation with other DEQ agencies (Coastal Management, Wildlife Resources, Marine Fisheries, and Air Quality), develop and maintain a decision-making methodology concerning the use of dispersants, biological agents, solidifiers, Special Monitoring of Applied Response Technology (SMART), disposal of contact waters, or *in situ* burning.
    - Approval of the chemicals to be used to disperse the oil or approval for *in situ* burning would require authorization of the Director, Division of Water Resources, NC DEQ.

- Any request of dispersants or *in situ* burning will be addressed on a case by case basis.
- Guidelines for use are found at www.nrt.org.

l. Serve on the Federal RRT IV and situate a Federal representative from the Federal RRT at State EOC in order to facilitate liaison between the SERT and the Federal RRT during such times as the SERT is activated for an oil spill response.

m. Enforce State environmental regulations and initiate prosecution under State law or regulations if circumstances warrant and assist the State Attorney General as required.

n. Participate in the assessment of damages and presentation of same to RP, the State and Federal OSCs, the SERT and the State Attorney General as appropriate.

o. Communicate with adjacent States' water quality officials concerning impact of spill.

p. Obtain and evaluate technical data and information for the SERT.

q. Participate in the ETAG assisting the SERT Leader.

DIVISION OF AIR QUALITY (DAQ)

a. Respond as appropriate to scene of spill, assess extent of environmental damage and provide on-scene liaison with NCEM, the USCG, or a Federal OSC concerning State environmental policies and regulations.

b. Collect and analyze air for possible contamination, maintaining proper chain-of-custody procedures. Provide the SERT Leader with a summary of the analysis.

c. Participate in the ETAG assisting the SERT Leader. Advise the SERT Leader on the feasibility and effectiveness of the containment and cleanup methods being used.

d. Evaluate potential risk to the public on air quality in the State's Class 1 air sheds, and on ozone and particulate non-attainment areas if *in situ* burning is requested. **Approval for *in situ* burning is required from the Director, Division of Air Quality, NC DEQ and is addressed on a case by case basis.

e. Serve on the Federal RRT IV and provide division representative with the Federal RRT at the State EOC in order to facilitate liaison between the SERT and the Federal RRT during such times as the SERT is activated for a Level 1, Level 2, or Level 3 oil spill response.

f. Enforce State environmental regulations and initiate prosecution under State law or regulations if circumstances warrant; assist the Attorney General, as required, in this regard.

g. Participate in assessment of damages and presentation of same to RP, the State and Federal OSCs, SERT and the State Attorney General as appropriate.

h. Communicate with adjacent States' air quality officials concerning impact of spill.

i. Obtain and evaluate technical data and information for the SERT.

DIVISION OF MARINE FISHERIES (DMF)

a. Identify sensitive marine habitats and marine areas crucial to the fishing economy.

b. Render law enforcement assistance as requested by the SERT.

c. Provide land, sea and air transportation.

d. Operate watercraft as directed by the SERT Leader in support of on-water operations such as booming as well as waterfowl rescue.

e. Provide sampling and monitoring assistance; act as lead agency concerning fish sampling from marine waters.

f. Contact appropriate Federal specialists and carry out technical consultations.

g. Provide liaison with National Marine Fisheries Service.

h. Participate in the ETAG assisting the SERT Leader.

i. In conjunction with the Shellfish Sanitation Services Section of DHHS/DPH – Environmental Health Section, restrict the taking of fish and shellfish from marine waters suspected of contamination due to an oil spill.

j. Identify otherwise unaffected marine areas and species and advise the SERT Leader concerning advisories to the public about the edibility of fish products taken from marine waters.

k. Participate in development decision-making methodology concerning use of dispersants, biological agents, solidifiers, and SMART in marine waters.

l. Conduct damage assessment and determine valuation of economic losses in marine fishing and shellfish industries for economic recovery from the RP.

m. Provide liaison with marine fishing interests in coordination of response and recovery activities.

n. Provide liaison with the Wildlife Resources Commission for impacted areas and/or species from waters within the jurisdiction of both agencies.

o. Provide watercraft and crews to support enforcement of USCG-initiated restrictions on waterway use.

p. Provide aircraft and crews for surveillance/reconnaissance.

DIVISION OF WASTE MANAGEMENT (DWM)

a. Identify procedures for storage of oil debris pending disposal.

b. If oil debris is determined to be hazardous, provide a vendor list to the RP for proper waste management.

c. Issue emergency permits for treatment, storage, disposal, and transportation of debris from oil spill and associated clean-up activities.

d. Provide vendor list to RP to facilitate cost assessment for proper waste management.

e. Participate on the ETAG assisting the SERT Leader.

f. Provide oversight for waste stream management.

.

g. Identify landfills that will accept oil contaminated solid waste and facilities/vendors that will accept and treat oil contaminated liquid waste.

WILDLIFE RESOURCES COMMISSION

a. Render law enforcement assistance as requested by the SERT.

b. Identify sensitive inland water habitats.

c. Provide air, water, and land transportation as requested by the SERT.

d. Provide sampling and monitoring assistance; act as lead agency concerning fish sampling from inland waters.

e. Provide liaison to and carry out technical consultations with the US Fish & Wildlife Service and other appropriate Federal fish and wildlife specialists.

f. Participate in the ETAG assisting the SERT Leader.

g. Operate watercraft as directed by SERT Leader to support on-water operations such as booming as well as wildlife and waterfowl rescue.

h. Restrict the taking of fish from inland waters suspected of contamination.

i. In accordance with the US Fish and Wildlife Service's Wildlife Contingency Plan for North Carolina Coastal Areas 1995, cooperate with the US Fish and Wildlife Service. This Wildlife Contingency Plan describes the cooperative actions which will be implemented by the US Fish and Wildlife Services and the NC Wildlife Resources Commission in the event wildlife is threatened or harmed by an oil spill event in North Carolina. For details of this plan, contact the NC Wildlife Resources Commission, or the US Fish and Wildlife Commission.

j. Calculate and communicate to the Planning and Assessment Branch of the Division of Coastal Management assessment of damage done to fish, wildlife and waterfowl from any State waters and/or adjacent habitat including calculation of values for litigation purposes.

k. Act as liaison between the SERT and interested environmental and conservation groups.

l. Participate on the ETAG Team assisting the SERT Leader.

m. Identify otherwise unaffected areas of inland waters and species and advise the public concerning their use.

n. Participate in development of decision making methodology concerning use of dispersants and/or biological agents in inland waters.

o. Provide liaison with the NC Division of Marine Fisheries for impacted areas and/or species from waters under the jurisdiction of both agencies.

p. Provide watercraft and crews to support enforcement of USCG-initiated restrictions on waterway use.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDCR)

DIVISION OF PARKS AND RECREATION (DPR)

a. Provide to the SERT Leader technical advice on any issue concerning impact of spill on State park facilities.

b. Evacuation of State parks when threats exist to public safety.

c. Coordination with other law enforcement agencies.

d. Provide areas on park property for use as assembly or staging areas for equipment and personnel.

e. Provide transportation and communication within State park areas.

f. Determine access points and routes least likely to harm park facilities and advise the SERT Leader of same.

g. Provide a liaison to the SERT authorized to grant permission for response and cleanup activities as well as issue any required permits concerning State park facilities.

h. Advise the SERT Leader concerning damages to State park facilities due to spill.

i. Provide liaison and carry out technical consultations with US National Park Service if a national park/seashore is threatened.

j. Evaluate impact of spill on privately owned lands in the Natural Heritage program and serve as liaison between the owner and the SERT. Recommend appropriate cleanup actions on such lands.

k. Advise the SERT Leader concerning protection of natural areas from oil spills.

l. Participate on the ETAG assisting the SERT Leader.

2. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

EMERGENCY PROGRAMS DIVISION

a. Coordinate food and agriculture response for DA&CS and partners.

b. Provide veterinary expertise and coordinate animal response support as requested by NCDEQ.

c. Provide SERT Liaison as needed.

FOOD AND DRUG PROTECTION DIVISION

a. Assess the impact of spill on the edibility of food produced or gathered within the affected area.

b. Restrict the sale, production and distribution, and warehousing of produce, and processed food products suspected of contamination.

c. Provide food product sampling and monitoring assistance as requested by the SERT and within the scope of the competency of the laboratory.

FOOD DISTRIBUTION DIVISION

a. Provide surplus food commodities for evacuees when directed.

b. Coordinate with NGOs to provide meals and potable water.

AGRONOMIC SERVICES DIVISION

a. Assess the damage to agricultural lands and turf (golf courses) negatively impacted by the oil that is carried inland by winds and or flooding.

b. Assess the impact of oil on water sources used for irrigation.

c. Serve as technical resource for recovery of damaged agricultural lands and turf.

RESEARCH STATIONS DIVISION

a. Provide open space for staging of equipment and personnel at the Tidewater Research Station in Plymouth, NC.

OFFICE OF THE COMMISSIONER

a. Advise the SERT Leader concerning advisories to the public about safety of food products.

b. Provide liaison with US Department of Agriculture and the US Food and Drug Administration on questions of food safety and acquisition of emergency food supplies.

c. Monitor availability of food supplies in affected areas.

d. Assist in public and media information through participation in the SERT and the Joint Information System (JIS).

NC FOREST SERVICE (NCFS)

a. Provide heavy equipment for gaining access to remote or inaccessible spill locations.

b. Within the available resources provide equipment and personnel for contaminated debris removal.

c. Provide air and land transportation as directed by the SERT Leader.

3. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

STATE HISTORIC PRESERVATION OFFICE (HPO)

a. Identify sensitive terrestrial and submerged archaeological and historical areas.

b. Advise the SERT Leader concerning impact of spill on known archaeological or historical sites.

c. Inspect spill areas to determine presence and significance of historical or archaeological sites.

d. Provide liaison on-scene to: assist the SERT in choosing least-impact access points and staging areas; monitor clean-up activities and advise the SERT concerning impact on archeological and historical sites by machinery and cleanup crews; assess potential for vandalism to burial sites and advise the SERT concerning security needs, and provide damage assessments.

e. Serve as liaison with appropriate Federal officials concerning Section 106 of the National Historic Preservation Act.

f. Participate on the ETAG to assist the SERT Leader.

OFFICE OF ARCHIVES AND HISTORY
DIVISION OF STATE HISTORIC SITES

a. Advise the SERT Leader concerning impact of spill on historic facilities owned by the State.

b. Evaluate historic sites when circumstances warrant.

c. Provide coordination with law enforcement agencies.

d. Provide assembly or staging areas for equipment and personnel needed at other locations.

e. Advise the SERT Leader concerning access points and routes least likely to harm historic sites owned by the State.

f. Provide damage assessments to the SERT Leader.

4. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF SOCIAL SERVICES (DSS)

a. Carry out appropriate sheltering activities.

b. Support the American Red Cross and other agencies in shelter staffing at designated Red Cross Shelters.

DIVISION OF HEALTH SERVICE REGULATION (DHSR)
OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Provide leadership in coordinating and integrating the overall State efforts that provide medical assistance to a disaster-affected area.

b. Coordinate and direct the activation and deployment of State resources of medical personnel, supplies, equipment, and pharmaceuticals with Public Health as needed.

c. Assist in the development of local capabilities for the on-site coordination of all emergency medical services needed for triage, treatment, transportations, tracking, and evacuation of the affected population with medical needs.

d. Establish and maintain the cooperation of the various State medical and related professional organizations in coordinating the shifting of Emergency Medical Services resources from unaffected areas to areas of need.

e. Coordinate with the SERT Military Support Branch to arrange for medical support from military installations.

f. Coordinate the evacuation of patients from the disaster area when evacuation is deemed necessary.

g. Coordinate the catastrophic medical sheltering response by implementing the Medical Support Sheltering Plan.

DIVISION OF PUBLIC HEALTH (DPH)

a. Develop human health risk assessment for ingestion, inhalation, and direct contact related to the spill utilizing data and information provided by partners within the SERT.

b. Develop and implement disease surveillance to determine the impact of the spill on human health.

c. Assist in developing prevention messaging as a result of the risk assessment and surveillance activities.

d. Provide technical support and expertise in the training of workers and of the public related to possible hazards related to the spill.

e. Coordinate activities with local health departments.

f. Coordinate public health nurses.

g. Monitor health of shelter populations for potential infectious disease outbreaks.

h. Coordinate well water testing for contaminates to render safe to drink after flooding.

5. DEPARTMENT OF ADMINISTRATION (DOA)

a. Coordinate with the Human Relations Council to provide assistance and advice pertaining to non-discrimination and other similar activities during response and recovery operations.

6. NC DEPARTMENT OF COMMERCE (NCDOC)

ECONOMIC DEVELOPMENT PARTNERSHIP OF NC (EDPNC)

a. Provide economic assessments of the impact of the spill on tourism.

b. Prepare public information materials regarding the effect of the spill on tourism and travel in the State.

c. Assist the SERT in assessing economic impact of a spill on affected local governments.

d. Advise the SERT Leader on interim strategies for community economic maintenance until disaster recovery resources and operations are fully available.

DIVISION OF EMPLOYMENT SECURITY (DES)

a. Assist the SERT in locating cleanup personnel.

b. Assess the impact on employment within the affected area.

7. NC DEPARTMENT OF JUSTICE (NCDOJ)

OFFICE OF THE ATTORNEY GENERAL

a. Prosecution of civil cases including enforcement of cases, and litigation for recovery of damages arising from spills.

b. Develop and assist local district attorneys in prosecution of criminal cases arising from spills.

c. Assist in preparation of standard operating procedures for collection of evidence by agencies involved in assessment of damages to natural resources of the State.

d. Provide technical assistance to the SERT during a Level 2 or 1 spill response regarding procedures to be followed to enhance cost recovery following the spill.

e. Provide consultation and liaison with legal staff of the Federal OSC and legal representatives of the RP as needed.

f. Request SBI assistance in criminal investigations related to an oil spill and coordinate SBI's activities with respect to investigation and potential prosecution related to the spill.

g. Support the American Red Cross and other agencies in shelter staffing at designated Red Cross Shelters.

8. NC DEPARTMENT OF LABOR (NCDOL)

THE OCCUPATIONAL SAFETY AND HEALTH OFFICE (OSH)

a. Provide technical assistance and consultation in determination of the potential for, or cause of, worker illness, injury or death, related to oil spills.

b. Provide technical assistance and consultation with regard to compliance with occupational safety and health standards.

c. Provide technical assistance and consultation with regard to safety and health monitoring needs.

d. Provide technical assistance with regard to appropriate safety and health measures.

e. Provide technical assistance and consultation with regard to NCOSH training requirements.

f. Enforce North Carolina occupational safety and health regulations, as warranted.

g. Make technical assistance and consultative services available to the SERT Leader on request to the appropriate persons in the Department of Labor.

9. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF HIGHWAYS (DOH)

a. Erect and maintain such signs, lights, barricades or other traffic control devices as deemed appropriate to maintain or control traffic along the affected routes or detour routes.

b. Remove contaminated sand/soil debris from State-maintained rights of way and dispose at DEQ approved sites.

c. Provide SERT partners lists of contractors/suppliers to assist in the clean-up effort of sites outside the State-maintained right of way.

d. When directed by NCEM, the Division of Highways will develop, let, and administer contracts for the removal of oil from private roads. Such contracts will be pre-approved by NCEM prior to advertisement and award.

DIVISION OF FERRIES

a. Coordinate movement of ferries through affected waterways with USCG.

b. Provide transportation or oil spill response personnel and equipment as needed.

c. Assist in the evacuation of the affected population.

10. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

a. Isolate the impacted area as needed.

b. Regulate motor vehicle traffic where indicated.

c. Provide communications support as requested by the SERT Leader.

CIVIL AIR PATROL (CAP)

a. Provide aircraft and crews for surveillance and reconnaissance.

STATE BUREAU OF INVESTIGATION (SBI)

a. Serve as lead agency in criminal investigations of spill events. This may be done at the request of the SERT Leader or at the request of a third party through the Attorney General.

b. Coordinate local law enforcement criminal investigative activities where necessary, or desirable.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide aviation and ground support as directed by the SERT Leader.

b. Provide security at established shelters.

11. UNIVERSITY OF NORTH CAROLINA SYSTEM (UNC SYSTEM)

UNC SEA GRANT COLLEGE PROGRAM
UNC WATER RESOURCES RESEARCH INSTITUTE
UNC COASTAL STUDIES INSTITUTE
UNC-CH INSTITUTE OF MARINE SCIENCE
UNC-W CENTER FOR MARINE RESEARCH
ECU INSTITUTE FOR COASTAL SCIENCES AND POLICY
NCSU CENTER FOR MARINE SCIENCES AND TECHNOLOGY

a. Assist in assessing the impact of a major oil spill on the environment or on the health of North Carolina residents.

12. NORTH CAROLINA VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER MEMBER AGENCIES

a. Assist in the staffing and maintenance of shelters.

b. Provide water and other supplies at distribution points.

D. SUPPORTING FEDERAL AGENCIES

1. US ENVIRONMENTAL PROTECTION AGENCY (EPA)

a. Provide the Federal On-Scene Coordinator for spills that occur in the inland waters.

b. Coordinate, direct, and review the work of other agencies, responsible parties, and contractors to ensure compliance with the NCP, RCP and any other documents such as decision documents, consent decrees, administrative orders, and/or lead agency-approved plans.

c. Notify the appropriate State and Federal agencies of any reported discharges or potential discharges.

d. Determine whether proper response actions have been initiated. If the party responsible for the release or spill does not act promptly in accordance with directions of the OSC, or does not take appropriate actions, or if the party is unknown, the OSC shall respond in accordance with provisions of the NCP, RCP, ACP and agency guidance.

e. Collects pertinent information on the discharge or release: source and cause; responsible parties; nature, amount, location, direction, and time of discharge; pathways to human and environmental exposure; potential impact on and protection priorities for human health, welfare, and safety, and the environment; possible impact on natural resources and property, and estimated response costs.

f. Consults with and informs RRT members of reported discharges and releases through Pollution Reports (POLREPs).

g. Consults with the appropriate Regional or District office regarding situations potentially requiring temporary or permanent relocation. In the event of a declared Federal disaster, coordinates with the FEMA Federal Coordinating Officer (FCO) as appropriate.

h. Appropriately addresses worker health and safety issues prior to and during a response operation.

i. Coordinates with Scientific Advisors from various agencies, as the OSC deems necessary, regarding possible public health risks and environmental sensitivity.

j. Support for hazardous materials and coordination with DEQ as well as the USCG.

2. FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

a. Provide financial support for damages to property.

b. Educate State and local officials to inform of the assistance available and how to apply for it.

c. Monitor recovery process to ensure the timely delivery of eligible assistance and compliance with the law and regulations.

3. US FISH AND WILDLIFE SERVICE (FWS)

a. The Federal OSC may notify the Department of the Interior, Office of Environmental Policy and Compliance Regional Environmental Officer, who may coordinate a response team consisting of a Spill Response Coordinator and Field Response Coordinator. When activation, the team may provide an ecological risk assessment and identify endangered species that may be affected by the spill.

4. UNITED STATES COAST GUARD (USCG)

a. Support for hazardous materials along the coast.

b. Search and rescue response.

c. Serve as the Federal OSC for spills that occur in navigable waters, coastal waters, and deep water ports.

d. Investigate and identify the source of the discharge or the potential discharge.

e. Identify and notify the RP.

f. Provide aerial support as required.

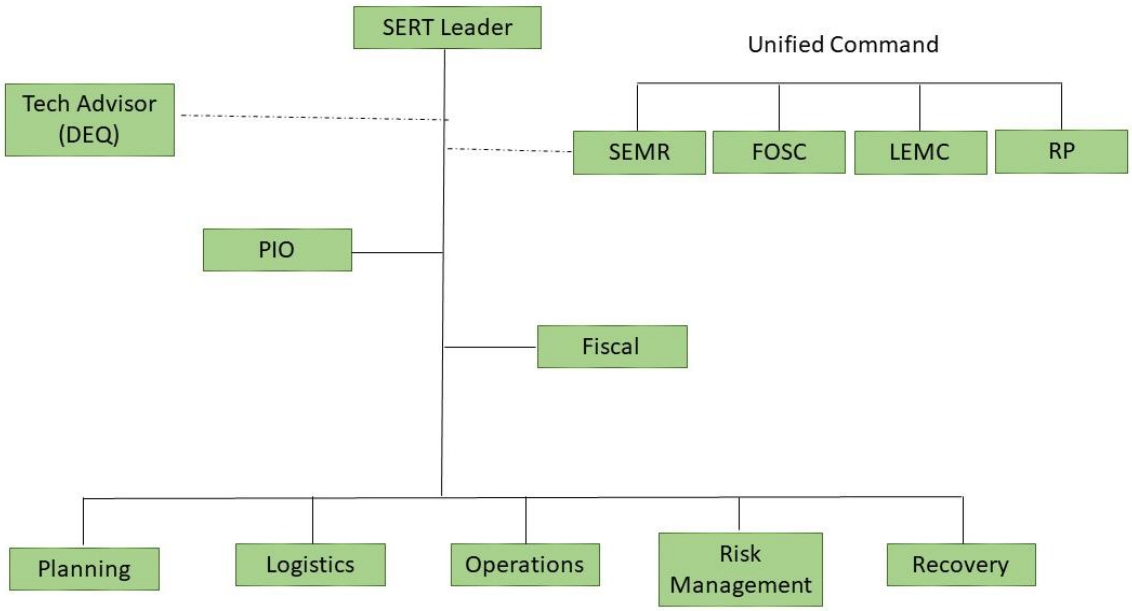
IV. CONCEPT OF OPERATIONS

A. GENERAL

A multi-organizational oil spill response network will be deployed when oil poses a threat to the public health and welfare of the environment. Included in this network are resources of the Federal, State, and local governments, the RP, oil spill response contractors and cooperatives, and volunteer groups and individuals. The USCG or EPA using the Incident Command System (ICS) concept will lead this response.

Federal statutes and regulations require that any person in charge of a vessel or facility shall, as soon as he/she has knowledge of any discharge from such vessel or facility in violation of section 311(b)(3) of the Clean Water Act, immediately notify the National Response Center (NRC) or the USCG or EPA OSC for the geographic area where the discharge occurs.

On receipt of notification of a discharge, the NRC will promptly notify the appropriate Federal OSC, and the State EOC. The OSC shall ensure notification of the appropriate State agency of any State that is or may reasonably be expected to be affected by the discharge.



B. RESPONSE ACTIONS

The RP is required to take immediate and effective actions to mitigate the effects of any spill and to cleanup and restore the incident site. While nearly all discharges will involve some level of response by appropriate governmental agencies, discharges which pose or present a substantial threat to public health or welfare will involve local, State, and Federal response personnel, and the RP, and will follow the priorities listed below:

- First: Protection of human life, health, and safety of the general public and the emergency personnel.
- Second: Protection of valuable environmental, cultural, historical and archeological resources.
- Third: Protection of business and commerce.

In any emergency event, the State will provide coordination of all measures taken with respect to public safety and protection.

Only properly equipped and trained personnel will be permitted to engage in containment, control or clean-up activities, whether such personnel are from Federal, State, or local agencies or from private contractors, cooperatives or volunteer organizations.

The State's response to an oil spill incident will be based on the following system to classify the severity of the release. On-scene personnel or the

Unified Command shall advise the State EOC of the size of the spill and the NCEM Area Coordinator shall recommend to the SERT Leader a level to be assigned to the incident.

The table illustrates the relationship between the amount spilled, the Federal terminology and the State levels of response. In Federal terminology, the word "potential" is used in conjunction with "minor", "medium" or "major" to indicate the size of the potential spill, should there be a release.

State Response	Amount Spilled	Federal Terminology
Level 4	**None, but substantial risk**	**Potential**
Level 3	**<1,000 gallons (Inland)** **<10,000 gallons (Coastal)**	**Minor**
Level 2	**1,000-10,000 gal (Inland)** **10,000-100,000 gal (Coastal)**	**Medium**
Level 1	**>10,000 gallons (Inland)** **>100,000 gallons (Coastal)**	**Major**

At any level of response, on-scene personnel are encouraged to advise NCEM if circumstances indicate the serious likelihood for further deterioration of the situation with regard to the size of the spill, increases in the area impacted, or unanticipated involvement of sensitive resources or vulnerable property.

- **Level 4** is a situation in which no oil has yet reached the waters of the State but there is significant potential for the spill to enter these waters. Under Federal terminology, this is a **potential oil spill** and the report given by the Federal authorities might also indicate a likely size of the spill. Therefore the information received might indicate a potential minor, potential medium, or potential major spill.

    - Response activities at **Level 4** will be undertaken by on scene Federal, State or local personnel toward the rescue of any endangered persons, followed by efforts at containment of the oil or hazardous substance in order to prevent a release into the waters. If available data indicates that the potential for a major spill is highly likely, appropriate State and local personnel will be notified of this potential.

- Spill **Level 4** is designated as a situation in which no spill has occurred but there is a potential for a spill. The NCEM Emergency Management Officer (EMO) shall initiate notifications consistent with the current "Oil/Petroleum Spill" checklist found in the *Operations Guide*. At this level the EMO may also contact the USCG, EPA, or other organization which has personnel on scene, to determine the potential for a spill and its probable size.

- A **Level 3** oil spill emergency involves an incident in which oil or petroleum products are spilled in the following amounts:

  - Less than 10,000 gallons of oil or product enters the coastal or marine waters; or
  - Less than 1,000 gallons enter the inland waters
  - The Federal terminology for such a situation is a **minor spill**
  - For spills of **Levels 3-1** in State waters, the NCEM communications duty officer shall always contact either USCG Sector North Carolina [Command Center], or the EPA Region IV Telephone Duty OSC (See Tab D for telephone numbers), as appropriate, to determine if there is a need for NCEM and DEQ personnel to respond. If such a need arises, obtain the following information: (1) name of On-Scene Coordinator, (2) location of Command Post, (3) time of activation of Command Post.
  - State response in a **Level 3** oil spill <u>may</u> include the following steps:
    a. Response by regional DEQ Division of Water Quality and an NCEM area coordinator
    b. On scene efforts by Federal, State and local personnel towards rescue of endangered persons, containment of the spill, recovery of oil or product, and an appropriate assessment of potentially adverse environmental consequences
    c. Notifications per the "Oil/Petroleum Spill" checklist.
    d. Alert SERT Agencies
    e. Alert ETAG
    f. Additional response to the situation will be dictated by circumstances

- A **Level 2** oil spill involves:

  - Release of between 10,000 and 100,000 gallons in the marine or coastal waters; or

- Between 1,000 and 10,000 gallons in the inland waters.
- The Federal terminology for such a situation is a **medium spill**
- State response in a **Level 2** oil spill may include the following steps:
    a. Notifications per the "Oil/Petroleum Spill" checklist.
    b. Level of SERT activation, including ETAG, at the discretion of the SERT Leader.
    c. Additional response to the situation will be dictated by circumstances.
    d. Response by regional DEQ Division of Water Quality and a NCEM Area Coordinator / Branch Manager.

- A **Level 1** oil spill involves the following spill:

    - More than 100,000 gallons of oil into the coastal or marine waters; or
    - More than 10,000 gallons of oil or product in the inland waters
    - The Federal terminology for such a situation is a **major spill**
    - **Level 1** spill is considered a major emergency. Significant State and local resources will be required, and the State EOC will be activated for the purposes of coordinating the response.

1. INITIAL

The initial public safety response is normally initiated by the local emergency response organizations. The RP's initial response will be directed toward stopping the discharge, containing the discharged product, and commencement of cleanup and removal of the oil. Oversight and surveillance of the RP's actions are done at the State and Federal levels.

When a discharge is within or potentially affecting the coastal waters of North Carolina, the initial response and monitoring of the RP's response will be taken by the USCG. Response to discharges into or upon navigable waters in the inland zone will be monitored by an EPA OSC. The roles of both the USCG and EPA OSC are to ensure an effective and immediate removal of the discharge or mitigation or prevention of a substantial threat of a discharge. All of the actions by the Federal OSC will be closely coordinated with the NCEM Area Coordinator.

Through NCEM Area Coordinators or Regional Coordination Centers (RCC), the State will provide guidance and assistance to local government and volunteer agencies engaged in the response activities. When so directed by the SERT Leader, or if so requested by a county emergency management coordinator, the NCEM Area Coordinator in whose area the spill occurs, or

duty area coordinator, will become the State Emergency Management On-Scene Representative (SEMR) and will coordinate the use of all State resources through the Unified Command system with the USCG or EPA Federal OSC as appropriate.

2. CONTINUING

For a discharge in which the party responsible is unable or unwilling to respond effectively, the State or Federal OSC, to the extent possible under the circumstances, will so advise the RP of his/her responsibilities. If the situation continues, the OSC shall take necessary response actions to include removing or arranging for the removal of the discharge through the appropriate DEQ division representative.

If the discharge results in a substantial threat to the public health or welfare of North Carolina, including but not limited to fish, shellfish, wildlife, other natural resources, and public and private beaches and shorelines, the Federal OSC, under the direction of the NCP, must direct all Federal, State, and private actions to remove the discharge or prevent the threat of such discharge. In such situations, North Carolina will assume a position of support to this response.

C. RECOVERY ACTIONS

1. INITIAL

If initial efforts to contain and control the release or spill are unsuccessful, the State's efforts will be principally directed toward supporting rapid and safe clean-up of the spilled material and the restoration of damaged natural and man-made resources to their normal state.

Volunteer and Donations Management will be conducted by the NC Commission on Volunteerism and Community Services under the Office of the Governor in accordance with the State Emergency Operations Plan. All volunteers handling or coming in contact with petroleum products must be appropriately trained and outfitted.

2. CONTINUING

Damage assessments will be conducted by Federal, State and local personnel within their areas of expertise or responsibility to determine the value of property and resources damaged or destroyed by the effects of the spill. The NCEM Recovery Section and DEQ will lead the State’s damage assessment and restoration efforts, and will coordinate with the Federal and

local agencies involved in assessing local damages.

The State will seek compensation for expenses and damages from the part responsible for the spill, and all such expenses and damages will be documented from the outset of the incident. States have access up to $250,000, without a FOSC request, from the Federal Oil Spill Liability Trust Fund established under OPA'90, and administered by the National Pollution Funds Center.

V. DIRECTION, CONTROL AND COORDINATION

When the spill is within the inland zone under the jurisdiction of EPA, local government first responders will usually be the first government agencies on-scene. The local Incident Commander (IC) will attempt to contact the RP's representative and determine what threats exist to the health and safety of the local population. These threats may include the products involved, fire, explosion, and presence of airborne toxins.

If the RP is not present or available, the IC will establish a Command Post (CP) and initiate public safety protection actions under the Incident Command System (ICS). If the RP is represented and a CP has not already been established by the RP, the IC, in conjunction with the RP, will establish a CP and begin coordinating first response functions. Through this effort, the transition to a Unified Command (UC) begins.

Once public safety concerns have been addressed, local efforts will be concentrated on environmental and public health concerns until the arrival of a SEMR or Federal OSC. Direction and control of continuing local efforts will remain with the IC. On arrival of the State EMR, the ICS further transitions toward an UC. At this time, direction and control of the incident may be transferred to the State EMR if the IC so desires and the State EMR agrees. If the RP is not already represented at the CP, they should be encouraged to do so as soon as possible.

Depending on the location of the spill, the CP may be located at the RP's business location or at a site selected by the local IC. In any case, there will be only one CP.

On the arrival of the Federal OSC, a fully-functional UCS, consisting of the three levels of government and the RP, assumes overall management of the response to the spill. The UC overlay to the ICS provides a mechanism to involve all the stakeholders in the management of the response so that all responding agencies can work together to solve the common problems that arise during a significant spill. The NCP Section 300.305(c) stipulates where practicable, the framework for the response management structure is a system (e.g., a unified command system), that brings together the functions of the Federal government, the State government, and

the RP to achieve an effective and efficient response, where the Federal OSC maintains authority.

Under section 311(c)(1) of the Clean Water Act (CWA), as amended, the Federal OSC has the authority to direct or monitor all Federal, State, and private actions to remove a discharge, and, in case of a substantial threat to the public health and welfare of the United States, the Federal OSC must direct such actions. The Federal OSC, in coordination with the State EMR, will assume responsibility for the environmental protection aspects of the response. The techniques and procedures to be used in containing, removing, and disposal of the spill will be determined cooperatively through the UC.

When the spill is within the jurisdiction of the USCG, the USCG has ultimate responsibility for final direction and control decisions after appropriate consultation with local government representatives, the State EMR, and the RP.

VI. REFERENCES

A. Public Law 96-510, December 1980, Comprehensive Environmental Response, Compensation and Liability Act (CERCLA), commonly known as Superfund.
B. Public Law 99-499, October, 1986, Superfund Amendments and Reauthorization Act, Title III, Emergency Planning and Community Right to Know, also known as SARA Title III.
C. Public Law 92-500, Federal Water Pollution Control Act, commonly known as the Clean Water Act (CWA) as amended.
D. Public Law 101-380 August, 1990; commonly known as the Oil Pollution Act of 1990.
E. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended
F. Chapter143.215.75 et seq. of the North Carolina General Statutes, The North Carolina Oil Pollution and Hazardous Substances Control Act of 1978.
G. 15A North Carolina Administrative Code 02A.0005(a)(Z)
H. Executive Order 73, State of North Carolina.
I. National Hazardous Substances Contingency Plan, 40 CFR, Part 300, September 1994.
J. Federal Region IV Oil and Hazardous Substance Pollution Contingency Plan. December 1994.
K. United States Coast Guard, Sector North Carolina Area Contingency Plan, December, 2006.
L. United States Coast Guard, Sector Hampton Roads, Mid-Atlantic Area Contingency Plan, September, 2007.
M. Common law, and any other State or Federal statutes, as applicable.

N. Technical Operating Procedures for State Access under Section 1012 (d) (1) of the
O. Oil Pollution Act of 1990 (P.L. 101-380)

VII. TABS

A. Oil Spill Communications
B. USCG-EPA Boundary
C. Oil Spill Telephone Alerts
D. Dispersants and Bioremediation

OIL SPILL COMMUNICATIONS

December 2019

Notification of spills of oil or hazardous substances shall be made to North Carolina Emergency Management (NCEM) at 1-800-858-0368. This telephone number is answered at the State EOC 24 hours per day.

The communications officer at the State EOC will be responsible for notification of appropriate state agencies on being advised of a spill.

Coast Guard Radio

Coast Guard units involved in oil spill response operate radio equipment on the VHF Marine band. The following marine frequencies are identified in the relevant Marine Safety Office plans as being used in the coastal areas of North Carolina:

Channel	Frequency	Usage
6	156.300	Inter-ship safety frequency
12	156.600	Port operations working frequency
13	156.650	Ship to ship - navigation only
16	156.800	Distress, safety and calling
21	157.070	USCG use only
22	157.100	USCG to civilian ships
23	157.150	USCG use only
81	157.075	USCG working frequency for response
83	157.175	USCG working frequency

Private Sector Communications

Oil spill cleanup cooperatives operate portable radio systems on standard commercial frequencies when engaged in oil spill cleanup operations. If common frequencies are not available between the state response members' portable radios and the responsible party's contractor radios, communications problems should be resolved by the Communications Unit Leader in the ICS-established Logistics Section.

Intersystem Coordination

NCEM field personnel shall establish and maintain communications between the scene and the State EOC by way of the existing state-wide emergency management radio and satellite communications network. Any on-scene member of SERT who needs contact with his supervisors in Raleigh or with SERT can access the State EOC by way of either the emergency management low-band radio system, satellite radio/telephone **(800 MHz / VIPER)**, or through the cellular telephone capabilities in the emergency management vehicles. Similarly, these vehicles have the capability for direct radio contact with the following agencies:

1. North Carolina Highway Patrol
2. North Carolina Department of Transportation
3. North Carolina Wildlife Resources Commission.

In order to effect coordination with the USCG or the EPA, NCEM on-scene personnel shall report to the field command post established by the Federal OSC or his designee.

USCG/EPA BOUNDARY IN NORTH CAROLINA

December 2019

Effective Date Note: By way of docket number USCG-2011-0368, 76 FR 26603, May 9, 2011, Sec. 3.25-20 was amended and reflected in paragraphs (III, IV & V) effective May 9, 2011. For the convenience of the user the revised text is set forth as follows:

33 CFR Sec. 3.25-20 USCG Sector North Carolina Marine Inspection Zone and Captain of the Port Zone. These are the only marine inspection and captain of the port zones in North Carolina.

Captain of the Port (COTP): Means any US Coast Guard commissioned, warrant or petty officer who has been authorized by the official Captain of the Port, North Carolina to act on his or her behalf. The official COTP for North Carolina is actually a commissioned US Coast Guard officer (Captain / O-6).

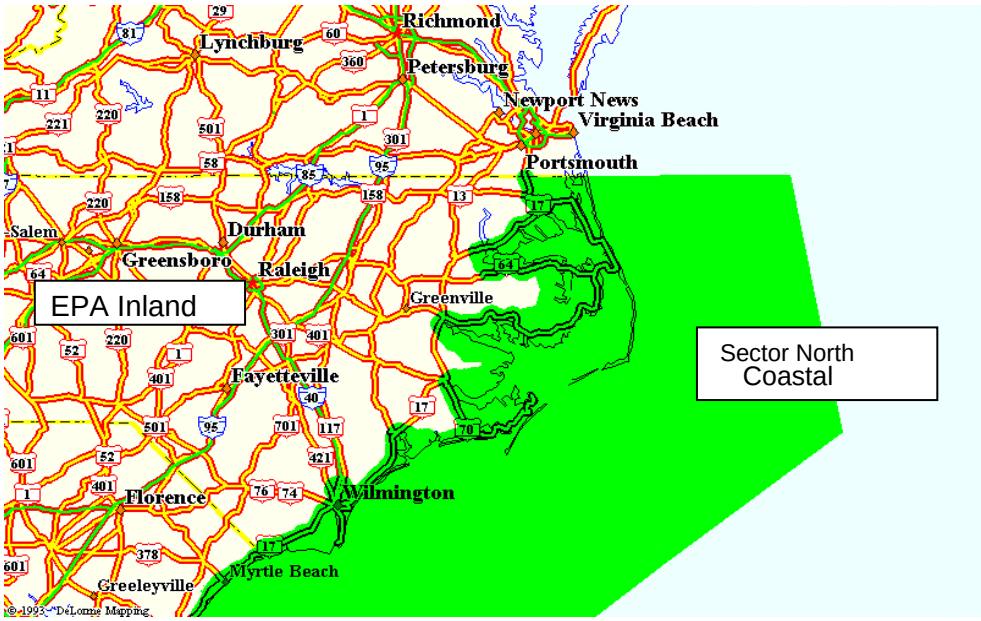
Coast Guard Sector North Carolina is located in Wilmington, NC. A subordinate unit, Sector Field Office (SFO) Fort Macon, is located in Atlantic Beach, NC. The COTP North Carolina (Wilmington, NC) will be the pre-designated OSC in the following areas within Federal Region 4. When a roadway is used to delineate a boundary, that boundary shall be to, but shall not include, the roadway.

The boundaries of Sector North Carolina's Marine Inspection Zone and Captain of the Port Zone start at the sea on the North Carolina-Virginia border at latitude 36°33'00" N, longitude 75°52'00" W, proceeding west along the North Carolina-Virginia boundary to the Tennessee boundary; thence southwest along the North Carolina-Tennessee boundary to the Georgia boundary; thence east along the North Carolina-Georgia boundary to the South Carolina boundary; thence east along the North Carolina-South Carolina boundary to the sea at latitude 33°51'04" N, longitude 78°32'28" W; thence southeast on a bearing of 122°T to a point at latitude 33°17'55" N, longitude 77°31'46" W; thence southeast to the outermost extent of the EEZ at latitude 31°42'32" N, longitude 74°29'53.3" W; thence northeast along the outermost extent of the EEZ to a point at latitude 36°33'00" N, longitude 71°29'34" W; thence west to the point of origin; and in addition, all the area described in paragraph (b) of this section.

In addition, Sector North Carolina is responsible for the Marine Inspection and COTP Zones, starting at a point at latitude 34°26'26" N, longitude 77°31'05" W at the intersection of the Pender County and Onslow County lines on the Atlantic Coast, proceeding north along the boundary of Pender County and Onslow County to the intersection of the Pender County, Duplin County, and Onslow County lines; thence north along the boundary of Duplin County and Onslow County to the intersection of the Duplin County, Onslow County, and Jones County lines; thence northwest along the boundary of Duplin County and Jones County to the intersection of the Duplin County, Jones County, and Lenoir County lines; thence northwest along the boundary of Duplin County and Lenoir County to the intersection of the Duplin County, Lenoir County, and Wayne County lines; thence west along the boundary of Duplin County and Wayne County to the intersection of the Duplin County, Wayne County, and Sampson County

lines; thence north along the boundary of Sampson County and Wayne County to the intersection of the Sampson County, Wayne County, and Johnston County lines; thence west along the boundary of Sampson County and Johnston County to the intersection of the Sampson County, Johnston County, and Harnett County lines; thence southwest along the boundary of Sampson County and Harnett County to the intersection of the Sampson County, Harnett County, and Cumberland County lines; thence west along the boundary of Cumberland County and Harnett County to the intersection of the Cumberland County, Harnett County, and Moore County lines; thence south along the boundary of Cumberland County and Moore County to the intersection of the Cumberland County, Moore County, and Hoke County lines; thence west along the boundary of Hoke County and Moore County to the intersection of the Hoke County, Moore County, Richmond County, and Scotland County lines; thence southeast along the boundary of Hoke County and Scotland County to the intersection of the Hoke County, Scotland County, and Robeson County lines; thence southwest along the boundary of Robeson County and Scotland County to the intersection of the Robeson County, Scotland County, and North Carolina-South Carolina boundaries; thence southeast along the North Carolina-South Carolina boundary to a point at latitude 33°51'30" N, longitude 78°33'00" W along the North Carolina-South Carolina boundary; thence to the Atlantic Coast at latitude 33°51'04" N, longitude 78°32'28" W; thence southeast to a point on a bearing of 122° T at latitude 33°17'55" N, longitude 77°31'46" W; thence north to a point at latitude 34°26'26" N, longitude 77°31'05" W.

All spills originating from the Marine Transportation Related portion of a facility within the city limits of New Bern, Jacksonville, or Wilmington, NC will have USCG Sector North Carolina as the pre-designated OSC.



OIL SPILL TELEPHONE ALERT LIST

December 2019

Federal Agencies

USCG - National Response Center (NRC) **Washington, D.C.**		**800-424-8802**
USCG - Sector North Carolina (24-Hour) **Wilmington, NC**		**910-343-3880 / 3881 / 3882**
EPA Region IV Tel Duty OSC		**404-562-8700**

Neighboring States

SC EOC		800-811-8045
VA EOC		804-674-2400

NC State Agencies

DEQ/Wildlife Resources Commission		919-707-0040
(24-hour dispatch) Raleigh		919-707-0047
		919-707-0048
	Fax	919-662-4385
DEQ/Marine Fisheries Division		800-682-2632
(24-hour dispatch) Morehead City		252-726-7021
	Fax	252-726-1654
University of North Carolina System		
UNC Water Resources Research Institute		919-515-2815
NC Sea Grant College Program		919-515-2454
UNC-W Chief Research Officer		910-962-4117
UNC-CH Institute of Marine Sciences		252-726-6841
ECU Inst. for Science and Policy		252-328-6220
ECU School of Medicine, Dean’s Office		252-816-2201

DECISION METHOD FOR DISPERSANT AND BIOREMEDIATION TECHNIQUE APPLICATION [NCGS 143-215.84]

December 2019

1. General. The Division of Water Quality of the NC Department of Environmental Quality is responsible for advising the Federal OSC of the state's position on the use of dispersant and bioremediation techniques in response to oil spills. If dispersant or bioremediation techniques are being considered for use in a spill, the SERT representative from the Division of Water Quality should be consulted for information on products acceptable to the State and EPA as shown in the NCP Product Schedule.

2. When the OSC proposes the use of dispersants or requests the state's position on use of dispersants in any given oil spill situation, the Division of Water Quality will be contacted (919-733-5083).

3. NCGS 143-215.84(a) contains the following statement that requires the Environmental Management Commission to approve the usage of a dispersant. The Environmental Management Commission is a 15-member Commission appointed by the Governor, the Senate Pro Tempore and the Speaker of the House. They are responsible for adopting rules for the protection, preservation, and enhancement of the State's air and water resources.

   "If it is feasible to collect and remove the discharge, the person responsible shall take all practicable actions to contain, treat and disperse the discharge; but no chemicals detrimental to the environment or natural resources shall be used for such purposes unless they have been previously approved by the Environmental Management Commission."

   According to NCAC 15A: 02A.0105(a)(2),

   The DEQ Secretary has delegated the authority to issue permits for the Environmental Management Commission as provided in NC General Statutes 143-215.28, and 87-88, and to approve the use of chemicals or other dispersants or treatment materials as provided in G.S. 143-215.84(a) The Secretary has further delegated this authority to Director of the Division of Water Quality. The Secretary or his delegate shall report all such issuances or approvals to the Commission.

4. The following information must be provided to the Director of the Division of Water Quality

   Dispersant Information

   - Dispersant proposed
   - Toxicity information
   - Proposed applicator

- Proposed application rate
- Time frame for dispersant application

Incident Information

- Material spilled
- Quantity spilled
- Location of the spill
- Date/time of the incident
- Party responsible for the spill
- Cause of the spill
- OSC (Name)

5. Applicability

The procedures listed above will be used when a spill occurs within state waters (within three miles of shore), or in waters likely to affect State waters.

Dispersants **are not** to be used in estuarine or inland waters of the State or in ocean waters where they are likely to adversely impact estuarine waters or their associated fisheries resources (i.e. immediate seaward of inlets) unless approval is given by the DEQ Secretary or his/her designated representative.

COMMUNICABLE DISEASE AND BIOHAZARD RESPONSE OPERATIONS PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

This appendix outlines the coordinating actions taken by the State Emergency Response Team (SERT) to a widespread public health threat posed by one or more infectious agents. Such a threat can be a naturally occurring event such as an influenza pandemic, or a bioterrorism act that intentionally exposes individuals to infectious agents.

B. SCOPE

This appendix includes the anticipated actions of the federal, state and local agencies, as well as private sector organizations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

An infectious disease is any medical disorder that is caused by microscopic organisms. Invading microorganisms include viruses, fungi, bacteria, and parasites. Sources for these organisms include the environment, animals, insects, and other mammals--including humans. Transmission usually occurs by inhalation, ingestion, direct contact or by bites by a vector. Identification, evaluation and mitigation of infectious diseases are essential to protect public health. Infectious diseases can occur naturally, through human error (e.g. food borne outbreaks), or through deliberate acts of bioterrorism.

Many infectious diseases are serious threats to human health. The spread of drug-resistant bacteria, emerging diseases, and new strains of influenza are of particular concern.

Bioterrorism is defined as the intentional human release of a naturally-occurring or human-modified toxin or biological agent. There has been an increase in acts of bioterrorism in recent history.

Numerous surveillance systems are in place to monitor for human health and environmental contamination indicators. Links with veterinary health surveillance systems are also in place in North Carolina to monitor zoonotic infectious diseases that may cause human illness.

The state is responsible for detecting and monitoring the occurrence of acquired or intentional disseminated infectious diseases or intoxicant, prevent their spread and mitigate their severity. Additionally, it is the state's responsibility to educate the general public and medical community regarding signs and symptoms of infection, personal protective measures and control methods.

B. ASSUMPTIONS

1. Any outbreak of an infectious disease could be widespread and become epidemic or even pandemic. Prudent preparation can limit spread and lessen effects.

2. Healthcare facilities may become overwhelmed and unable to accommodate all disease victims. Additional temporary treatment facilities may be created in alternative facilities. Screening facilities will be created to triage people to appropriate care.

3. The US Centers for Disease Control (CDC) may be called to assist in any epidemic with laboratory analyses, staff to trace the disease, and Medical Countermeasures.

4. Public health control measures range from medical countermeasures such as vaccination, sanitation recommendations and social distancing. Such measures, especially when widespread, may disrupt the economy and require large numbers of law enforcement and other manpower resources.

5. Buildings and areas may become contaminated with diseases or biological agents and may be closed until they are disinfected or decontaminated. This may cause interruptions in business and government.

6. Emergency transportation of resources (inbound response and outbound disposal) may require permits, licenses, or exemptions.

7. Lesser outbreaks with limited impacts may only require the partial activation of this appendix and may involve coordination between North Carolina Emergency Management (NCEM) and other supporting state agencies.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Support local government efforts through resource and technical assistance during emergencies and coordinate state and federal response and recovery activities.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH PREPAREDNESS & RESPONSE STEERING COMMITTEE

a. Authorizes updated plans and procedures for public health emergencies. The Public Health Preparedness & Response Steering Committee will meet quarterly. The team and its subcommittees will update this plan, develop additional subordinate plans, and develop procedures within their areas of expertise.

b. The state Epidemiologist (NCDHHS), in collaboration with local public health officials, will have responsibility for planning the investigation of human disease events.

c. The state Veterinarian (NCDA&CS) will be responsible for investigating and response planning for animal disease events and collaborating with the state Epidemiologist on evens involving zoonoses.

d. The state Medical Entomologist (NCDEQ) will be responsible for planning for the natural vector or reservoir component of infectious diseases.

e. The Directors of Office of Emergency Medical Services (OEMS) and Special Operations Response Team (SORT) will be responsible for planning medical treatment facilities and disaster medical resources.

C. SUPPORTING AGENCIES

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

EMERGENCY PROGRAMS DIVISION

a. Coordinate food and agriculture response for NCDA&CS and partners.

b. Provide veterinary expertise and coordinate animal response in support of the state Veterinarian's guidance and Veterinary Division's Lead Role.

c. Provide SERT Liaison as needed.

VETERINARY DIVISION

a. Monitor the health of livestock, poultry and other animals to identify any potential sources of an infectious disease from animals and collaborate with partner agencies as appropriate.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

AIR QUALITY DIVISION

a. Monitor the ambient air quality in the state to determine how an infectious disease may travel through the air.

WATER RESOURCES DIVISION

a. Monitor the drinking water supply of the state to determine whether infectious disease may travel through drinking water.

3. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

a. Coordinate public health nurses.

b. Monitor health of shelter populations for potential infectious disease outbreaks.

c. Coordinate well water testing for contaminates to render safe to drink after flooding.

DIVISION OF SOCIAL SERVICES (DSS)

a. Coordinate efforts to provide emergency shelters, mass care facilities, feeding, water, and distribution of relief supplies.

b. Coordination/facilitation of the provision of sheltering during a biohazard response including persons with functional needs (sensory, physical, mental limitations, and non-English speaking) with county Departments of Social Services (County DSS).

c. Coordination/facilitation of the provision of relief efforts provided by volunteer organizations with the county DSS.

d. Coordination/facilitation of the provision of mental health/crisis counseling to victims at shelters, mass care facilities, and fixed feeding sites with county DSS.

e. Coordination/facilitation of the provision of emergency first aid to victims at shelters, mass care facilities, and fixed feeding sites with county DSS.

f. Ensure all DHHS Divisions are staffed for response, recovery and mitigation.

g. Ensure all DHHS Divisions are on standby and are ready to deploy Division resources.

h. Notify Sensory and Foreign Language Interpreter Staff of NC DHHS and NC DHHS interpreter contracts to be on standby and ready to deploy if requested.

i. Support the American Red Cross and other agencies in shelter staffing at designated Red Cross Shelters.

DIVISION OF HEALTH SERVICE REGULATION (DHSR)

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Provide leadership in coordinating and integrating the overall state efforts that provide medical assistance to a disaster-affected area.

b. Coordinate and direct the activation and deployment of state resources of medical personnel, supplies, equipment, and pharmaceuticals with Public Health as needed.

c. Assist in the development of local capabilities for the on-site coordination of all emergency medical services needed for triage, treatment, transportations, tracking, and evacuation of the affected population with medical needs.

d. Establish and maintain the cooperation of the various state medical and related professional organizations in coordinating the shifting of Emergency Medical Services resources from unaffected areas to areas of need.

e. Coordinate with the SERT Military Support Branch to arrange for medical support from military installations

f. Coordinate the evacuation of patients from the disaster area when evacuation is deemed necessary.

g. Coordinate the catastrophic medical sheltering response by implementing the Medical Support Sheltering Plan.

4. NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide trained military police for traffic control.

b. Provide security at established shelters.

c. Provide security at healthcare facilities and established temporary treatment facilities.

d. Provide military forces to assist local law enforcement in the emergency area for security, control of entrance to and exit from disaster area, and protection of people and crowd control.

e. Provide a Rapid Reaction Force specially trained for response to public disturbances and riots.

5. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE BUREAU OF INVESTIGATION (SBI)

a. Coordinate investigation efforts, especially if the infectious disease is suspected to have originated via a biological terror attack.

STATE HIGHWAY PATROL (SHP)

a. Regulate motor vehicle traffic where indicated.

b. Provide security escort when required by related plans, policies, and/or procedures.

6. UNC CENTER FOR PUBLIC HEALTH PREPAREDNESS

a. Deliver training, conduct research and provide technical assistance to public health professionals across the state.

D. SUPPORTING FEDERAL AGENCIES

1. ARMY CORPS OF ENGINEERS

a. Support immediate lifesaving and life safety emergency response priorities.

b. Sustain lives with critical commodities, temporary emergency power and other needs.

c. Initiate recovery efforts by assessing and restoring critical infrastructure.

IV. CONCEPT OF OPERATIONS

A. GENERAL

When an event is expected to have limited impacts or confidence in the magnitude of significant impacts is low, the State EOC will only be partially activated with key SERT agencies. Upon a greater threat to the state, the SERT agencies will report to the EOC for a full-scale activation.

The Regional Coordination Centers (RCCs) are staffed by various agencies and local emergency managers. They may also be staffed with members from Incident Management Teams (IMTs). The SERT agencies will be responsible for the following actions during an infectious disease outbreak:

- Communicate NC public health infectious disease information to neighboring states and the federal government
- Assist local health departments, hospitals, and other medical treatment facilities in their treatment of the infectious disease
- Coordinate federal assistance to the affected regions
- Assist local health departments with public health control measures such as surveillance, disease investigation, social distancing, immunization, prophylaxis, mass treatment, and mass fatality management

B. RESPONSE ACTIONS

Upon the indication of an infectious disease outbreak, the following actions will take place:

- The Director of Emergency Management, on advice of the State Health Director, will activate the State Emergency Response Team (SERT) and the State EOC
- The Director of Emergency Management then assumes his responsibility as the SERT Leader. The State Health Director becomes a technical advisor to the SERT Leader and the Governor
- The Public Health Command Center will be activated
- The Disaster Medical Services Team within the OEMS coordinates medical treatment and resources: facilities, staff, and equipment
- Pharmaceutical augmentation through the US CDC Medical Countermeasures will be done through the Public Health Command Center (PHCC) in conjunction with Disaster Medical Services Team (DMST)

- The DHHS staff within the Citizens Services Office will assist in coordinating the response to citizens with special medical needs

The change in activation levels is highly dependent upon the observed threat and expected impact. The following are general guidelines that may support a change in activation level. For information on staffing and general responses associated with an activation level, please refer to the North Carolina Emergency Operations Basic Plan.

a. Level 4 Activation: The SERT Leader may elevate to level 4 if there is a threat of a release of a biological agent or infectious disease. This is generally a monitoring stage and induces only a partial activation.

b. Level 3 Activation: The SERT Leader may elevate to level III if there has been an infectious disease outbreak in a community. There may also be a threat of a release of a biological agent or infectious disease. Usually public health capabilities are sufficient and there are limited deaths reported. State assistance may or may not be requested.

   The following actions will be taken during a Level 3 activation:

   - All emergency support function agencies are alerted
   - A coordinating call is conducted to determine the need for activation and for staff reporting of allied SERT partners to the State EOC
   - The PHCC is alerted and manned, as the level determined in the PHCC SOP
   - The PHCC provides assistance to local public health officials.
   - The DMST begins to identify medical resources available from medical treatment centers in NC and to assess those facilities in need of support
   - The Healthcare Preparedness Coalitions are alerted for possible deployment
   - A NCEM Regional Coordination Center (RCC) is activated as determined by the coordinating call

c. Level 2 Activation: The SERT Leader may elevate to level 2 if there has been an *actual* release of a biological agent or infectious disease. There will likely be a large increase in hospital admissions; local hospitals are overwhelmed and may be requesting to divert patients to hospitals in adjacent counties. There is likely an increasing death toll and state resources have been requested.

   The following actions will be taken during a Level 2 activation:

   - The Governor, on advice from the SERT Leader and the State Health Director, may declare a state of emergency
   - The SERT is fully activated with 24-hour staffing from all SERT members
   - The PHCC becomes activated per the PHCC SOP. Medical Countermeasures are activated for possible receipt of the stockpile
   - The DMST coordinates support of affected facilities
   - The NCEM Regional Coordination Center will be activated ~~in the local area~~
   - The Healthcare Preparedness Coalitions may be deployed to the affected area to provide additional medical capability at the direction of the Director of Emergency Management
   - The State EOC is activated to provide the necessary resources required at this stage of activation

d. Level 1 Activation: The SERT Leader may elevate to level 1 if there has been a confirmed release of a biological agent or infectious disease, or there is a widespread disease outbreak occurring. There

   are a large number of patients seeking treatment and all hospitals in a multi county area are overwhelmed. State Resources have been requested.

   The following actions will be taken during a Level 1 activation:

   - The Governor (on advice from the SERT Leader and the State Health Director) requests federal assistance

- Federal agencies are managed according to the State EOP
- Health and Medical response continues as above with additional resources requested from other states and federal assets
- Alternative care centers, distribution of pharmaceuticals, disease containment procedures and public information will be implemented according to agency plans and coordinated through the State EOC

C. RECOVERY ACTIONS

During the Recovery Phase, the SERT will assist individuals, businesses, and local governments to recover from the infectious disease event. Activities may include:

- Decontamination and disinfection of facilities and temporary living accommodations
- Loans to individuals and small businesses
- Grants to local governments

V. REFERENCES

A. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended

B. Chapter 130A of the North Carolina General Statutes, Public Health

C. NC National Veterinary Stockpile Plan

FOOD EMERGENCY RESPONSE PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

The purpose of this plan is to prepare for early detection and rapid response to minimize impact and encourage a swift recovery from significant threats to food safety and public health.

B. SCOPE

This plan addresses policies and procedures that will minimize the impact of an unintentional, deliberate or natural disaster incident related to the state's food supply. In addition, the plan addresses recovery following an incident. The plan stresses local, state and federal interagency cooperation, as well as cooperation with industry. This cooperation will be essential when responding and recovering rapidly to any attack or threat to the state's food supply.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

North Carolina, the third most agriculturally diverse state in the nation, has extensive national and international exports markets. Food and agricultural production, processing and retail systems are a multi-billion dollar (>$68 billion) industry in NC and employs ~20% of workforce. Thus, the safety and security of the State's food supply is of paramount importance. Not only will an incident affecting the food chain impact this multi-billion dollar system, but also consumption of the contaminated food item could result in human illness (with an associated potential cost of $10-83 billion per year in the U.S). The effects of one incident will not only negatively impact North Carolina, but also the nation and other countries. A major outbreak could cripple the affected industry for years. Businesses would fail without a rapid response system that focuses on business resiliency and continuity. Tax revenue generated directly and indirectly would diminish dramatically.

This operations plan will be activated when the consequences of the event exceed the ability of the local government or lead agency to handle the incident; there is a disaster declaration by the Governor; more than one state agency has become involved in responding to the incident (beyond what transpires for more routine food incidents); or; there is an interstate emergency that has exceeded the joint state's abilities or an Emergency Management Assistance Compact (EMAC) request is made for mutual aid

to a state. Activation will be a result of notification of the NC Division of Emergency Management (NCEM) through the State Emergency Response Team (SERT) by the NC Department of Health and Human Services (NCDHHS) Division of Public Health (DPH), NC Department of Environmental Quality (NCDEQ), the NC Department of Agriculture and Consumer Services (NCDA&CS), or local health departments.

B. ASSUMPTIONS

1. For the purpose of this plan, the term “food” is defined as any product normally consumed by humans or animals for nourishment.

2. Incident management activities will be initiated and conducted using the principles contained in the National Incident Management System (NIMS).

3. The responsibilities for food safety and food borne disease surveillance are divided among multiple agencies in North Carolina including NCDHHS/DPH, NCDEQ, and NCDA&CS. Regulatory authorities, responsibilities, and the initial responder will determine the lead agency, at least initially. The nature of a food emergency will result in the involvement of additional supporting agencies and groups, such as state entities, federal agencies and private industry.

4. Threats to the food supply can come from natural sources, accidental contamination, and deliberate acts as well. This plan will be used to respond to food borne emergencies, regardless of the cause.

5. Law enforcement will become the lead agency for the criminal investigation portion of a response when a food borne disease outbreak or other food-related emergency is determined to be the result of a deliberate or criminal act. Regulatory and public health agencies will maintain normal responsibilities.

6. NCDA&CS, NCDPH, and/or the Local Health Departments will be responsible for field investigations or inspections of retail food markets and food service establishments, food processors, dairy farms and plants, retail and custom meat establishments, shellfish harvesting and monitoring of water quality in shellfish harvesting areas according to agency specific protocols and policies.

7. The Food and Drug Administration (FDA), US Department of Agriculture (USDA) and the Centers for Disease Control and Prevention (CDC) may be asked to support a state’s response to a food borne emergency.

8. An effective and coordinated response effort will be needed to restore the public's confidence in the food supply in the aftermath of a contamination event.

9. Because of the lack of a uniform regulatory system that ensures the traceability of all products and commodities, tracing may be difficult.

10. Developments in the farm-to-table pathway have greatly increased the number of entry points for contamination and the potential for widespread contamination of the food supply. Because of the lack of security and surveillance at many farms, food processing and packaging plants, and retail food establishments, terrorists have easy access to implement a food borne attack.

11. The local Health Director, in consultation with state agencies, will be primarily responsible for the identification and control of routine food borne disease outbreaks and environmental field investigations in food service establishments (e.g., restaurants, delis, meat markets).

12. State health agencies will be the primary group responsible in cross-jurisdictional outbreaks and will consult with other state agencies with food safety responsibilities.

13. A deliberate act or the receipt of a threat against the food and agricultural community, in and of itself, could initiate response actions at all levels of government, industry, and other stakeholders to minimize public panic.

14. Detection of a food borne emergency in an area outside of North Carolina will prompt implementation of additional preparedness and prevention measures.

15. A deliberate act of contaminating the food pathway will result in additional law enforcement and security response actions at all levels of government, industry, producers and the private sector.

16. Vector/contamination control may require discarding large quantities of agricultural products and organic matter, invoking embargoes or trade restrictions, culling livestock or poultry, and identifying alternative sources of food.

17. Depending on the causative substance of the contamination, contaminated foodstuffs may need to be considered and handled as hazardous waste.

18. Suspected infected locations, machinery, distribution centers, restaurants, eateries and transport vehicles may need to be cleaned, disinfected and re-evaluated for contamination.

19. Due to the diversity of the type of commodity and geographical location, as well as the impact of the variety of cultures/languages represented in North Carolina, response to and recovery from an emergency will require a coordinated effort of all stakeholders.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFTEY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Support local government efforts through resource and technical assistance during emergencies

b. Coordinate state and federal response and recovery activities

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

a. Conduct appropriate public health epidemiological studies to determine source of illness.

b. Inspect and investigate state-licensed and other facilities associated with suspected or confirmed food borne illness.

c. Assist with the recall of products.

d. Trace forward and back products with suspected ingredients.

e. Take field actions to mitigate incident (embargo, condemn, quarantine, etc.).

f. Through the EOC, coordinate with animal or plant production agencies or groups if the investigation requires access to or examination of raw food products.

g. Coordinate with HazMat teams for disposal of recalled hazardous food items.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF AIR QUALITY (DAQ)

a. Monitor the ambient air quality in the state to determine how an infectious disease may travel through the air

DIVISION OF WATER RESOURCES (DWR)

a. Monitor the drinking water supply to determine whether infectious disease may travel through drinking water

3. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

a. Coordinate public health nurses as needed

b. Monitoring health of shelter populations for potential infectious disease outbreaks

c. Coordinate well water testing for contaminates to render safe to drink.

DIVISION OF SOCIAL SERVICES (DSS)

a. Coordinate efforts to provide emergency shelters, mass care facilities, feeding, and water

b. Coordination/facilitation of the provision of sheltering during a food emergency including persons with functional needs (sensory, physical, mental limitations, and non-English speaking) with county departments of social services (county DSS)

c. Coordination/facilitation of the provision of relief efforts provided by volunteer organizations with the county DSS

d. Coordination/facilitation of the provision of mental health/crisis counseling to victims at shelters, mass care facilities, and fixed feeding sites with county DSS

e. Coordination/facilitation of the provision of emergency first aid to victims at shelters, mass care facilities, and fixed feeding sites with county DSS

f. Ensure all DHHS Divisions are staffed for response, recovery and mitigation

g. Ensure all DHHS Divisions are on standby and are ready to deploy Division resources

h. Notify Sensory and Foreign Language Interpreter Staff of NC DHHS and NC DHHS interpreter contracts to be on stand by and ready to deploy if requested

i. Support the American Red Cross and other agencies in shelter staffing at designated Red Cross Shelters.

4. NC DEPARTMENT OF PUBLIC SAFTEY (NCDPS)

STATE HIGHWAY PATROL (SHP)

a. Coordinate traffic control measures and isolation of the impacted area as needed

b. Regulate motor vehicle traffic where indicated

c. Provide communications support as requested by the SERT leader

5. NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide trained military police for traffic control

b. Provide security at established shelters

c. Provide military forces to assist local law enforcement in the emergency area for security, control of entrance to and exit from disaster area, and protection of people and crowd control

d. Provide a Rapid Reaction Force specially trained for response to public disturbances and riots

e. Provide military forces to assist local and state resources in rescues and evacuations as needed

f. Provide NCNG mission capable packages as requested through NCEM

g. Provide transportation support

C. SUPPORTING FEDERAL AGENCIES

1. FOOD AND DRUG ADMINISTRATION (FDA)

a. Undertake investigations to identify implicated products.

b. Request and assist firms responsible for implicated product with conducting a recall.

c. If warranted, exercise administrative detention of the implicated product.

d. Provide laboratory surge capacity to process an increased volume of food samples.

e. Issue press information, such as consumer advisories.

f. Coordinate the Food Emergency Response Network (FERN) in conjunction with USDA/FSIS and CDC.

g. Coordinate its investigations with federal, state and local partners.

h. FDA Office of Criminal Investigations may provide support in a criminal investigation.

2. CENTER FOR DISEASE CONTROL AND PREVENTION (CDC)

a. Conducting public health surveillance, including food borne disease surveillance, to identify the causes and sources of food borne disease (sporadic cases and outbreaks), to monitor the public

health burden of food borne disease, and to identify new and emerging causes of food borne disease.

b. Coordinating PulseNet, the national molecular sub-typing network for food borne disease surveillance, through which public health laboratories can identify specific strains of food borne bacteria through DNA "fingerprinting" (pulsed-field gel electrophoresis).

c. Developing state-of-the-art laboratory methods to identify food borne pathogens.

d. Training and developing the state and local public health workforce to improve food borne disease surveillance, investigation and response.

e. Assisting state and local health and food safety officials address food borne disease emergencies.

f. Providing clinical, epidemiological and public health expertise.

g. Depending on the nature of the threat, enhance procedures for detecting and analyzing the suspected biological or chemical agents.

h. Providing laboratory surge capacity to process an increased volume of clinical or food samples.

i. Collaborating and communicating extensively with the states, FDA and USDA.

j. Identifying staff to be on continuous alert to assist and possibly be dispatched to a response site.

k. Issuing health alerts to state health departments and key healthcare provider networks to increase surveillance of new or unusual clusters of illness.

l. Issuing alerts to the broader public health, medical and other relevant constituencies, as needed.

m. Developing appropriate messages and guidance for the public.

3. UNITED STATES DEPARTMENT OF AGRICULTURE (USDA)

a. Assist with disease eradication and food safety threat activities, including quarantine, evaluation, slaughter, disposal, cleaning and disinfecting, epidemiology, trace-back, vector control and transportation permitting arrangements.

b. Consult with state and local authorities regarding eradication and food safety threat proceedings.

c. Collect, analyze and disseminate technical and logistical information.

d. Define training requirements for casual employees or support agencies involved with emergency response operations.

e. Issue a declaration of extraordinary emergency.

f. Define the infected area and control zones.

g. Prepare information for dissemination to the public, producers, processors and other concerned groups.

h. Inform the public about meat, poultry and egg product food safety issues.

i. Allocate funding for compensation to the owner(s) of culled animals.

j. Define restrictions on interstate commerce.

k. USDA Office of Inspector General will provide support in a criminal investigation.

4. TRIBAL GOVERNMENTS

The Tribal Chief Executive Officer (CEO) is responsible for the safety and welfare of the members of their tribe. As such, this representative works with the state in the emergency planning process to define the critical roles and responsibilities of the tribe. The Tribal Chief Executive Officer will be responsible for:

a. Declaring tribal emergencies that can result in the implementation of a tribal response plan or a mutual aid agreement.

b. Coordinating tribal resources, relative to all potential types of response or incidents, to prepare for, respond to and recover from incidents in an all-hazards context.

c. Having powers to suspend tribal laws and ordinances to assist with a response.

d. Providing leadership and communicating with the tribal nation, businesses and other entities to help them cope with the incident response and recovery.

e. Negotiating mutual aid agreements to enhance resource sharing.

f. Requesting federal assistance, through the state governor or directly from the federal government, when tribal resources have been overwhelmed.

IV. CONCEPT OF OPERATIONS

A. GENERAL

a. **EMAC and Mutual Aid.** The use of the Emergency Mutual Aid Compacts (EMACs) and established mutual aid agreements will be utilized to supplement local and state resources. The procedures for obtaining authority to request or offer interstate assistance reside with the State Emergency Operations Center (SEOC). Circumstances when interstate interaction might occur include, but are not limited to:

(1) Contaminated food has been shipped either to or through another state.
(2) Out-of-state facilities process food produced in the state.
(3) Outbreak crosses state lines.
(4) Contaminated food was processed or manufactured in another state.
(5) State response outstrips state's resources.

b. **Incident Identification.** Surveillance will be essential in identifying a food emergency or the initial signs of an emergency unfolding. Local sources will be instrumental during the initial identification of an unintentional or deliberate food-related incident.

(1) These local sources would include:

(a) Consumers
(b) Local health departments

(c) Poison control centers
(d) Hospitals
(e) Private practice physicians
(f) Law enforcement
(g) Food retailers, manufacturers, and distributors
(h) Veterinarians
(i) Processors and producers

(2) Specific observations that could indicate a food-related incident has occurred include:

(a) Routine monitoring and surveillance of food supplies or human illness.

(b) Discovery of physical characteristic(s) of a food item or agricultural product that suggests possible contamination with a biological or chemical agent (e.g., presence of an unidentified and unexpected powder, a bad odor or an abnormal taste).

(c) Observation of suspicious behavior or activity by an employee or customer.

(d) Reports of unusual clusters or types of illness among employees, consumers, or animals.

(e) A significant security breach in a food-system facility, storage tank or shipping vehicle, or receipt of a threat (via a telephone call or piece of mail) indicating that an agricultural or food product has been or will be contaminated.

(f) Laboratory evidence of food contamination.

c. **Notification and Action Triggers.**

(1) As mentioned above, local sources will be instrumental in the initial identification of an unintentional or deliberate food-related incident. 10A NCAC 41A.0101 lists the diseases and conditions that must be reported by local health care providers to local health departments, who in return report to the State Health Department. Clinical and reference laboratories also have a list of diseases that they are required to report to the State Health Department. The State Laboratory of Public Health (SLPH) would have primary responsibility for testing human samples, as well as some food samples. It is part of, and thus reports to, NC DPH.

(2) Even if a disease is not on the list of reportable diseases, if an unusual cluster or an outbreak occurs, then it is reportable to State Health Department. The state would notify the appropriate state and federal agencies. Likewise, an unusual cluster of complaints may be received by any agency which may indicate a food emergency has occurred. Notification of a food emergency event between affected agencies, organizations, and private industry will proceed according to Emergency Notification Protocols.

(3) The FERP will be activated by NCEM upon the request of the lead agency. The FERP will be activated if:

(a) An event occurs that exceeds the ability of the local government or lead agency

(b) There is a disaster declaration by the Governor

(c) More than one state agency has become involved in responding to the incident (beyond what transpires for more routine food incidents)

(d) There is an interstate emergency that has exceeded the joint state's abilities.

(4) The NCDA&CS or NC DEQ may identify an unintentional or deliberate food-related incident through consumer complaints, industry notification, or via law enforcement. NCDA &CS's Food Laboratory is networked with SLPH under the Food Emergency Response Network (FERN) and would be the primary agency for testing food samples. The laboratories of NCDHHS/DPH and NCDA&CS share responsibility for testing environmental samples. Collaboration and coordination exists between the laboratories.

(5) If there is a suspected or confirmed, deliberate contamination of food, sample collection and analysis will be the responsibility of law enforcement (local, state or federal) unless a written request is made to NCDHHS/DPH, NC DEQ, and/or NCDA & CS to provide laboratory support. If such a request is made, sample collection and delivery continues to be the responsibility of law enforcement.

c. **Activation of the State Emergency Operations Center (SEOC).** Dependent upon the level of the incident, the SEOC may need to be activated. The SEOC is activated when the consequences of the event exceed the ability of the local government or lead agency to handle and

the resources for multiple state agencies need to be coordinated. The activation of the SEOC will generally occur in conjunction with both the lead agency and the NCEM. Representatives from the NCDHHS/DPH, NCDEQ, and NCDA &CS are all members of the SERT and provide core services at the SEOC. Industry is a key stakeholder and will have a representative at the SEOC. In all food emergencies, communications between departments, industry, and all stakeholders will be critical to ensure the best possible response. Having appropriate representation of affected agencies and industry in the SEOC will help ensure that consistent communication occurs. Per the SEOC's Standing Procedures, the liaisons or representatives of the core services are identified within the emergency response plans and the contact information for all is maintained and updated by the appropriate team leader.

e. **Chain of Command.**

(1) The local government or lead agency will have the lead for operational management at all five (5) stages of an emergency management life cycle for the local event: preparedness, prevention, mitigation, response and recovery. Once the SEOC has been activated, the Director of NCEM assigns personnel to the five (5) elements of incident command (command, planning, operation, logistics, and finance and administration). An Incident Management Team (IMT) may be deployed to the local site that has been overtaxed due to the consequences of the event. The SEOC will coordinate with all Federal partners according to the NIMS guidance.

(2) At the state level, the lead agency may differ depending on the type of incident that occurs. The responsible regulatory agency would initially be the lead agency for protecting the health of the citizens of North Carolina. If the incident is a deliberate act, law enforcement would become the lead agency for the criminal components of the response. NCDHHS/DPH will be responsible for human health surveillance, epidemiological investigation and response.

The NCDA &CS and NC DHHS will be responsible for trace back, removal of product from the marketplace, inspections, field investigations, and other activities to ensure the safety of food available to consumers based on regulatory authorities. If two or more agencies need to be the lead, then a Unified Command would be established per NIMS guidelines.

(3) Once the contaminated food item has been identified, an industry representative will be asked to serve as a liaison in the SEOC to ensure

constant and clear communication between regulatory agencies and private industry.

f. **Interagency Communication.** Effective communication between all affected parties during a food emergency is critical. Communications strategies and plans established in advance of any incident will be most effective and should include every group associated with the response (local, state and federal, and industry).

g. **Public Information.** Establishment of a Joint Information Center (JIC) in which all agencies, academia and industry are represented will be critical to the development and dissemination of clear and consistent communication with health care providers, industry, the media, affected population and the general public.

h. **Interstate Coordination.** When incidents cross-jurisdictional boundaries or require support from outside states, SEOC will facilitate incident management and policy coordination. The principal functions and responsibilities of SEOC include the following:

(1) Ensuring that each agency involved with incident management activities is providing appropriate situational awareness and resource status information;

(2) Establishing priorities between states;

(3) Acquiring and allocating resources required by incident management personnel in concert with the Incident Command (IC) or Unified Command (UC) involved;

(4) Anticipating and identifying future resource requirements;

(5) Coordinating and resolving policy issues arising from the incident; and,

(6) Providing strategic coordination, as required.

i. **Food Emergency Response Teams.** It may become necessary to form and activate strike teams (food emergency response teams) to address specific response tasks. These teams could be charged with tasks appropriate to the response, such as: surveillance, sampling, product recalls, trace-backs, embargo, disposal of contaminated materials, decontamination and disinfection, evidence gathering, quarantine, security, public education, sample analysis, or any other operational aspect of mitigating a food emergency. The Planning and Operations

Staff will design and staff the strike teams to fulfill specific tasks. The expertise and agencies represented on a team will be a direct function of the response-specific tasks it is assigned. Generally, a team should include experts in the following aspects of the emergency: technical or science, policy, media relations, communications staff, etc. Specific examples of appropriate personnel might include, but are not limited to, epidemiologists, toxicologists, law enforcement personnel, regulatory specialists, representatives of the lead agency, environmental health specialists, etc.

j. **Food Borne Disease Surveillance and Outbreak Investigations.**

(1) Monitoring and providing alerts for cases and outbreaks of human illness from any cause, including food borne illness is accomplished within the North Carolina Public Health Information Network (NCPHIN). This network integrates routine disease surveillance, syndromic surveillance through the North Carolina Disease Event Tracking and Epidemiologic Collection Tool (NCDETECT) and the Health Alert Network (HAN).

(2) Public Health Law (Chapter 130A Article 133-143 of the NCGS) requires routine collection of certain communicable diseases cases and physicians, school principal, operators of day care centers and restaurants are required to report cases to local health departments. The local health department, along with the State Laboratory of Public Health and the NC Division of Public Health submit communicable disease data into the NC Electronic Disease Surveillance System (NCEDSS). Data from hospital emergency departments, Emergency Medical Services and the Carolina Poison Control Center provide most of the data input for NCDETECT. Some sources of pilot data include information from urgent care centers, wildlife and veterinary laboratories. The NC-HAN is a secure web-based system designed to automatically issue health alerts about public health incidents to key individuals in the North Carolina Division of Public Health, local health departments, hospitals, laboratories and other partners in the event of a public health emergency which could include a food borne outbreak.

(3) In addition, local health departments, NCDEQ, NCDHHS/DPH, and NCDA&CS monitor consumer complaints to determine if there is a trend or problem emerging. NCDHHS/DPH, Communicable Disease Branch, in conjunction with state partners, conducts the following tasks:

(a) Surveillance for food borne illnesses and food borne disease outbreaks;

(b) Surveillance for food borne illnesses and food borne disease outbreaks;

(c) Manage the investigation of food borne illness and outbreaks;

(d) Coordinate food borne illness investigations with appropriate food safety officials at the local, state or federal level;

(e) Report cases or outbreaks of food borne illness to the state and CDC. Request CDC assistance, if needed; and,

(f) Through the JIC, provide health and food safety information and guidance to the public.

k. **Disease Investigations and Product Contamination Investigations.**

(1) If public health identifies an incident (e.g., illness) or a disease outbreak that is associated with food, an investigation will be implemented to determine the extent of the illness (e.g., severity and number of cases), the suspected food source, and the scope of the situation. State and local health officials will work with state and local food safety officials to coordinate the human health and food product investigations.

(2) Generally, the state will be responsible for any related food commodity investigations.

(3) Local Health Departments, state epidemiologists, NCDHHS, NC DEQ and the NCDA &CS are several of the state agencies identified as having responsibilities relative to implementing these tasks.

l. **Laboratory Services.** The NCDA&CS, NC DPH, and SBI all house laboratories that perform testing on human, animal, food, and/or environmental samples. The following are the roles and responsibilities of the laboratories during a food emergency:

(1) Provide analytical testing of food, environmental and human samples for pathogens, toxins and chemicals (e.g., *Salmonella*, *Listeria*, *E. coli O157:H7*, *Vibrio parahaemolyticus*, organophosphates, heavy metals, ricin, etc).

(2) Maintain capability for conducting analysis using latest methods.

(3) Test samples for evidence of contamination by zoonotic or epizootic organisms.

(4) Perform complex food analyses with high precision and accuracy at an elevated throughput rate for extended periods of time.

(5) Coordinate information and data sharing with the SEOC, the lead agency, and the food, animal and human health laboratory networks, such as the FERN, NAHRS, PulseNet, and LRN.

(6) Provide timely reports of lab results.

(7) Provide guidance to field investigators.

(8) Be an active member of the outbreak investigation team.

m. **Public Information.** In a food emergency, the PIOs from NCEM, NC DPH, NC DEQ, NCDA&CS, and industry will work together in a Joint Information Center (JIC) to prepare media materials and conduct media briefings in accordance with ICS principals. These activities will support the local EOCs and the SEOC. The JIC will prepare a communications plan to guide information content and delivery in the emergency. Specific tasks for the JIC during a food emergency include, but are not limited to, the following:

(1) Activate the JIC, ensuring that all stakeholders are updated.

(2) Prepare and update basic fact sheets, key messages and other informational materials for distribution to partners, stakeholders and the public through appropriate established channels.

(3) Prepare and publish information that is accessible to the public via the Internet, in coordination with NCEM, NCDPH, NCDEQ, NCDA&CS, local health departments (LHD), industry representatives, Law Enforcement (if applicable), and other participating groups.

(4) Coordinate with federal, state and local PIOs regarding information release protocols.

(5) Prepare and send out media releases in coordination with the lead agency, Communications, the Governor's office, Emergency Management, all state agencies involved, affected LHDs, industry, and other participating groups.

(6) Prepare a media release in anticipation of the laboratory confirmation of a presumptive positive, including instructions for the public about proper treatment and access to information about specific sites.

(7) Prepare for media briefings. NC has identified the following agencies or groups as having a role in disseminating public information related to a food emergency: NCEM, NCDPH; NCDA&CS, NC DEQ, Industry, and law enforcement officials (e.g., SBI, FBI).

n. Animal and Plant Production.

(1) When animal or crop production is affected in a food emergency, the lead agencies for animal/and or plant production (NCDA&CS) will have the responsibility of coordinating with the lead agency. This coordination will consist of providing animal and plant production liaisons to the SEOC. These individuals will monitor the animal and/or plant response, provide support as necessary, provide communication and coordination between the food response and the plant or animal response, and ensure proper activation of the appropriate animal or plant portions of the State EOP.

(2) In general, these liaisons should have the ability to provide the following support:

(a) Contain, compartmentalize, control and eradicate animal diseases that impact human health.

(b) Cooperate and provide communication with other agencies and organizations; federal, state and local public health; veterinarians; producers; and animal owners within the state in accordance with ICS principals.

(c) Exclude, detect, and control or eradicate serious insect pests and plant diseases.

(d) Regulate the sale and use of pesticides that could impact the food supply and human health.

(e) Investigate incidents of pesticide misuse relative to a pesticide-based food contamination incident.

(f) Embargo pre-harvest food ingredients to protect the food supply.

(g) Mobilize expertise in support of the timely and accurate

investigation of pesticide, heavy metals and other contamination incidents involving pre-harvest food that carry over to pre- and post-harvest food production.

(h) For more details, See the State's Livestock and Crop/Produce Emergency Response Plans.

o. Environmental Protection.

(1) During the response to a food emergency, it will be necessary to maintain protection of the environment. Issues, such as the disposal of contaminated product, decontamination and disinfection, disposal of contaminated feed, water supply and quality, sampling and other issues related to maintaining environmental quality will be the responsibilities of the agencies or groups assigned to this responsibility.

(2) These groups should be prepared to provide the following support:

(a) Provide scientific expertise.
(b) Provide environmental sampling and analysis.
(c) Decontamination support.
(d) Facilitate disposal of contaminated materials.
(e) Manage environmental permitting.

(3) NC DEQ and/or NCDA&CS will serve as primary points of contacts (POCs) on these issues at the state level.

p. Logistical Support, Communication and Coordination.

(1) Any food emergency response requiring plan activation is likely to exceed the resource capacity of local responders. In this event, the EM log will be used to identify mission needs and task resources to meet those needs. NC SPARTA will be used for this interaction and to provide comprehensive and functional communications network between all involved entities. These activities will be managed in the SEOC under a unified or area command.

(2) Specific tasks associated with these response issues are as follows:

(a) Coordinate with federal, state and local law enforcement.
(b) Provide logistical support to the lead agency.
(c) Coordinate resources.
(d) Conduct media briefs (using the JIC).
(e) Coordinate EOCs (local, state agencies, and federal).

q. Evidence Gathering, Security and Policing.

(1) During a food emergency, the personnel from the local county health department, NCDA&CS, NCDEQ, FDA, and/or USDA will collect the appropriate samples. Coordination between agencies should take place prior to sample collection to ensure proper regulatory jurisdictional and/or investigation protocols are followed. Integrity of samples will be maintained on all samples through the use of tamper evident seals. Any needed policing and security will be provided by local and state law enforcement. It is likely that these efforts would be augmented with federal support once the scope of the incident exceeded the capabilities of the state entities.

(2) In the event the outbreak investigation or other evidence suggests that the food emergency was the result of a deliberate or terrorist act, the law enforcement (local, SBI, FBI) would assume the lead role relative to the criminal investigative aspects of the response. Some responsibilities associated with this role include:

(a) Collecting and analyzing the appropriate samples from potentially contaminated items. Other state laboratories (NC DPH, NC DA&CS, NC DEQ), upon written request from the SBI or FBI, can perform laboratory analyses.

(b) Providing security, law enforcement and traffic control, as required.

(c) Supporting response operations and controlling access and movement.

(d) Supporting response activities that are under the supervision of the lead agency and the SEOC.

r. **Transportation.** During a food emergency response, the SERT will coordinate the following support from local, state, inter-state, or Federal resources:

(1) Provide traffic control, as required.

(2) Support response operations relative to access controls.

(3) Provide guidance about re-routing traffic.

(4) Provide guidance for re-routing traffic in and around the affected area.

(5) Monitor and detain, if necessary, outbound and inbound transporters of plant or commodities at state border weigh or inspection facilities.

(6) Move soil, plant materials and contaminated food or debris.

(7) Identify potential sources of outside assistance, i.e., contractors, equipment sources, etc.

s. **Legal Support.** The State's Attorney General's office will assist with any legal matters or considerations in the planning and response to a food emergency. Legal matters may include liability, insurance, contracting, definitions of authority, etc. NC has regulations to assist the appropriate agency with right-of-entry into facilities, embargo authority (NCDA & CS and NC DPH), and a broadened embargo law that grants authority to local health directors (in consultation with NC DPH). The Tort Claims Acts covers any personnel working with the SEOC in a food emergency. Contracted and EMAC personnel also have state-provided liability protection.

Responsible agencies identified in this document as lead agencies shall work within the legal authority as defined in pertinent laws and regulations.

t. **Education and Outreach.** NCDHHS, NCDA&CS, NC DEQ, industry and academic centers will provide education and information based on timely research to help prepare and respond to emergency situations. In addition, these groups may assist PIOs with developing materials for public dissemination through the JIC. In addition, these agencies/groups will provide their expertise and leadership to solving the problems people have identified.

B. PREPARATION

The U. S. Department of Homeland Security has established the National Terrorism Advisory System to communicate terrorist threats. Through this advisory system, various threat levels are communicated to the State Homeland Security Advisor (Secretary of Public Safety). If a Bulletin or Alert is issued concerning a threat to the food chain, appropriate notifications through the NC Food Safety and Defense Task Force will take place, but will include at a minimum: NC DHHS/DPH, NCDA&CS, NCDEQ, and the affected industries.

The Food Safety and Inspection Service (FSIS) is charged with protecting the nation's food supply by providing inspectors and veterinarians in meat, poultry and egg product plants, and at ports-of-entry to prevent, detect and

act in response to food safety emergencies. FSIS may assist state and local authorities in disease eradication activities and food borne illness emergency investigations.

a. **Activation Levels.**

(1) Level 5: Food incident events are routine, restricted to a small population or area, requiring no special application of local or state response resources, terrorism is not suspected and the local or state mechanisms to deal with the events are not stressed.

(2) Level 4: A food incident has expanded so that local or lead agency resources cannot adequately respond. The FERP is activated to release state support elements to assist with the local, regional or investigative effort.

(3) Level 3: A food incident has been traced to a product originating in another state, shipped to other states, or tied into a distribution network that impacts multiple states. The FERP is activated to supply state resources to support the response in the originating state. Multi-state coordination is required for the response, and federal resources also may be requested by the responding state. The level of activation would include issues identified in Level 4.

(4) Level 2: A food incident involves a highly contagious disease requiring the activation of additional state response plans relative to human health and disease containment. This level of activation will require internal coordination between lead agencies for the food incident and would require human health, interstate and federal coordination. The level of activation also would include issues identified in Levels 3 and 4.

(5) Level 1: This level can be reached concurrently with Levels 2, 3 and 4. This level involves the identification of an incident as a deliberate act. In this case, state and/or federal resources will be needed to assist with the criminal investigative portion of the response. In the event the incident is believed or shown to be a deliberate act, law enforcement will take the lead in the criminal investigative portion of the response.

C. RESPONSE ACTIONS

Once this plan has been activated, state and possibly federal resources will be available to assist the lead agency with response to a food emergency. The initial step in a response will be to activate the state's

EOC, the SERT, and if needed, to activate a MAC, unified or area command. As this occurs, the lead agency will begin coordination with the local or regional emergency operations centers where the response is occurring. This coordination will be directed at providing the necessary logistical support to the localities or regions actively responding. Coordination with the affected industry will be critical in establishing smooth response and recovery.

Response can include, but not be limited to: active surveillance, decontamination of facilities, disposal of contaminated product, quarantine, recalls, trace backs/trace forwards, dispensing treatment or vaccines, etc.

In addition, the state may initiate increased surveillance in the areas surrounding the response and establish channels of communication with neighboring states, either to arrange additional response support or to coordinate a multi-state response.

D. RECOVERY ACTIONS

a. Identify all areas involved with the response that require recovery activities and support.

b. Immediate recalls and assurance of the safety of the food supply.

c. Honest public information coordination, development and dissemination with the goal to re-establish public trust and confidence in the commodity and the food chain in general.

d. Financial assistance for agencies and industry affected by the emergency.

e. Industry specific communication about how they will prevent this from happening in future.

f. Liability protection.

g. Provide necessary medical assistance (to include mental health service) to those affected by the emergency.

h. Alternate transportation plans.

i. Rapid confirmatory samples from laboratories.

j. Continued surveillance (human and product) to prevent copycat incidents and to re-establish trust in commodity. This will be decreased as recovery proceeds.

k. Provide access control to the affected zone areas if necessary. The affected zone is the area directly impacted and involved in the food emergency.

l. Provide food and potable water to the affected zone.

m. Remove controls on food, water, crops and livestock when possible.

n. Remove access control to affected zones when possible.

o. Involve community and social service agencies.

p. Maintain continuity of government.

q. Restore essential food production and retail services.

r. Track costs for reimbursement.

s. Resolve long-term issues related to pre- and post-harvest food production impacted by the food emergency.

t. Encourage immediate business recovery.

u. Foster long-term economic recovery.

v. Foster ongoing confidence in the safety of the food supply.

V. REFERENCES

a. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended

B. Chapter 130A of the North Carolina General Statutes, Public Health

EARTHQUAKE OPERATIONS PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

This appendix outlines the coordinating actions taken by the State Emergency Response Team (SERT) following an earthquake that impacts North Carolina.

B. SCOPE

This appendix includes the anticipated actions of the Federal, State and local agencies, as well as private sector organizations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Earthquakes occur along fault lines, or breaks in the rocks underground. As pressures under the earth's crust exert forces on these faults pressure slowly builds over time. Without any advanced warning, these faults slip, causing an earthquake. The center of the earthquake, or epicenter, can occur at various depths and cause different magnitudes of shaking depending on rock and soil types. While the original earthquake is always the strongest, significant aftershocks may occur for days and weeks afterwards and are capable of causing additional damage.

Scientists use various scales to determine the strength of an earthquake. The Magnitude Scale is an attempt to measure how much energy was released by the earthquake and is the number that most people associate with an example. Typically, earthquakes less than a 2.5 Magnitude are not felt, but recorded on seismometers. Earthquakes with around a 3.5 Magnitude are felt by many people, and local damage usually begins near a Magnitude of 4.5. Earthquakes with a Magnitude of 6.0 are typically destructive with a major earthquake considered anything above a 7.0 Magnitude. The Modified Mercalli Intensity Scale describes how earthquakes "feel" and how much destruction the earthquake causes. Many factors determine the intensity of an earthquake at the surface of the earth, such as the depth where the earthquake originates and what kinds of rock and soil are at the surface. The Modified Mercalli Intensity Scale has twelve levels designated by Roman numerals.

Modified Mercalli Intensity Scale:

Intensity	Shaking	Description/Damage
I	Not felt	Not felt except by a very few under especially favorable conditions.
II	Weak	Felt only by a few persons at rest, especially on upper floors of buildings.
III	Weak	Felt quite noticeably by persons indoors, especially on upper floors of buildings. Many people do not recognize it as an earthquake. Standing motor cars may rock slightly. Vibrations similar to the passing of a truck. Duration estimated.
IV	Light	Felt indoors by many, outdoors by few during the day. At night, some awakened. Dishes, windows, doors disturbed; walls make cracking sound. Sensation like heavy truck striking building. Standing motor cars rocked noticeably.
V	Moderate	Felt by nearly everyone; many awakened. Some dishes, windows broken. Unstable objects overturned. Pendulum clocks may stop.
VI	Strong	Felt by all, many frightened. Some heavy furniture moved; a few instances of fallen plaster. Damage slight.
VII	Very strong	Damage negligible in buildings of good design and construction; slight to moderate in well-built ordinary structures; considerable damage in poorly built or badly designed structures; some chimneys broken.
VIII	Severe	Damage slight in specially designed structures; considerable damage in ordinary substantial buildings with partial collapse. Damage great in poorly built structures. Fall of chimneys, factory stacks, columns, monuments, walls. Heavy furniture overturned.
IX	Violent	Damage considerable in specially designed structures; well-designed frame structures thrown out of plumb. Damage great in substantial buildings, with partial collapse. Buildings shifted off foundations.
X	Extreme	Some well-built wooden structures destroyed; most masonry and frame structures destroyed with foundations. Rails bent.

North Carolina can experience earthquakes centered within the state, but also from earthquakes centered outside of the state in five seismic zones: Eastern Tennessee, Charleston South Carolina, Giles County Virginia, Central Virginia, and New Madrid. While earthquakes can be felt across all of North Carolina, the greatest threat in in the western NC and along the North Carolina/South Carolina state line in southeastern NC.

While earthquakes do occur in North Carolina, large and damaging earthquakes are not common. The state has experienced 22 damaging earthquakes from 1735-2018. The greatest damage occurred during the 1861 Wilkesboro, 1886 Charleston South Carolina, 1916 Asheville, and 1926 Mitchell County earthquakes. The 1886 earthquake centered in Charleston, South Carolina is the most damaging earthquake recorded in the Southeast and brought strong to very strong shaking to much of southern and central NC.

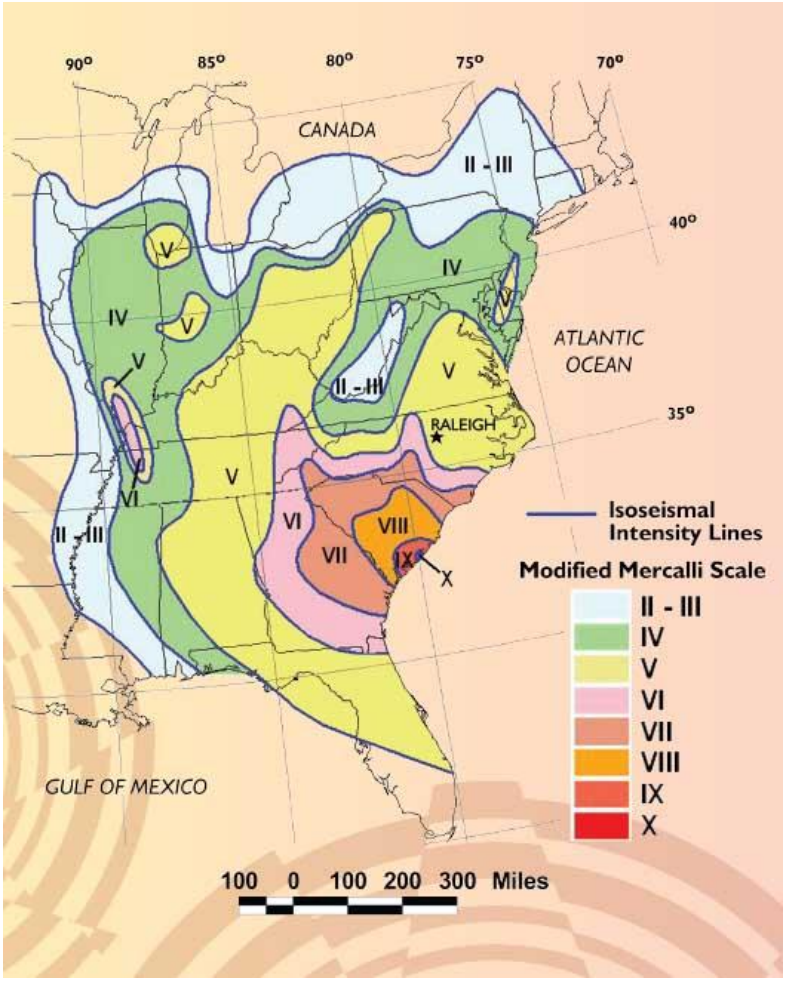


Figure 1: The Modified Mercalli map of the 1886 Charleston, SC earthquake shows strong to very strong shaking across a large portion of NC. An isoseismal map indicates areas of equal

shaking (US Geological Survey Professional Paper 1527).

Although building codes are not as strict as areas prone to major earthquakes, newer buildings and bridges are designed to withstand some amount of shaking. Older buildings, typically built from brick or stone, are most at risk for damage or failure during an earthquake.

Earthquakes are also capable of causing land/rockslides in areas of steeply sloped terrain. This is especially a problem in the Mountains, where these land/rockslides may block major transportation routes.

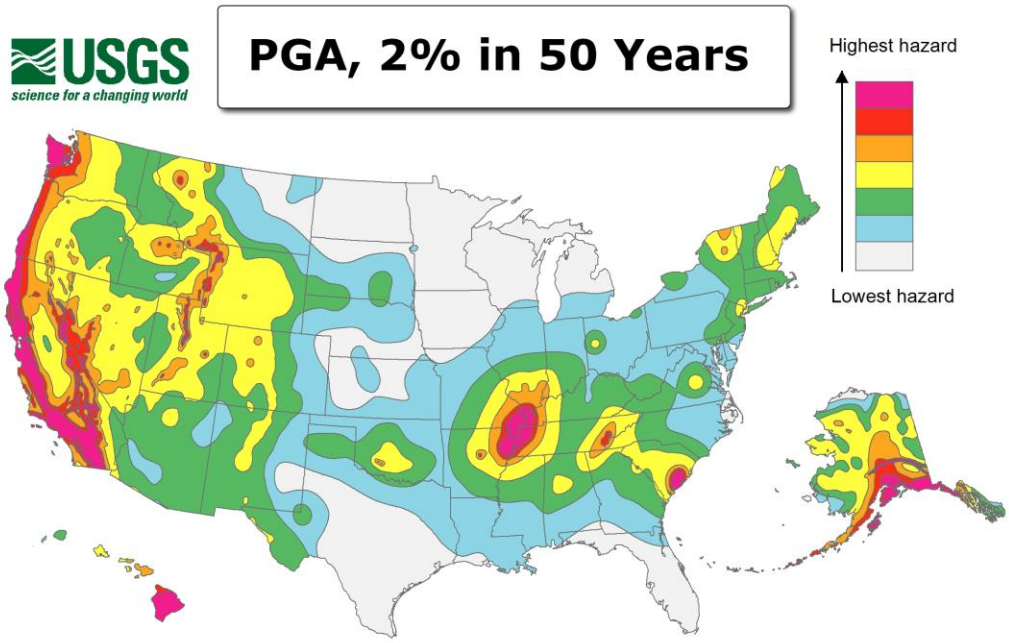


Figure 2: A 2014 simplified seismic hazard map showing the Peak Ground Acceleration with a 2% probability of exceedance. More simply, this map depicts the potential shaking from a future earthquake. While probabilities are low, the western and southern portion of the State is most at risk for a damaging earthquake. (US Geological Survey)

B. ASSUMPTIONS

1. Earthquakes may strike without warning and can occur at any time.

2. Significant damage to infrastructure, including buildings such as hospitals, roads, bridges, gas lines, etc. can be expected. This may limit available resources and mobility in the affected area.

3. Aftershocks are expected. These aftershocks may be powerful enough to cause additional damage to already weakened structures.

4. Ground based communications systems will be disrupted. Alternative means of communications will be needed, such as satellite phones and ham radios.

5. Disruptions to utilities will occur due to damage to powerlines or by damage to a power plant facility itself.

6. The USGS an FEMA will produce PAGERs (Prompt Assesment of Global Earthquakes for Response) to rapidly estimate earthquake shaking and the scope and impact of the earthquake. PAGER results will be released within 10-30 minutes of an earthquake and updated based on available data. An example PAGER and explanation of its contents can be found in Tab A.

7. After a significant earthquake, there is an immediate need to conduct safety inspections of buildings as residents need to be kept from using unsafe buildings. Qualified inspectors will evaluate buildings using Applied Technology Council's Procedures for Postearthquake Safety Evaluation of Buildings procedure (ATC-20 Building Safety Evaluation Forms and Placards). Green-tagged buildings are inspected as safe, yellow-tagged buildings have restricted use, and red-tagged buildings are unsafe.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Support local government efforts through resource and technical assistance during emergencies and coordinate State and Federal response and recovery activities.

b. Lead the State's actions in the earthquake response.

c. Serve as State Liaison in discussions with federal agencies concerning the response actions to be taken.

d. Coordinate the provision of all State earthquake response resources through NC Sparta and provide radio communication support as needed.

e. Manage public information and engagement of local media at critical phases concerning the earthquake emergency response through the

State Joint Information Center (JIC), including the dissemination of information to all State Agencies.

f. Through the Risk Management Section, maintain and graphically display current information on the status and extent of damage from the earthquake.
g. Maintain contact with emergency management agencies in adjacent states and provide coordination if warranted by the location and magnitude of earthquake.

h. Provide aerial imagery (video, photos, and photogrammetry) via unmanned aerial vehicles (UAVs).

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

ENERGY, MINERAL, AND LAND RESOURCES DIVISION

NC GEOLOGICAL SURVEY

a. Provide a qualified geologist to serve as Earthquake Technical Advisor to the SERT Leader.

b. Collaborate with the U.S. Geological Survey (USGS) to run the Hazards US Multi-Hazard (HAZUS-MH) software as required to estimate earthquake damage based on the magnitude and location of the earthquake.

AIR QUALITY AND WATER RESOURCES DIVISIONS

a. Assume the lead role in coordinating the emergency response to air and water quality problems resulting from an earthquake.

ENVIRONMENTAL EDUCATION AND PUBLIC AFFAIRS DIVISION

a. Assist local governments in evaluation ramifications from chemical spills or releases that adversely affect the environment.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NC DA&CS)

EMERGENCY PROGRAMS DIVISION

a. Coordinate Food and Agriculture response for NCDA&CS and partners.

b. Provide veterinary expertise and coordinate animal response support.

2. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

a. Coordinate public health nurses.

b. Monitor health of shelter populations for potential infectious disease outbreaks.

c. Coordinate well water testing for contaminates to render safe to drink after flooding due to damage such as dam failure resulting from an earthquake.

DIVISION OF HEALTH SERVICE REGULATION (DHSR)

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Provide leadership in coordinating and integrating the overall State efforts that provide medical assistance to a disaster-affected area.

b. Coordinate and direct the activation and deployment of State resources of medical personnel, supplies, equipment, and pharmaceuticals with Public Health as needed.

c. Assist in the development of local capabilities for the on-site coordination of all emergency medical services needed for triage, treatment, transportations, tracking, and evacuation of the affected population with medical needs.

d. Establish and maintain the cooperation of the various State medical and related professional organizations in coordinating the shifting of

Emergency Medical Services resources from unaffected areas to areas of need.

e. Coordinate the catastrophic medical sheltering response by implementing the Medical Support Sheltering Plan.

DIVISION OF HEALTH SERVICE REGULATION (DHSR)

RADIATION PROTECTION SECTION

a. In the event of an earthquake affecting one of the three Nuclear Power Plants in NC (Harris, McGuire, or Brunswick) or Catawba in SC, each plant's emergency operations plan will be put into effect in conjunction with the State EOP and State Earthquake Operations Plan.

b. Dispatch to incident site if radiological release occurs.

c. Establish and supervise a system for radiological monitoring as needed.

DIVISION OF SOCIAL SERVICES (DSS)

a. Coordinate efforts to provide emergency shelters, mass care facilities, feeding, water, distribution of relief supplies for victims of a disaster, emergency assistance, and disaster public assistance/information.

b. Coordination/facilitation of the provision of sheltering during an emergency/disaster event includes those persons with functional needs (sensory, physical, mental limitations, and non-English speaking) with counties.

c. Coordination/facilitation of the provision of relief efforts provided by volunteer organizations with counties.

d. Work with state agencies and NCEM ESF 6/8 on the provision of mental health crisis counseling to victims at shelters, mass care facilities, fixed feeding sites, and emergency response efforts with counties.

e. Work with state agencies and NCEM ESF 6/8 on the provision of emergency first aid to victims at shelters, mass care facilities, and fixed feeding sites with counties.

f. Ensure all DHHS Divisions are staffed for Response, Recovery and Mitigation.

g. Ensure all DHHS Divisions are on standby and are ready to deploy Division resources.

h. Notify Sensory and Foreign Language Interpreter Staff of NC DHHS and NC DHHS interpreter contracts to be on standby and ready to deploy if requested.

i. Support the American Red Cross and other agencies in shelter staffing at designated Red Cross Shelters.

j. Coordinate with the following agencies for resource services – Child Development and Early Education, Vocational Rehabilitation Services, Services for the Blind, Deaf and Hard of Hearing, Office of Economic Opportunity, Office of Rural Health, Medicaid, Aging and Adult Services, and Mental Health.

DIVISON OF AGING AND ADULT SERVICES (DAAS)

a. Communicate with area agencies on aging, local service providers, and counties on the exchange of information relevant to the needs and outcomes of the aging and disability populations.

b. Collaborate as requested with human services agencies to assist counties in meeting the needs of individuals needing functional support sheltering services.

c. Collaborate as requested with NCEM ESF 8, DHSR, and DPH for individuals needing medical support sheltering services.

DIVISON OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES (MHDDSAS)

a. Coordinate/facilitate the provision of mental health/crisis counseling to victims at shelters, mass care facilities, and fixed feeding sites with counties.

b. Coordinate distribution of Naloxone to shelters, mass care facilities, and fixed feeding sites with counties.

3. NC DEPARTMENT OF INSURANCE (NCDOI)

OFFICE OF STATE FIRE MARSHAL (OSFM)

a. Coordinate firefighting assets.

b. Restoration of firefighting services and protection.

c. Coordinate additional building inspection teams.

4. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF HIGHWAYS (DOH)

a. Erect and maintain such signs, lights, barricades or other traffic control devices as deemed appropriate to maintain or control traffic along the affected routes or detour routes.

b. Provide SERT partners lists of contractors/suppliers to assist in the cleanup efforts of sites outside the State maintained right of way.

c. Develop and administer contracts for the removal of debris from private roads. Such contracts will be pre-approved by NCEM prior to advertisement and award.

d. Provide structural engineering expertise to support municipal DOTs support in evaluation of bridges and roads systems.

5. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

SEARCH AND RESCUE (SAR)

a. Coordinate and deploy regional search and rescue as required to support local government operations.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide trained military police for traffic control.

b. Provide security at established shelters.

c. Provide military forces to assist local law enforcement in the emergency area for security, control of entrance to and exit from disaster area, and protection of people and crowd control.

d. Provide NCNG mission capable packages as requested through NCEM.

URBAN SEARCH AND RESCUE (USAR)

a. Coordinate and deploy regional search and rescue as required to support local government operations.

b. Locate and rescue those trapped in collapsed buildings or structures.

STATE HIGHWAY PATROL (SHP)

a. Coordinate traffic control measures and isolation of the impacted area as needed.

b. Provide communications support as requested by the SERT Leader.

c. Provide air support for reconnaissance of damage transportation road systems.

6. UTILITY PROVIDERS (DUKE ENERGY, etc.)

a. Provide decision makers with up-to-date power outage information and expected restoration times.

b. Provide support as needed to other utilities if able.

c. Restore electrical power to residences and business.

d. Repair and restore any downed power lines and/or transformers.

D. SUPPORTING FEDERAL AGENCIES

1. UNITED STATES GEOLOGICAL SURVEY (USGS)

a. Provide verification that an earthquake has occurred by providing an interface to view recent earthquakes in the US.

b. Distribute maps outlining the spatial extent and intensity of shaking.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Since earthquakes occur without warning, it will be hard to determine the extent of the impacted area immediately after the event. If not felt at the State EOC, reports of an earthquake will come in through a myriad of sources including emergency operations centers, citizens, law enforcement dispatchers and news reporters.

It will be essential to determine the reported distribution and intensity of the shaking to develop a map indicating where the most significant damage is located. There are several tools which can help determine the location of the epicenter of the earthquake, as well as the distribution of the intensity of the shaking. The United State Geological Survey (USGS) website contains real time plots depicting all recent earthquakes in the US Additionally, within tens of minutes of the earthquake occurring, the USGS's "Did You Feel it" page will contain plots showing the spatial distribution of shaking, reported by website users. This plot will assist in determining which areas were most affected and where any State resources and personnel will need to be deployed.

Once sufficient information on the impact of the earthquake is known, the SERT Leader will determine if it is necessary to activate the State EOC. Limited impacts and damage may only result in a partial activation of the State EOC, while extensive damage and request for State aid will likely result in a full-scale activation. In the event of a full scale activation, the necessary SERT agencies will report to the State EOC and the (NCEM) Field Branch offices will become Regional Coordination Centers (RCCs). These RCCs will serve as a control center for the distribution of information and resources in the RCC's area. RCCs that are not impacted will be prepared for deployment and other support to the impacted RCC.

These RCCs are staffed by various agencies and local emergency managers; they may also be staffed with members from Incident Management Teams (IMTs).

B. RESPONSE ACTIONS

In general, activation levels will be declared after the extent of damage is known. Typically, for earthquakes that only result in minor to moderate damage, the SERT Leader will set the State EOC activation level to 4 or 3. During more significant impacts, where infrastructure is seriously damaged,

and numerous State resources are requested, the SERT Leader may activate the State EOC to level 2 or 1.

The activation levels are highly dependent on the observed impacts and may vary on a case to case basis. For information on staffing and general response associated with an activation level, please refer to the North Carolina Emergency Operations Basic Plan.

The Branch Office(s)/RCCs will begin to evaluate the disaster impact and establish priorities related to life, property and the environment at risk. The Branch Manager will coordinate the establishment of priorities with the SERT Leader and/or the Operations Section Chief to ensure consistency between the State EOC and the Branch Offices(s). At the direction of the Operations Chief, the State EOC staff will assign inventory and dispatch resources to the Branch Office(s)/RCCs in support of response activities.

The Civil Air Patrol, Aerial Reconnaissance Teams (ARTs) and Risk Management will begin an aerial reconnaissance of the disaster area. ARTs will coordinate their efforts with the FEMA. The State EOC determines priorities for immediate assistance using damage reports from the counties and ART information. Building and infrastructure inspections must be completed. Many concrete and masonry structures may be damaged by the earthquake and could present a danger to officials and civilians. When the SERT Leader determines that immediate needs are met, the State EOC and Branch Office(s) will demobilize.

C. RECOVERY ACTIONS

1. INITIAL

If State resources are overwhelmed and additional assets are needed, mutual aid agreements between neighboring States will be implemented. This will be largely dependent on the disasters effect on the neighboring State.

Initial recovery efforts will begin immediately after the confirmation of the earthquake. Agencies and first responders involved in the recovery must remain wary of aftershocks, since they are capable of causing additional damage. Initial recovery efforts will include, but are not limited to:

- Inspecting buildings and infrastructure for structural integrity
- Clearing roadways of debris in the disaster area
- Identifying potential consequences as a result of the earthquake
- Controlling access to maintain order and protect civilians.

- Begin the process of opening shelters and directing resources to assist those displaced by the earthquake

2. CONTINUING

Continuing recovery efforts will occur until the disaster area has been returned to a somewhat normal state. These recovery actions may include, but are not limited to the following:

- Operate shelters until those affected are able to return home
- Rebuild infrastructure damaged by the earthquake

V. REFERENCES

A. North Carolina Disaster Recovery Framework

B. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended.

HEAT EMERGENCY RESPONSE PLAN

December 2019

I. INTRODUCTION

A. PURPOSE

This appendix outlines the coordinating actions taken by the State Emergency Response Team (SERT) following a heat related emergency that impacts North Carolina.

B. SCOPE

This appendix includes the anticipated actions of the Federal, State and local agencies as well as private sector organizations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Extreme heat is a persistent issue in North Carolina. It is important for the State to be prepared in heat events. It has been documented that older North Carolinians, the young, and those living with chronic illness and disabilities are at risk from heat-related illnesses. In North Carolina, incident rates for heat-related emergency department visits are highest among young adult males in the 19-44 age group in rural counties. Counties are recommended to develop comprehensive county emergency heat response plans in order to be prepared to quickly provide a unified response in heat crisis situations. This plan only addresses actions taken at the State level and makes recommendations for county emergency heat response plans. It is intended to supplement and not supersede the NC Emergency Operations Plan and provides a strategy for State response actions under those plans.

B. ASSUMPTIONS

1. North Carolina will experience excessive heat.

2. North Carolina counties and their municipalities have the primary responsibility for emergency heat response.

3. The NC Division of Public Health is the lead technical agency for heat threats at the State level. The State Health Director or designee will serve as the technical advisor to the SERT Leader for the heat emergency response.

4. The NC SERT Leader will coordinate the response actions for State agencies, local governments, and volunteer agencies engaged in response actions.

5. The Governor may authorize the SERT Leader to activate the SERT to a Level 3 when the National Weather Service issues an Excessive Heat Watch.

6. Special training will be required for all heat emergency responders.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

a. Lead the State's actions in the heat emergency response, communicating Heat Advisories, Heat Watches, and Heat Warnings from the National Weather Service.

b. Serve as State Liaison in discussions with federal agencies concerning the response actions to be taken.

c. Coordinate the provision of all State heat emergency response resources through NC SPARTA.

d. Consider providing a bi-weekly situation report while under Phase I (Advisory) until the State Emergency Operations Center (SEOC) is activated, then operate as directed by the SERT Leader.

e. Outreach to local emergency managers once a Heat Advisory has been issued.

f. Consider activating the State EOC to Level 3 once a Heat Watch has been issued.

g. Consider requesting an emergency declaration from the Governor's Office once a Heat Warning has been issued.

h. Manage public information and engagement of local media at critical phases concerning the heat emergency response through the State Joint Information Center (JIC), including the dissemination of information to the Department of Public Instruction, local school systems, and athletic departments.

i. Participate as a member of the Public Health Heat Emergency

Response work group.

B. LEAD STATE TECHNICAL AGENCY

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

a. Lead the Public Health Heat Emergency Response work group consisting of:
   - NC Emergency Management
   - NC Division of Aging and Adult Services
   - NC Department of Labor
   - NC State Energy Office
   - NC Department of Agriculture and Consumer Sciences
   - NC Division of Mental Health
   - Developmental Disabilities and Substance Abuse
   - Department of Commerce
   - Division of Services for the Deaf and Hard of Hearing
   - Division of Services for the Blind

b. Reach out to local health departments once the Heat Advisory has been issued.

c. Provide technical guidance on increased demand for health services as a result of the heat emergency response.

d. Provide heat emergency response resources as required.

e. Provide health risk assessments using direct measurement and predictive models once a Heat Warning has been issued.

f. Assist NC Department of Labor with worker safety guidance and work injury and illness surveillance.

g. Coordinate with the State Joint Information Center (JIC) and local health departments to release messaging in Spanish and English to the public concerning heat related injuries and preventative actions for the same.

h. Relay messaging to the NC Department of Transportation Safety and Loss Director.

i. Conduct health surveillance for heat related illness and injury.

j. Coordinate with health officials from within North Carolina and other affected States in order to provide consistent policies and messages.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

a. Provide recommendations to the SERT Leader and lead technical agency on phased public health response and food safety.

b. Provide specific information to SERT on food regulatory issues.

c. Participate in the Public Health Heat Emergency Response Work Group and support the Food Emergency Response Network Laboratories.

d. Provide technical support on veterinary issues concerning the heat emergency response as situation warrants.

e. Provide support of fires as it interacts with the Heat Advisories, Heat Watches, and Heat Warnings.

f. Provide heat emergency response resources as required.

g. Participate as a member of the Public Health Heat Emergency Response Work Group.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

a. Serve as primary advisor on environmental concerns.

b. Provide heat emergency response resources as required.

c. Provide support on interaction of drought, if applicable, with Heat Advisories, Heat Watches, and Heat Warnings.

d. Participate as a member of the Public Health Heat Emergency Response Work Group.

3. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF AGING AND ADULT SERVICES (DAAS)

a. Serve as a primary advisor for the older adult population (age 60 and above), in collaboration with disability specific divisions, on concerns relating to those 18 years old and above with disabilities.

b. Reach out to local aging representatives once a Heat Advisory have been issued.

c. Implement and coordinate Operation Fan Heat Relief.

d. Provide data on locations of isolated or vulnerable older citizens.

e. Participate as a member of the Public Health Heat Emergency Response Work Group.

DIVISION OF SERVICES FOR THE DEAF AND HARD OF HEARING (DSDHH)
DIVISION OF SERVICES FOR THE BLIND (DSB)

a. Facilitate communication of the National Weather Service Heat Advisory, Watch, and Warning to communities of deaf, deafblind, hard of hearing, or blind individuals.

b. Serve as primary advisor on communication access concerns relating to individuals who are deaf, deafblind, hard of hearing, or blind.

c. Advise how to make appropriate communication access accommodations for these communities.

d. Provide sign language interpreter for emergency press conferences.

e. Provide data on locations of citizens with disabilities.

f. Participate as a member of the Public Health Heat Emergency Response Work Group.

DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE ABUSE SERVICES (MHDDSAS)

a. Provide recommendations to the SERT Leader on mental health,

developmental disabilities, and substance abuse issues.

b. Provide educational materials that are usable by people with sensory and cognitive disabilities to impacted communities and responders on impacts of some psychiatric medicines on the body's ability to cool, stress reduction techniques, local behavioral health, developmental disabilities, and substance abuse series through the public service system of local management entities.

c. Coordinate all related activities with staff of the NC Division of State Operated Healthcare Facilities.

d. Participate as a member of the Public Health Heat Emergency Response Work Group.

DIVISION OF HEALTH SERVICE REGULATION (DHSR)

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

a. Coordinate and direct the activation and deployment of State resources of medical personnel, supplies, equipment, and pharmaceuticals with Public Health as needed.

b. Assist in the development of local capabilities for the on-site coordination of all emergency medical services needed.

c. Establish and maintain the cooperation of the various State medical and related professional organizations in coordinating the shifting of Emergency Medical Services resources from unaffected areas to areas of need.

DIVISION OF SOCIAL SERVICES (DSS)

a. Coordinate efforts to provide emergency shelters, mass care facilities, feeding, and water for those affected by the heat emergency, while providing emergency assistance and disaster public assistance.

b. Work with the mental health of the provision of mental health/crisis counseling to victims at shelters, mass care facilities, and fixed feeding sites and emergency response workers with counties.

c. Work with the public health facilitation of the provision of emergency first aid to victims at shelters, mass care facilities, and fixed feeding sites with counties.

d. Ensure all DHHS Divisions are staffed for response, recovery and mitigation.

e. Ensure all DHHS Divisions are on standby and are ready to deploy resources.

f. Notify Sensory and Foreign Language Interpreter Staff of NC DHHS and NC DHHS interpreter contracts to be on standby and ready to deploy if requested.

g. Support the American Red Cross and other agencies in shelter staffing at designated Red Cross Shelters.

h. Coordinate with the following agencies for resource services – Child Development and Early Education, Vocational Rehabilitation Services, Services for the Blind, Deaf and Hard of Hearing, Office of Economic Opportunity, Office of Rural Health, Medicaid, Aging and Adult Services, and Mental Health.

4. NC DEPARTMENT OF LABOR (NCDOL)

a. Provide expertise in labor regulations for responders, including sending hazard alert letter or other publications, ensuring compliance with applicable regulations.

b. Maintain situational awareness on locations of agricultural laborers during the heat emergency.

c. Provides advice on labor regulation to the SERT Leader.

d. Provides worker safety guidance.

e. Identifies areas of concentrated numbers of agricultural laborers, utilizing non-traditional sources of information (i.e. Agricultural Extension)

f. Participate as a member of the Public Health Heat Emergency Response Work Group.

5. NC DEPARTMENT OF COMMERCE (NCDOC)

a. Document the monetary effects of the heat emergency on NC Commerce.

b. Coordinate with the JIC to provide outreach to NC residents.

c. Provide demographic data for analytical purposes to determine the location of the most vulnerable populations as needed.

d. Participate as a member of the Public Health Heat Emergency Response Work Group.

6. NC COMMISION ON VOLUNTEERISM AND COMMUNITY SERVICE

a. Provide a Volunteer Plan to the SERT Leaser for the heat emergency response.

b. Manage volunteer activities during a heat emergency response.

7. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

ADULT CORRECTION AND JUVENILE JUSTICE

a. Provide prisoner work teams to assist with the heat emergency response, if required.

b. Provide buses as needed for transportation of volunteers or prisoners working on the heat emergency response.

NORTH CAROLINA NATIONAL GUARD (NCNG)

a. Provide Guardsmen to assist with the heat emergency response, as needed.

b. Provide buses as needed for transportation of volunteers or Guardsmen working on the heat emergency response.

c. Provide NCNG mission capable packages as requested through NCEM.

8. UTILITY PROVIDERS

a. Promote reduced utility usage when Heat Advisory, Heat Watch, or Heat Warning is issued

b. Provide support as needed to other utilities if able.

D. SUPPORTING FEDERAL AGENCIES

1. NATIONAL OCEANIC AND ATMOPSHERIC ADMINISTRATION (NOAA)

NATIONAL WEATHER SERVICE (NWS)

a. Serve as the official source of Watches, Warnings, and Advisories.

b. Provide weather information and direction to NC Emergency Management and partners.

c. Be available for State Emergency Response Team calls, as needed.

i. CONCEPT OF OPERATIONS

A. GENERAL

Since heat emergencies should occur with ample warning, it will be somewhat easy to determine the extent of the impacted area. The SERT concept of operations for heat emergency response is a trigger-based operation initiated at the recommendation of the NCDPH representative (Lead Technical Agency) and concluded upon the recommendation of the same. These triggers are based on daytime heat index which may lead to a Heat Advisory, Heat Watch, or Heat Warning.

During the heat emergency response, the SERT will use commercial telephone lines/cell phones and NC SPARTA as the primary means of communication. Alternate means in order of priority are e-mail, 800 MHz, satellite telephones, fax, amateur radio, and couriers.

If not felt at the State EOC, reports of heat emergencies will come in through a myriad of sources including emergency operations centers, citizens, law enforcement dispatchers and news reporters.

RCCs are staffed by various agencies and local emergency managers. They may also be staffed with members from Incident Management Teams (IMTs) if the Operations Chief sees fit.

B. RESPONSE ACTIONS

In the event of a heat emergency, the State EOC may choose to activate at the following levels:

Advisory: The State EOC will assume routine daily support and maintenance operations with normal logistic channels for all agencies. SERT members may closely monitor supply items needed for heat emergency response operations as well as closely track equipment availability.

Watch: The State EOC may activate where all SERT agencies should initiate tasks to prepare for deployment, and identify any resource shortages.

Warning: Rations and billeting will be coordinated by NCEM Logistics/Finance for large groups performing response and recovery operations. Deploying operations should have a sustainment plan prior to execution and fuel should be coordinated by the SERT.

C. RECOVERY ACTIONS

1. INITIAL

If State resources are overwhelmed and additional assets are needed, mutual aid agreements between neighboring States will be implemented. This will be largely dependent on the effects of the neighboring State. These initial actions may include, but are not limited to the following:

- Identify items needed for heat emergency
- Locate items used for resource shortages

2. CONTINUING

Continuing recovery efforts will occur until areas have been returned to a somewhat normal state. These recovery actions may include, but are not limited to the following:

- Operate shelters until those affected are able to return home
- Rebuild Identify and continue to provide items needed for heat emergency

j. REFERENCES

A. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended.

k. TABS

A. Heat Emergency Public Health Response Trigger Guide

B. Special Training for Emergency Heat Responders

HEAT EMERGENCY RESPONSE PLAN TRIGGER GUIDE

December 2019

NC Heat Plan Response Trigger Guide

State Emergency Response Team determines status for each state / county / division based on judgment → State Emergency Response Team deploys available resources through ICS → Communicate response status to State Emergency Operations Center and agree priorities for critical resources

NWS Trigger Level	State Actions	County Actions
Heat Advisory	• Outreach to local health agencies • Outreach to local emergency mgrs. • ID locations of vulnerable populations	•Review local emergency heat response plan •Notify all responsible emergency heat response plan agencies •Identify locations of vulnerable populations •Prepare cooling centers •Contact Operation Fan/Heat Relief •Execute outreach to public
Excessive Heat Watch	• State Emergency Operations Center Activated @ Level 3 • Outreach to public from Joint Information Center • Public Health Coordinating Center Activated • Public Health Preparedness Offices Alerted • Governor's Hotline Activated	In Addition to Heat Advisory •Possible county emergency operations center activation •Initiate cooling center plan •Initiate fan distribution plan
Excessive Heat Warning	• Request Emergency Declaration from Governor's Office • Public Health executes risk assessments & performs predictive modeling	In Addition to Heat Watch •Continue to manage emergency heat response and be prepared to escalate as required

SPECIAL TRAINING FOR EMERGENCY HEAT RESPONDERS

December 2019

A. PURPOSE.

This tab documents lists training required for Heat Emergency Responders.

B. SPECIAL TRAINING INCLUDES:

a. The signs and symptoms of heat-related illness.

b. Appropriate response to signs and symptoms of heat-related illness

c. Basic training on the National Weather Service's Heat Advisory, Watch, and Warning system

d. Work/rest cycles and other heat stress control measures

e. Occupational Safety and Health Administration's August 2011 guidance on heat-related illness.

f. American Conference of Governmental Industrial Hygienist Threshold Limit Values for heat stress using wet bulb globe temperature scale.

g. Heat index charts.

h. Resource on heat-related illness.

i. Universal access and fundamental knowledge of diversity of population and how to ensure all have access to information and could benefit from interventions.

ANNEX C

SUPPLEMENTAL INFORMATION

December 2019

A. PURPOSE

This annex contains supplemental information that will be useful during emergency operations.

B. ASSUMPTIONS

SERT members will require quick access to certain background information.

C. TABS

1. Glossary
2. Acronyms and Abbreviations
3. Enabling Legislation
4. SERT Listing
5. NCEM Points of Contact for Federal Emergency Support Functions
6. Hazards and Threats
7. Core Capabilities List

GLOSSARY

December 2019

Aerial Monitoring Team - Specially equipped aircraft and crew used to monitor nuclear radiation in the atmosphere from fixed nuclear facility releases or fallout. Usually flown by the Civil Air Patrol.

Aerial Reconnaissance Team(s) (ART) – Teams established to provide Preliminary Damage Assessment data through aerial reconnaissance.

African Swine Fever - Hog Cholera

Alternate State Warning Point - The State EOC serves as a backup for the State Warning Point.

Amateur Radio - A service of radio communications, performed by persons interested in the radio art solely for personal gain and without pecuniary interest. Operates in the public interest, convenience or necessity, therefore is available for use in emergency situations.

American Humane Association (AHA) - A national federation of animal welfare agencies responsible for the welfare and protection of homeless animals including disaster relief. When disaster strikes, the American Humane Association (AHA) sends field representatives to affected areas to assess damage and determine needs of the animal population.

American Kennel Club (AKC) - A private organization of dog breeders.

Area Command (Unified Area Command) – An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area command when incidents are multi-jurisdictional. Area Command may be established at an EOC facility or at some location other than and ICP.

Area Emergency Management Coordinator - Supervisor of the field office of the N.C. Division of Emergency Management which serves certain regions of the State. Serves as a liaison between State and local governments, procures and coordinates State resources.

At-risk Populations – People with access and functional needs; populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, safety, support, and health care. Individuals in need of additional response assistance may include those who have disabilities, who live in the community or long term

care facilities, who are elderly, who are children, who are from diverse cultures, who have limited English proficiency or are non-English speaking, or who are transportation disadvantaged.

Base Station - A radio which operates at a fixed location, permanently installed. Usually located so that the antenna can be high above average terrain.

Catastrophic Disaster - For the purposes of this plan, a catastrophic disaster is defined as an event that results in large numbers of deaths and injuries; causes extensive damage or destruction to facilities that provide and sustain human needs; produces an overwhelming demand on state and local response resources and mechanisms; causes a severe long term effect on general economic activity; and severely affects State, local and private sector capabilities to begin and sustain response activities.

CERCLA Hazardous Substance - A Superfund Hazardous Substance listed in Table 302.4 of 40 CFR Part 302.4 which subjects facilities to CERCLA and Title III release notification. (Reportable Quantity Chemicals)

Chemical Transportation Emergency Center (CHEMTREC) - A chemical information center provided by the Federal Government as a source of first response advice in substance/chemical spills. CHEMTREC can usually put those on scene at an emergency in touch with the product shippers.

Civil Air Patrol (CAP) - A civilian auxiliary of the United States Air Force. The CAP provides volunteer pilots, aircraft, communications and ground personnel for emergency use in search and rescue, messenger service, light transport flights, airborne communications, ground search and reconnaissance support.

Civil Disorder - The degeneration of a law abiding group into an unruly, unmanageable and law challenging mob.

Civil Preparedness Guide (CPG) - A FEMA Publication which provides guidance to State and Local Emergency Preparedness Directors and others with emergency responsibilities.

Companion Animals - Animals kept as pets or companions, such as dogs, cats, and birds.

Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (CERCLA) - Legislation (PL 96-510) covering hazardous substance releases into the environment and the cleanup of inactive hazardous waste disposal sites. CERCLA established the "Superfund" to provide resources for these cleanups. Amended and extended by SARA. (See CERCLA)

GLOSSARY

December 2019

Continuity of Government (COG) - Plans and procedures for ensuring the survival and operational capabilities of governmental processes and lines of succession. This includes the protection and maintenance of agency and departmental vital records, and the organization of emergency response.

Control Points - Officially designated points such as weigh stations and rest stops where trucks can be inspected, scheduled, turned back, or escorted into a designated reception center, warehouse, or distribution center.

Corps of Engineers (COE) - A U.S. Army command within the continental United States that undertakes engineering projects in support of state and local governments which might otherwise be prohibitive.

Cost Sharing Agreements - Agreements between agencies or jurisdictions to share designated costs related to an incident. These are usually written, but may be verbal between designated authorized representatives of the agencies or jurisdictions.

County Receiving and Distribution Point (CRDP) - A location where personnel and equipment are temporarily stored pending assignment, release, or reassignment.

Critical Incident Stress Management Team (CISM) - CISM is a crisis management process in which various types of interventions, focusing on counseling and education, are designed specifically for emergency response workers to mitigate the impact of a critical incident on personnel and to accelerate recovery to those experiencing normal reactions to abnormal events.

Dam Failure - Full or partial collapse of a dam constructed to hold back large volumes of water.

Damage Assessment (DA) - The conduct of on the scene surveys following any disaster to determine the amount of loss or damage caused by the incident. Extent of damage is assessed in all types of disasters such as flash flood, tornado, winter storm, hurricane, nuclear power incident and chemical explosion.

Defense Coordinating Officer (DCO) - Supported and provided by the Department of Defense (DOD) to serve in the field as the point of contact to the Federal Coordinating Officer (FCO) and the ESFs regarding requests for federal military assistance.

Designated Donation - A designated donation is an offer of a donation made to and accepted by an organization or a specific donation requested by an organization.

Direct Effects (DE) - The immediate result of a nuclear detonation considered most hazardous such as blast, heat and initial radiation.

GLOSSARY

December 2019

Disaster Application Center (DAC) - The DAC is the primary mechanism for delivery of assistance to individual disaster victims. It is set up by local government. The DAC is a one stop processing center for individuals to apply for many government disaster relief programs.

Disaster Field Office (DFO) - The office established in or near the designated area to support the Federal and State response operations.

Disaster Medical Assistance Teams (DMATS) - Teams from The Office of the Assistant Secretary for U.S. Health/Office of Emergency Preparedness - National Disaster Medical Assistance (OASH/OEP-NDMS) who assist in providing care for the ill and injured victims at the site of a disaster or emergency.

Safe and Well (Red Cross) - System set up by the Red Cross to collect, receive, and report information about the status of victims and assist the family with reunification within the disaster area. The Safe and Well website facilitates communication from inside the disaster-affected area to outside the affected area, helping people notify loved ones of their well-being, as well as reuniting separated family members within the disaster area. Access is available in English and Spanish.

Disaster/Emergency - Any natural or man-made event which causes sufficient damage to life and property. Disaster and emergency are used interchangeably whenever a situation calls for a crisis response, however emergencies can be handled with resources routinely available to the community. A disaster calls for a response that exceeds local capabilities.

Distribution Centers - Facilities operated by local governments, local churches, community based organizations, and voluntary agencies for providing donated goods directly to disaster victims.

Division of Criminal Information (DCI) (Dept. of Justice). - Computer network used by law enforcement agencies to access criminal information database.

Donations Coordination Center - An area designated for the coordination of goods, services and volunteers. The State Donations Coordinator, the State Volunteer Coordinator, FEMA Donations/Volunteer Coordinator and representatives of participating Volunteer Agencies will operate from this center.

GLOSSARY

December 2019

Emergency Broadcast System (EBS) - A voluntary network of broadcast stations and interconnecting facilities, which have been authorized by the Federal Communications Commission to disseminate information during an emergency, as provided by the Emergency Broadcast System Plan. EBS is made up of AM, FM, and TV Broadcast Stations and non-governmental electronic communications operating in a voluntary organized manner during natural/man-made emergencies or disasters at national, state, or local levels.

Emergency Highway Traffic Regulating Plan (ETHR) - The Division of Highways, DOT plan to conduct damage survey of road and street networks, marking restricted routes and issuance of permits.

Emergency Information System (EIS) - The emergency planning and response software for local, state and federal government agencies. Automates and integrates maps, data, communications, models and sensors for crisis management.

Emergency Management (EM) - Organized analysis, planning, decision-making, assignment, and coordination of available resources for the mitigation of preparedness for, response, to or recovery from major community-wide emergencies.

Emergency Management Coordinator (EMC) - The individual who is directly responsible on a day to day basis for the jurisdictions effort to develop a capability for coordinated response and recovery from the effects of disaster.

Emergency Medical Services (EMS) - Local medical response teams, usually rescue squads or local ambulance services which provide medical services during a disaster.

Emergency Operations Center (EOC) - A protected site from which government officials and emergency response personnel exercise direction and control in an emergency. The Emergency Communications Center (ECC) is normally an essential part of the EOC.

Emergency Operations Plan (EOP) - An all-hazards document, which clearly specifies actions to be taken or instructions to be given in the event of natural disasters, technological accidents, or other emergencies. The plan identifies authorities, relationships, and the coordinated actions to be taken based on predetermined assumptions, objectives, and existing capabilities.

Emergency Public Information (EPI) - Information disseminated to the public primarily in anticipation of an emergency, or at the actual time of an emergency as a means of warning the public of impending danger and/or to provide instruction as to emergency preparedness action to be taken.

Emergency Response Team (ERT) - FEMA group, composed of a headquarters element and a regional element deployed by the FEMA Director to the scene of an extraordinary situation to coordinate the overall Federal response.

Emergency Support Function (ESF) - A functional area of response activity established to facilitate the delivery of federal assistance required during the immediate response phase of a disaster to save lives, protect property and public health, and to maintain public safety.

Environment - Water, air, and land, and the interrelationship which exists among and between them and all living things.

Environmental Response Team (ERT) - a group of highly-trained EPA scientists and engineers based in Edison, NJ and Cincinnati, OH. Capabilities include multimedia sampling and analysis, hazard evaluation, environmental assessment, cleanup techniques and overall technical support to OSCs.

Evacuation - Relocation of civilian population to safe areas when disaster, emergencies or threats thereof necessitate such action.

Exercise - Maneuver or simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of the emergency plan (EOP).

Exotic Animals - Animals not associated with the region that may require special feeding, handling, or climate such as lions, tigers, varieties of constrictor snakes, such as pythons or boas, chimpanzees and monkeys (may also be companion animals).

Facility - As defined by section 101 of CERCLA, means any building, structure, installation, equipment pipe or pipeline (including pipes into a sewer or publicly-owned treatment works), well, pit, pond, lagoon, impoundment, ditch, landfill, storage container, motor vehicle, rolling stock, or aircraft, or any site or area where a hazardous substance has been deposited, stored, disposed of, or placed, or otherwise come to be located; but does not include consumer products in consumer use or any vessel. For the emergency release notification, the term includes motor vehicles, rolling stock, and aircraft.

Federal Coordinating Officer (FCO) - The senior Federal official appointed in accordance with P.L. 93-288, to coordinate the overall federal response and recovery activities.

FEMA National Message System (FNAMS) A computer based system of sending and receiving messages between Emergency Management agencies on the state and federal levels. Formerly FNATS.

FEMA National Radio System (FNARS) An HF radio network capable of sending and receiving voice and data messages between Emergency Management agencies on the state and federal levels. Also compatible with military and Amateur radio systems.

Field Logistical Operations Center - Area established near the DFO to provide logistical support in the disaster area to various state agencies.

Fixed Feeding Site - Permanent or semi-permanent facilities used to prepare and serve meals to disaster victims.

Fixed Nuclear Facility (FNF) - Nuclear power plants, reactor fuel fabrication or processing plants, test and research reactors or any other facility using or producing large quantities of radioactive material.

General Statute (G.S.) - The specific form of State Law, codified and recorded for reference.

Gigahertz (GHz) Billion cycles per second. A measure of the frequency of alternating current electricity. Usually used in reference to microwave systems.
Governors Authorized Representative (GAR) - The representative (usually the Director of Emergency Management) of the Governor who coordinates the State response and recovery activities with those of the Federal Government.

Hazard - Any situation that has the potential for causing damage to life, property, and the environment.

Hazard Analysis - A process used by emergency managers to identify and analyze crisis potential and consequences.

Hazardous Device Unit, SBI (HDU) - State Bureau of Investigation Unit which may be called to handle or investigate bombs, dangerous chemicals, or other explosive and precarious devices or materials.

Hazardous Material (HAZMAT) - A substance or material which may pose an unreasonable risk to safety, health or property.

Hazardous Waste - Materials declared by the U.S. Environmental Protection Agency (EPA) to be toxic, corrosive, ignitable or chemically reactive.

Hertz (Hz) - Cycles per second. A measure of the frequency of alternating current electricity.

Hog Cholera - African Swine Fever

Incident Action Plan - The plan that is usually prepared at the beginning of each operational period that contains general control objectives reflecting the overall operational strategy and specific action plans for the next operational period.

Incident Commander - In the Incident Command System, the Incident Commander (IC) is responsible for overall management of the incident. On most incidents the command activity is carried out by a single Incident Commander. The IC is selected by dint of qualifications and experience. The IC determines incident objective and strategy, sets immediate priorities, establishes an appropriate organization, authorizes an Incident Action Plan, coordinates activity for all Command and General Staff, ensures safety, coordinates with key people, authorizes release of information to the news media and the public, and carries out other key duties.

Incident Command Post - The location where primary command functions are made. May be the Emergency Operations Center (EOC), Disaster Field Office, or Logistical Staging area. As command function transfers so does the Incident Command Post.

Incident Command System (ICS) – A combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for management of assigned resources to effectively direct and control the response to an incident. Intended to expand as situation requires larger resource, without requiring new, reorganized command structure.

Incident Management Team(s) (IMT) – State teams made up of people with special qualifications and deployed to counties or localities to assist with response to emergencies/disasters. IMTs also participate in Preliminary Damage Assessment through ground reconnaissance.

Incident Objectives – A statement of strategies and tactical directions for resources. Must be realistic based on available resources, achievable, measurable and yet flexible enough to allow for changes in the situation.

Indirect Effects - The residual effects of a nuclear detonation, fallout.

Information Management System - Hardware and software systems used to record, analyze, and report on information specific to a given disaster/emergency event.

In-kind Donations - Donations of goods or materials, such as food, clothing, equipment, and building materials instead of money.

Joint Information Center (JIC) - A combined public information office that serves two or more levels of government or federal, state, local agencies.

Kilohertz kHz - Thousand cycles per second. A measure of the frequency of alternating current electricity. Usually used in reference to HF radio systems.

Lead State Agency – The State agency that has primary responsibility for a specific function.

Local Emergency Management Coordinator (LEMC) - The local government official responsible for the emergency management program at the local level, county or municipal.

Local Government - Political subdivision of the state usually county or municipal levels.

Local Warning Point - A facility in a city, town, or community that receives warnings and activates the Public Warning System in its area of responsibility.

Long Term Shelter - A shelter established after a disaster to house victims for extended lengths of time. A long-term shelter will require more amenities and expanded capabilities than other shelters.

Major Disaster - As defined under P.L. 93-288, any natural catastrophe, (including any hurricane, tornado, storm, flood, high water, wind-driven water tidal wave, tsunami, earthquake, volcanic eruption, landslide, mud slide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Mass Care - Efforts to provide shelter, feeding, first aid and distribution of relief supplies following a catastrophic or significant natural disaster or other event to disaster victims.

Med Channel - A UHF radio channel used exclusively for medical communications between ambulance and hospital. Supports voice and telemetry.

Megahertz (MHz) - Million cycles per second. A measure of the frequency of alternating current electricity. Usually used in reference to land mobile radio systems.

Memorandum of Agreement (MOA) - A document negotiated between organizations or legal jurisdictions for mutual aid and assistance in times of need. An MOU must contain such information as who pays for expense of operations (financial considerations), who is liable for personal or property injury or destruction during response operations (liability considerations), and appropriate statements of non-competition of government resources with private enterprise (commercial considerations).

Microwave - A point to point, multi-channel radio system used specifically for linking parts of larger systems together.

Mitigation - A deliberate and concerted preparation directed towards the elimination or reduction of disaster occurrence or disaster effects. Mitigation includes such actions as land use management, safety codes, building specifications, flood proofing and general public information.

Mobile Air Transportable Telecommunications System(MATTS). A system of vehicles and equipment owned by FEMA and used to supply temporary communications to a disaster area. Part of MERS.

Mobile Emergency Response System (MERS). Owned and operated by FEMA, a system of vehicles and equipment which is deployed into the field to support the communications, data processing and administrative needs of FEMA's Advance Emergency Response Team.

Mobile unit - Radio operating in a vehicle. FCC includes portable and hand-held units in this category.

Mobilization - The rapid assembly, procurement, production or deployment of resources to meet the requirements of a disaster/emergency situation including war.
Multi-Hazard - A functional approach to planning which treats the numerous emergency management requirements that are present in any disaster situation as common functions. This reveals a broad base foundation of recurring disaster tasks that are common to most disasters. In this manner, planning which concerns an application of the recurring tasks can be used in response to any emergency.

Mutual Aid Agreements - Formal or informal understandings between jurisdictions that pledge exchange of emergency or disaster assistance.

N. C. General Statute (NCGS) - State Law by applicable statute.

National Contingency Plan (NCP) - Term referring to the National Oil and Hazardous Substances Pollution Contingency Plan. Regulations prepared by the Environmental Protection Agency implement the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and the response systems of the Clean Water Act (sec. 311); refer to 40 CFR Part 300.

National Disaster Medical System (NDMS) - A nation-wide medical mutual aid network between the Federal and non-Federal sectors that include medical response, patient evacuation, and definitive medical care.

National Flood Insurance Program (NFIP) - A federal program to provide flood insurance coverage in those communities which enact and enforce floodplain management regulations.
National Hurricane Center (NHC) - A federal tracking center that forecasts and plots the formation and movement of tropical storms. It also alerts appropriate areas of the danger.

National Incident Management System (NIMS) - A system intended to integrate effective practices in emergency preparedness and response into a comprehensive national framework for incident management. The NIMS enables responders at all levels to work together more effectively to manage domestic incidents no matter what the cause, size or complexity.

National Oceanic and Atmospheric Administration (NOAA) - A federal agency within the U.S. Department of Commerce which deals in ocean survey/exploration and atmospheric studies in coastal storms and lower atmospheric disturbances. Emergency Management relies heavily on the coastal hazards office of NOAA for storm surge modeling.

National Response Center (NRC) - Established under the Clean Water Act and CERCLA, and operated by the U.S. Coast Guard. The NRC receives and relays notices of discharges or releases, disseminates reports when appropriate, and provides facilities for use in coordinating a national response action when required.

National Response Team (NRT) - Organization of representatives from 14 federal agencies with responsibility for national planning and coordination (interagency and inter-jurisdictional) of CERCLA objectives.

National Security - Measures taken to protect the Nation from the direct or indirect acts of war, sabotage, or terrorism directed at the United States. These acts include but are not limited to, conventional and unconventional war, chemical, biological and nuclear war or terrorism.

National Strike Force (NSF), U.S. Coast Guard group composed of three (3) strategically-located strike teams which are extensively trained and equipped to assist on-scene commanders in responding to major oil spills and chemical releases. Their capabilities are especially suited to incidents in a marine environment but also include site-assessment, safety, action plan development and documentation for both inland and coastal zone incidents.

National Warning Center (NWC) - The FEMA Command Post from which warning is sounded to alert pertinent areas of imminent natural disaster or enemy attack.

National Warning System (NAWAS) - The federal warning system, used to disseminate warnings of imminent natural disaster or enemy attack to a regional warning system which passes to the state warning points for action.

National Weather Service (NWS) - A federal agency tasked with forecasting weather and providing appropriate warning of imminent natural disaster such as hurricanes, tornadoes, tropical storms, etc.

North Carolina Emergency Operations Plan (NCEOP) - The State plan designed to cover all natural and man-made emergencies and disasters that threaten the State.

Nuclear Regulatory Commission (NRC) - The Federal agency tasked with oversight and regulation for all domestic nuclear devices, plant processes and construction.

Operational Period – A period of time set for execution of operational actions specified in the Incident Action Plan. Traditionally these periods are initially 12 to 24 hours in length. As the incident winds down, they may cover longer periods of activity.

Poultry - Domesticated fowl such as ducks, chickens, and geese, used as food or income source.

Preliminary Damage Assessment (PDA) – An assessment of damage taken immediately following a disaster or potential disaster. Emphasis is on high-level infrastructure such as roads and power production.

Preparedness - Activities that facilitate disaster response to save lives and limit damage. This includes developing shelter and evacuation plans, establishing warning and communication systems, training emergency responders and conducting exercises.

Primary Agency - The State department or agency assigned primary responsibility to manage and coordinate a specific Common Function. Primary agencies are designated on the basis of authority, resources, capabilities, or expertise relative to accomplishment of the specific common function. Primary agencies are responsible for overall planning and coordination of the delivery of related State assistance to the SERT in conjunction with their support agencies.

Public Affairs Officer (PAO) - The person tasked with preparing all information for dissemination to the media or to the public.

Public Health - A common function in multi-hazard planning which focuses on general health concerns under emergency conditions including provisions for accomplishing those necessary actions related to disease and vector control activities. Concerns extend to sanitation and preventing contamination of food and water.

Public Volunteers/Unaffiliated volunteers - Volunteers that are not affiliated with a volunteer agency that wish to volunteer their time/services in a disaster.

Radiation Protection Emergency Team (RPET) - A Department of Health and Human Services (DHHS) Team sent to an existing nuclear emergency to measure radiation content and advise the State Emergency Response Team (SERT) in the State Emergency Operations Center (EOC) of the consequences.

Radio Emergency Associated Citizens Teams (REACT) - Volunteer citizens and operators who monitor the Emergency Channel #9 and make themselves available to Emergency/Recovery operations as communications support.

Radio System - A combination of electrical and electronic equipment, including but not limited to radios, consoles, mobile units, towers, antennas, generators, etc., which together enable communications between desired points.

Reception Center - A Donations management facility to receive specific, undesignated or unsolicited goods such as food, water, clothes and building supplies.

Recovery - Activity involves assistance to return the community to normal or near-normal conditions. Short-term recovery returns vital life-support systems to minimum operating standards. Long-term recovery may continue for a number of years after a disaster and seeks to return life to normal or improved levels. Recovery activities include temporary housing, loans/grants, unemployment insurance, reconstruction, and counseling programs.

Regional Coordination Center (RCC) – NCEM Branch Office activated for response operations.

Regional Response Team (RRT) - A team made up of members from various federal and state agencies who investigate and react to a local emergency of technological origin such as a petroleum spill. For example a coastal oil spill could attract the Coast Guard, Environmental Protection Agency and the State Division of Emergency Management.

Release - Any spilling, leaking, pumping, pouring, emitting, emptying, discharging, injecting, escaping, leaching, dumping, or disposing into the environment (including abandonment or discarding barrels, containers, and other closed receptacles) of any Hazardous Chemical, Extremely Hazardous Substance, or CERCLA Hazardous Substance.

Resource Support Officer - Designated individual from the Response and Recovery section, EM tasked with coordinating resource support operations.

Resource Support Operations - Operations to provide logistical support to State and local operations including relief supplies, space, equipment, telecommunications, contracting, transportation and personnel in the State EOC as well as field locations.

Response - Actions which occur immediately before, during, or directly after an emergency or disaster. This includes lifesaving actions such as the activation of warning systems, manning EOCs, implementation of shelter or evacuation plans and search and rescue.

SAR Coordinator - Official or agency responsible for coordination of Search and Rescue operations within a given geographical area.

SAR Mission IC - Search and rescue mission incident commander. This individual is responsible for all "on scene" activities and associated decisions.

SART – State Agriculture Response Team is a public private partnership, joining government agencies with the private concerns around the common goal of animal issues during disasters.

Search Mission Coordinator (SMC) - Civil Air Patrol designation for primary responsible individual coordinating CAP functions.

Self Evacuate - Persons who evacuate before evacuation is ordered or recommended by proper authority based on a perceived or actual dangerous situation.

Shelter - A facility to house, feed, and care for persons evacuated from a risk area for periods of one or more days. For the risk areas the primary shelter and the reception center are usually located in the same facility.

Shelter Manager - An individual who provides for internal organization, administration, and operation of a shelter facility.
Single Resource - A team of individuals with an independent supervisor, a piece of equipment with its personnel complement or an individual that can be used on an incident.

Society for the Prevention of Cruelty to Animals (SPCA) - North Carolina County volunteer agency responsible for receiving unwanted, and/or adopting pets.

Special Needs Shelter - Designated shelters provided by local government to meet the needs of special population groups, such as the physically disabled.

Special Operations Response Team (SORT) – A mobile medical team complete with physicians, nurses, and equipment prepared to deploy on short notice to the site of an emergency or disaster.

Staging Area (SA) - A pre-selected location having large parking areas such as a major shopping area, schools, etc. The SA is a base for the assembly of persons to be moved by public transportation to host jurisdictions and a debarking area for returning evacuees. Several of these areas should be designated to each evacuating jurisdiction.

Standard Operating Procedures (SOP) - A set of instructions having the force of a directive, covering the features of operations which lend themselves to a definite or standardized procedure with no loss of effectiveness and supports specific portions of an operational plan.

State Coordinating Officer (SCO) - The representative of the Governor (usually the Director of Emergency Management) who coordinates the State response and recovery activities with those of the Federal Government. See GAR Governors Authorized Representative.

State Donations Coordinator - The person designated by the Director of Emergency Management who will coordinate the donations effort. This person will oversee the phone bank, Donations Coordination Center and coordinate efforts of the control points and reception center.

State Emergency Response Commission (SERC), designated by the Governor, responsible for establishing HAZMAT planning districts and appointing/overseeing Local Emergency Planning Committees.

State Emergency Response Team (SERT) - A team of senior representatives of state agencies, state level volunteer organizations, and state level corporate associations who have knowledge of their organization resources and have the authority to commit those resources to emergency response. SERT operates from the State EOC and the Director of EM serves as the SERT leader.

State Volunteer Coordinator - The person designated by the Governors Office of Citizens Affairs to coordinate the efforts of the various volunteer agencies and unaffiliated volunteers. Acts as the liaison with local volunteer coordinators.

State Warning Point (SWP) - The State facility (SHP Communications Center) that receives warnings and other emergency information over NAWAS and relays this information in accordance with current directives.

STATENET - Derived from "Statewide Network". The primary radio system of the Division of Emergency Management.

Superfund - Trust fund established under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and extended under the 1986 Superfund Amendments and Reauthorization Act (SARA) to provide money for cleanups associated with inactive hazardous waste disposal sites. (See CERCLA)

Superfund Amendments and Reauthorization Act of 1986 (PL99-499) SARA. Extends and revises Superfund authority (in Title I & II). Title III of SARA includes detailed provisions for community planning and right-to-know systems.

Support Agency - A State department or agency designated to assist with available resources, capabilities, or expertise in support of the Common Function response operations, under the coordination of the Primary agency.

Task Force - A group of resources with shared communication and leader. It may be pre-established and sent to an incident or it may be created at the incident.

Title III (of SARA) - The "Emergency Planning and Community Right-to Know Act of 1986." Specifies requirements for organizing the planning process at the State and local levels for specified extremely hazardous substances; minimum plan content; requirements for fixed facility owners and operators to inform officials about extremely hazardous substances present at the facilities; and mechanisms for making information about extremely hazardous substances available to citizens. (42 USC annot., sec. 1101, et. seq.-1986)

Trans-species Infection - An infection that can be passed between two or more animal species. This may include human hosts.

Two Meters - An Amateur Radio frequency band, 144 MHz to 148 MHz. Commonly used with repeaters for relatively short range communications in a local area.

Ultra high frequency (UHF). Ranges from 300 MHz to 3000 MHz. For public safety use, defines the frequency sub bands of 450-512 MHz and 800-900 MHz. Also includes 960 MHz and 2 GHz microwave sub bands.

Undesignated/Unsolicited donation - Unsolicited/undesignated goods are those donations that arrive in the state but have not been requested by an agency.

Unified Command - A team which allows all agencies (with geographical or functional responsibility for the incident) to co-manage an incident through a common set of objectives and strategies. Agencies' accountability, responsibilities, and authorities remain intact.

Very high frequency (VHF) Ranges from 30 MHz to 300 MHz. For public safety use, defines the frequency sub bands of 30-50 MHz and 150-174 MHz.

Volunteer Agency Facility - Facilities operated by independent agencies for donations that are specifically solicited by their agencies.

Vulnerable Populations – A specific group of individuals subject to potential harm from a hazard (generally, but not limited to, hazards listed in the Enhanced Hazard Mitigation Plan).

Warning Point - A facility that receives warning and other information and disseminates or relays this information in accordance with a prearranged plan.

Warning Signal - An audible signal, sounded on public outdoor warning devices.

Wildlife - Animals indigenous to the region that live in natural habitats such as deer, boar, bobcats, raccoons, etc.

ACRONYMS AND ABBREVIATIONS

December 2019

AFRCC	Air Force Rescue Coordination Center
AHA	American Humane Association
APHIS	Animal and Plant Health Inspection Service
ARES	Amateur Radio Emergency Service
ART	Aerial Reconnaissance Team
AVMA	American Veterinary Medical Association
CAP	Civil Air Patrol
CCL	Core Capabilities List
CRDP	County Receiving and Distribution Point
CEO	Chief Executive Officer
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act
CFR	Code of Federal Regulations
CGRCC	Coast Guard Rescue Coordination Center
CHEMTREC	Chemical Transportation Emergency Center
CISM	Critical Incident Stress Management
COG	Continuity of Government; also Council of Governments
COOP	Continuity of Operations
CPG	Civil Preparedness Guide
DAC	Disaster Application Center
DCI	Division of Criminal Information
DPI	Department of Public Instruction
DCO	Defense Coordinating Officer
DEQ	Department of Environmental Quality
DFCO	Deputy Federal Coordinating Officer
DHR	Department of Human Resources
DHS	U.S. Department of Homeland Security
DMAT	Disaster Medical Assistance Team

ACRONYMS AND ABBREVIATIONS

December 2019

DOD	Department of Defense
DOE	Department of Energy
DOH	Department of Health
DOJ	Department of Justice
DOT	Department of Transportation
DPS	Department of Public Safety
DROC	Disaster Recovery Operations Center
DSCO	Deputy State Coordinating Officer
DSS	Department of Social Services
DTMF	Dual tone, multi-frequency
DWI	Disaster Welfare Inquiry System
DWQ	North Carolina Division of Water Quality
E&EI	Education and Emergency Information
EBS	Emergency Broadcast System
EHNR	Environment, Health, & Natural Resources
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EMC	Emergency Management Coordinator
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	U.S. Environmental Protection Agency
EPI	Emergency Public Information
ERT	Emergency Response Team
ESF	Emergency Support Function
ETAG	Environmental Technical Advisory Group (SERT)
FAD	Foreign Animal Disease
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer

ACRONYMS AND ABBREVIATIONS

December 2019

FEMA	Federal Emergency Management Agency
FNAMS	FEMA National Message System
FNARS	FEMA National Radio System
FNF	Fixed Nuclear Facility
FOSC	Federal On-Scene Coordinator
GAR	Governors Authorized Representative
GHz	Gigahertz
GIS	Geographical Information Systems
GS	General Statute
HAZMAT	Hazardous Materials
HDU	Hazardous Device Unit, SBI
Hf	High frequency
Hz	Hertz
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IFG	Individual and Family Grant
IMT	Incident Management Team
IS	Information Systems
JFHQ	Joint Force Headquarters
JFO	Joint Field Office
JIC	Joint Information Center
kHz	Kilohertz
LEMC	Local Emergency Management Coordinator
MATTS	Mobile Air Transportable System
MERS	Mobile Emergency Response System
MHz	Megahertz
MOU	Memorandum of Understanding

ACRONYMS AND ABBREVIATIONS

December 2019

NAWAS	National Warning System
NCAFC ERP	North Carolina Association of Fire Chiefs Emergency Response Plan
NCDA&CS	North Carolina Department of Agriculture and Consumer Services
NCDSS	North Carolina Division of Social Services
NCEM	North Carolina Emergency Management
NCEOP	North Carolina Emergency Operations Plan
NCESF	North Carolina Emergency Support Function
NCGS	North Carolina General Statutes
NCNG	North Carolina National Guard
NCP	National Contingency Plan
NDMS	National Disaster Medical System
NFIP	National Flood Insurance Program
NHC	National Hurricane Center
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NRC	National Response Center; Nuclear Regulatory Commission
NRF	National Response Framework
NRT	National Response Team
NWS	National Weather Service
OPR	Office of Primary Responsibility
PA	Public Assistance
PAA	Public Assistance Appeals
PAO	Public Affairs Officer
PDA	Preliminary Damage Assessment
PICS	Post Impact Comfort Station
PIO	Public Information Officer
PL	Public Law
PPD-8	Presidential Policy Directive 8
PSA	Public Service Announcement

PSTN	Public Switched Telephone Network
QA	Quality Assurance
RACES	Radio Amateur Civil Emergency Services
RCC	Regional Coordination Center
REACT	Radio Emergency Associated Citizens Team
RPET	Radiation Protection Emergency Team
RRT	Regional Response Team
SA	Staging Area
SAR	Search and Rescue
SARA	Superfund Amendment and Reauthorization Act
SART	State Agricultural Response Team
SBI	State Bureau of Investigation
SCO	State Coordinating Officer
SEMR	State Emergency Management On-Scene Representative
SEOC	State Emergency Operations Center
SERC	State Emergency Response Commission
SERT	State Emergency Response Team
SHMP	State Hazard Mitigation Plan
SHP	State Highway Patrol (North Carolina)
SITREP	Situation Report (Also SitRep)
SMC	Search Mission Coordinator
SNS	Strategic National Stockpile
SOP	Standard Operating Procedure
SORT	Special Operations Response Team
SPCA	Society for the Prevention of Cruelty to Animals
SWP	State Warning Point
THIRA	Threat and Hazard Identification and Risk Assessment
UHF	Ultra high frequency
USCG	United States Coast Guard

USDA	U.S. Department of Agriculture
VHF	Very high frequency
VOLAG	Volunteer Agency (ies)

SUMMARY OF ENABLING LEGISLATION

December 2019

Listed below are the legal authorities under which North Carolina Emergency Management (NCEM) functions. The North Carolina General Statutes, Chapter 166A provides the authority and responsibility of the Governor, State agencies, and local governments to plan, maintain and implement for all aspects of the State's emergency management program. Executive orders issued by the Governor for when the State is threatened or impacted by an emergency or disaster activate the plan and authorizes specific emergency response actions. In addition, NCEM operates under numerous formal and informal planning guidance documents issued by various federal agencies. Due to their number and complexity, these are only summarized below. In the future, changing federal regulations, especially as concerns hazardous substance releases, will continue to prescribe conditions under which emergency management will function.

1. NORTH CAROLINA GENERAL STATUTES

A. North Carolina General Statutes Chapter 166A as amended

Chapter 166A titled the North Carolina Emergency Management Act, sets forth the authority and responsibilities of the Governor, State agencies, and local government for emergency management in North Carolina. Under 166A-19.11), the Secretary of the Department of Public Safety is made responsible to the Governor for all state emergency management activities. North Carolina Emergency Management fulfills this role for the Secretary.

B. N.C. Gen. Stat. 166A-19.3(18)

The State Emergency Response Team is defined in this subsection. The team is the representative group of State personnel designated to carry out the emergency management support functions. The Director is the Division of Emergency Management.

C. Chapter 143B, Article 1, Part 1, N.C.Gen.Stat. § 143B-602

§ 143B-602 establishes the Secretary of the Department of Public Safety as the "chief coordinating officer for the state" for interagency involvement when responding to emergencies and disasters. The Secretary has delegated this role to North Carolina Emergency Management.

D. Chapter 166A, Article 1A, Part 1, 166A-19.3(6), 166A-19.3(19) and Article 1A, Part 4, 166A-19.20

166A-19.3(6) defines the term " Emergency" which isan occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural or man-made accidental, military, paramilitary, terrorism, weather-related, public health, explosion-related, riot-related cause, or technological failure or accident, including, but not limited to, a cyber-incident, an explosion, a transportation accident, a radiological

accident, or a chemical or other hazardous material incident.A state of emergency is a gubernatorial or legislative finding that an emergency exists.

E. Chapter 147, Article 3A, N.C. Gen. Stat. §147-33.2
Chapter 147-33.2 defines the emergency war powers of the Governor for defense, mobilization, rationing, etc. Emergency Management formulates and executes the plans and procedures required by this statute.

F. Chapter 160A, Article 19,); Chapter 143, Article 21, Part 6 (County)
These sections of the North Carolina General Statutes provide the authority to local governments to adopt floodway regulations. The National Flood Insurance Program (NFIP) in North Carolina is administered by North Carolina Emergency Management. Local building ordinances for those communities participating in the program must comply with federal regulations.

G. Chapter 160A, Article 19, Part 3 and 5 (Municipal); Chapter 153A, Article 18, Part 3 and 4 (County)
These sections enable local governments to establish zoning regulations. This allows communities to define construction in identified floodways, and thereby comply with NFIP regulations.

H Chapter 143, Article 21, Part 6A (County)
These sections give local governments the authority to make assessments for flood and hurricane protection works. Pre and post disaster hazard mitigation is the responsibility of emergency management.

I. Chapter 160A, Article 8 (Municipal); Chapter 153A, Article 6 (County)
These sections provide for the delegation and exercise of police powers to local and county governments, thereby enabling emergency protective actions to be implemented during an emergency. NCEM is responsible for developing model local ordinances for adoption by local elected officials.

J. Chapter 143B, Article 13, Part 5, Subpart B § 143B-1010
This General Statute establishes the North Carolina Center for Missing Persons within the Department of Public Safety.

K. Chapter 14, Article 36A, 14-288.1 - 14-288.20
§ 14-288.1-20 gives the legal parameters for dealing with riots and civil disorders.

L. Chapter 115C, Article 17
§ 115C-242(6) mandates the use of school buses for emergency management purposes in any state of disaster or local emergency. NCEM coordinates the use of school buses throughout the state in the event of an emergency.

M. Chapter 15A-300.1
Emergency Management Exception. This section allows an emergency management agency, as defined in G.S. 166A-19.3, the use unmanned aircraft systems for all functions and activities related to emergency management, including incident command, area reconnaissance, search and rescue, preliminary damage assessment, hazard risk management, and floodplain mapping.

2. FEDERAL LAWS AND DIRECTIVES

A. The Robert T. Stafford Disaster Relief and Emergency Assistance Act Public Law 93-288, as amended
The Stafford Act is the primary Federal disaster relief legislation, which allows for Federal response and enables grant assistance to be given to individuals and public entities in the event of a major disaster declaration by the President. All grant assistance from the Federal government is administered by NCEM.

B. The Homeland Security Act of 2002, Public Law 107-296, as amended
The Department of Homeland Security with primary missions to prevent terrorist attacks, reduce the vulnerability of the US to terrorism at home. The agency also houses the Federal Emergency Management Agency and is the lead Federal agency for natural and manmade emergencies and disasters..

C. Title VI of P.L. 109-295 (H.R. 5441), the Post-Katrina Emergency Management Reform Act of 2006
Enacted after Hurricane Katrina, PKEMRA significantly reorganized FEMA, provided it substantial new authority to remedy gaps in response, and included a more robust preparedness mission for FEMA.

This act:

- Establishes a Disability Coordinator and develops guidelines to accommodate individuals with disabilities;
- Establishes the National Emergency Family Registry and Locator System to reunify separated family members;
- Coordinates and supports precautionary evacuations and recovery efforts;

- Provides transportation assistance for relocating and returning individuals displaced from their residences in a major disaster; and
- Provides case management assistance to identify and address unmet needs of survivors of major disasters.

D. H.R. 3858 (109th): Pets Evacuation and Transportation Standards Act of 2006
This Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure that state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.

E. Public Law 113-2 (Pub.L. 113–2, H.R. 152, 127 Stat. 4, enacted January 29, 2013), containing Division A: Disaster Relief Appropriations Act, 2013 and Division B: Sandy Recovery Improvement Act of 2013 The Sandy Recovery Improvement Act made changes in how FEMA delivers disaster relief, including changes in PA and other programs.

F. Presidential Policy Directive / PPD-8: National Preparedness
PPD-8 replaces Homeland Security Presidential Directive (HSPD)-8 and Annex I, and identifies the strategic and tactical initiatives necessary to enhance the entire nation's security and resiliency capacities. Various Nationwide deliverables are a product of PPD-8, and include the National Preparedness Goal which identifies the 31 Core Capabilities, National Preparedness System, and National Planning Frameworks for each of the 5 mission areas that include Interagency Operational Plans.

G. Other Federal Laws and Regulations There are many other laws related to Public Health and Security, Flood Control and Coastal Emergencies, Hazardous Materials, Nuclear Materials, Infrastructure protection, fire protection and control, Environmental Protections and more.

STATE EMERGENCY RESPONSE TEAM

December 2019

Office of the Governor
- Hispanic Affairs Office
- Press Office
- Office of Information Technology Services
- Office of State Personnel
- Commission on Volunteerism and Community Service

Office of the Lieutenant Governor

Department of the Secretary of State

Office of the State Auditor

Department of State Treasurer

Department of Public Instruction

Department of Agriculture and Consumer Services
- Agronomic Services Division
- Emergency Programs Division
- Food Distribution Division
- Food and Drug Protection Division
- Meat and Poultry Inspection Division
- NC Forest Service
- Office of the Commissioner
- Plant Industry Division
- Research Stations Division
- Soil and Water Conservation Division
- Structural Pest Control & Pesticides Division
- Veterinary Division

Department of Labor
- Occupational Safety and Health Division
- Standards and Inspections Division
  - Mine and Quarry Bureau

Department of Insurance
- Office of State Fire Marshal

STATE EMERGENCY RESPONSE TEAM

December 2019

Department of Information Technology

Department of Administration
- Division of Facility Management

Department of Commerce
- Economic Development Partnership of NC
- Employment Security Division
- State Energy Office
- Community Assistance Division

Department of Public Safety
- NC National Guard
- Adult Correction Division
- Law Enforcement Division
- NC Emergency Management
- Juvenile Justice Division
- Administration
- External Affairs
- Civil Air Patrol
- Search and Rescue
- State Bureau of Investigation
- State Highway Patrol
- Urban Search and Rescue

Department of Justice
- Office of the Attorney General

Department of Natural and Cultural Resources
- Office of Archives & History
- Parks and Recreation Division
- State Historic Preservation Office

Department of Environmental Quality
- Air Quality Division
- Coastal Management Division
- Energy, Mineral, and Land Resources Division
- Marine Fisheries Division
- Waste Management Division
- Water Resources Division
- Water Quality Division

NC Wildlife Resources Commission

STATE EMERGENCY RESPONSE TEAM

December 2019

Department of Health and Human Services
- Division of Aging and Adult Services

- Division of Child Development and Early Intervention and Education
- Division of Community Health
- Division of Medical Assistance

- Division of Health Service Regulation
  - Radiation Protection Section
  - Office of Emergency Medical Services
- Division of Mental Health, Developmental Disabilities, & Substance Abuse Services
- Division of Public Health
  - Chronic Disease and Injury Section
  - Epidemiology Section
  - Office of the Chief Medical Examiner
- Office of Minority Health & Health Disparities
- State Laboratory
- Division of Social Services
- Office of Emergency Medical Services

Department of Revenue

Department of Transportation
- Safety and Risk Management Division
- Highways Division
- Ferry Division
- Aviation Division
- Rail Division
- Public Transportation Division

American Red Cross

NC Baptists on Mission

Salvation Army

National Disaster Medical System

North Carolina Electric Membership Corporation

ElectriCities

Duke Energy

Dominion North Carolina Power

North Carolina Homebuilders Association

North Carolina Psychological Association

North Carolina State Agricultural Response Team

North Carolina Voluntary Organizations Active in Disaster

North Carolina Cooperative Extension

North Carolina Interfaith Council

North Carolina State Bar Association

North Carolina State University Cooperative Extension Service

North Carolina Young Lawyers Association

Radio Amateur Civil Emergency Service

University of North Carolina System

NCEM POINTS OF CONTACT FOR FEDERAL ESFs

December 2019

ESF #	Title	NCEM Point of Contact
1	Transportation	Logistics
2	Communications	Logistics
3	Public Works and Engineering	Operations (Infrastructure)
4	Firefighting	Operations (Emergency Services)
5	Emergency Management	Planning
6	Mass Care	Operations (Human Services)
7	Resource Support	Logistics
8	Public Health and Medical Services	Operations (Human Services)
9	Urban Search and Rescue	Operations (Emergency Services)
10	Oil and Hazardous Materials	Operations (Emergency Services)
11	Agriculture and Natural Resources	Operations (Human Services)
12	Energy	Operations (Infrastructure)
13	Public Safety and Security	Operations (Emergency Services)
14	Long-Term community Recovery and Mitigation	Mitigation
15	External Affairs	Joint Information Center

HAZARDS AND THREATS

December 2019

NATURAL HAZARDS

GEOLOGICAL HAZARDS

1. Acidic Soils – includes rock slides
2. Debris Flow/Landslide
3. Earthquake
4. Expansive Soil
5. Geochemical
6. Sinkholes
7. Subsidence
    a) Mine Collapse

COASTAL HAZARDS

1. Storm surge (Hurricane)
2. Over-wash (Hurricane)
3. Over-wash (Nor'easter)
4. Coastal erosion
5. Tsunami
6. Rip Currents
7. Coastal flooding

INFECTIOUS DISEASE AND NATURAL BIOLOGICAL HAZARDS

1. HIV/AIDS
2. STDs
3. Foot and Mouth Disease
4. Exotic Newcastle Disease
5. SARS
6. Tuberculosis
7. Avian Influenza
8. Salmonella
9. Shiga toxin
10. West Nile Virus
11. Rocky Mountain Spotted Fever
12. Lyme Disease
13. Cryptosporidiosis
14. Legionella
15. Foreign Animal Disease (SEOP Annex B, Appendix 4)
16. Anthrax
17. Smallpox
18. Food Contamination (SEOP, Annex B, Appendix 9)
19. Crop Disease

HAZARDS AND THREATS

December 2019

METEROLOGICAL AND ENVIRONMENTAL

1. Drought
2. Fog
3. High winds
    a) Hurricane
    b) Nor'easter
    c) Severe thunderstorm
4. Excessive Heat
5. Severe Thunderstorm
    a) Tornado
    b) Hail the size of 1 inch or larger
    c) Winds of at least 58 mph
6. Hurricane
    a) High winds
    b) Storm surge
    c) Coastal flooding and inundation
    d) High wave action
    e) Beach erosion
    f) Excessive rainfall
    g) Inland river and valley flooding
    h) Surf zone rip currents
7. Tornadoes; Waterspout
8. Lightning
9. Wildfire
10. Winter Weather
    a) Nor'easter
    b) Blizzard (Severe winter weather)
    c) Extreme Cold
    d) Freezing Rain (Severe winter weather)
    e) Ice Storm (Severe winter weather - includes freezing rain and sleet)
    f) Snowstorm (Severe winter weather)
    g) Wind chill (Severe winter weather)

NON-COASTAL FLOODING

1. Flash floods; includes Torrential rain and Severe Thunderstorm
2. Riverine flooding; includes Torrential rain and Severe Thunderstorm
3. Urban flooding; includes Torrential rain and Severe Thunderstorm
4. Inland flooding/ponding

HAZARDS AND THREATS

December 2019

TECHNICAL HAZARDS

HAZARD MATERIAL RELEASES

1. Chemical Release/Spill
2. Explosives, Accidental
3. Hazardous Materials Spills
4. Oil Spill
5. Radiological/Nuclear Release
    a) Fixed Nuclear Facility
    b) Other (to include industrial/medical)

OTHER MAN-MADE HAZARDS

1. Gang Activity – includes drug activity
2. Pollution
3. Dam failure
4. Fire
5. Fuel Shortage

TERRORISM

1. Chemical
2. Biological
    a) Bio-Terrorism
        i. Food Contamination
        ii. Agri-Terrorism
3. Radiological
    a) Radiological Device
4. Nuclear
5. Explosives
    a) Vehicle Borne IED
    b) IED
6. Cyber-terrorism
7. Aircraft as weapon
8. Arson/Incendiary attack
9. Conventional Attack
10. Sabotage
11. Hostage Taking/Assassination
12. Maritime Attack
    a) Boat as weapon
    b) Piracy
13. Electromagnetic Pulse (EMP) Attack

OTHER POTENTIAL HAZARDS (NCEM INTERNAL ONLY)

1. Solar flare/electro-magnetic pulse
2. Sea level rise
3. Espionage
4. Economic/financial
5. Nano-technology
6. Global weather pattern shifts
7. Red tide
8. Extraterrestrial debris

CORE CAPABILITIES LIST

December 2019

PREVENT	PROTECT	RESPOND	RECOVER	MITIGATE
Planning	Planning	**Planning**	Planning	Planning
Public Information and Warning	Public Information and Warning	**Public Information and Warning**	Public Information and Warning	Public Information and Warning
Operational Coordination	Operational Coordination	**Operational Coordination**	Operational Coordination	Operational Coordination
Intelligence and Information Sharing	Intelligence and Information Sharing	**Situational Assessment**	Economic Recovery	Threats and Hazard Identification
Interdiction and Disruption	Interdiction and Disruption	**Operational Communications**	Health and Social Services	Risk and Disaster Resilience Assessment
Screening, Search, and Detection	Screening, Search, and Detection	**Environmental Response / Health and Safety**	Housing	Community Resilience
Forensics and Attribution	Access Control and Identity Verification	**Critical Transportation**	Infrastructure Systems	Long-term Vulnerability Reduction
	Supply Chain Integrity and Security	**On-Scene Security and Protection**	Natural and Cultural Resources	
	Physical Protective Measures	**Mass Search and Rescue Operations**		
	Cybersecurity	**Public Health and Medical Services**		
	Risk Management for Protection Programs and Activities	**Mass Care Services**		
		Public and Private Services and Resources		
		Infrastructure Systems		
		Fatality Management Services		

ANNEX D

NCEOP DISTRIBUTION LIST

December 2019

Office of the Governor	1
Office of the Lieutenant Governor	1
Department of Administration	2
Department of Agriculture and Consumer Services	2
Office of State Auditor	1
Department of Commerce	1
Department of Public Safety	6
Department of Cultural Resources	1
Department of Environment and Natural Resources	2
Department of Health and Human Services	2
Department of Insurance	1
Department of Justice	1
Department of Labor	1
Department of Public Instruction	1
Department of Revenue	1
Secretary of State	1
Office of State Personnel	1
Department of Transportation	1
Department of State Treasurer	1
American Red Cross	1
Electricities of North Carolina, Inc.	1
National Disaster Medical System	1
North Carolina Electric Membership Cooperative	1
North Carolina Homebuilders Association	1
North Carolina Interfaith Council	1
North Carolina State Bar Association	1
North Carolina State Highway Patrol	2
North Carolina State University Cooperative Extension Service	1
North Carolina Young Lawyers Association	1
Radio Amateur Civil Emergency Service	1
Salvation Army	1