

## SERT OPERATIONS SECTION

December 2020

### A. PURPOSE

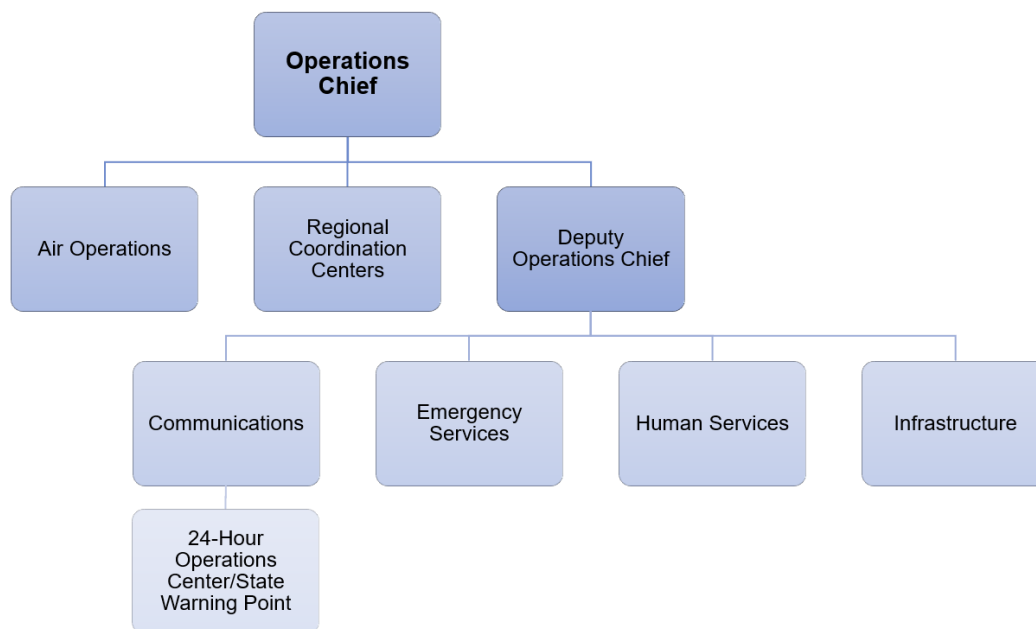
This appendix describes the Operations Section of the State Emergency Response Team (SERT) during activation.

### 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.

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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.

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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.

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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.

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### **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 and Human Services
- f. Disaster Medical Services
- g. Public Health
- h. Search and Rescue
- i. Hazardous Materials
- j. Animal Protection
- k. Energy
- l. Law Enforcement
- m. Communications
- n. Military Support

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- o. AHIMT
- p. Aerial Reconnaissance Teams (ART)

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

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## **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.

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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).

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### **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.

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- 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.

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

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- 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.

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- 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.

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

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- 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.

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**PUBLIC WORKS AND ENGINEERING (NCESF-3)**  
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**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.

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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.

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**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.

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- 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.

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**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.

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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)**

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### **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.

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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.

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- 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.

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- 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.

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- 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.

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- 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.

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- 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

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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.

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- 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.

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**WORKER SAFETY AND HEALTH SUPPORT (NCESF-5A)**  
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**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.

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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.

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#### **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.

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### **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.

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**MASS CARE AND HUMAN SERVICES (NCESF-6)**  
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**I. INTRODUCTION**

**A. PURPOSE**

To coordinate efforts to provide emergency shelters, feeding, water, disaster human services, and preliminary case management through Multi-agency Shelter Transition Teams.

**B. SCOPE**

Mass Care and Human Services will ensure the provision of accessible sheltering during a disaster by supporting County requests for shelter support and/or establishing State-coordinated shelters when necessary. This support will include shelter wrap around services, such as health, mental health, and includes support for those individuals with access and functional needs, such as hearing, sight, or other physical restrictions, and limited and non-English speaking groups. The function will coordinate meals and essential water requirements for disaster survivors and emergency workers. This function is also responsible for coordinating relief efforts provided by volunteer and other non-profit organizations, as well as coordinating mental health counseling to disaster survivors.

**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 survivors 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, and provisions of water are fundamental functions necessary for the care of disaster survivors. Additional services, such as mental health and telemedicine in shelters, and coordination with pet sheltering partners, are also critical to ensuring disaster survivors are able to recover as quickly as possible.

**B. ASSUMPTIONS**

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

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2. Sheltering is first and foremost a local responsibility. Support may be requested by the local jurisdictions to assist with existing local shelter plans.
3. The State may establish State-coordinated shelters should shelter needs exceed local and CRES shelter capacities.
4. Local officials will relay mass care situation reports to the State EOC.
5. 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.
6. Shelters and feeding sites may need to be set up quickly with no advance notice.
7. Damage from catastrophic disaster events may cause extended displacement and damage to the infrastructure.
8. Some people may self-evacuate when advance warning of impending disaster is available.
9. Sheltering and feeding operations may be required for significant numbers of people.
10. Some survivors will go to public shelters while others will find shelter with friends or relatives. Many survivors will remain with or near their damaged homes.
11. Survivors of disasters often require mental health counseling to cope with the stress and uncertainty of the personal catastrophe.
12. Agreements exist between local governments and local volunteer organizations for assistance in mass care activities.
13. A significant influx of disaster workers may strain the resources of impacted areas.

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**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 to Counties as needed through field services personnel.
- b. Coordinate requests for mass care resources with all State and partner agencies.
- c. Coordinate and deploy Functional Assessment Support Teams (FAST), when requested.
- d. Provide operational direction to the Multi-agency Shelter Transition Teams (MASTT).
- e. Work with mass care partners to establish State-coordinated shelters (SCS) and/or non-congregate shelters, when local and CRES capacities are exceeded or expected to be exceeded.
- f. Work with mass care partners to establish reception centers, as needed.
- g. Coordinate activities with Federal ESF-6. Request federal assistance as required.
- h. Coordinate with the SERT Donations Management Branch and volunteer agencies to assist disaster survivors during shelter/mass care situations.
- i. Request necessary assistance with transportation of food to shelter and community feeding sites.

**B. LEAD TECHNICAL AGENCY**

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

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)  
HUMAN SERVICES LEAD**

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- a. Serve as the designated SEOC lead for DHHS Human Services team during activations.
- b. Liaise with DAAS, DCDEE, DDS, DHSR/OEMS, DPH, DSB, DSDHH, DSS, DVRS, MHDDSAS, and other SERT agencies and volunteer organizations to ensure the effective integration of Human Services related resources and county departments of social services to support those who are affected by the disaster. Support SERT Human Services Branch Manager as lead point of contact for NCDHHS tasking needs.
- c. Ensure SERT Human Services Branch Manager is receiving necessary information to support department operations.
- d. Ensure NCDHHS and its divisions are receiving necessary information to support department operations.
- e. Coordinate and recruit reception center and shelter staff from within NCDHHS divisions. Work with SERT Human Services Branch Manager to assign to appropriate reception center and shelter facilities.

**DIVISION OF SOCIAL SERVICES (DSS)**

- a. Assign Liaison to SEOC as requested.
- b. Coordinate with mass care support agencies to support local sheltering operations.
- c. Obtain personnel rosters, sheltering listings, and number of shelter managers from county departments of social services responding in affected jurisdictions.
- d. Coordinate requests for assistance with support agencies.
- e. Assess situation and prioritize activities.
- f. Provide technical assistance, when requested, to county departments of social services in organizing resources to provide food and water requirements for shelter population.

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- g. Provide technical assistance, when requested, to county departments of social services in organizing transportation of food from identified warehouses to mass care feeding sites.
- h. Track and report the status of shelter operations.
- i. Coordinate with partners to answer questions from county departments of social services about accessibility in shelters.
- j. Serve as Multi-agency Shelter Transition Team Coordinator.
- k. Coordinate all requests for spoken-language and American Sign Language interpreters.

**C. SUPPORTING STATE AGENCIES**

**1. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)**

- a. Assign Liaison to SEOC as requested.
- b. Support sheltering activities with personnel and facilities, specifically through contractual agreement between local boards of education, local governments, sheltering service providers, and/or NCEM.

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

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

- a. Assign Liaison to SEOC as requested.
- b. Coordinate with the SERT Human Services Branch to determine where mental health services are needed in shelters and communities.
- c. Coordinate with publicly-funded managed care organizations to provide mental health services in shelter and community settings.
- d. Prepare required data for requesting federal crisis counseling assistance as necessary.
- e. Serve as member of Multi-agency Shelter Transition Team (MASTT).

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- f. Support Functional Assessment Support Teams (FAST).

**DIVISION OF AGING AND ADULT SERVICES (DAAS)**

- a. Assign Liaison to SEOC as requested.
- b. Promote the exchange of technical and statistical information relevant to needs and outcomes of older adults and adults with access and functional needs from NCEM to area agencies on aging and county health and human services departments.
- c. 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.
- d. 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.
- e. 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.
- f. 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).
- g. Collect and compile data on suspended or altered feeding taking place through regional Meals on Wheels and Area Agencies on Aging.
- h. Serve as member of Multi-agency Shelter Transition Team (MASTT).

**DIVISION OF PUBLIC HEALTH (DPH)**

- a. Assign Liaison to SEOC as requested.
- b. Assist in public health oversight as necessary resulting from disaster situations requiring expedient supply of food and water.
- c. Conduct environmental health assessments of State-coordinated shelters in advance of opening and provide mitigation recommendations where appropriate.

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- d. Coordinate and assign public health nurses as requested.
- e. Coordinate and assign public health nurses to staff local shelters as available according to requests from local emergency managers.
- f. Support Public Health nurses and collaborate with partners to facilitate referrals when shelter resident medical needs fall beyond the scope of the general population shelter health staff.
- g. Conduct disease outbreak monitoring in shelters or among evacuated populations, and provide support for local health departments in monitoring communicable diseases.

**DIVISION OF SERVICES FOR THE BLIND (DSB)**

- a. Assign Liaison to SEOC as requested.
- b. Provide technical and statistical information concerning needs relating to required services for people who are blind.
- c. Provide assistance as needed at State EOC and field sites.
- d. Coordinate with the SERT Human Services Branch to assist as required.
- e. Ensure the NCEM Joint Information Center (JIC) is kept informed of any specialized resources, announcements, or programs required to assist in keeping the blind populations informed (Braille information, programs, etc.).
- f. Assist with Multi-Agency Shelter Transitional Team (MASTT) activities, as needed and requested.

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

- a. Assign Liaison to SEOC as requested.
- b. Provide technical and communication access information concerning needs relating to the required services for people who are deaf and hard of hearing, including ASL interpreters.
- c. Provide assistance as needed at the State EOC and field sites.

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- d. Coordinate with the SERT Human Services Branch to assist as required.
- e. Ensure the NCEM JIC is kept informed of any specialized resources, announcements, and programs required to assist in keeping people who are deaf and hard of hearing, as well as deafblind, informed.
- f. Assist with Multi-Agency Shelter Transitional Team (MASTT) activities, as needed and requested.

**DIVISION OF VOCATIONAL REHABILITATION SERVICES (DVRS)**

- a. Assign Liaison to SEOC as requested.
- b. Monitor and report disruptions to programs that promote employment and independence for state residents with disabilities.
- c. Serve as member of Multi-agency Shelter Transition Team (MASTT).
- d. Provide and/or coordinate for assistive technology and other durable medical equipment.

**DIVISION OF CHILD DEVELOPMENT AND EARLY EDUCATION (DCDEE)**

- a. Assign Liaison to SEOC as requested.
- b. Provide technical and statistical information on child care facilities statewide.
- c. Coordinate with the SERT Human Services Branch as required.
- d. Approve temporary emergency child care services established for disaster survivors and emergency workers as required.
- e. Assist with Multi-Agency Shelter Transitional Team (MASTT) activities, as needed and requested.

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

- a. Support health services in State-coordinated shelters through coordination of medical staffing and medical supplies.

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- b. Coordinate with partners to facilitate referrals when shelter resident medical needs fall beyond the scope of general population shelter health staff.

**3. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)**

**DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE**

- a. Assign Liaison from Special Operations and Intelligence Unit to SEOC as requested.
- b. Make institutions under its control available for shelters where practical.
- c. Support mass feeding activities.
- d. Provide law enforcement personnel to shelters.

**NORTH CAROLINA NATIONAL GUARD (NCNG)**

- a. Assign Liaison to SEOC as requested.
- b. Transport available feeding resources to dislocated population.

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

- a. Assign Liaison(s) to SEOC as requested.
- b. Coordinate animal issues for SERT Human Services Branch through the AgEOC and State Animal and Agriculture Response Team.
- c. 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**

- a. Assign Liaison to SEOC as requested.
- b. Support the management and coordination of accessible sheltering, feeding, supplemental disaster health and mental health services, spiritual care, emergency first aid, distribution of emergency

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supplies, and family reunification services to the disaster-affected population.

- c. Establish and operate mass care shelters and fixed and mobile feeding for survivors requiring these services.
- d. Provide casualty and illness information to appropriate authorities.
- e. Coordinate the recruitment and assignment of personnel for mass care operations.
- f. Coordinate registration of shelter residents.
- g. Collect data from all open shelters for the National Shelter System (NSS) and coordinate with Counties and DHHS for data collection on shelters operated solely by a County.
- h. Coordinate shelter information sharing and reporting with North Carolina Emergency Management.
- i. Report information on shelters, including access and functional needs and CMIST, to Human Services Branch.
- j. Provide information and referral services to disaster survivors with disaster caseworkers and disaster case management.
- k. Serve as a member of the Multi-Agency Shelter Transitional Team (MASTT).
- l. Serve as member of Mass Care Feeding Task Force.

## **2. THE SALVATION ARMY (TSA)**

- a. Assign Liaison to SEOC as requested.
- 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.

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- 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).
- j. Serve as member of Mass Care Feeding Task Force.

**3. NC Baptists on Mission**

- a. Assign Liaison to SEOC as requested.
- b. Serve as member of Mass Care Feeding Task Force.
- c. Coordinate with local churches and other non-profits to set up sites in affected areas to coordinate personnel/equipment for feeding and/or recovery.
- d. Provide mass feeding in coordination with Red Cross/Salvation Army with mobile and/or fixed sites.
- e. Coordinate with other SERT Human Services agencies and organizations to address unmet needs.
- f. Deploy trained volunteers to provide spiritual care.
- g. Deploy trained volunteers to provide assessment of property for recovery purposes.

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- h. Deploy trained recovery volunteers to assist homeowners.
- i. Deploy shower/laundry units as needed for community and volunteers.
- j. With available resources, distribute items needed by survivors that may include but not be limited to food, furniture, and household items.

**4. North Carolina Voluntary Organizations Active in Disaster (NC VOAD)**

- a. Assign Liaison to SEOC as requested.
- b. Maintain a listing of all volunteer organizations active in in the disaster area.
- c. Within its agreements, coordinate the provision of relief efforts by any and all volunteer organizations actively engaged in providing assistance to disaster survivors.

**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 by NCEM Operations Human Services Branch 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, as well as FAST notifications

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- 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. Assess anticipated level of response by the Red Cross chapters and other organizations during the initial response.

## **2. CONTINUING**

- a. Support the opening and operation of County and CRES shelters, when requested.
- b. Open State-coordinated shelters when needed.
- c. Open Reception Centers when needed.
- d. Work with BEOC to coordinate Non-congregate shelters when needed.
- e. Coordinate meals at fixed locations and mobile feeding as requested.
- f. Coordinate with State partners to provide health and mental health services in shelters.
- g. Coordinate with State partners to provide community mental health services.
- h. Establish communications between State-coordinated shelters, reception centers, and State-deployed feeding units.
- i. Monitor evacuation activities to ensure shelter operations are supported as needed.
- j. Monitor occupancy levels and ongoing survivors' 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 when requested.
- l. Monitor shelter occupancy levels to support consolidation as appropriate.

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- m. Coordinate with the SERT Emergency Services Branch to ensure medical needs are addressed in an appropriate setting.
- n. Coordinate mass feeding locations with local and feeding partners.
- o. Assist in providing food for community members unable to go to mass feeding sites when requested.
- p. Coordinate with SERT Emergency Services Branch for the provision of medical 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. Establish Multi-agency Shelter Transition Teams based on need and County requests.
- c. Assist with long term placement of disaster survivors where needed due to damage to their homes, with considerations for accessibility.
- d. Continue to provide food and water as needed.

**2. CONTINUING**

- a. Monitor shelter closings and occupancy levels.
- b. Assist shelter residents in obtaining information regarding disaster assistance available.
- c. Work with NCEM Individual Assistance and Recovery Support Functions to transition survivor cases from response to recovery.

**V. DIRECTION, CONTROL AND COORDINATION**

**1. LOCAL**

Mass care activities begin as soon as a local jurisdiction recognizes the need. For notice events, this may be hours to days before the event takes place. For no-notice events, this will take place immediately after the event

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occurs. Local governments will identify facilities for use as shelters. Decisions to open and close shelters are responsibilities of local governments. Local governments will coordinate opening and closing of shelters with the DSS and/or Red Cross.

## **2. STATE**

Mass care activities will be coordinated through the State Emergency Operations Center (EOC). The lead and supporting agencies will provide support to the State EOC 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 support the activities of all public shelters, when requested. This includes shelters opened before, during, and after the disaster.
- b. SERT Human Services Branch will monitor evacuation activities to ensure shelter operations are supported as need.
- c. SERT Human Services Branch will monitor County and CRES shelter capacities to determine when to initiate State-coordinated shelters.
- d. 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.

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### 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.

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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.

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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.

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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.

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- 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 HEALTH AND 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.

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- 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.

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**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.

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**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.

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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 the Continuum.

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### 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.

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- 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

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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 2020

### **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.

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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.

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- 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.

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**SEARCH and RESCUE (NCESF-9)**  
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**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.

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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.

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- 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.
- d. Conduct swift water/flood search and rescue using qualified civilian helicopter aquatic rescue technicians.
- e. Conduct stranded personnel rescue and injured personnel extraction through operating aircraft with rescue hoist and/or short-haul operations capability.

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

### **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/or short-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 COMMISSION (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.

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- 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

## SEARCH and RESCUE (NCESF-9)

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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)

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### 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

## HAZARDOUS MATERIALS (NCESF-10)

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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.

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**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 managers 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

## HAZARDOUS MATERIALS (NCESF-10)

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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.

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### 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.

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**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.

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- 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 (NCDNR)**

### **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.

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- 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.

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**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.

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- 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.

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- 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.

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- 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

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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:

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- 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.

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### 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.

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### **I. INTRODUCTION**

#### **A. PURPOSE**

The purpose of this appendix is to outline response activities to help protect domesticated and wild animal resources. Public health, the food supply, and environmental resources will be safeguarded when the animal population is protected. 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 a perceived inability to evacuate with 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 require special considerations. Depending on the circumstances and nature of the catastrophe, it may be necessary to provide water, shelter, food, and/or medical care for animals that exceed existing facility capabilities. It may require relocation or relief efforts for pets, livestock, wildlife, or 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 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.

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### **B. ASSUMPTIONS**

1. Animal protection planning will enhance care and recovery for animals and people during emergencies. In keeping in compliance with the Pets Evacuation and Transportation Standards (PETS) Act, these plans will include measures to identify housing and shelter, communicate information with the public, and ensure 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. Notify Animal Protection partners of emergency or disaster event, SEOC activation, and need to staff SEOC.
- b. Provide assistance as needed through field services personnel.
- c. Assign County resource requests to appropriate Animal Protection partners and coordinate requests for resources from all state agencies.
- d. Request companion animal support for State-coordinated Shelters.
- e. 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 supporting animal and agriculture agencies and

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other stakeholders such as the State Animal and Agricultural Response Team (SART).

- c. Coordinate resources to support the rescue and sheltering of companion animals in disasters.
- d. Control disease and provide for the feeding of livestock and other farm animals.
- e. Provide for the management of animal response volunteers.
- f. Coordinate support agency activities.

### **C. SUPPORTING STATE AGENCIES**

#### **1. NORTH CAROLINA STATE UNIVERSITY (NC SU)**

##### **NC COOPERATIVE 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).

##### **NC STATE UNIVERSITY COLLEGE OF VETERINARY MEDICINE (CVM)**

- a. Provide technical and academic advice and assistance to the SERT and SART.
- b. Provide personnel and equipment to deploy based on availability of requested resources.

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

##### **DIVISION OF PUBLIC HEALTH (DPH)**

- a. Provide support for investigation of zoonotic diseases and implementation of rabies control measures.

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- b. Provide environmental health recommendations as needed to ensure pet 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.
- c. Coordinate with licensed certified wildlife rehabilitation centers for the care of any orphaned or injured wildlife that is able to be safely captured and rehabilitated.

## **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 (SART) is an interagency partnership established as part of the SERT under leadership from the NCDA&CS. SART and other partner agencies and organizations support NCDA&CS in this mission through agency-specific tasks, volunteer management, receiving and distributing of donations, and the coordination of volunteer response groups when planning for and responding to an emergency affecting livestock and companion animals.

Responsibility for situation assessment and determination of resource needs lies primarily with county emergency management offices, county animal services, and local incident commanders. The State Emergency Response Team (SERT), the Federal Emergency Response Team (ERT), and the Joint

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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 coordinated at the Ag EOC in conjunction with State EOC incident objectives.

Issues involving exotic animals and animals that are usually kept in a controlled environment, such as zoos, circuses, or carnivals, will be handled by local animal services, 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, local Animal Control will take a leadership role where ownership cannot be established, owners cannot be contacted, or owners cannot care for their animals. Animal services may receive assistance from NCDA&CS and NC Cooperative Extension. County Animal Response Teams (CARTs) may assist in this mission as requested by county emergency management personnel. Other volunteer groups may also assist in this function. If their deployment is coordinated by NCDA&CS, they must have a signed Memorandum of Agreement or Understanding and written approval of the State Veterinarian or Incident Commander at the Ag EOC. The animals will be sheltered, fed, and returned to their owners if possible. Animals with owners who are unable to care for them or where owners are not able to be located will become the property of the county, and final disposition will be determined by the county animal service.

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.

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### **C. RESPONSE ACTIONS**

#### **1. INITIAL**

- a. Assess the needs and numbers of affected animals.
- b. Support animal rescue and sheltering personnel as requested.
- c. Support evacuation and 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 SART/CARTs, NCDA&CS, NCSU CVM, and NC Cooperative 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, if necessary, when animals, such as companion pets, cannot be adopted or owner cannot be found.

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### **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 and animal shelters 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 a variety of partners, 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 the establishment of County Animal Response Teams. The State and majority of counties have built additional sheltering capacity in the form of Companion Animal Mobile Equipment Trailers (CAMETs), Companion Animal Sheltering Trailers (CASTs), and trained volunteers in the NC 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 NC TERMS by NCDA&CS Emergency Programs Division.

### **3. FEDERAL**

USDA Animal and Plant Health Inspection Service (APHIS) 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

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for livestock and equine activities. Assistance includes personnel, technology, feed, veterinary support, assistance with reimbursement procedures, and resource requests.

## **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.

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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

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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.

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- 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.

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- 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.

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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

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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:

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- 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.

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- 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.

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## 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.

<u>ACTIVATION LEVEL</u>	<u>ACTIONS TAKEN</u>
-------------------------	----------------------

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.

<u>ACTIVATION LEVEL</u>	<u>ACTIONS TAKEN</u>
-------------------------	----------------------

Level 3 (Mild Shortage) ☐

+ Review operating guidelines, continue monitoring and review/analyze results

Trigger:

Isolated incident/degradation of service reliability.  
 5 to 10% Supply reduction lasting up to one week.

☐

+ Communicate with energy providers to determine extent, cause, and expected duration of the disruption

☐

+ 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

<u>ACTIVATION LEVEL</u>	<u>ACTIONS TAKEN</u>
-------------------------	----------------------

Level 2 (Moderate Shortage) ☐

☐

+ Continue all Mild Shortage actions

Trigger:  
 10-15% Supply reduction lasting up to three weeks

☐

+ Coordinate with energy providers to identify and recommend voluntary conservation measures

☐

+ Advise NCEM regarding declaration of Energy Emergency

☐

+ Recommend mandatory demand reduction measures

<u>ACTIVATION LEVEL</u>	<u>ACTIONS TAKEN</u>
-------------------------	----------------------

Level 1 (Severe shortage) ☐

☐

+ Continue all Moderate Shortage actions

Trigger:  
 >15% supply reduction lasting more than three weeks

☐

+ Recommend declaration of Energy Emergency

☐

+ Recommend implementation of Petroleum Set-Aside Plan

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## **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.
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Level 2 (Moderate Shortage) 10-15% supply reduction lasting up to three weeks

Response actions:	Continue all mild shortage actions. Recommend mandatory conservation measures.
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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.
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### **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

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## **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

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## 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

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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

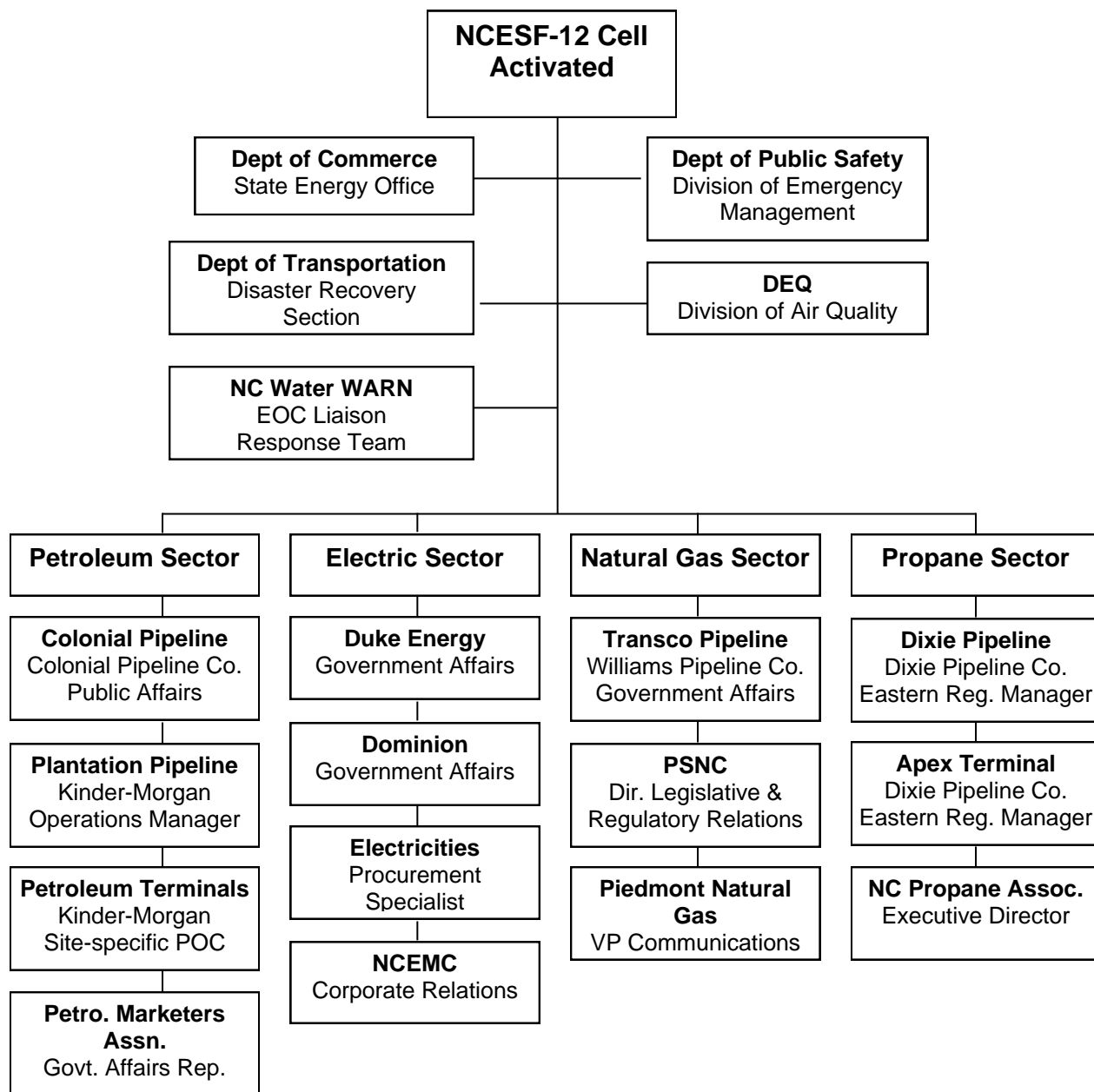
CAUSE (IF KNOWN):  
AREA AFFECTED:  
POPULATION(S) AFFECTED:  
ENERGY SUPPLY IMPACT(S):  
CRITICAL INFRASTRUCTURE(S) AFFECTED:  
CONSUMER IMPACT(S):  

RESPONSE ACTIVITIES

CURRENT RESPONSE/RESTORATION ACTIVITIES:  
ESTIMATED TIME TO REPAIR/RESTORE:  
ALTERNATIVE SOURCES OF SUPPLY:  
SUPPORT REQUEST(S):  

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**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)

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### 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.

## **LAW ENFORCEMENT (NCESF-13)**

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- 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.

### **DIVISION 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)**

### **DIVISION 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.

## **LAW ENFORCEMENT (NCESF-13)**

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### **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 CULTURAL 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.

## **LAW ENFORCEMENT (NCESF-13)**

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### **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.

## **LAW ENFORCEMENT (NCESF-13)**

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### **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.

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**COMMUNICATIONS (NCESF-2)**  
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**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 ESF-2 activities, please refer to the North Carolina Emergency Management ESF-2 Communications Plan.

**B. SCOPE**

ESF-2 plans, coordinates, and assists in telecommunications support to state, tribal, county and local disaster response elements. ESF-2 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. ESF-2 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.

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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.
- e. Maintain proper information and intelligence gathering methods pertaining to potential threats to communications infrastructure.

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### 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 North Carolina 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. Notify local users of any anticipated or actual degradations in radio coverage.
- d. In coordination with the 24HROC and the ESF-2 Coordinator, provide personnel to manage communications equipment using the Strategic Technology Reserve to include radio trailers, portable towers, cache radios, and personnel.

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- e. Provide personnel to assist in managing VIPER talkgroups using established WebEOC resources to help coordinate Response and Recovery activities.
- f. Assist the 24HROC/ESF-2 Coordinator with re-tasking previously assigned State Event talkgroups or Strategic Technology Reserve (STR) resources as needed.
- g. Report tower site statuses based on “Active (on-air),” “Active (generator power),” “Degraded (site trunking),” or “Degraded (off-air).”
- h. Interface with other North Carolina radio system administrators to ensure status of infrastructure and operability of the system.

### 3. 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. Provide airborne or ground based logistical support for communications personnel or equipment.
- c. 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. As the SERT functional lead for Air Operations, identify the need for Communications SME support and work with the Communications Branch for proper assignment of personnel.
- f. Provide point-to-point high frequency (HF) radio communications assistance.
- g. Provide support for airborne and mobile ground repeaters.

## COMMUNICATIONS (NCESF-2)

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### 4. NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. The NCNG's primary communications support exists within their Civil Support Teams (CST), Mobile Emergency Communications Operations Center (MEOC) resources, DIRECT force packages and Joint Incident Site Communications Capabilities (JISCC).
  - 42<sup>nd</sup> CST
  - 145<sup>th</sup> Airlift Wing (MEOC)
  - 196<sup>th</sup> and 295<sup>th</sup> Signal Support Co. (DIRECT/JISCC)
- b. Coordinate mission assignments of NCNG communications equipment.
- c. Assist with frequency coordination for military aviation assets and/or programming.
- d. 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.
- e. Provide personnel and equipment for point to point or mobile communications support on a 24-hour basis, as required.
- f. Provide backup generator support (if available) to include personnel to transport, install, operate, and maintain generators and communications equipment.
- g. Provide trained personnel to augment communications staff.
- h. Provide subject matter expertise, guidance and liaison activities regarding requests for military communications resources outside of those outlined above.

### 5. 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 ESF-2 during periods of activation.

## COMMUNICATIONS (NCESF-2)

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- 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/ESF-2.
- h. Staff AUXCOMM radio positions at the SEOC, regional coordination center locations, or other locations upon request.
- i. Assist the 24Hr Watch with PACE planning and testing. Coordinate with local AUXC entities to ensure PACE planning and tactical readiness.
- i. Maintain connections to the SHARES network and pass all requested messages.
- j. Operate the SEOC FNARS station as required.
- j. Coordinate with SKYWARN spotter groups to assist National Weather Service (NWS) Offices with damage reports.
- k. Provide and relay situation reports from impacted areas (SPOT reports) to include status' of:
  - Local television broadcast signals
  - Local radio broadcast signals
  - Status of landline telephone services
  - Status of power at the reporting location
  - Status of commercial voice and data networks
- l. Support PSAP operations, as requested, to provide a secondary means to dispatch emergency calls for service.

## COMMUNICATIONS (NCESF-2)

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### 6. NORTH CAROLINA 911 BOARD (PSAP COORDINATION)

- a. Serves as the ESF-2 Technical Lead for all PSAP service disruptions to include, but not limited to:
  - Physical damage to PSAP structure(s)
  - Significant staffing shortages due to injury or illness
  - Infrastructure degradation for which a PSAP is not functioning
  - Multi-system cyber disruptions, malicious or accidental
- b. Provide coordination between ESF-2 and the Network Monitoring and Assistance Center (NMAC). This will provide status of the North Carolina Emergency Services IP Network (ESInet).
- c. Provide the status for all 127 PSAPs (primary and secondary) to ensure that citizens are able to access the 911 network.
- d. Facilitate any 911 call alt-routing based on capabilities at the degraded PSAP and the back-up PSAP. Consideration will be taken regarding the geographic impact area and the potentially impacted PSAPs in order to prevent a cascading route of 911 calls with an unknown destination.
- e. Maintain a twice daily welfare status check of all PSAPs to ensure there are no gaps in INTD or TERT resources.
- f. Work with NCEM TERT Coordination (24Hr Watch Manager and TERT Regional Coordinators) to optimize deployable resources.
- g. Deploy 911 Board staff to RCC's as requested.
- h. Coordinate commercial voice/data partners that have direct involvement with the restoration of networks that deliver 911 calls to PSAPs.
- i. Coordinate with NC211 to ensure 911 system optimization.

## **COMMUNICATIONS (NCESF-2)**

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### **7. FIRST RESPONDERS EMERGING TECHNOLOGIES PROGRAM (FIRSTTECH)**

- a. Provide specific, event based, technology platforms for usage within ESF-2.
- b. Provide direct support to the Communications Branch Manager.
- c. Be the single point of contact for FirstNet (US Department of Commerce) coordination as needed.
- d. Coordinate state agency restoration of voice, data and other infrastructure systems.
- e. Provide supplemental staffing to NCEM or local response agencies as requested.

### **8. NORTH CAROLINA LOCAL GOVERNMENT INFORMATION SYSTEMS ASSOCIATION (NCLGISA) IT STRIKE TEAMS**

- a. Utilize capable local IT professionals to form subject matter expertise resources to the SERT.
- b. Support IT systems at State EOC and RCC's at the request of NCEM Risk Management and/or ESF-2.
- c. Support NCEM Cyber with consequence management and recovery in response to a local, state or tribal system compromise.
- d. Provide incident/event-based support at the local, state or tribal level.

### **9. UNIVERSITY OF NORTH CAROLINA CENTER FOR PUBLIC TELEVISION (UNC-TV)**

- a. Provide coordination with NCSHP TSU to ensure access and restoration of shared tower sites and shared resources (for example - VIPER microwave radio network) that become degraded.

## COMMUNICATIONS (NCESF-2)

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- b. Ensure that the SEOC infrastructure is sufficient to provide for the broadcast of the Governor's press conferences. In the event that it is not, work with the NCEM Public Information Officer (PIO) and ESF-2 commercial partners to implement solutions.

### 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 ESF-2 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 ESF-2 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.

## COMMUNICATIONS (NCESF-2)

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- 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 ESF-2 Coordinator to fill the request using available resources.
- j. Determine the level of response required by ESF-2 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.

## COMMUNICATIONS (NCESF-2)

December 2020

- 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 ESF-2 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 ESF-2 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.

## COMMUNICATIONS (NCESF-2)

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8. Provide ESF-2 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.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)  
**ANNEX A | APPENDIX 3 | TAB M**  
**COMMUNICATIONS (NCESF-2)**  
December 2020

**VI. REFERENCES**

- A. NC ESF-2 Communications Plan

## MILITARY SUPPORT (NCESF-7C)

December 2020

### 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).

## **MILITARY SUPPORT (NCESF-7C)**

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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:

## MILITARY SUPPORT (NCESF-7C)

December 2020

- 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.

## MILITARY SUPPORT (NCESF-7C)

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### **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.

**MILITARY SUPPORT (NCESF-7C)**

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**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.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)  
**ANNEX A | APPENDIX 3 | TAB O**  
**All Hazard Incident Management Teams (AHIMT)**  
December 2020

**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 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 have an IMT position task book initiated status in order to maintain readiness for response requirements and duties.

**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.

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**All Hazard Incident Management Teams (AHIMT)**  
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**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, AHIMT program members 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. NCEM Field Branch Managers/RCC Incident Commanders will identify team leaders who will be activated with concurrence of the SERT Leader. NCEM 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. AHIMTs will be demobilized or re-deployed when the mission at their designated location has been met.

## AERIAL RECONNAISSANCE TEAMS (ART)

December 2020

### 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.

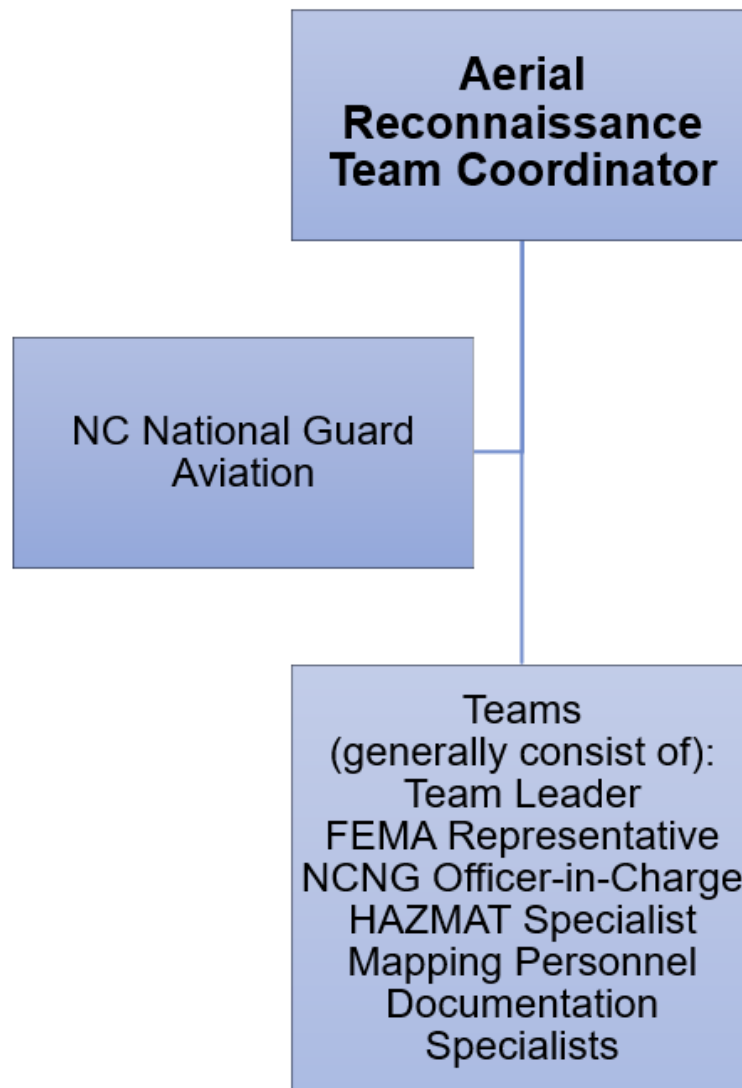
If possible, the information being recorded by the ARTs will be sent back to the State EOC by one or more of the following methods:

- 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.

## AERIAL RECONNAISSANCE TEAMS (ART)

December 2020

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

**AERIAL RECONNAISSANCE TEAMS (ART)**

December 2020

- 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