SERT OPERATIONS SECTION

2025

I. PURPOSE

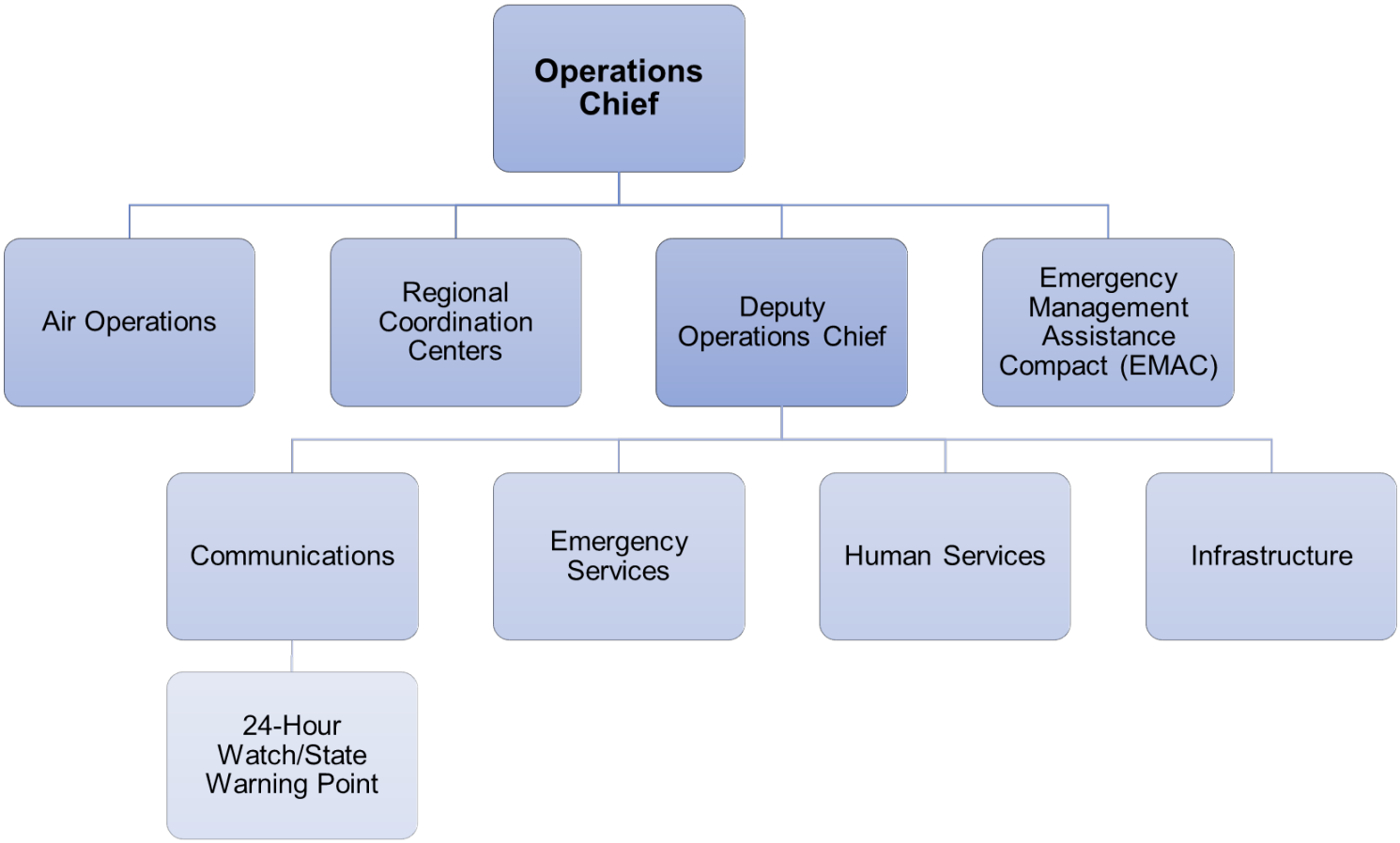
This appendix describes the Operations Section of the State Emergency Response Team (SERT) during activation.

II. 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.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

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



A. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

OPERATIONS SECTION

1. HUMAN SERVICES BRANCH

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

For agriculture, the Human Services Branch coordinates emergency management activities in response to and recovery from agricultural emergencies and disasters. It deals with NC Veterinary authorities regarding issues associated with the care and safety of domestic, wild and livestock animals. It also coordinates emergency management activities with those of the NC Department of Agriculture & Consumer Services (NCDA&CS) 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

The Infrastructure Branch plans, coordinates and arranges for the recovery of infrastructure 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. At full activation, the Infrastructure Branch must be manned 24 hours per day.

3. EMERGENCY SERVICES BRANCH

The 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

Field Branches advise counties on the need for state support and arrange and coordinate that support. Field Branch is organized in three regional branches - Western, Central, and Eastern. Each regional 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, 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 assigned operational personnel and equipment (search and rescue teams, NC National Guard, emergency medical service teams, and other resources allocated for life safety and continuity of local government.

- The functions of the RCCs are to:
    - Support incident management policies and priorities;
    - Facilitate critical resource management allocation and tracking using incident management priorities;
    - Facilitate logistical support and resource tracking;
    - Information resource allocation decisions using incident management priorities;
    - Coordinate incident-related information; and
    - Coordinate and resolve interagency and intergovernmental issues regarding incident management policies, priorities and strategies.
- 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 TEAMS (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 Incident Command System (ICS) structure to manage disasters as defined by the North Carolina AHIMT Workgroup.

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

Aid Coordinator or posted in NCSPARTA. 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 WATCH

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

7. AIR OPERATIONS (STATE AND REGIONAL DISASTER AIRLIFT)

Air Operations 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.

8. EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC)

The Emergency Management Assistance Compact (EMAC) provides mutual assistance between states during States of Emergency or disasters to send and receive personnel, equipment, and commodities.

IV. REFERENCES

A. NCEM Standing Operating Guidelines for Field Operations

B. NCEM Disaster Field Operations Guidebook

V. TABS

A. Transportation (ESF-1)

B. Communications (ESF-2)

C. Public Works and Engineering (ESF-3)

D. Firefighting (ESF-4)

E. Mass Care and Human Services (ESF-6)

F. Disaster Medical Services (ESF-8)

G. Public Health (ESF-8)

H. Search and Rescue (ESF-9)

I. Hazardous Materials – Coastal (ESF-10)

J. Hazardous Materials – Inland (ESF-10)

K. Animal Protection (ESF-11)

L. Energy (ESF-12)

M. Law Enforcement (ESF-13)

N. Aerial Reconnaissance Teams (ART)

O. All Hazards Incident Management Teams (AHIMT)

P. Aviation Air Branch

Q. Military Support

R. Worker Safety and Health Support