



Columbus County North Carolina

Emergency Operations Plan

A Component Plan
of the
Comprehensive Emergency Services Program
April 2023

Columbus County Emergency Services
127 W. Webster St., Whiteville,
NC 28472

<http://columbusco.org/Departments/Emergency-Services>

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Basic Plan

Basic Plan

Section

1

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LETTER OF PROMULGATION



TO: County Government
Municipal Government
Residents of Columbus County

By virtue of the powers and authority vested in me as the Chairman, Columbus County Board of Commissioners, I hereby promulgate and issue the revised Columbus County Emergency Operations Plan, dated August 2023, as a regulation and guidance to provide for the protection of the residents of Columbus County. The revised Columbus County Emergency Operations Plan, hereafter, will be referred to as "The Plan."

The Plan outlines the coordinated actions to be taken by County and Municipal officials and volunteer organizations to protect lives and property in natural or manmade disasters and other emergency incidents. It identifies staffing and other resources available to prevent, minimize, and recover from injury, loss of life, and destruction of property, which tragically characterize disasters and critical emergency incidents. The Board of County Commissioners adopted NIMS on September 4, 2007 and endorses the application of the Incident Command System (ICS) at all levels of response, as promulgated in The Plan.

The plan is an effective tool for emergency response and recovery planning and mitigation and will be implemented as directed by the Chairman of the County Board of Commissioners. The Emergency Services' Director is responsible for the regular maintenance and update procedures of the plan, as required by ordinance, in coordination and agreement with the appropriate participating agencies and units of government.

Adoption of this Plan rescinds the Columbus County Emergency Operations Plan dated 2013, and all subsequent changes to that document.

Sincerely,

Ricky Bullard, Chairman
Columbus County
Board of Commissioners

SIGNORATORIES OF THE PLAN

The following agree to support the overall concept of operations of the Columbus County Emergency Operations Plan and to carry out the functional responsibilities as assigned in the Plan.

Chairman
Columbus County Board of Commissioners

Date

County Manager

Date

Emergency Services Director

Date

RECORD OF DISTRIBUTION

Chairman, Columbus County Board of Commissioners	Columbus County Soil & Water, Director
Columbus County Administration, Manager	Columbus County Office of the Tax Administrator
Columbus County Aging, Director	Columbus County Veterans Services, Director
Columbus County Animal Control, Director	City of Whiteville, Mayor/Manager
Columbus County Attorney	Town of Boardman, Mayor/Manager
Columbus County Airport, Director	Town of Bolton, Mayor/Manager
Columbus County Board of Elections, Director	Town of Brunswick, Mayor/Manager
Columbus County Building Inspections, Director	Town of Cerro Gordo, Mayor/Manager
Columbus County Cooperative Extension, Director	Town of Chadbourn, Mayor/Manager
Columbus County Economic Development, Director	Town of Fair Bluff, Mayor/Manager
Columbus County Emergency Services, Director	Town of Lake Waccamaw, Mayor/Manager
Columbus County Finance Department, Director	Town of Sandyfield, Mayor/Manager
Columbus County Fire Marshal, Director	Town of Tabor City, Mayor/Manager
Columbus County Health Department, Director	Columbus County Disaster Response
Columbus County Human Resources, Director	Columbus County Fire & Rescue Association
Columbus County Library, Director	Local Emergency Planning Committee
Columbus County Planning Department, Director	North Carolina Forest Service, Columbus County Ranger
Columbus County Public Housing Agency, Director	Columbus County Chapter of the American Red Cross
Columbus County Transportation, Director	Columbus County School Superintendent
Columbus County Public Utilities & Solid Waste, Director	White City Schools, Superintendent
Columbus County Parks & Recreation, Director	Columbus Regional Healthcare System
Columbus County Register of Deeds	Trillium Health
Columbus County Sheriff's Office, Sheriff	Columbus County Social Services, Director

Electronic versions are available upon request!

Emergency Services' Mission

“To promote and sustain community partnerships and resources while continuing to enhance the delivery of exceptional Emergency Services in Columbus County.”

Emergency Services' Vision

“Through continuous quality improvement and strategic investments, make Columbus County Emergency Services stronger tomorrow than it is today.”



PURPOSE

The Columbus County Emergency Operations Plan (EOP) describes the partnerships, roles, responsibilities, and actions necessary to provide an effective, efficient, and coordinated response to significant emergency events in Columbus County. The EOP provides a framework of direction to identified agencies in order to successfully prepare for, respond to, mitigate, and begin the recovery process from major emergency events that impact the County.

In addition to meeting statutory obligations defined in North Carolina General Statute 166-A, the EOP:

- Assigns responsibilities and identifies actions for organizations and individuals during a significant emergency event;
- Establishes lines of authority and organizational relationships and demonstrates how missions and assignments are coordinated;
- Provides direction, control, and coordination of Columbus County and other emergency resources during significant events;
- Describes the procedures and support requirements necessary for the activation and operation of the Emergency Operations Center (EOC);
- Promotes and outlines operational plans, policies, and procedures necessary for identified agencies to develop and implement in order to effectively respond during a significant event; and
- Describes the management and control, operations, planning logistics, and finance/administration sections employed during an EOC activation.

SCOPE

The EOP is an all-hazards, multi-discipline response plan designed to manage and coordinate Emergency Support Function (ESF) assignments. ESFs are comprised of agencies that perform tasks during an EOC activation that are similar to their day-to-day, normal operations.

The EOP also serves as a coordination guide used to execute operational plans, policies, and procedures utilized by ESFs to mitigate and resolve impacts of a significant event. ESFs are organized and managed using the nationally recognized Incident Command System (ICS). Following one of the tenets of ICS, this plan is flexible and scalable and is designed for use for any planned or no-notice event.

By statute, a declaration of local emergency triggers the activation of the EOP; however, this plan will be implemented during any significant event which requires multi-discipline collaboration event in the absence of a local declaration.

This plan applies to all primary and support agencies listed in the ESF Annex and any other department or agency deemed necessary by the Columbus County Director of Emergency Services.

All agencies will employ a whole community, all-inclusive planning approach with private-sector partners and citizens of the community who play a large role in preparedness, response, recovery, and mitigation.

The EOP is constructed using a nationally recognized model found in the National Response Framework and the Comprehensive Planning Guide (CPG 101). However, while this plan has been developed to be consistent with similar documents at the state and federal level, it is uniquely tailored to meet the specific needs of Columbus County.

This plan does not:

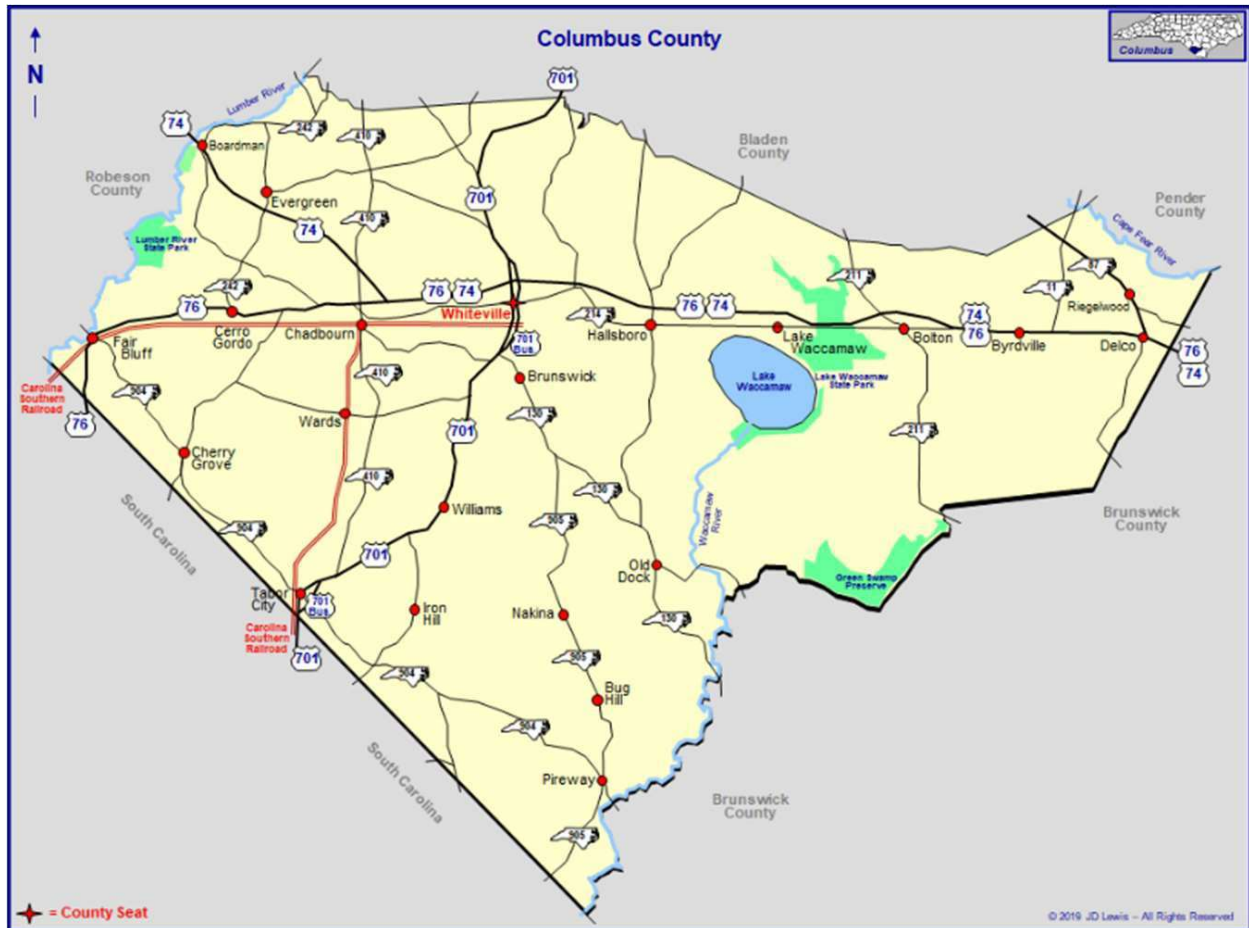
- Dictate agency duties of what occurs outside the scope and control of the EOC.
- Describe or identify tactical level objectives, requirements, and tasks associated with achieving strategic goals.
- Supersede any statute, law, or ordinance.

BACKGROUND

Columbus County was established in 1808 from Brunswick and Bladen Counties and was named for explorer Christopher Columbus. The county is geographically located in the southeastern region of North Carolina, along the North Carolina and South Carolina border, at approximately 135 miles southwest of the state capital of Raleigh, NC. The county is bordered by Robeson County to the west; Bladen County to the north; Pender County to the northeast; Brunswick County to the east; and South Carolina, County of Horry, to the south.

Columbus County consists of 954 square miles in area and is the third largest county within the State of North Carolina. Approximately 9,000 acres of which is North Carolina's largest bay lake, Lake Waccamaw. With a population of 50,623 residents, the county has seen a population decrease of 12.9% according to the 2020 census.

The county seat is located in the City of Whiteville which was incorporated in 1832. The city consists of a population of 4,688 persons and is the largest municipality by population within the county.



Within Columbus County exists ten municipalities which consists of Whiteville, Boardman, Brunswick, Chadbourn, Lake Waccamaw, Tabor City, Fair Bluff, Cerro Gordo, Sandyfield, and Bolton.

Municipality	Population	Median Household Income	Population Growth Since 2010
Boardman	166	\$28,333	5.7%
Brunswick	973	\$15,795	-13.0%
Bolton	519	\$27,596	-24.9%
Cerro Gordo	131	\$20,000	-36.7%
Chadbourn	1,574	\$24,539	-15.2%
Fair Bluff	709	\$17,008	-25.4%
Lake Waccamaw	1,296	\$50,345	-12.4%
Whiteville	4,766	\$25,455	-11.6%
Sandyfield	430	\$30,938	-3.8%
Tabor City	3,781	\$25,469	50.6%

- **Airports and Airfields**

The Columbus County Municipal Airport (KCPC) is located approximately three miles south of Whiteville and sits at an elevation of 99 feet above sea level. The facility does not have a control tower; all traffic control activities are managed through the Jacksonville Center. The facility hosts a single asphalt runway at 5500 feet in length and 75 feet in width. Both runway 6 and runway 24 have a left traffic pattern and are lighted.

The airport is home to 32 aircraft based at the field and averages approximately 46 flights per day. Consisting of a majority of general aviation, with 13 percent air taxi and 6 percent military operations.

There are 3 other FAA registered private airfields within Columbus County:

1. Carolina Bay Airport (NR82) is located 11 miles South of Whiteville and is privately held. The runway is constructed of turf and is 2000 feet long by 100 feet wide. There is no control tower or lights present and permission is required for use.
2. Strickland Field (89NC) is located 4 miles Southeast of Fair Bluff and is privately held. The runway is constructed of turf and is 2642 feet long by 118 feet wide. There is no control tower or lights present and permission is required for use.
3. Cox Field (81NC) is located 10 miles Southeast of Tabor City and is privately held. The runway is constructed of turf and is 3300 feet long by 50 feet wide. There is no control tower or lights present and permission is required for use.

- **Highway and Evacuation Routes**

The primary traffic routes within Columbus County consist of US Highway 76 and US Highway 74 traversing West to East; with US Highway 701 traveling from North to South. North Carolina 87 and North Carolina 11 are accessible in the Northeast corner of the county. In the case of an evacuation order, the primary evacuation routes consist of NC 87 Northwest through Bladen County and US 74/76 west through Robeson County.

- **Railroads**

There are two railroads that operate within the county with a total of 75 railroad crossings. CSX transportation operates a cargo only line that crosses the Northeast portion of the county South of Riegelwood. The second is the RJ Corman Railroad

Company that operate two short lines within the south west portion of the county. These short lines are cargo only and do not accept passengers.



- **Waterways and Lakes**

Columbus County is home to several waterways and lakes that are regularly used for recreation; to include swimming, fishing, and pleasure boating. All of which are susceptible to flooding as a result of significant precipitation both within Columbus County and upstream locations. These waterways consist primarily of the Lumber River and the Waccamaw River, in addition to smaller rivers and streams. The Lumber River runs along the western border of the county for approximately 25 miles entering the county Northwest of Boardman and exiting the state Southwest of Fair Bluff. The Waccamaw River begins at the Lake Waccamaw dam and travels Southeast to the Columbus County Border where it exits at the North Carolina/South Carolina border at the Southeastern most tip of the county. The Waccamaw River runs for approximately 45 miles within Columbus County.



- **Railroads**

Lake Waccamaw is the largest body of water within Columbus County and serves as the center for recreation within the county. The lake is the largest of the Carolina Bay Lakes with an area of approximately 9,000 acres and an average depth of 7.5 feet. The surrounding recreation area consists of approximately 14 miles of shoreline and is host to 7 miles of hiking trails and a 700-foot boardwalk. Complete with a visitor's center and multiple camp sites, the Lake Waccamaw recreational area is a popular tourist destination.

- **Water Services**

All potable water within Columbus County is administered by the Columbus County Public Utilities Department. The county is divided into 5 water districts, which consist of districts 1 through 4 and the Lakeland District. Each of which draw water from deep aquifer wells.

- **Electrical Power Providers**

1. Brunswick Electric Membership provides power service to the majority of Columbus County and maintains an office in Whiteville for customer service needs.
2. Duke Progress Energy services portions of Columbus County and operates an office in Whiteville for customer service needs.
3. Four County Electric Membership Corporation provides power services to less than 10 percent of Columbus County, only serving the Northeastern corner of the county.

- **Natural Gas**

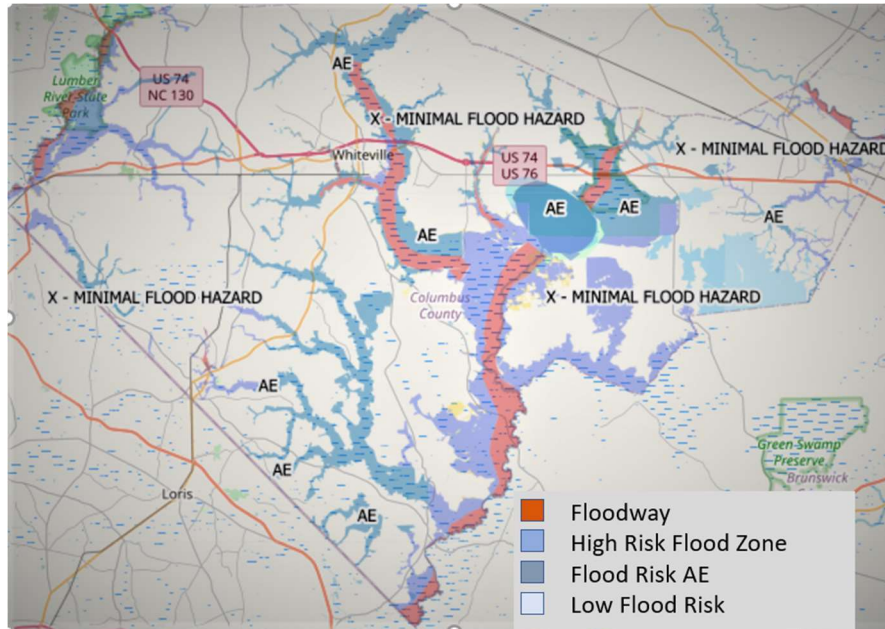
Natural Gas within Columbus County is provided by Piedmont Natural Gas.

- **Emergency Notification**

Emergency notification of citizens is achieved through the use of the CodeRed system. This system allows designated officials to send out emergency messages utilizing phone calls, text messages, emails and various other forms of communications. Citizens can enroll in the system utilizing the link provided by the Columbus County Department of Emergency Services or by downloading the application.

- **National Flood Insurance Program (NFIP)**

The National Flood Insurance Program (NFIP) Administrator for Columbus County is the Columbus County Planning Department.



THREAT AND HAZARD IDENTIFICATION RISK ASSESSMENT

The Columbus County Threat and Hazard Identification and Risk Assessment (THIRA) is a strategic analysis of hazards that pose a significant threat to the community. The THIRA is conducted every four years. With a landscape that ranges from rural to suburban to urban, the County is vulnerable to a variety of direct impacts during a significant event. In addition, the county is susceptible to threats that effect neighboring jurisdictions.

The THIRA evaluates and analyzes past experience, historical information, probability, projected impacts, and resource availability. By recognizing and understanding the risks that the community faces, Columbus County places itself in a position to make better resource management decisions. The purpose of the THIRA is to:

- Determine plausible and significant community threats and hazards in order to assess risks through subject matter expertise;

- Provide a detailed analysis of resources that are available to the community and/or could be obtained through mutual aid, business processes, or procurement of new resources; and
- Evaluate Columbus County’s resource capabilities across 5 mission areas: Prevention, Protection, Mitigation, Response, and Recovery.

The THIRA is composed of a four-step process that: identifies threats and hazards of concern, gives the threats and hazards context, establishes capability targets, and then applies the results. This process standardizes the risk analysis by helping the County map and link risks to the core capabilities identified by the National Preparedness System. The analysis generates desired outcomes, capability targets, and resources required to achieve capability targets.

A whole community, all-inclusive planning approach is imperative in achieving a thorough analysis. County agencies, private-sector partners, and non-profit organizations will be asked to participate in the THIRA process to provide subject matter expertise for each threat and hazard identified. Stakeholders will be tasked with analyzing capabilities and providing potential resources to resolve planning and/or resource gaps.

In preparation for the THIRA process Columbus County, in conjunction with Bladen County and Robeson County conducted a Hazard Mitigation Planning process in 2019. The below chart demonstrates the specific hazards of concern that were identified during this process.

NATURAL	TECHNOLOGICAL	HUMAN-CAUSED
<ul style="list-style-type: none"> • Hurricanes • Flooding • Severe Winter Storms • Thunderstorms/Lightning/Hail • Tornadoes • Wildfire • Earthquakes • Sinkholes • Droughts/Heatwaves 	<ul style="list-style-type: none"> • Cyber Attack • Water System Attack 	<ul style="list-style-type: none"> • Dam/Levee Failure • Active Shooter • Hazardous Material • Spills • Transportation Accidents • Civil Unrest

Historical Examples of these hazards include:

- Hurricane Charley: August 9-15, 2004
- Tropical Storm Gaston: August 27-31, 2004
- Hurricane Irene: August 26-27, 2011
- Hurricane Matthew: September 28-October 10, 2016
- Hurricane Florence: August 31, September 18, 2018
- Hurricane Dorian: August 24-September 10, 2019
- Hurricane Isaias: July 28-August 5, 2020

ASSUMPTIONS

The occurrence of one or more of the above listed potential hazards could result in a catastrophic disaster situation that could overwhelm local and state resources and disrupt government functions. Cascading events are likely in times of disaster and could create one or more of the following situations.

- Loss of water distribution, wastewater, and water treatment capabilities
- Impassable roadways
- Need for mass care and/or feeding operations
- Need for sheltering operations (short and long term)
- Need to aid medical and functional needs' patients and companion animals
- Damaged or lost communication networks
- Increase in media requests and interactions
- Increased need for rapid public information
- Need for State and/or Federal Assistance
- Need for assistance of voluntary organizations in disaster (VOAD)
- Need for controlled access and re-entry
- Need for Damage Assessment

- Loss of power and a need for auxiliary power (short or long term)
- Management and coordination of donations and spontaneous volunteers
- Well water contamination (both public and private)
- Increased demands on staff-potential staff shortages
- Damages or loss of critical infrastructure and key resources (CIKR)
- Need for a recovery and resilience program
- Severe economic impacts
- Environmental impacts (including impacts to wildlife)
- Need for debris management (removal or disposal)
- Damaged or destroyed vital records
- Increased demand for temporary and affordable housing
- Increased demand on local medical facilities
- Potential disruption or failure of local E911 System
- Need for Continuity of Operations
- Potential civil disturbances (to include looting and rioting)
- Potential for mass fatalities
- Potential for citizens to become isolated
- Potential for hazardous material releases

It is necessary for the county, and municipalities, to plan for and be prepared to carry out emergency response and short-term recovery operations, utilizing local resources, in addition, it is likely that outside assistance would be available in most emergency situations affecting the county, but most likely only after about 72 hours from the onset of the disaster.

County officials are aware of the responsibilities in the execution of this EOP and will respond accordingly.

Implementation of the EOP may reduce or prevent the loss of lives and damage to property.

The county government will develop standard operating guidelines for emergency operations (encompassing staffing, lines of succession, concept of operations, parent organization and key position responsibilities, administration, logistical requirements, and checklists) that support this EOP to ensure continuity of government operations. (Under development)

The state and federal governments may provide outside assistance if local capabilities are overwhelmed or local resources are exhausted.

A particularly intense hurricane or terrorist event could have a devastating impact upon many primary residences in the county. This might necessitate the local governments agreeing to temporary emergency measures to facilitate shelter needs such as the establishment of areas for tent cities, temporary mobile housing areas, relaxation of zoning regulations, waiver of inspection fees, etc.

CONCEPT OF OPERATIONS

This portion of the EOP describes how Columbus County will manage and coordinate an effective and efficient multi-discipline response to a significant event. It also defines local, state, and federal authority and interaction.

The Director of Emergency Services (ES Director) is responsible for the day-to-day administration of the County's Emergency Services Program (ESP). These emergency services include: Emergency Management (EM), Fire Marshal (FM), Emergency Medical Services (EMS), and the 911 Communication Center (911 CC). The foundation of the ESP and ultimately its success relies on the ability to establish, maintain, and enhance relationships that foster efficient and effective collaboration with partners through all mission critical areas of emergency services.

In addition to other programmatic responsibilities, primary mission of the ESP is gathering, compiling, analyzing, and reporting situational awareness. Whether during normal day-to-day operations or in anticipation of a significant event, ESP personnel consistently monitor a number of trusted sources of information to ascertain updated intelligence regarding severe weather, special or high-profile events, large scale public safety emergencies, or potential threats. This situational awareness is regularly and frequently shared with the Director. When a significant event is imminent, ESP personnel will generate an Informational Situation Report (SITREP) that describes the event, on-going actions, and anticipated actions. This document is distributed to county leadership, ESP personnel, and all mission-critical partners.

When an event threatens to have significant impacts on the county, the Director develops an operational plan based on the latest intelligence available. This plan includes the following elements:

1. Any Emergency Protective action that may be required or indicated;
2. A determination as to whether or not the EOC will be activated, and if so, at what level;
3. If an EOC activation is indicated, what ESP personnel and EOC sections will be activated; and
4. Any additional operational considerations.

Once the determination is made to issue an activation, the ES Director will prepare a briefing of incident information and recommendations that may be presented to Columbus County Leadership. Emergency Services personnel will then notify the required ES personnel and other support functions for EOC operation. EOC staff will then work to develop an Incident Action Plan (IAP) for the first operational period.

EOC operations are divided into two (2) twelve-hour shifts referred to as operational periods. Activities coordinated and directed by the Columbus County EOP. Emergency Services Personnel will ensure the North Carolina (NCSPARTA) status is updated to reflect the current activation and situation. In addition, the Emergency Services Director will notify the North Carolina Emergency Management Area Coordinator of the activation. Throughout the operational period, EOC personnel will follow the planning process as defined by the National Incident Management System (NIMS) which includes the development of an Incident Action Plan as well as a local Situation report.



While maintaining updated situational awareness regarding the incident, strategic goals are developed and prioritized by the Director and assigned staff. Operational objectives and tasks are generated by ES personnel necessary to achieve these goals. Assigned staff also develop tactical and operational plans that accomplish the objectives. This process continues and repeats itself until the significant event is resolved. As the event begins to de-escalate, personnel within the EOC will develop plans that will address on-going actions, unmet needs, and what specific conditions will trigger the closure of the EOC.

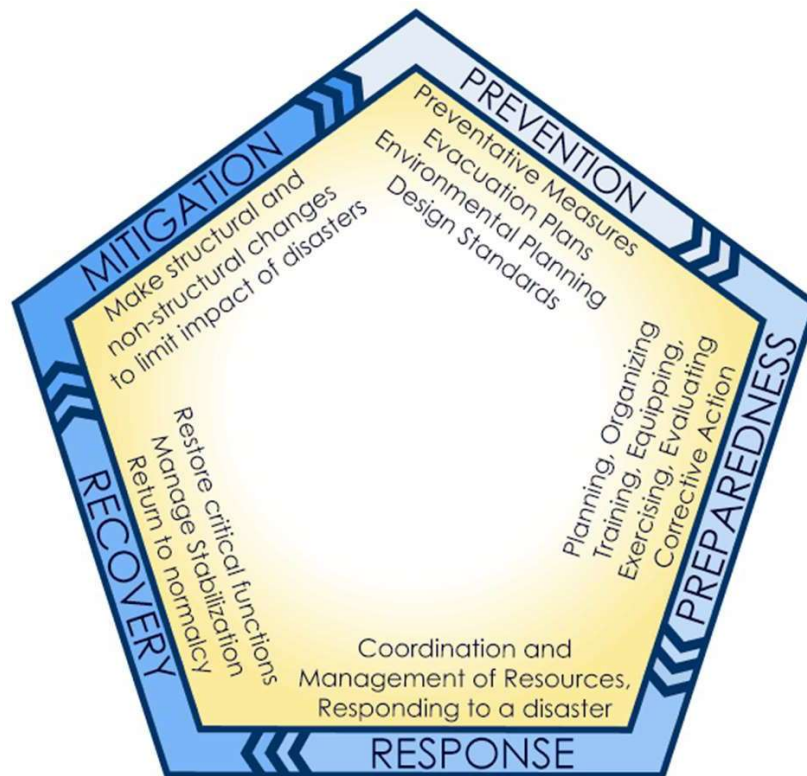
Restoration of essential services is a primary focus during an EOC activation. If unmet needs still exist following restoration, the focus transitions to that of community recovery. Prior to the full demobilization of the EOC, community recovery actions will be initiated. These actions may include: identification and prioritization of recovery issues; development and execution of long-term community recovery plans; and

authorization and establishment of recovery work-groups who will lead the recovery effort following the closure of the EOC.

ES will produce an After-Action Report (AAR) following partial or full activation of the EOC, after major events, or as requested by the Director. This report will serve as a retrospective analysis of the event and includes a detailed action items, narrative, and future recommendations. The AAR also includes areas for improvement and strengths that were demonstrated during the event in an effort to improve future responses and continue successful practices. The resulting areas for improvement are captured and assigned in a corrective action document that ensures identified enhancements are completed.

All agencies identified in the ESP Annex will participate in various activities during all mission areas of emergency management (Prevention, Protection, Mitigation, Response, and Recovery). These activities may include: development of countywide and agency-specific plans, policies, and procedures that directly support the execution of the EOP; actively

participate in training and exercises that enhance the emergency management program and engage the community at-large by providing preparedness outreach and education.



THE FOUR PHASES OF COMPREHENSIVE EMERGENCY MANAGEMENT

1. **Preparedness:** Preparedness activities, programs, and systems are those that exist prior to an emergency and are used to support and enhance response to an emergency or disaster. Planning, training, and exercising are among the activities conducted under this phase.
2. **Response:** Response activities and programs are designed to address the immediate effects of the onset of an emergency or disaster and help to reduce casualties, damage, and to speed recovery. Response activities include direction and control, warning, evacuation, mass care, and other similar operations.
3. **Recovery:** Recovery activities involve restoring systems to normal. Short-term recovery actions are taken to assess damage and return vital life-support systems to minimum operating standards; long-term recovery actions may continue for many years.
4. **Mitigation:** Mitigation activities are those designed to either prevent the occurrence of an emergency or minimize the potentially adverse effects of an emergency. Some mitigation activities include development of public health and zoning/building code ordinances and enforcement of those regulations on a day-to-day basis.



A. Preparedness

1. As required by General Statute 166A, it is the responsibility of county/city government to organize and plan for the protection of life and property from the effects of hazardous events or disasters.
2. Facilities vital to the operation of county and local government have been identified. These facilities will receive priority for restoration of service.
3. Planning and training are necessary and integral parts of emergency and disaster preparation and must be pre-requisite to effective emergency operations.
4. Coordination with adjoining jurisdictions is essential when events occur that impact beyond county or jurisdictional borders.
5. It is the responsibility of the elected officials to ensure that all legal documents of both a public and private nature recorded by designated officials be protected and preserved in accordance with existing laws, statues, and ordinances.
6. The National Weather Service will detect and track potentially dangerous storms and issue advisories as long as the threat exists.
7. Columbus County Emergency Services will coordinate with the National Weather Service and/or Eastern Branch Office of NC Emergency Management to maintain and update information on severe weather.
8. The primary Emergency Alert System (EAS) stations are listed within ESF-#15. The Columbus County Public Information Officer, or his/her representative, will be releasing important information during times of emergency.
9. Columbus County hosts a voluntary Medically Fragile Individual Registry in an effort to identify those with disabilities and/or special needs.

B. Response

1. In significant emergencies/disasters, direction and control will be managed by the Policy/Administration Group.
2. Emergency Operations Center (EOC)/Command Post (CP) will be staffed and operated as the situation dictates. When activated, operations are supported by ranking representatives from a number of local governments, private sector and volunteer organizations to provide information, data and recommendations to the Policy/Administration Group.
3. When an emergency situation develops, the senior elected official or the designee of the jurisdiction (as defined in GS 14-288.1) may declare a State of Emergency to exist within the jurisdiction (or part thereof) and begin implementing emergency procedures.

4. The senior elected official or the designee of the jurisdiction is responsible for evacuation and shelter activation as necessary.
5. The Chairperson of the County Commissioners, assisted by the County Manager and County Emergency Services Director, will coordinate and control county resources and advise municipalities of needs or progress.
6. The Mayor(s) or his/her designee will coordinate and control the resources of their respective municipalities.
7. Columbus County Public Information Officer will utilize all available media outlets for the dissemination of emergency information to the public.
8. Should local government resources prove to be inadequate during emergency operations, request for assistance will be made to other jurisdictions, higher levels of government, and/or other agencies in accordance with existing mutual-aid agreements and understandings. Request for State or Federal resources must be made through the Columbus County Department of Emergency Services to the Eastern Branch Office of the N.C. Division of Emergency Management and forwarded to the State EOC.
9. When a disaster overwhelms the capability of state and local governments, resources of various federal departments and agencies may be needed. The process of requesting these federal resources must be understood by all parties involved in the response.
10. The National Response Framework (NRF) establishes the basis for fulfilling the federal government's role in providing response and recovery assistance to a state and its affected local governments impacted by a significant disaster, of any kind, that results in a required federal response. For more information, visit <http://www.fema.gov>.
11. Under this Plan, departments and agencies having authorities and resources have been assigned primary and support agency responsibilities for various Emergency Support Functions (ESF).
12. Under the provisions of the Robert T. Stafford Disaster Relief and Assistance Act, a Federal Coordinating Officer (FCO) will be appointed as the President's representative to coordinate overall delivery of Federal assistance. Federal departments and agencies have been assigned missions to provide assistance directly to the State, under the overall direction of the FCO.

13. County government will use their normal channels for requesting assistance and/or resources, i.e., through the Eastern Branch Office of NC Emergency Management to the State EOC. Columbus County's Emergency Services staff and all operating responders will be integrated into the Unified Command System for responses to all natural and/or man-made disasters, and any significant emergency events that occur within Columbus County.
14. Each incident site will establish a Safety Officer and operate within the parameters of safe practices as established by law, training, experience, and sound judgement.

C. Deactivation/Demobilization

Termination of a State of Emergency shall be declared by the authority responsible for initially proclaiming the State of Emergency (Chairman, Columbus County Board of Commissioners).

D. Recovery

Recovery, after a disaster, can take days, weeks, and even years to accomplish. An organizational structure will be developed to accomplish the most efficient use of resources, personnel, and equipment possible.

Columbus County and its municipalities have initiated the steps towards the development and implementation of a county-wide recovery plan.

E. Mitigation

Mitigation includes any activities that actually eliminate or reduce the probability of occurrence of a disaster. It includes long-term activities designed to reduce the effects of unavoidable disaster, such as developing comprehensive emergency management plans.

F. After Action Review (AAR)

1. Following any major emergency/disaster event, a critique will be held to evaluate the jurisdiction's response to the event.
2. Mitigation of potential problems through use of Hazard Mitigation Grants.
3. Plan revisions based on lessons learned.
4. Unmet needs status.
5. Resource needs and resource availability.

6. Management of donated goods and volunteer coordination.
7. Interagency cooperation.
8. Damage Assessment Survey Report process and documentation.
9. Training needed.

G. Record Retention

Columbus County will follow the published guidelines outlined in the Columbus County Revised Management Records Retention and Disposition Schedule adopted by the Columbus County Board of Commissioners on August 5, 2002.

This policy was developed in conjunction with the North Carolina Department of Cultural Resources, Division of Archives and History, Archives and Records Section, Government Records Branch.

EMERGENCY OPERATIONS CENTER ACTIVATION LEVELS

Not Activated:	Normal situational awareness monitoring conducted by staff.
Monitoring:	Increased monitoring capability for a specific incident or event.
Partial Activation:	Select activation ESFs that may be engaged in a significant event.
Full Activation:	Activation with more than half of ESFs engaged in a significant event.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Purpose

This section identifies individuals and groups who have functional and/or operational responsibilities before, during, or immediately following a significant event. The Emergency Services Director may engage any county department and assign specific tasks or missions if the

department is not pre-identified in this EOP. Expanded guidance related to assignment of responsibilities resides within the ESF Annex.

Organization

A. Policy/Administration Group

1. The Columbus County Emergency Policy/Administration Group consists of the following:
 - Columbus County Board of Commissioners (Chairperson or Vice Chairperson)
 - Columbus County Attorney
 - Columbus County Manager/Assistant County Manager
 - Columbus County Sheriff (or designee)
 - Columbus County Emergency Services Director (or designee)
 - Designees as necessary

2. Each Municipality's Emergency Policy/Administration Group may consist of the following:
 - Mayor/Manager/Clerk
 - Board Members
 - Police Chief
 - Fire/Rescue Chief
 - Public Utilities Director
 - Designee as necessary

B. Support Groups

- The Support Groups consist of representatives from predetermined governmental and volunteer agencies.

- These groups are tasked with the implementation of Policy/Administration Group decisions and objectives.

C. Assignment of Individual Responsibilities

1. Chairperson, Columbus County Board of Commissioners or Designee will:

- a. Carry out appropriate provisions of the North Carolina General Statutes, in addition to local ordinances relating to emergencies.
- b. Declare a State of Emergency for Columbus County.
- c. Direct the County Attorney to prepare the appropriate declarations, ordinances, and legal documents for approval.
- d. Execute the Columbus County Emergency Operations Plan.
- e. Implement other measures as necessary to provide for the protection of life and property, including ordering evacuations, restrictions on the sale of alcohol/firearms.
- f. Coordinate emergency response actions with the Elected Officials from adjoining jurisdictions.
- g. Recommend county employees to report for emergency duty during disasters or major events.

2. County Manager or Designee will:

- a. Implement the county Emergency Operations Plan by the authority of the Columbus County Board of Commissioners Chairperson.
- b. Direct county agencies to develop and continually update emergency plans and Standard Operating Procedures (SOPs) to respond to emergencies.
- c. Ensure that financial records of expenditures are kept during emergencies.
- d. Support the Emergency Services Department with the development of periodic exercises and test the emergency systems.
- e. Ensure that representatives from various departments are designated to report to the EOC upon activation to provide assistance.
- f. Serves as and/or designates the county's Public Information Officer.
- g. Authorizes the release of public information statements.
- h. Coordinate emergency response actions with county and city managers from adjoining jurisdictions.
- i. Implement direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety within the jurisdiction.

3. Mayors/Managers will:

- a. Utilize and commit municipal personnel, facilities, and equipment resources in support of Columbus County emergency/disaster response operations, in order not to conflict with their respective city/town needs.
- b. Assess needs of the municipalities and request resources through the county's Emergency Management Division of Department of Emergency Services.

- c. Carry out appropriate provisions of the North Carolina General States, in addition to local ordinances relating to emergencies.
- d. City/Town chairpersons or their designee will declare a State of Emergency for each eligible municipality and implement appropriate Emergency Response Plans.
- e. Execute the Columbus County Emergency Operations Plan within their respective jurisdiction as required.
- f. Implement other measures as necessary to provide for the protection of life and property.
- g. Ensure that periodic drills and emergency exercises are conducted in order to assure that correct procedures, within the Emergency Operations Plan, function effectively for operation.

4. **Emergency Services Director, Deputy Director, and/or the Emergency Manager will:**

- a. Assume the role of the EOC Director and develop and maintain standard operating procedures for emergency management operations during emergency and disaster situations.
- b. Perform assigned duties according to state statutes and local ordinances.
- c. Develop plans in accordance with Federal and State guidelines.
- d. Coordinate emergency operations within the jurisdiction.
- e. Develop and maintain a current notification list of emergency operation personnel.
- f. Provide for delivery of programs to properly train the Emergency Services Organization.
- g. Maintain a current list of available resources.
- h. Coordinate the procurement of resources requested from municipalities within the county and direct aid to areas where needed.
- i. Coordinate with private industry for use of privately-owned resources.
- j. Request additional resources through the NCEM Eastern Branch Office in those cases where county resources cannot meet resource or recovery requirements.
- k. Coordinate exercises and tests the emergency systems within the jurisdiction.
- l. Alert and activate, as necessary, all relevant county emergency service organizations when informed of an emergency within the county.
- m. Submit necessary emergency information and reports to the proper agencies during emergency and disaster events.
- n. Maintain contact with the Eastern Branch Office of the NC Division of Emergency Management during emergency situations.

- o. Coordinate emergency response actions with the Emergency Services Director in adjoining jurisdictions.
- p. Serve as principal liaison and advisor for emergency operations during emergency/disaster events.
- q. Perform hazard analysis to determine potential evacuation routes.
- r. Identify and arrange suitable shelter locations in cooperation with the American Red Cross.
- s. Establish and equip the Columbus County Emergency Operations Center (EOC) to include primary and backup radio communications (fixed and mobile) and provide for operations on a continuous basis as required.
- t. Ensure that narrative and operational documentation are kept during the emergency.
- u. Coordinate the Warning and Notification process for the affected population of any existing or impending emergency/disaster events.
- v. Develop and maintain standard operating procedures for communications center operations during emergency events.
- w. Plan for coordination of on-scene patient care and ambulance activities throughout the county.
- x. Develop mutual aid agreements with regards to EMS activities.
- y. Coordinate with the hospital emergency department director and the disaster coordinator on use of medical facilities within the county for mass casualty incidents.
- z. Manage all emergency patient transport related resources in conjunction with Fire/Rescue agencies.

5. **Sheriff will:**

- a. Develop and maintain standard operating procedures for law enforcement operations during emergency and disaster situations.
- b. Enforce direction and control for law enforcement operations.
- c. Anticipate resources needed to support law enforcement activities during emergencies, and plan for timely resource request.
- d. Enforce security for the damaged areas, vital facilities, equipment, staging areas, shelter operations.
- e. Assist Communications with the Warning and Notification process for the affected population of any existing or impending emergency/disaster.
- f. Enforce traffic control throughout the county during operations.
- g. Function as or designates the official Public Information Officer for law enforcement operations to work with other PIOs in the Joint Information Center (JIC)/Joint Information System (JIS).
- h. Assure security for EOC and shelters as needed.

6. **E-911 Communications Division Director will:**

Establish and maintain the communications network for two-way communications between the EOC and field emergency response resources.

Provide for the dissemination of warning information to emergency response personnel.

Identify radio repair capabilities and maintenance operations for emergency repairs.

Maintain radio communications readiness for the Columbus County Emergency Operations Center (EOC).

Coordinate message flow between the 911 Center and the EOC.

Provide a telecommunicator to help support emergency operations inside the Joint Information Center (JIC).

7. **Municipal Law Enforcement will:**

- a. Develop standard operating procedures for disaster operations in support of the County Emergency Operations Plan.
- b. Be aware of local traffic control points for regional evacuations affecting the respective municipality.
- c. Identify local emergency evacuation routes from high-hazard areas.
- d. Anticipate resources needed to support local law enforcement activity during emergencies, and plan for timely resource requests.
- e. Assist in notification and warning of the general public, primarily in their respective jurisdiction.
- f. Enforce security of homes, businesses and property in damaged areas.
- g. Assist with initial impact assessment.
- h. Assist with re-entry of evacuees into damaged areas.
- i. Assure security of the Emergency Operations Center and shelters as needed.

8. **Public Information Officer will:**

- a. Develop and maintain standard operating procedures for public information operations during emergency disaster operations.
- b. Maintain current inventories of public information materials to include weather preparedness, family preparedness, etc.
- c. Coordinate all county media releases during an emergency situation via the Joint Information Center (JIC)/Joint Information System (JIS).
- d. Provide for rumor control and emergency instructions and direct information for the public at the time of the disaster or emergency.
- e. Develop county media advisories for the public.

- f. Function as the official spokesperson for the county during emergencies, unless otherwise directed. Serve in the county EOC during time of emergency activation.
- g. Clear information with the County Manager and/or the EOC Director before releasing any information to the media.
- h. Ensure that all sources of information being received are authenticated and verified for accuracy.
- i. Provide copies of news releases to the planning Section to be published in WebEOC.

9. **Fire Marshal will:**

- a. Manage firefighting resources.
- b. Identify fire service requirements and request for mutual aid as required.
- c. Designate staging areas for mutual aid units.
- d. Serve as advisor on hazardous material incidents.
- e. Assure fire protection in vital facilities, as needed.
- f. Prepare inventories of firefighting equipment throughout the county.
- g. Plan for coordination of firefighting activities throughout the county during disasters.

10. **Fire/Rescue/EMS Chiefs will:**

- a. Provide fire protection, rescue, and EMS services to the county, municipality and/or district.
- b. Conduct rescue operations and evacuations.
- c. Assist EMS agencies with patient care and transport.
- d. Operate and function according to the National Incident Command System (NIMS).
- e. Identify equipment and manpower limitations, and develop mutual aid agreements for the procurement of needed resources during emergency and disaster events.
- f. Provide a staging and management areas for all resources requested from out of the county.
- g. Communicate and coordinate all resource needs with the Columbus County Emergency Operations Center (EOC).
- h. Provide radiological and hazardous materials decontamination and monitoring support.
- i. Provide fire protection and medical assistance for emergency shelters as needed.
- j. Provide support personnel to assist in traffic control and evacuations.

- k. Assist law enforcement with the warning and notifying of the affected population of an existing or impending emergency.
- l. Assist with cut and debris removal in order to clear roadways for emergency vehicles.
- m. Will provide a preliminary damage assessment to the EOC, to include weather conditions and any damage caused by natural and/or man-made disasters.
- n. Provide a copy of all resource lists, standard operating guidelines, letters of agreement, and mutual aid agreements to the Columbus County Office of Emergency Services.
- o. Support community drills and exercises whenever possible.
- p. Coordinate with all local hospitals for the management of mass casualties during an emergency or disaster event.
- q. Coordinate transportation of special needs populations and home health populations with the Columbus County Health Director and Social Services Director.
- r. Utilize a casualty triage and management system during a mass casualty event.

11. Social Services Director will:

- a. Develop and maintain standard operating procedures for Social Service operations during emergency/disaster situations.
- b. Coordinate emergency shelter openings with Red Cross, Columbus County Emergency Services, the Superintendent of Columbus County Schools, and Whiteville City Schools.
- c. Contact medical/health care facilities (e.g., nursing homes, rest homes, etc.) to encourage development of emergency procedures and adequate coordination with appropriate agencies. Coordinate with the Health Director concerning needs for medically fragile populations.
- d. Provide training for shelter managers to include medically fragile populations. Provide shelter managers.
- e. Coordinate with Health, Mental Health, and other volunteer/non-volunteer agencies, both public and private, to provide support personnel during sheltering. Coordinate transition of emergency shelter operations with American Red Cross Management Team.

12. Health Director will:

- a. Develop and maintain standard operating procedures for emergency public health operations during emergency/disaster situations.
- b. Coordinate health care for emergency shelters, including mass care facilities.

- c. Coordinate with the Public Utilities Director to expedite emergency public water supply.
- d. Provide continuous health inspections and immunizations when appropriate to evaluate, detect, prevent, and control communicable disease.
- e. Coordinate environmental health activities for waste disposal, refuse, food, water control and vector/vermin control and sanitation.
- f. Coordinate with the Social Services Director and home health care agencies in the identification of medically fragile populations.
- g. Provide for inspections of mass care facilities to assure proper sanitation practices are followed.
- h. Coordinate with the proper authorities to establish a temporary morgue if necessary, during an emergency/disaster.
- i. Provide a public health nurse at all Disaster Assistance Centers/shelter sites.

13. Trillium Health will:

- a. Maintain standard operating procedures for mental health operations during emergency situations for members. Provide for a 24-hour crisis line during periods of emergency for members.
- b. Coordinate with the Director of Social Services assist with getting crisis counseling when necessary, during emergency situations through contracted providers.
- c. Assist with getting crisis counseling during emergency situations to support professionals and staff working with emergency response and recovery through contracted providers.
- d. Assist with getting crisis counselors for Disaster Assistance Centers operated following a Presidential Disaster Declaration through contracted providers.
- e. Maintain and provide information pertaining to mental health resources that may be utilized during emergency/disaster situations.

14. Finance Director will:

- a. Develop and maintain standard operating procedures for county emergency financial record keeping during emergency situations. Assist the Planning Director with documentation of disaster damage to county-owned facilities.
- b. Provide county budget information in support of the Governor's request for a Presidential Disaster Declaration.
- c. Develop financial accounting procedures to assist local agencies in recording and reporting their emergency expenses.
- d. Assist in the establishment and management of post-disaster donated funds.

- e. Coordinate emergency related expenditure procedures to ensure that State and Federal forms are submitted.
- f. Ensure that all municipalities designate a person to maintain financial accounting records during emergencies/disasters, and that these records are coordinated with the County.

15. Tax Administrator will:

- a. Develop and maintain standard operating procedures for county tax operations and records protection during disaster situations.
- b. Provide property tax information assistance for applicants at Disaster Assistance Centers.
- c. Assist the Emergency Services Director and other county or municipal agency representatives who are conducting recovery operations in prioritizing repairs and restoration of affected facilities.
- d. Assist the Damage Assessment Officer with their duties.

16. Planning Director will:

- a. Coordinate damage assessment teams conducting field surveys and assure teams are properly trained and equipped.
- b. Collect data, prepare damage assessment reports and forward reports to the EOC Director.

17. Superintendents of Schools will:

- a. Develop and maintain standard operating procedures for the safety and protection of students, faculty, and other personnel during emergency situations.
- b. Coordinate evacuation and transportation operations for students during
- c. emergency situations.
- d. Provide support personnel, equipment and facilities as necessary (schools, buses, lunch room personnel, security staff, janitorial support, food supply, etc.).
- e. Make available school facilities for temporary shelters and medical facilities, if needed.
- f. Participate in the transportation of residents in a disaster/emergency evacuation situation if needed.
- g. Compile reports of damages to school facilities and report to the EOC.
- h. When available, provide interpreters in shelters for persons other than English speaking.

18. Management Information Systems (MIS) will:

- a. Develop and maintain standard operating procedures for the management of county data processing during emergency/disaster situations.
- b. Provide support personnel for technical assistance with computer equipment and software, telephone and information systems during emergency/disaster activations (e.g., WebEOC, Hurrevac, ArcView-GIS mapping, CAD and DCI system in the Communications Center/EOC).
- c. Provide for the protection of computerized vital records during emergency/disaster events.

19. Amateur Radio will:

- a. Develop and maintain a list of resources that may be used during an emergency.
- b. Provide a liaison to the Columbus County Emergency Operations Center during emergency/disaster activations as needed.
- c. Transmit and receive emergency traffic as necessary during emergency/disaster events.
- d. Disassemble and relocate radio equipment to alternate Emergency Operations Center if necessary.
- e. Maintain a message log for all emergency traffic.
- f. Coordinate with other amateur radio operators to establish and support post-disaster emergency communications.
- g. Report communications transmissions to the Operations Section Chief.
- h. Provide emergency communications at shelter sites as needed.

20. Columbus County Transportation Services Director will:

- a. Develop and maintain standard operating procedures for transportation operations during emergencies.
- b. Obtain additional resources as needed from adjacent jurisdictions.
- c. Maintain a resource list to identify public and private transportation resources.
- d. Coordinate activities with Emergency Management Division of Emergency Services.
- e. Coordinate activities of Columbus County Transportation Services to ensure continued operations of vans serving human services agencies.
- f. Make transportation equipment resources available to support evacuation needs.

- g. Provide representation to the EOC to coordinate utilization of transportation resources during emergencies/disasters.

21. Department of Transportation (NCDOT) will:

- a. Coordinate with and support law enforcement in establishing evacuation routes and traffic control points.
- b. Advise the EOC of roadway conditions and support removal of disabled vehicles or other blocks to evacuation.
- c. Manage debris along the roadways in the unincorporated areas of the county.
- d. Obtain additional transportation resources, as needed from adjacent jurisdictions, state and private resources.

22. American Red Cross will:

The American Red Cross will provide personnel and services as outlined in their Memorandum of Understanding (MOU) with Columbus County. The Red Cross is tasked, along with the Department of Social Services for sheltering operations.

23. Public Utilities Director will:

- a. Coordinate with county and municipal agencies for restoration of public water and wastewater.
- b. Advise Policy/Administration Group regarding debris clearance and burning, waiver of permits, and best utilization of resources.
- c. Coordinate with the Infrastructure Branch and the Utility Companies within ESF #12.

24. Columbus County Local Emergency Planning Committee will:

The Columbus County Local Emergency Planning Committee (LEPC) has a set of bylaws by which they operate. These bylaws were established in 1995. The committee consists of approximately 12 volunteer members. This committee coordinates the hazardous material planning for business and industry in Columbus County, plans and holds drill in the county annually, as well as plans and prepares for overall public safety. The committee meets quarterly dependent on community safety and concerns.

25. Columbus County Parks and Recreation Department will:

Provide personnel to help support logistics in the manning of Points of Distribution (POD) and Central Receiving and Distribution Points (CRDP).

26. Columbus County Council of Aging will:

- a. Manage all in-home care resources for citizens reviving in-home care services through the Department of Aging.
- b. Provide resource counseling for all citizens over the age of 60.
- c. Manage the seven senior centers throughout Columbus County and determine operations based on current conditions.
- d. Ensure that those dependent on congregate meals through the Department of Aging are provided with the necessary nutrition, in a means appropriate for current conditions.

27. Columbus County Facility Services will:

- a. Develop and maintain standard operating procedures for county facilities during emergencies.
- b. Manage all county owned facilities to ensure readiness for emergency operations.
- c. Provide resources and personnel for emergency operations as required.
- d. Provide personnel to maintain and clean county facilities.
- e. Coordinate logistics and supply operations during emergency operations as required.
- f. Assist with damage inventory assessments for roadways and structures.

28. Emergency Support Functions will:

ESFs are nationally recognized organizational model utilized by all-hazards jurisdictions. They represent the actions the county expects to perform in response to a significant event. ESFs are comprised of personnel from county departments, agencies, and offices, external government partners, and non-government organizations. The ESF Annex provides guidance and direction related to missions and tasks for each of the 15 ESFs identified in Columbus County. During a significant event, each ESF:

- Develops and executes detailed plans and procedures necessary in order to respond to, recover from, and mitigate significant events;
- Supports the EOP by achieving missions and assignments identified in the ESF Annex;

- Tracks all ESF resources assigned, prioritizes their utilization, and forecasts additional requirements; and
- Maintains all relevant event documentation including costs, resource utilization, and employee workforce information.

Prior to a significant event, preparedness activities conducted by each ESF include but are not limited to:

- Develops, maintains, and exercises plans and procedures requisite to support the functional requirement;
- Identifies necessary resources; and
- Negotiates and maintains any mutual aid agreements that may be necessary to successfully achieve missions and assignments.

Success is governed by the level of participation at the citizen level. A true partnership between the county and its community is necessary for an effective response and recovery. To enhance the opportunity for success, each citizen:

- Should develop, maintain, and exercises personal and family preparedness plans;
- Should participate in affiliated voluntary programs that provide assistance during response and recovery such as Community Emergency Response Teams (CERT), Neighborhood Watch, Amateur Radio, and other Volunteers Active in Disaster (VOADS) and
- Should serve as a good neighbor by checking on those who are vulnerable or who have unmet needs.

DISASTER DECLARATIONS

Local:

A declaration of local emergency is recommended when the severity of the event warrants coordinated actions of the local government to combat such threatened or actual disaster, protect the health and safety of persons and property, and provide emergency assistance to the victims of such an event. Activation of the EOC and execution of the EOP may be warranted even when a local emergency is not declared. If local resources become overwhelmed, a statewide mutual aid request may be warranted.

Columbus County will adhere to all declaration processes and procedures defined in section 166-A19.22 of the North Carolina Emergency Management Act. A local emergency may be declared by the governing body of the county.

State:

A State of Emergency is declared by the Governor when the safety and welfare of the people of the State require the exercise of emergency protective measures due to a threatened or actual disaster. This declaration provides the County access to resources and assistance from the departments and agencies of the State. These requests are coordinated through the North Carolina Department of Emergency Management.

Federal:

Pursuant to the Robert T. Stafford Disaster Relief and Emergency Assistance Act, a Federal Declaration of Emergency or Major Disaster is authorized by the President of the United States at the request of the Governor of the State of North Carolina. The request from the Governor should illustrate that the disaster is of such severity and magnitude that effective response is beyond the capabilities of the state and local governments. Assistance programs that are available through a Federal Emergency or Major Disaster Declaration include:

1. Individual Assistance consisting of financial assistance, direct assistance and disaster loans;
2. Public Assistance for state and local governments and certain non-profit organizations; and
3. Hazard Mitigation grant program to help communities implement mitigation measures following a Presidential Major Disaster Declaration.

DIRECTION, CONTROL, AND COORDINATION

This section describes the manner in which direction and control of personnel and resources are managed and how multi-jurisdictional coordination is achieved. Expanded guidance related to direction, control and coordination resides within the ESF Annex.

Each department or organization identified in the ESF Annex as a primary or support agency will identify and provide sufficient personnel to staff the ESF throughout the EOC activation. These representatives will report to the EOC/Command Post upon notification and be prepared to manage and coordinate all assigned missions and tasks. EOC/Command Post personnel will meet minimum training requirements pursuant to National Incident Management System (NIMS) compliance.

ESFs will exercise direction and control over resources and personnel supplied by the primary and support agencies. However, overall coordination and tracking of these resources will be administered by the Resource Unit Leader and the Planning Section as directed.

During EOC activations, primary and support agencies will develop and execute plans, policies and procedures under the direction of the Emergency Services Director in order to achieve ESF missions and assignments. In addition, all agencies that comprise an ESF will participate in the preparation, maintenance, and exercising of operational plans that have been identified as an overarching responsibility of the ESF. Certain operational plans that address significant, multi-discipline issues will be incorporated into this EOP as a functional, support, or incident annex.

General:

Command and Control provides for an efficient response to an emergency by coordinating response and recovery activities through one central location. The Emergency Operation Center (EOC/Command Post) is the base of operation for all emergency management activities for the county. Members of the Emergency Services Department will be familiar with plans and procedures to cope with an emergency. The Chairperson, County Commissioners, or Emergency Services Director will decide whether to activate the EOC. The overall strategy and policy of emergency activities in a crisis situation is vested with the Chairperson of the County Commissioners.

- Upon declaration of an emergency, the Chairperson of the County Commissioners and County Manager will remain accessible to the EOC. The Emergency Services Director or Deputy Director will operate from the EOC.
- Initially, emergency operations will be conducted locally with little to no outside assistance or coordination.
- On-site direction and control will be established by the senior officers of Emergency Services having primary responsibility for the situation utilizing the Incident Command System (ICS) as described by the National Incident Management System.

INFORMATION, COLLECTION, ANALYSIS, AND DISSEMINATION

This section describes the type of information collected, the analysis performed, and dissemination methods. Expanded guidance related to information resides within ESF-5 Emergency Management.

Situational awareness information and incident intelligence is gathered, compiled, and analyzed by EOC personnel. The primary tool to capture and document the information is WebEOC. Sources of incident information vary and may include: trusted agents (National Weather Service, local utilities, etc.); field personnel; public safety communications; regional information-sharing tools; and other verified sources.

The information collected is analyzed to identify current hazards requiring action, situational trends, unmet needs that will be focus of on-going planning initiatives. Additionally, this information is vetted by EOC leadership and critical data is shared internally and with surrounding jurisdictions when there is a regional impact.

During each operational period two documents are generated based on the compilation of analyzed information. The Sit-Rep provides a detailed description of the event at a specified point in time. It serves as a snapshot of conditions and provides a summary of actions taken to date. The EOC IAP is a planning tool that is developed for each operational period. The IAP is a forward-looking plan that identifies goals and objectives that should be achieved during the subsequent operational period. When completed, these two official-use-only documents are shared with a pre-determined distribution list managed by the Emergency Services Director.

COMMUNICATIONS

This section describes communication methods utilized internally and externally during a significant incident. Expanded guidance related to communications resides within the ESF-2 Annex.

Internally, a robust public safety network comprised of digital two-way voice and data systems allows for interoperable communications both within the County and with regional partners.

Externally, the focus is on delivery of emergency public information. Through various plans, policies, and procedures, it is the goal of the County to provide coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, culturally and linguistically appropriate methods. These messages are designed to effectively relay information regarding any threat or hazard, recommended protective actions and assistance that is available. In addition to traditional methods, including social media, this process may also utilize the Integrated Public Alert and Warning System (IPAWS) and CodeRed, a notification system developed to send citizens emergency information, traffic information, and weather alerts.

ADMINISTRATIVE GUIDANCE

This section defines administrative standards that support emergency operations during a significant event. Standards addressed include mutual aid, staff augmentation, and general administration. Expanded guidance for certain standards reside within the ESF Annex.

National Preparedness Goal

Presidential Policy Directive/PPD-8 is aimed at strengthening the security and resilience of the United States through systematic preparation for the threats and hazards that pose the greatest risk to the security of the nation, including acts of terrorism, cyber-attacks, pandemics, and catastrophic natural disasters. This document supports the National Preparedness Goal, directed by PPD-8, to create a secure and resilient Nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk. Using the 32 core capabilities across all five mission areas: Prevention, Protection, Mitigation, Response, and Recovery, the National Preparedness Goal is achieved.

National Incident Management System

In February of 2003, Homeland Security Presidential Directive-5 (HSPD-5) Management of Domestic Incidents called for the establishment of a “National Incident Management System (NIMS). The system developed a comprehensive, nation-wide systematic approach to incident management. The components of NIMS include:

- Preparedness
- Communications and Information Management
- Resource Management
- Command and Management
- Ongoing Management and Maintenance

Mutual Aid

When Columbus County’s resources are overwhelmed or insufficient to adequately respond to the significant event, a request for assistance may be generated. Assistance may be obtained from local jurisdictions, regional partners, federal agencies, or the State of North Carolina.

Requests for assistance through established and adopted Mutual or Automatic Aid Agreements are generally communicated and managed within the department affected by the agreement. If the need exceeds the resources available through such agreements, EOC leadership will create and submit a Request for Assistance to the NC Emergency Operations Center (NCEOC). These requests must be authorized by the Emergency Services Director and must include all relevant and associated approval and cost estimate forms. A request for assistance to the NCAEOC may result in resources supplied by other states via the Emergency Management Assistance Compact (EMAC) program.

Any request for assistance or resources from other jurisdictions, whether through Mutual Aid, State Assistance or EMAC, will be evaluated by EOC leadership to determine if the County is

able to provide the requested assistance or resource(s). Any recommended response must be authorized by the Director prior to deployment.

Staff Augmentation

The Columbus County Manager may authorize the Emergency Services Director to deploy non-mission critical county staff to support functions deemed critical during a declared local emergency.

Continuity of Government

(Plan under development)

GENERAL ADMINISTRATION

Records and Reports

County government must maintain records of expenditures and obligations during emergency operations as per the County of Columbus Revised Management Records Retention and Disposition Schedule.

Narratives, FEMA forms, and other forms of documentation will be maintained for a minimum of 5 years.

Consumer Protection

Consumer complaints pertaining to allege unfair illegal business practices during emergencies will be referred to the State Attorney General's Consumer Protection Division.

Non-Discrimination

There will be no discrimination on grounds of race, color, religion, nationality, sex, age, or economic status in the execution of disaster preparedness or disaster relief and assistance functions.

This policy applies equally to all levels of government, contractors, and labor unions.

Americans with Disabilities Act

This Basic Plan, the Emergency Support Functions, Annexes, Appendices, and supporting documents comply with the ADA Title II, Section 504. The departments and/or organizational leads identified throughout this plan shall perform their responsibilities in a manner compliant with ADA Title II, Section 504.

PLAN DEVELOPMENT AND MAINTENANCE

The EOP is a living document and will be reviewed annually, updated as necessary, and promulgated by the local elected body every time a new Chairperson takes office.

The Columbus County Emergency Services is the custodian of this plan and is responsible for EOP distribution, updates, and revisions. County departments and other agencies identified in the ESF Annex are responsible for reviewing and submitting revisions.

Not all procedures, notification lists, and checklists will be distributed to all plan holders. This plan is a public document and is available on the Columbus County website. Certain annexes that describe capabilities or other sensitive response information have been removed from the public document and are identified as “For Official Use Only.”

Standard Operating Procedures

Each agency of local government is responsible for the development of standard operating procedures, guidelines, or checklists in support of this plan. (Under development)

Annual Review

The County Manager mandates the development and annual review of this plan by all officials involved and will coordinate necessary revision efforts through the Columbus County Emergency Management Division of the Department of Emergency Services. That shall include a critique of the actions taken in support of the plan following any event requiring implementation of the plan.

The Integrated Preparedness Cycle is a continuous process of planning, organizing/equipping, training, exercising, and evaluating/improving that ensures the regular examination of ever-changing threats, hazards, and risks. Preparedness priorities are developed to ensure that the needed preparedness elements are incorporated through this continual and reliable approach to achieve whole community preparedness.



Training

Training provides the whole community with the knowledge, skills, and abilities needed to perform key tasks required by specific capabilities. Jurisdictions/organizations should make training decisions based on information derived from the assessments, strategies, and plans developed in previous steps of the Integrated Preparedness Cycle.

Exercise

The Integrated Preparedness Planning Workshop (IPPW) is a periodic meeting that establishes the strategy and structure for an exercise program, in addition to broader preparedness efforts, while setting the foundation for the planning, conduct, and evaluation of individual exercises.

Integrated Preparedness Plan

Integrated Preparedness Plan (IPP) is a plan for combining efforts across the elements of the Integrated Preparedness Cycle to make sure jurisdictions/organizations have the capabilities to handle threats and hazards.

PLANNING ASSUMPTIONS

This section identifies global, overarching planning assumptions that require consideration when executing the EOP. Unique and individual planning assumptions are addressed in each ESF, as applicable.

Coordination

- Information coordination will be limited at the onset of an incident.
- Initial actions to mitigate the effects of a significant event will be performed as soon as possible by the local government.
- Feder and State disaster assistance, if provided, will supplement, not substitute for, relief provided by Columbus County.

Situational Awareness

- EOC personnel will maintain local, regional, or national situational awareness through all available forms of information sharing.
- All ESFs will report any injuries sustained by staff or damage to equipment both in the EOC and in the field.
- All ESFs will assess the condition of their respective facilities, including those deemed mission critical, report the status of those facilities, and coordinate repair and restoration.

Impacts

- A significant event may occur at any time of the day or night, weekend, or holiday, with little to no warning.
- The local transportation infrastructure will likely sustain damage and may diminish the effectiveness and efficiency of response and recovery.
- A Rapid Needs Assessment will assist in the in the determination of response priorities and demands.
- The capability to produce or disseminate emergency public information may be restricted or non-existent due to widespread damage to the communications network and critical infrastructure.
- The immediate use of communications systems for emergency operational activities may exceed local capabilities, requiring assistance from neighboring jurisdictions or state agencies.

Administration

All requests for assistance will be managed through the EOC utilizing approved methods as described in the *Columbus County Emergency Operations Center Policies and Procedures (under development)*.

Personnel will maintain accurate logs pertaining to time, finances, and other pertinent information.

Each department and/or agency is responsible for creating policies and procedures specific to their ESF in order to achieve missions and assignments.

AUTHORITIES AND REFERENCES

A. General

1. Actions taken during emergencies/disasters require that legal guidelines be followed in order to assure and ensure protection of the public.
2. Verbal and written mutual aid agreements exist between some agencies and departments within the county.
3. Agencies asked with responsibilities in the Emergency Operations Plan are responsible for the development of Standard Operating Procedures/Guidelines to implement their particular function. Additionally, they are responsible for providing copies of these documents to Columbus County Emergency Management Division of the Department of Emergency Services for inclusion in the implementation manual.

B. Selected References

References that form the basis for actions outlined in this plan are as follows:

1. Federal
 - a. Civil Defense Act of 1950, as amended
 - b. OSHA 19.10.120
 - c. SARA Title III
 - d. Robert T. Stafford Disaster Relief Act
 - e. ADDA Standards Title II
2. State Laws
 - a. N.C. G.S. 166-A
 - b. N.C. Oil Spill Act
 - c. N.C. Executive Order No. 73
 - d. N.C. Community Right-to-Know
3. Local Ordinances/supporting plans are located adjacent to the Basic Plan of the EOP.

- a. Columbus County Emergency Management Ordinances
- b. Columbus County Hazardous Materials Ordinance – Chapter 11
- c. Mutual-Aid Agreements/Memorandums of Understandings
- d. Agreements with American Red Cross
- e. LEPC Bylaws
- f. Columbus County Public Information Plan
- g. Columbus County Health Department Emergency Response Plan
- h. Columbus County Mass Feeding Plan
- i. Columbus County Recovery Plan – in draft
- j. Columbus County Mass Casualty Plan
- k. Ingestion Pathway Zone (IPZ) Plan – in draft

Emergency Support
Function Annexes

Section

3





TRANSPORTATION

ESF Coordinator:

County Transportation

Section:

Operations

Branch:

Infrastructure

Group:

Transportation

Primary Agency:

Columbus County Transportation

Support Agencies:

Columbus County Sheriff's Office
Columbus County Fire/Rescue/EMS
Columbus County Parks & Recreation
Municipal Police Departments
Columbus County Public Utilities
Columbus County Schools
Whiteville City Schools
NCDOT

INTRODUCTION

Purpose

Emergency Support Function (ESF)-1 Transportation provides guidance and direction to designated agencies responsible for managing, assessing, and restoring the transportation infrastructure and resources during a significant event.

Scope

ESF-1 Transportation coordinates resources necessary to manage, maintain, and restore the transportation system and infrastructure during a significant event. Activities within the scope of ESF-1 functions include: monitors and reports conditions; conducts damage assessments; identifies alternative transportation solutions; and coordinates and establishes priorities regarding restoration and recovery activities.

Situation

A hazard analysis and vulnerability assessment has been completed which identifies the types of threats to which the County is most vulnerable.

The Special Needs Task Force has identified special needs individuals who may have unique evacuation requirements. The Special Needs Registry is maintained by the Emergency Management Coordinator.

Columbus County's municipalities and low-lying areas in the County have experienced numerous hurricane evacuations.

The Columbus County and Whiteville City Schools Transportation Department has buses that can assist with evacuation processes. (MOU has been submitted to Columbus County BOE for review)

The Columbus County Public Transportation system provides a variety of public transportation options to the citizens of the County including wheelchair accessible vans.

Non-emergency ambulance transport service is available in the area.

Columbus County does not issue or utilize formal re-entry permits. Decisions on re-entry into damaged or isolated areas will be made by the Policy Group of the affected jurisdictions in coordination with the EOC.

US and NC Highways 74/76, 130, 701, 410, 242, and 211 are the major traffic routes in and out of the county. These routes could become impassable due to heavy rainfall and traffic congestion, negatively impacting evacuations. Multiple roads within the County will likely flood creating additional issues regarding evacuation.

ESF Planning and Assumptions

The local transportation infrastructure will likely sustain damage. The damage, dependent upon the integrity of the transportation network, will determine the effectiveness and efficiency of response and recovery.

Local Department of Transportation (NCDOT) resources may become overwhelmed quickly or be relocated to other areas in the region during an emergency.

Rapid damage assessments of impacted areas will assist in the determination of response priorities and transportation demands.

CONCEPT OF OPERATIONS

General

The responsibility for ordering a countywide evacuation or re-entry rests with the Chairperson, Board of Commissioners. If a single municipality is to be evacuated, the mayor will issue the order. If the evacuation or re-entry involves multiple jurisdictions, or an area outside of the municipality, the order will be issued at the county level by the Chairperson, Board of Commissioners in coordination with the affected municipalities. Public information concerning the Chairman's evacuation or re-entry orders will be released through ESF-15 External Affairs to all media outlets.

The Incident Commander (IC) at the scene of an isolated emergency in Columbus County has the authority to order an evacuation of the specific area affected by the incident. The Emergency Services Director should be made aware immediately regarding any isolated evacuation.

Regional coordination of traffic control, shelter/mass care, and public information will enhance the total evacuation and re-entry process. The Eastern Branch Office, NC Division of Emergency Management will assist in coordinating regional evacuation activities. Law Enforcement will implement traffic control for evacuation and for re-entry.

Evacuation

The decision to evacuate areas of Columbus County will be made by the Chairman, Board of County Commissioners, in coordination with the affected municipalities, based on consideration of public health and safety.

Traffic control points to support evacuation have been pre-determined. The size of the threatened area to be evacuated will be determined at the time of the emergency. Access to defined evacuation areas will be denied to non-essential personnel once an evacuation order has been issued.

Vehicles experiencing mechanical problems during the evacuation will be moved off of the roads by necessary means as authorized by law enforcement officials (G.S. 20.161).

Law enforcement officers will assist stranded motorists in reaching a location of best available shelter.

Institutions (nursing homes, adult care homes, retirement centers, etc.) within the county must develop procedures for evacuation and relocation of patients or residents. When the capabilities of an institution to meet resource requirements are exceeded, the institution may be assisted by the EOC.

The segment of the County's population lacking transportation to a shelter facility may be assisted by the most appropriate means of transportation available. Designated special needs assistance programs are required to accomplish movement of these people to shelter or other facilities. Due to the limited number of specialized vehicles available for transport, evacuation of the special need's populations may be initiated in advance of general evacuation.

Re-entry

The decision to allow re-entry to any evacuated/restricted areas of Columbus County will be made by the Chairperson, Board of County Commissioners in coordination with the affected municipalities, based on consideration of public health and safety.

Evacuated emergency service equipment and personnel will re-enter prior to the re-entry of the public for a safety assessment.

The Chairperson, Board of County Commissioners, in coordination with the affected municipality, will establish the order for the re-entry of the public.

Staging areas for incoming resources will be established.

The use of privately owned sites for forward staging throughout the county will be negotiated and utilized, as needs dictate.

Certain regional staging areas will be used as mobilization points to receive and organize emergency relief personnel and equipment.

Sections of the county may remain isolated or closed to the public even after re-entry based on safety and security concerns of that jurisdiction.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Infrastructure Branch Director.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve transportation issues during the significant event.
- Documents information and actions related to transportation missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Columbus County Transportation

The agency recognized with ESF coordination. Columbus County Transportation is responsible for overall ESF leadership and coordination associated with transportation systems and infrastructure during a significant event. Emergency operational policies and procedures developed by OTS provide the framework for carrying out these activities.

Municipalities

Serves as the department with primary responsibility for transportation systems and infrastructure within the incorporated areas.

NC Department of Transportation (NCDOT)

Maintains primary responsibility for the transportation infrastructure throughout Columbus County. NCDOT is responsible for clearing and maintaining primary and secondary roadways and providing frequent status updates.

MISSIONS AND ASSIGNMENTS

Mission 1: Manages resources necessary to monitor, maintain, and restore transportation systems and infrastructure.

Assignment 1-1: Establishes and maintains a primary route to all identified critical facilities.

Mission 2: Provides situational updates regarding transportation systems and infrastructure conditions.

Assignment 2-1: Maintains and updates information related to road closures, infrastructure damage, debris clearance, and restoration activities.

Mission 3: Conducts damage assessments and documents, analyzes, and reports results.

Assignment 3-1: Assesses the conditions of primary and secondary roadways, bridges, and other integral components of the transportation infrastructure. Coordinates and facilitates the closure of components determined to be unsafe.

Mission 4: Identifies transportation alternatives that can be implemented when systems or infrastructure are damaged, unavailable, or overwhelmed.

Assignment 4-1: Coordinates transportation assets identifies emergency transportation routes for the conveyance of human and material resources.

Mission 5: Coordinates initial transportation systems and infrastructure restoration and recovery activities.

Assignment 5-1: Identifies and prioritizes restoration and recovery initiatives.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Review and update the Plan, standard operating procedures, checklists and any mutual aid agreements annually or as necessary.	
Report to the EOC to coordinate transportation resources, when requested.	
Maintain message and event log for the Transportation function in the EOC.	
Identify and notify transportation support agencies to assure they are activated or on alert.	
Respond to requests for transportation assistance from other agencies responding to an event.	
Determine if residents need to be evacuated from immediate peril.	
Provide transportation assistance to those registered for transportation assistance.	
Monitor and report roadway conditions for traffic delays and detours.	
Develop inventory of available vehicle and personnel resources from supporting agencies. Instruct agencies to document mileage and time. Establish back-up fuel supply location(s). (ESF-7)	
Establish communication with support agencies (radio, telephone, cellular) and ensure that they are ready to respond.	
Coordinate the evacuation of the handicapped and elderly. Ensure that this task is accomplished in a timely manner. Coordinate with Special Needs (need to discuss this).	
Ensure that persons have been provided transportation out of the immediate hazard area.	
Report on road hazards identified by field units.	
Ensure that additional personnel will be available to staff the EOC, if activated.	
Provide list of available transportation personnel and resources to the EOC.	
Coordinate transportation resources with requests for the movement of personnel, goods and services to support the response.	
Prioritize transportation requests to ensure that the most critical are met first.	
Track the transportation resources that have been committed to specific missions and plan for re-deployment upon release, when necessary.	
Maintain a list of transportation resources and personnel (volunteer from private or business sector) that have been called into the EOC.	
Identify staging areas for transportation resources that may be sent into the affected area for support.	
Compile report of any damaged transportation assets.	
Report rumors to the EOC staff, if detected.	
Track daily costs and develop expense reports.	
Advise the EOC of state and federal resources needed to cover shortfalls at least 12 hours prior to the need.	
RECOVERY GUIDELINES	
Continue staffing the EOC until advised that it is closing.	

Assist recovery transportation and delivery activities as needed.	
Develop recovery action plan and report to the EOC.	
Ensure that agencies have maintained logs of mileage and time of personnel utilized to respond to disaster.	
Coordinate re-entry information instructions with the County PIO.	
Develop a plan for the priority replacement of any damaged or destroyed transportation assets.	
Participate in the review of operations during county led critique. Develop a plan of action to improve response during future events.	

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COMMUNICATIONS

ESF Coordinator:

County MIS Director
E911 Director

Section:

Operations

Branch:

Infrastructure

Group:

Communications
Infrastructure

Primary Agency:

Columbus County M.I.S.
Columbus County E911 Communications

Support Agencies:

Columbus County EM/FM
Columbus County Sheriff's Office
Columbus County Fire/Rescue/EMS
Municipal Police Departments
NCSHP VIPER
Columbus County PIO
Various Telephone, Cellular, TV/Cable
Paging and Telecommunications Companies

Purpose

Emergency Support Function (ESF)-2 Communications provides guidance and direction to designated agencies responsible for managing, assessing, and restoring the communications infrastructure and resources during a significant event.

Scope

ESF-2 Communications coordinates resources necessary to manage, maintain, and restore the communications systems and infrastructure during a significant event. Activities within the scope of ESF-2 functions include: monitors and reports conditions; conducts damage assessments; identifies alternative communications solutions; and coordinates and establishes priorities regarding restoration and recovery activities.

Situation

- Columbus County MIS Department will ensure that all necessary information technology systems are maintained and readily available for emergency situations.
- Brightspeed, AT&T, and Star Telephone provide land-based commercial and residential telephone service for Columbus County.
- Spectrum, FOCUS Broadband, and AT&T offer VOIP telephone service to portions of the County.
- The E911 Communications Center is managed by the AT&T ESInet to support Next Generation 9-1-1.
- The E911 Communications Center utilizes the Southern Software Computer-Assisted Dispatch (CAD)
- The E911 Communications Center operates on the State VIPER radio system for communications and VHF radio system for paging. This system operates off of five (5) tower sites connected to microwave and/or fiber.
- The E911 Communications Center maintains a “primary” center with (6) positions and a “back-up” center for five (5) positions.
- The two-way emergency communications system backbone is managed on the statewide NC Voice Interoperability for Emergency Responders (VIPER) 800Mhz.
- The County contracts with OnSolve (Code RED) for a Mass Notification System.
- The County needs access to the internet in order to maintain communications with the State EOC via WebEOC (NCSPARTA).

- Cellular phone service in the area is provided by numerous companies.
- There are currently no “active” Amateur Radio Emergency Services (ARES) group(s) operating within the jurisdiction.
- The County currently utilizes Starlink for satellite communication connection and redundancy.
- Columbus County does maintain a Geographical Information System (GIS).

ESF Planning Assumptions

The local communications infrastructure will likely sustain damage. The damage, depending upon the integrity of the communications network, will determine the effectiveness and efficiency of response and recovery. Increased usage combined with damage may result in diminished service.

An extended power outage or extensive damage may result in communications being inaccessible for a prolonged period of time.

Communications with emergency personnel may be adversely impacted.

The ability to repair damage to the County communications system is contingent upon the availability of private commercial repair technicians and the NCSHP VIPER technicians.

CONCEPT OF OPERATIONS

Prior to and upon activation of the Emergency Operations Center, ESF-2 personnel will verify testing of critical computer networking, telephone equipment, and radio systems to ensure their proper operation. Staff will maintain familiarity with EOC technology which includes WebEOC, Geographical Information System (GIS), Hurrevac, the Code Red notification system and other systems necessary for EOC operations.

Provide assistance to incoming personnel in the use of technology and equipment, as necessary.

Provide 24-hour support to EOC staff in regards to all technology-related issues.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Infrastructure Branch Director.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve communications issues during the significant event.
- Documents information and actions related to communications' missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance and Administration Section.

Agency Roles and Responsibilities

Columbus County Management Information Systems (MIS)

The agency recognized with ESF Coordination. MIS is responsible for overall ESF leadership and coordination associated with communications and emergency public information systems during a significant event

Columbus County E911 Communications

Serves as the department with primary responsibility for monitoring, maintaining, and assessing the public safety radio and other emergency communication systems for emergency services agencies, including the Columbus County Public Safety Answering Point (PSAP).

MISSIONS AND ASSIGNMENTS

Mission 1: Manages the resources necessary to monitor, maintain, and restore communications systems and infrastructure.

Assignment 1-1: Provides technical support necessary to disseminate emergency public information.

Assignment 1-1: Provides technical support necessary to disseminate emergency public information.

Assignment 1-2: Identifies, prioritizes, procures, and allocates available resources to maintain and restore the communications infrastructure.

Assignment 1-3: Considers future (in the subsequent 12 to 24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Provides situational updates regarding communications systems and infrastructure conditions.

Assignment 2-1: Maintains and updates information related to communications and emergency public information systems utilization, infrastructure damage, and restoration activities.

Mission 3: Conducts damage assessments and documents, analyzes, and reports results.

Assignment 3-1: Assesses the condition of integral components of major communications systems.

Mission 4: Identifies communications alternatives that can be implemented when systems or infrastructure are damaged, unavailable, or overwhelmed.

Assessment 4-1: Establishes, maintains, and operates a redundant or alternative voice and data communications network at the EOC with connectivity to NCEOC and ancillary facilities.

Mission 5: Coordinates initial communications systems and infrastructure restoration and recovery activities.

Assignment 5-1: Identifies and prioritizes restoration and recovery initiatives.

Assignment 5-2: Coordinates with commercial service providers to monitor and restore commercial service necessary to relay emergency public information and priority communication systems.

CHECKLIST OF ACTIONS

PREPARDNESS GUIDELINES	Comments/Notes
Test EOC technology equipment and ensure proper operations (computes, projector, monitors, faxes, telephones, TVs, SMART boards, copiers/scanners, etc.).	
Ensure all data processing and other sensitive equipment are connected through UPS.	
Ensure an adequate supply of computer support supplies are available.	
Verify software operability.	
Establish liaison with radio, telephone, cable, and cellular companies, etc.	
RESPONSE GUIDELINES	
Report pertinent information identified on GIS overlays (i.e., water intakes, schools, retirement homes, archeological and historical sites, etc.)	
Anticipate and advise the EOC of the need for additional technology resources.	
Provide technical assistance to activate internal/external notification systems.	
Assist operations of WebEOC, Hurrevac, etc. as requested.	
Assist with orderly shut-down of the EOC.	
RECOVERY GUIDELINES	
Maintain all functions carried over from the response phase.	
Participate in review of response operations during county-led critique. Develop plan of action to improve response during future events.	
Correct any outstanding technology issues.	

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PUBLIC UTILITIES
AND
ENGINEERING

ESF Coordinator:

Columbus County Public Utilities Director

Primary Agency:

Columbus County Public Utilities

Section:

Operations

Support Agencies:

- Tabor City Public Works
- Whiteville Public Works
- Chadbourn Public Works
- Sandyfield Utility Service
- Fair Bluff Water/Sewer Department
- Boardman
- Evergreen
- Lake Waccamaw Water/Sewer Department
- Town of Brunswick Water Department
- NC Department of Transportation

Branch:

Infrastructure

Group:

Public Utilities & Engineering

INTRODUCTION

Purpose

Emergency Support Function (ESF)-3 Public Utilities and Engineering provides guidance and direction to designated agencies responsible for managing, assessing, and restoring public facilities and infrastructure during a significant event.

Scope

ESF-3 Public Utilities and Engineering coordinates resources necessary to manage, maintain, and restore public facilities and infrastructure during a significant event. Activities within the scope of ESF-3 functions include: monitors and reports conditions; conducts damage assessments; manages debris removal; identifies alternative facility and infrastructure solution; and coordinates and establishes priorities regarding restoration and recovery activities.

For the purpose of this document, damage assessments include functional and structural evaluations on all public utilities systems except for those associated with ESF-1 Transportation, ESF-2 Communications, ESF-11 Agriculture and Natural Resources, and ESF-12 Energy.

ESF Planning Assumptions

Local public utilities systems will likely sustain damage. The damage, dependent upon the integrity of the public utilities facilities and systems, will determine the effectiveness and efficiency of response and recovery.

Local Department of Transportation (NCDOT) resources may become overwhelmed quickly or be relocated to other areas in the region during an emergency.

Damage to public utilities systems may result in decreased capacity of diminished service.

CONCEPT OF OPERATIONS

Prior to an event, ESF-3 will perform maintenance and testing to ensure the proper operation and reliability of the Public Utilities that the citizens depend on.

Staff will maintain a specific and detailed inventory list of equipment and resources that form the system as a whole.

Provide Continuity of Operations planning for all infrastructure to include back-up power at all well sites, water tanks, and pump stations.

Provide 24-hour support to EOC staff in regards to all Public Utilities related issues.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Infrastructure Branch Director.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve public utilities and facilities issues during the significant event.
- Documents information and actions related to public utilities missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance and Administration Section.

Agency Roles and Responsibilities

Columbus County Public Utilities

The agency recognized with ESF Coordination. CCPU maintains equipment, personnel and contracts necessary to provide emergency site security, clearance of debris, operation of the County's solid waste management facility, emergency restoration of vital public works and facilities, and gathering of initial damage assessments. Emergency operational policies and procedures developed by CCPU provide the framework for carrying out these activities.

Serves as the agency with primary responsibility for documenting, reporting, and conducting initial damage assessments. Coordinates with CCPU to obtain structural engineering assistance as required.

Provides personnel and equipment to assist with debris clearance from public facilities and infrastructure. Coordinates with NCDOT to assist with clearing and opening primary transportation routes.

Columbus County Health Department (CCHD)

Environmental Health Services

Serves as the agency with primary responsibility for documenting, reporting, and conducting inspections on damaged well and septic tanks.

Provides guidance on food sanitation and preventing the spread of disease during a significant event.

Town Public Works Departments

Performs damage assessment of town operated water and waste water systems and facilitates necessary repairs and/or coordinates with appropriate service provider.

Provides personnel and equipment to assist in debris removal operations within corporate limits.

Coordinates and facilitates restoration of essential town operated public facilities.

NC Department of Transportation (NCDOT)

Maintains primary responsibility for clearing the transportation network throughout Columbus County. NCDOT is responsible for clearing primary and secondary roadways and providing frequent status updates.

MISSIONS AND ASSIGNMENTS

Mission 1: Manages resources necessary to monitor, maintain, and restore public facilities and infrastructure.

Assignment 1-1: Identifies, prioritizes, procures, and allocates available resources to maintain and restore essential public works systems and facilities.

Assignment 1-2: Considers future (in the subsequent 12 to 24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Provides situational updates regarding public facilities and infrastructure conditions.

Assignment 2-1: Maintains and updates information related to the critical infrastructure damage, availability of alternative or redundant systems, debris clearance and removal, and restoration activities.

Assignment 2-2: Maintains and updates information related to public facility damage, closure, and restoration activities.

Mission 3: Conducts damage assessments and documents, analyzes, and reports results.

Assignment 3-1: Assesses the condition of County facilities, including those deemed “vital.”

Assignment 3-2: Coordinates and facilitates the closure of components determined to be unsafe.

Assignment 3-3: Conducts assessments on all damaged residential, commercial, and industrial buildings (public or private). Performs functional and structural evaluations on all public works systems, except as noted.

Mission 4: Manages debris removal process and documents, analyzes, and reports results.

Assignment 4-1: Coordinates, assesses, and identifies suitable debris disposal sites and provides guidance in areas affected by contamination.

Mission 5: Identifies public facilities and infrastructure alternatives that can be implemented when systems or infrastructure are damaged, unavailable, or overwhelmed.

Assignment 5-1: Maintains an inventory list of public facilities that may be available for alternative uses.

Mission 6: Coordinates initial public facilities and infrastructure restoration and recovery activities.

Assignment 6-1: Identifies and prioritizes restoration and recovery initiatives.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Review, revise, update memorandum of understanding, mutual aid agreements and checklists annually.	
Staff the ESF-3, Public Works and Engineering, function in the EOC	
Maintain a message/event log at the EOC position.	
Notify supporting agencies of the potential need for personnel and equipment. Compile lists of readily available assets and provide to EOC Director.	
Direct support agencies to track personnel and equipment expenses for reimbursement and maintain an accurate record of expenditures for labor, equipment, materials, fuel, rental equipment, etc.	
Establish communications with supporting agencies.	
Notify PIO that the Public Works function is staffed in the EOC.	
Develop contact lists to include phone numbers, pager, fax, home, and alternate contact number for supporting agencies. Include radio channels/cell numbers.	
Identify those public works facilities that may be impacted by a disaster, and develop plans to overcome any shortfalls.	
Develop prioritization repair plan for damaged facilities.	
Identify critical public work facilities that will require generator backup. Identify generator size need and if facility has quick-connect capability. Identify generator transportation/delivery contacts.	
Prepare to provide emergency repairs to water, waste water and solid waste facilities.	
Identify roadways that will require priority debris clearance.	
Maintain a vendor contact list.	
Review and update priorities for removal of debris from roadways.	
RESPONSE GUIDELINES	
Coordinate response of primary and supporting public works/utilities agencies.	
Reassess the priorities to be addressed for the most critical needs and develop strategies to address these needs.	
Continue to track resources committed to specific missions.	
Determine the need for outside resources (type and location needed).	
Identify potential debris sites-chipping, burning, and sorting.	
Compile a list of facilities that may require emergency demolition to protect life and safety of citizens.	
Track daily costs and develop reports and prepare GIS data and maps.	

Advise EOC of state and federal resources needs, at a minimum, 12 hours prior to need in the county.	
RECOVERY GUIDELINES	
Respond to requests for public works assistance from municipalities and other agencies.	
Review public works requests and prioritize response.	
Support damage assessment activities.	
Make temporary repairs to damaged public works facilities.	
Ensure that adequate amounts of potable water are available to support recovery operations.	
Receive requests for assistance to r repair damaged privately owned utility systems.	
Provide technical assistance to operators of utility companies.	
Procure portable toilets and safety lighting for work sites, if needed.	
Participate in the review of operations during County-led critique. Develop a plan of action to improve response during future events.	

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FIREFIGHTING

ESF Coordinator:

County Fire Marshal

Primary Agency:

Columbus County Fire Marshal

Section:

Operations

Support Agencies:

Columbus County E911 Communications

Columbus County Fire/Rescue/EM

Columbus County EMS

Branch:

Emergency Services

Group:

Fire Group

INTRODUCTION

Purpose

Emergency Support Function (ESF)-4 Firefighting provides the guidance and direction necessary regarding fire, rescue, and emergency medical services (EMS) activities to provide protection of life and property within Columbus County during a significant event.

Scope

ESF-4 Firefighting coordinates resources necessary to deliver fire, rescue, and EMS services during a significant event. Activities within the scope of ESF-4 functions include: coordinates and establishes priorities regarding delivery of fire, rescue, and EMS services; and identifies alternative delivery solutions.

For the purpose of this document, ESF-4 is the responsible ESF for Search and Rescue and Hazardous Materials functions in the absence of an activated ESF-9 Search and Rescue and ESF-10 Hazardous Materials Response.

Situation

- Columbus County has eighteen contracted fire stations. The Town of Whiteville is protected by a municipal Fire Department.
- The NC Division of Forest Service is the lead agency for forest fire control in Columbus County. Forestry maintains equipment at the District Headquarters in Whiteville.
- Urban interface has increased the hazard posed by forest fires.
- County and municipal fire departments rely on the Columbus County communications system for primary dispatching and communications.
- Mutual aid agreements exist among all fire departments within the County.
- Columbus County conducts fire inspections utilizing their fire inspection personnel. Municipalities provide fire inspection via internal resources or by agreement with other jurisdictions. NC Fire Code provisions are enforced through Columbus County Fire Marshal's Office.
- The fire departments are trained at either the awareness or operations levels for responding to hazardous material spills.
- The City of Wilmington Fire Department has a regional hazardous materials team (RRT-7) under the guidance of the NC Division of Emergency Management.
- Fayetteville Fire Department also has a Regional Response HazMat Team (RRT-3) along with a SAR team that would be backup if the assigned regional teams are not available.

ESF Planning Assumptions

Planning and training prior to an incident will significantly reduce the risk to personnel.

Fire personnel and equipment will be able to cope with most emergency situations through the use of existing mutual aid agreements.

When additional or specialized support is required, assistance can be obtained from state and federal agencies through Columbus County Emergency Services.

Incidents may require response by multiple local, state and federal agencies.

Fire departments may be requested to perform tasks not associated with routine duties, such as search, traffic control, emergency debris removal, alert and notification, and evacuation.

Fire stations will be staffed around the clock during periods of emergency or disaster.

Communications will be maintained with the County 911 Center and EOC.

All responding personnel will be expected to use “clear text” or plain language. No codes will be used during disaster response. This follows the Homeland Security Presidential Directive 5 which requires First Responders to stop using “ten codes” and use “clear text or plain language.”

CONCEPT OF OPERATIONS

General

The National Incident Command System (NIMS) will be implemented on an appropriate scale at the scene of every fire event in Columbus County and the municipalities. If fire or threat of fire is involved, the Fire Chief in the district or their designated representative will be the Incident Commander.

When three or more state agencies respond to an event, the Eastern Branch Office, NC Division of Emergency Management will serve as State lead, to coordinate all state resources at the scene of the emergency.

Resources required by Fire Departments beyond those available through mutual aid will be requested through the County Emergency Services Office and routed to the Eastern Branch Office, NC Division of Emergency Management.

During periods of emergency, fire and rescue units must be prepared to support each other using available expertise, equipment and manpower.

Specific

County/Municipal Fire Departments

- Departments should support the Incident Command System (ICS) structure for incident management.
- Assist with dissemination of disaster warning information.
- Assist with traffic control, when staff permits.
- Provide fire protection for shelter, mass care facilities and vital facilities in their fire district.
- Assist with search and rescue operations.
- Report the presence of hazardous material locations and identify possible problems under emergency conditions.
- Assist with emergency tree cutting for emergency vehicle access.
- Support 4-wheel drive operations during severe weather situations.
- Assist utility agencies as requested by the EOC.
- Coordinate firefighting and suppression activities in the County.
- Assist with dissemination of warning, evacuations and advisories, when requested by the Director of Emergency Services.
- Provide the relocation of firefighting resources, when required.
- Staff the EOC or command post as required.
- Ensure that lines of communication are open with field units.
- Track expenses for response and recovery reports.
- Provide back-up equipment and portable pumps.
- Support Forestry in control of wildland fires.
- Report significant injuries and fatalities of fire response personnel to the EOC, if activated.
- Immediately notify the Emergency Services Office of potential major emergency situations.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Emergency Services Branch Director.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve fire, rescue and EMS issues during the significant event.
- Documents information and actions related to firefighting missions and assignments.

- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Columbus County Fire Marshal

The agency recognized with ESF coordination and primary responsibility. The Fire Marshal is responsible for the overall leadership and coordination associated with firefighting activities during a significant event, including search and rescue, hazardous materials, and life safety inspections of damaged buildings.

MISSIONS AND ASSIGNMENTS

- Mission 1:** Manages resources necessary to deliver fire, rescue, and EMS services.
- Assignment 1-1: Maintains and updates information related to staffing of fire, rescue, and EMS facilities and equipment.
- Assignment 1-2: Identifies, prioritizes, procures, and allocates available resources to maintain adequate fire, rescue, and EMS'S operations.
- Assignment 1-3: Consider future (in the subsequent 12 to 24-hour period) resource requirements and conveys to EOC leadership.
- Mission 2:** Coordinates and establishes priorities regarding delivery of fire, rescue, and EMS services.
- Assignment 2-1: Assess fire, rescue, and EMS activities and identifies prioritized staffing scenarios and unmet resource requirements.
- Mission 3:** Identifies alternative implementation solutions when resources are not available or overwhelmed.

Assignment 3-1: Establishes detailed policies and procedures requisite to meet service demands during exceptional conditions.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Review, revise and update mutual aid agreements, memorandums of understanding, standard operating guidelines, etc., on an annual basis.	
Staff the Fire/Rescue function in the EOC, upon request.	
Maintain a message/event log for the EOC.	
Notify the PIO that the fire/rescue function is staffed in the EOC.	
Notify supporting agencies of the potential need for personnel and equipment. Compile lists of assets/personnel that can be deployed.	
Instruct support agencies to track expenses for reimbursement, maintaining an accurate record of expenditures for personnel, equipment, materials, fuel, rental equipment, etc.	
Identify potential sites that may experience increased hazard of fires.	
Re-assign fire/rescue personnel and equipment to areas that may not be impacted by disaster.	
Assist with warning and notification of disaster victims.	
If hazardous materials are involved, provide guidance for decision-making as to their effects.	
Identify potential staging areas for mutual aid forces arriving from outside the area.	
RESPONSE GUIDELINES	
Respond to request for fire suppression activities.	
Re-assign personnel and equipment to support fire/rescue activities as needed.	
Assist law enforcement with evacuation and warning, when needed.	
Re-deploy resources out of harm's way.	
Provide back-up equipment for pumping, if needed.	
Respond to hazardous material events at the appropriate level.	
Request outside assistance, when appropriate.	
Coordinate activities with the N.C. Forest Service when activities involve suppression of wildland fires.	
Advise mutual aid forces of their need to be self-sufficient.	
Provide support for rescue activities, as needed.	
Restrict access into fire damaged areas.	
Track daily costs and develop expense reports.	

Advise the EOC of state/federal resources needed to cover shortfalls, at a minimum of 12 hours prior to the need.	
RECOVERY GUIDELINES	
Continue to coordinate fire/rescue activities with agencies.	
Designate staging areas for incoming fire resources.	
Support traffic control operations, if requested.	
Request replenishment of supplies expended during emergency.	
Assist with damage assessment activities, if requested.	
Withdraw firefighting resources when no longer required. Ensure proper rest for personnel before demobilization.	
Respond to request for fire inspections of temporary living or shelter locations.	
Participate in the review of operations during county led critique. Develop a plan of action to improve response during future events.	

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EMERGENCY
MANAGEMENT

ESF Coordinator:

County Emergency Management
Coordinator

Primary Agency:

Columbus County
Emergency Services

Section:

Planning

Support Agencies:

NC Department of Public Safety-
Division of Emergency Management

INTRODUCTION

Purpose

Emergency Support Function (ESF)-5 Emergency Management coordinates and facilitates support for overall County response and initial recovery activities during a significant event. In addition, ESF-5 is responsible for gathering, compiling, analyzing, and reporting situational awareness.

Scope

ESF-5 Emergency Management coordinates the overall county response to a significant event. Activities within the scope of ESF-5 functions include: recommends emergency protective actions; gathers, compiles, analyzes, and reports situational awareness; supervises all planning, operational, and resource management processes; serves as the primary liaison with all governmental and non-governmental entities; and ensures compliance with all regulations.

For the purpose of this document:

1. Due to the complexity of this ESF, the Agency Roles and Responsibilities section will also include Planning Section positions.
2. Members of Columbus County Government serve as the Policy Group during an Emergency Operations Center (EOC) activation. The group is comprised of senior representatives from the following agencies.
 - Chairperson of the Board of Commissioners
 - County Manager's Office
 - County Attorney
 - Sheriff
 - Emergency Services Director
 - Municipal Mayors/Town Managers as needed

ESF Planning Assumptions

Policy group positions will be staffed by qualified personnel regardless of agency affiliation.

While Policy Group representatives have roles and responsibilities associated with the group, some may also be required to fill a position within their ESF.

CONCEPT OF OPERATIONS

Responsible for collecting, analyzing, processing, and disseminating information to facilitate emergency response and recovery efforts, tracking resources and mission assignments, preparing special operations plans.

ORGANIZATION

ESF Planning Responsibilities

- Provides direction to EOC staff.
- Ensures informational updates are analyzed, documented, and reported.
- Develops plans, policies, and procedures necessary to resolve issues during the significant event.
- Documents information and actions related to emergency management missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance Administration Section.

Agency Roles and Responsibilities

Division of Emergency Management

The agency recognized with ESF coordination. EM is responsible for overall leadership and coordination associated with the Planning Section during a significant event. Emergency operational policies and procedures developed by EM provide the framework for carrying out these activities.

Monitors, gathers, compiles, and analyzes situational awareness in order to provide a recommendation to the Director for an EOC activation and other emergency protective actions.

Solicits authorization from the Director regarding utilization of the Integrated Public Alert and Warning System (IPAWS) for Emergency Public Information (EPI). Coordinates with ESF-15 External Affairs to ensure effective message development and usage of all other EPI notification methods.

Board of Commissions Chairperson

The Chairperson has the final authority during a significant event. As such, the Chairperson declares local emergencies, authorizes emergency protective actions, manages and controls certain commodities and services, requests resources from other localities, authorizes the use of County facilities for alternative functions, and amends or suspends certain human resources policies.

Determines the need to convene the Policy Group.

In collaboration with the Policy Group, if convened, develops and communicates strategic goals relevant to the successful resolution of the significant event.

Policy Group

Provides discipline-specific subject matter expertise to assist the Chairperson during strategic goal development process.

Formulates policy guidance and recommendations for the Chairperson regarding emergency policy decisions.

Government Liaison

Serves as the primary point of contact for local elected officials and government leaders to respond to questions and provide information.

EOC Manager

Presents emergency protective action recommendations to the Director.

Assigns qualified staff to EOC positions based on size, scope, and complexity of the significant event.

Facilitates development of Strategic Goals with the Emergency Services Director and Policy Group. Serves as the conduit for guidance and direction from the Policy Group to the Emergency Operations Center.

Directs the EOC and ensures that all EOC staff and processes are managed effectively and efficiently. Authorizes and approves all key plans and documents.

Public Information Officer (PIO)

Serves as the coordination point for all public information, media relations, and internal information sources. Reviews and coordinates all information releases.

Manages the Major Event Hotline and Joint Information Center (JIC).

Ensures that additional roles and responsibilities identified in ESF-15 External Affairs are implemented.

Operations Section Chief

Directs the Emergency Services, Infrastructure, and Human Services Branches and ensures that all Operations staff and processes are managed effectively and efficiently. Operations Groups include:

Operations Group	Emergency Support Function
EMERGENCY SERVICES BRANCH	
Law Enforcement Group	ESF-13 Law Enforcement
Fire, EMS, Hazmat, and Search and Rescue Group	ESF-4 Firefighting ESF-8 EMS ESF-9 Search and Rescue ESF-10 Hazardous Materials Response
HUMAN SERVICES BRANCH	
Health and Medical Group	ESF-8 Public Health and Medical Services
Mass Care Group	ESF-6 Mass Care, Emergency Assistance, Housing, and Human Services
INFRASTRUCTURE BRANCH	
Transportation Infrastructure Group	ESF-1 Transportation
Communications Infrastructure Group	ESF-2 Communications
Public Works Group	ESF-3 Public Works and Engineering
Agriculture and Natural Resources Group	ESF-11 Agriculture and Natural Resources
Energy Group	ESF-12 Energy

Planning Section Chief

- Directs the Planning Section and ensures that all Planning staff is managed effectively and efficiently. Planning Units assigned include, but are not limited to:
- Situation Unit – Gathers, compiles, analyzes, and reports situational awareness information.

- Documentation Unit – Maintains accurate and complete EOC-related documentation.
- Resource Unit – Establishes and maintains a system to track status of all EOC managed resources and coordinates with Logistics and Operations Sections to ensure resource requirements are fulfilled.
- Demobilization Unit – Develops an EOC demobilization plan.
- Geographic Information System (GIS) Unit – Provides spatial information, analysis, display, and /or dissemination.

Facilitates the planning process which includes, but is not limited to:

- Collaborates with EOC Manager in development of initial EOC operational strategies, resource requirements, and actions.
- Conducts situational briefings.
- Guides development and assignment of operational objectives in support of strategic goals.
- Supports tactical planning initiatives.
- Supervises development of the EOC Incident Action Plan (IAP).
- Prepares EOC Shift Briefing.
- Ensures timely completion and distribution of EOC Situation Reports (SITREP).

Logistics Section Chief

Directs the Service and Support Branches and ensures that all Logistics' staff and processes are managed effectively and efficiently. Ensures that additional roles and responsibilities identified in ESF-7 Logistics Management and Resource Support are implemented.

Finance/Administration Section Chief

Directs the Finance and Administration Units and ensures that all assigned staff and processes are managed effectively and efficiently. Ensures that additional roles and responsibilities identified in ESF-7 Logistics are implemented.

MISSIONS AND ASSIGNMENTS

Mission 1: Recommends actions to mitigate and respond to life-safety impacts of significant events.

- Assignment 1-1: Identifies emergency protective actions necessary to protect life and property.
- Assignment 1-2: Determines if conditions warrant declaration of local emergency.
- Assignment 1-3: Utilizes IPAWS to provide the public with life-saving information quickly.
- Assignment 1-4: Activates the EOC with sufficient, qualified staff.

Mission 2: Gathers, compiles, analyzes, and reports situational awareness.

- Assignment 2-1: Establishes and maintains a common operating picture and determines size, scope, and complexity of the significant event.
- Assignment 2-2: Assembles substantive information from each ESF and produces routine situation reports.
- Assignment 2-3: Conducts various briefings to update EOC personnel on situational updates, unmet needs and potential actions.

Mission 3: Manages the EOC Planning Process.

- Assignment 3-1: Develops prioritized, strategic goals, and operational objectives in order to address event conditions.
- Assignment 3-2: Assists and supports ESF personnel with development of tactical plans.
- Assignment 3-3: Monitors progress of planning initiatives and prepares alternative solutions as required.
- Assignment 3-4: Constructs the EOC IAP.

Mission 4: Coordinates the County's overall response to a significant event in compliance with the National Incident Management System (NIMS).

- Assignment 4-1: Notifies and assigns sufficient EOC staff commensurate with the activation level.

Assignment 4-2: Provides logistical support to incident commanders and coordinates allocation of scarce resources.

Assignment 4-3: Supervises initial recovery activities.

Mission 5: Administers all processes associated with resource management from request to demobilization.

Assignment 5-1: Authorizes and directs the request for external resources via Statewide Mutual Aid (SMA), Emergency Management Assistance Compact (EMAC), and other recognized sources.

Assignment 5-2: Maintains accurate and current accounting of all resources required, deployed, or demobilized.

Mission 6: Serves as the primary liaison with all governmental and non-governmental entities and ensures compliance with all local, state, and federal regulations.

Assignment 6-1: Acts in accordance with all public laws including, but not limited to the Robert T. Stafford Disaster Relief Act, NCGS 166-A, and all local ordinances.

Assignment 6-2: Coordinates local activities with the NC Department of Public Safety, Division of Emergency Management (NCEM), and the Federal Emergency Management Agency (FEMA) on all issues including, but not limited to damage assessment, public assistance, and individual assistance.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Develop, revise and review memorandums of understanding, standard operating guidelines, mutual aid agreements, and other important documents on an annual basis.	
Ensure an adequate supply of EOC support supplies and reference documents.	
Ensure proper operation of EOC technology with the support of County MIS.	
Ensure food vendor agreements are in place. Copies maintained in Columbus County Emergency Services Office.	
Ensure rental generator contracts are in place.	
Provide EOC staff training on use of WebEOC.	
Continued availability of an alternate EOC.	
RESPONSE GUIDELINES	
Provide direction and control for EOC operation.	
Ensure EOC Security is provided.	
Coordinate the overall effort to collect, analyze, process, synthesize, report and display essential information.	
Provide support for planning efforts.	
Actively solicit information from all ESFs in the EOC and maintain situation board (WebEOC).	
Provide for well-being of EOC staff.	
Anticipate and advise MIS of the need for additional technology resources.	
Ensure adequate EOC staffing.	
Request activation of EAS, when needed.	
Provide technical assistance to activate the notification system.	
Operate WebEOC and Hurrevac.	
Draft and issue Situation Reports (SITREP) and daily summaries.	
Maintain activity log for historical records.	
Provide for orderly shut-down of EOC/IC.	
RECOVERY GUIDELINES	
Maintain all functions carried over from the Response phase.	
Participate in review of response operations during County led critique. Develop a plan of action to improve response during future events.	
Draft the After-Action-Report (AAR).	
Work with FEMA to provide required documentation.	

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MASS CARE,
EMERGENCY ASSISTANCE,
HOUSING AND
HUMAN SERVICES

ESF Coordinator:

DSS Director

Section:

Operations

Branch:

Human Services

Group:

Shelter

Primary Agency:

Columbus County Department of Social Services

Support Agencies:

- Columbus County Health Department
- American Red Cross
- Whiteville City Schools
- Columbus County EM
- Trillium Health Resources
- Columbus County Sheriff’s Office
- Municipal Police Departments
- United Way of the Cape Fear Area
- Salvation Army
- Columbus County Department of Aging
- Columbus County PIO
- Hotels/Motels

INTRODUCTION

Purpose

Emergency Support Function (ESF)-6 Mass Care, Emergency Assistance, Housing, and Human Services provides guidance and direction to designated agencies responsible for providing life-sustaining and other essential services to persons and pets impacted immediately following a significant event.

Scope

ESF-6 Mass Care, Emergency Assistance, Housing, and Human Services coordinates the resources necessary to provide facilities, food, and relief items immediately following a significant event. Activities within the scope of ESF-6 functions include: opens and staffs physically and programmatically accessible human services facilities; provides essential services to those impacted by a significant event; and distributes emergency relief items.

For the purpose of this document, human services facilities include, but are not limited to: Evacuation and Emergency Shelters, Pet-friendly Shelters, Family Assistance Centers, Family Reunification Centers, Points of Distribution (PODS), and Warming/Cooling Centers.

Situation

- Based upon the County's hazard analysis, listed below are several emergencies which may require sheltering:
 - Severe Winter Storms
 - Tornadoes
 - Floods
 - Hazardous Material Accidents
 - Fires
 - Hurricanes
 - Brunswick Nuclear Power Plant Incidents
 - Earthquakes
 - Terrorist Events
- Damaged Lifelines (phone, power, water, gas, etc.)
- Several facilities have been designated as hurricane shelters within the County. The complete list is maintained in the Columbus County Department of Emergency Services and the Cape Fear Chapter of the American Red Cross. The five emergency shelters are

West Columbus High School, East Columbus High School, South Columbus High School, Edgewood Elementary, and Old Dock Elementary. A Pet Co-Location Shelter will be opened at Edgewood Elementary if necessary.

- A MOU exist, between American Red Cross and the County/City School Systems for food for the first 72 hours after a disaster. After 72 hours, feeding responsibilities will be transferred to NC Baptist Men or other VOADS.
- Columbus County does not have permanent generators at the five (5) schools designated as emergency shelters.
- Columbus County has five (5) shelter trailers with equipment and supplies for approximately 100 evacuees in each trailer.
- Columbus County has one (2) Companion Animal Mobile Equipment Trailer (CAMET).
- Out-of-county sheltering for Columbus County residents (excluding Special Needs) will be coordinated through the Eastern Branch Office, NC Division of Emergency Management and Columbus County Emergency Services.

ESF Planning Assumptions

Individuals and families may be unable to obtain food, clothing, shelter, and medical needs.

Evacuees who require acute medical care will be referred to a special medical need shelter or other appropriate facility. (See ESF-8 Public Health and Medical).

Local family members may become separated and unable to locate each other.

Individuals may experience stress or other mental health crisis as a result of the significant event.

Local grocery stores, restaurants and other business could possibly support initial shelter/mass care operations with donations of emergency supplies.

For out-of-county evacuation, sufficient shelter capacity exists in adjacent counties. Sheltering will be coordinated locally, when possible, otherwise, the local Ems will coordinate with North Carolina Emergency Management in regards to regional or state-run shelters. Refer to North Carolina Emergency Operations Plan and their state Mass Casualty plan. Transportation and pickup points will be coordinated through the Emergency Operations Center (EOC).

A high percentage of evacuees will seek shelter with friends or relatives rather than go to a public shelter. Likewise, it is anticipated that many persons will elect to leave the area before the official order to evacuate is broadcast.

Churches and other groups may open shelters independently. These shelters cannot be supported by the County or American Red Cross.

Evacuees will be provided with public information in the shelter concerning the emergency event.

Assistance, from the County, to evacuate residential care facilities may not be available or adequate to handle the task. Residential care facilities are responsible for all evacuation and relocation plans, procedures and resources.

CONCEPT OF OPERATIONS

The Chairman of the Board of County Commissioners in coordination with the Emergency Services Director and Columbus County Department of Social Services Director or their designees will make decisions on when and where to open shelters in a large-scale emergency. However, in a small isolated emergency the Incident Commander may request the opening through the Emergency Services Director or designee.

Upon notification of a requirement for sheltering by the Columbus County Emergency Services Director, the Department of Social Services, serving as the lead agency for shelter/mass care, will coordinate opening and operation. The Department of Social Services, Health Department, and American Red Cross, will mutually support shelter operations with shared personnel and support services.

If additional shelter support is needed following a disaster event, requests for assistance will be submitted to the Eastern Branch Office of NC Division of Emergency Management by Columbus County Emergency Management a division of Columbus County Emergency Services.

Public and private providers of institutional care (medical and residential) remain responsible for shelter plans, evacuation, transportation and relocation for their residents and clients.

Columbus County will resume neither responsibility nor liability for unauthorized shelter openings during emergency events.

The Chairman of the Board of Commissioner will decide when shelters are to be closed.

At each County supported shelter location, the County will provide to the extent available health/medical support, communications, fire protection and security.

Churches, fire stations and community centers can be used as pick-up points for persons for groups requiring transportation to shelters.

Crisis Intervention and mental health counseling will be provided at shelters and by referral, if necessary.

Residents utilizing public shelter spaces will be instructed to bring medications, blankets, special foods/formulas for children and a supply of food for personal consumption. No weapons, alcohol or pets (excluding service animals) are allowed in shelters, with the exception of the Pet Co-Location Shelter, where pets will be housed in a separate area of the school from their owners. Law Enforcement will have the authority to search bags and confiscate any items brought into the shelter.

The Columbus County Sheriff's Office and the Whiteville Police Department will enforce security within the shelter and area(s) immediately adjacent to the shelter (including parking locations). Uniformed deputies or police officers will maintain foot patrol inside the shelter at all times.

An adult must accompany children under 18 years of age when entering the shelter.

Emergency transportation from shelters to area hospitals will be provided to the nearest emergency medical service if travel conditions are safe.

Requests for additional shelter openings will be coordinated through ESF-6 with the American Red Cross, Columbus County Department of Social Services, Health Department, Sheriff's Office, and Emergency Management division of Emergency Services.

Living conditions in the shelters will be basic at best and will not be geared for long-term stay.

Providers of institutional care are required to have emergency plans that include sheltering in place, relocation, and transportation.

Columbus County has an agreement with the local hospital and nursing homes to shelter evacuees that are considered medically fragile and beyond the level of care that can be provided at a traditional shelter.

ORGANIZATION

ESF Responsibilities

Reports to and takes direction from the Human Services Branch Director.

Provides informational updates to the Planning Section.

Develops plans, policies, and procedures necessary to resolve mass care issues during the significant event.

Documents information and actions related to mass care, emergency assistance, housing, and human services' missions and assignments.

Utilizes current methods and procedures to process requests for assistance.

Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Department of Social Services (DSS)

- The agency recognized with ESF coordination. Department of Social Services is responsible for overall leadership and coordination associated with mass care, emergency assistance, and human services. Emergency operational policies and procedures developed by Social Services provide the framework for carrying out these activities.
- Serves as primary liaison with recognized non-profit organizations activated in support of a significant event.

American Red Cross (ARC)

- Provides personnel, equipment, and supplies to supplement County resources as documented in the sheltering/mass care plan.

Columbus County Sheriff's Department, Patrol Division

- Serves as the primary agency responsible for security in the shelters. May receive mutual aid from City of Whiteville and/or other local and State law enforcement partners.

Division of Animal Services

- Serves as the agency with primary responsibility to control, protect, and ensure the humane care and treatment of domestic animals. CCSD maintains equipment, personnel, and affiliations with volunteer groups necessary to provide rescue, evacuation, and sheltering functions.

Columbus County Department of Emergency Services (ES)

- Serves as the agency with primary responsibility for coordinating with primary and support agencies regarding the need for essential services and critical resources.

Trillium Health Resources

- Serves as the agency with primary responsibility for coordinating mental health services for members. Provides personnel and resources necessary to support those members impacted by a significant event.

Columbus County Health Department (CCHD)

- Serves as the agency with primary responsibility for assessing the medical condition of those impacted by a significant event. Monitor's facility health standards and manages infectious disease prevention, control, and surveillance.

Columbus County Public Schools (CCPS) and Whiteville City Schools

- Serves as the agency responsible for providing a suitable shelter facility. The school systems provide personnel to perform general facility management. Upon request, the school will provide food service resources of the Facility, including food supplies, equipment and food services workers, available to feed the shelter occupants.

Public Information Officer (PIO)

- Serves as the agency with primary responsibility to develop and disseminate messages regarding emergency notifications/updates, mass care, emergency assistance, housing, and human services.

MISSIONS AND ASSIGNMENTS

Mission 1: Coordinates the resources necessary to provide shelter food, and relief items during a significant event.

Assignment 1-1: Identifies, prioritizes, procures, and allocates available resources to meet human services and emergency animal shelter facility requirements.

Assignment 1-2: Considers future (in the subsequent 12 to 24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Opens and staffs physically and programmatically accessible human services facilities during a significant event.

Assignment 2-1: Assesses the need for human services facilities, emergency animal shelter facilities, and coordinates the appropriate activation.

Assignment 2-2: Manages, maintains, and operates the necessary human services and emergency animal shelter facilities.

Assignment 2-3: Ensures essential services and programs are made available to the facility population.

Assignment 2-4: Provides timely updates to the EOC regarding the status and current capacity of human services and emergency animal shelter facilities.

Mission 3: Provides essential services to those persons and animals impacted by a significant event.

Assignment 3-1: Delivers basic traditional services that may be unavailable as a result of a significant event. Such services include, but are not limited to: housing, feeding, and basic medical needs.

Assignment 3-2: Provides access to services for those with acute individual needs. Services include, but are not limited to: physical and mental health referrals (refer to ESF-8 Public Health and Medical Services), assistance with state and federal programs, and short-term or temporary housing (refer to ESF-14 Community Recovery) for long-term housing needs.

Assignment 3-3: Coordinates family reunification.

Assignment 3-4: Coordinates animal reunification.

Assignment 3-5: Controls, protects, and ensures the humane care and treatment of domestic animals.

Mission 4: Distributes emergency relief items.

Assignment 4-1: Coordinates the distribution of essential resources to those impacted by a significant event.

Assignment 4-2: Serves as liaison with non-governmental organizations (NGOs) in order to secure goods (refer to the Donations Management Annex. **(This annex is under development)**)

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Review, revise and update memorandums of understanding, mutual aid agreement, standard operating guidelines, and building/shelter floor plans. Conduct annual training for appropriate staff.	
Respond to the EOC upon request.	
Notify supporting agencies to put their personnel and equipment resources on standby for activation.	
Maintain an event/message log at the EOC position.	
Notify the PIO that the Shelter/Mass Care Support Function is operational in the EOC.	
Coordinate the tasking of all shelter activities with other supporting agencies.	
Coordinate the establishment and operation of all mass feeding operations.	
Coordinate the relief efforts provided by volunteer organizations performing mass care functions.	
Coordinate the establishment of the shelter registration system.	
Coordinate provision of first aid in shelters and fixed feeding sites.	
Coordinate provision of medical support exceeding that required for first aid.	
Provide mass care data updates to the EOC and PIO.	
Coordinate with law enforcement for security in shelters.	
Review communication networks to be sure shelters have working communication systems.	
Coordinate with mental health professionals to ensure presence or referrals in shelter facilities.	
RESPONSE GUIDELINES	
Ensure that primary and supporting agencies maintain appropriate listings of agency staff to call for performing activities. These listings should include pager, alternate telephone, cellular phone, fax numbers, etc.	
Ensure that current listings of resource providers are maintained by agencies.	
Monitor evacuation activities.	
Assess the need for additional shelter openings.	
Provide for the replenishment of shelter supplies.	

Ensure that evacuees receive appropriate services while in shelter.	
Coordinate the consolidation of shelters.	
Ensure that evacuees who are not medically appropriate for general sheltering are referred through the EOC to appropriate medical care.	
Ensure that individuals not able to come to mass feeding locations receive food supplies.	
Prevent duplication of goods and services for mass feeding operations.	
Maintain lists of all volunteer agencies providing mass feeding operations in the disaster area (location, contact person, hours of operation, mobile feeding points, logistical needs).	
Ensure that each shelter location has a working communication system and can contact the EOC either by phone, cellular or amateur radio operator.	
Maintain reports of shelter conditions and any unmet needs.	
Track daily costs and develop expense reports.	
Advise the EOC of the needed State/Federal resources at least 12 hours prior to their need.	
RECOVERY GUIDELINES	
Coordinate with applicable State, volunteer and local government agencies to determine the need for extended shelter operations.	
Coordinate with the appropriate agencies for long term placement of disaster victims who cannot move back to their normal residences.	
Continue to provide regular updates on which shelters are open or closed. Provide census reports every 4 hours.	
Assist evacuees to access disaster services.	
Develop plan for orderly shutdown of shelters and/or consolidation of shelters.	
Provide shelter reports to the County PIO for inclusion in situation reports.	
If required, identify locations for temporary housing such as campers or trailers.	
Continue to coordinate with the other EOC functions providing services to shelters.	
Participate in the review of operations during county led critique. Develop plan of action to improve response during future events.	
Recover disaster supplies such as cots, etc. for inventory, cleaning and return to warehouse for future deployment.	

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LOGISTICS
MANAGEMENT &
RESOURCE
SUPPORT

ESF Coordinator:

Columbus County
Emergency Management Coordinator

Primary Agency:

Columbus County Emergency Services

Section:

Logistics
Finance & Administration
Procurement Unit
Planning
Resource Unit

Supporting Agencies:

Columbus County MIS
Columbus County Parks & Recreation
Columbus County Facilities Services
Columbus County Finance Department
Fire, Rescue, EMS Departments, Police
Departments, Sheriff's Department
N. C. Department of Public Safety-Division
of Emergency Management

Purpose

Emergency Support Function (ESF)-7 Logistics Management and Resource Support provides guidance and direction regarding procurement, distribution, and delivery of supplies and other resources associated with the response to a significant event. In addition, ESF-7 directly supports the Emergency Operations Center (EOC) and all ancillary facilities.

Scope

ESF-7 Logistics Management and Resource Support is comprised of two distinct branches, the **Service Branch** and the **Support Branch**.

1. **Service Branch** - provides direct support to ensure that the EOC functions optimally during a significant event. Activities within the scope of ESF-7 Service Branch include: maintains the physical operation of the EOC; ensures voice and data communication systems within the EOC are operable; monitors critical network and applications systems; and provides human resources to perform administrative tasks.
2. **Support Branch** – ensures that essential incident support resources are coordinated and prioritized during a significant event. Activities within the scope of ESF-7 Support Branch include: monitors and reports resource status; acquires, allocates, and distributes supplies; assesses facility requirements; and manages resource transportation requirements. For the purpose of this document:

Due to the complexity of this ESF, the Agency Roles and Responsibilities section will also include Support and Service Branch positions.

Logistics management and resource support refers to, but is not limited to, the provision of personnel, facilities, services, and materials.

Following demobilization, agencies are responsible for managing, maintaining, and storing their resources.

Information regarding the coordination and management of compensation, claims, time, payroll, procurement, and risk management is contained in the Finance/Administration Section.

Information regarding the coordination, management, and deployment of volunteer resources will be coordinated with the Columbus County Disaster Response. (The Donations/Volunteer Management ESF-6A is under development)

ESF Planning Assumptions

All county agencies and departments will participate and engage as ordered by the Director of Emergency Services.

Local and private resources will be strained during a significant event.

CONCEPT OF OPERATIONS

County and municipal departments and agencies will use their own resources and equipment during emergencies and will have control over the management of these resources when the resources are needed to respond to the emergency situations. Security may be required for all resources.

Staging area(s) for incoming resources will be identified in accessible areas as a mobilization point.

An ESF-7 representative will prepare procurement procedures for the acquisition or replacement of resources during day-to-day operation and also develop a procurement system to acquire expendable supplies during emergencies.

ESF-7 will also identify those resources and capabilities that are available in local businesses and industry and other contributing organizations and develop the necessary mutual aid agreements to acquire those resources to support the county under emergency conditions.

Each ESF will coordinate the need for additional personnel, equipment and/or relocation of supplies.

The Finance/Admin Section will issue instructions for all county departments to utilize in tracking the personnel and equipment resources used to respond to the disaster. During a Presidential Disaster Declaration, expenses incurred during the declaration period may be eligible for reimbursement, after the completion of Disaster Survey Reports and final review by FEMA/State Representatives.

Resource management will be coordinated from the Logistics Section of the County levels and the Logistics Support Center (LSC) during county-wide emergency/disaster situations under the leadership of the Emergency Services Director or designee. The agency that has day-to-day

control of a resource needed to respond to the disaster will continue to have operational control of the resource during an emergency period.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Logistics Section Chief.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve logistics and resource management issues during the significant event.
- Documents information and actions related to logistics management and resource support of missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Division of Emergency Management

The agency recognized with ESF coordination. Emergency Services is responsible for overall leadership and coordination associated with resource requests and collaborating with agencies and private partners to ensure needs are met. Emergency operational policies and procedures developed by Emergency Management provide the framework for carrying out these activities.

Ensures the EOC remains in a fully functional state.

EOC Unit

Performs and/or coordinates EOC maintenance, sanitation, lighting, and other facility-related functions as assigned.

Completes external tasks in direct support of the EOC operation.

Coordinates with EOC staff to maintain food service areas to ensure compliance with all health and safety measures.

Determines EOC food requirements and ensures scheduled delivery of meals.

Communications Unit

Answers EOC telephone number and routes calls to appropriate ESFs.

Operates, maintains, troubleshoots, and ensures repair of EOC communications equipment including 800 MHz radios.

Management Information Systems (MIS)

Maintains, troubleshoots, and ensures repair of EOC technology equipment.

Provides software and administrative support for critical EOC applications including WebEOC and CodeRed.

Monitors, maintains, troubleshoots, and ensures repair of essential County and public network components necessary for the delivery of information through internet and intranet connections, email, and other critical services.

Monitors, maintains, troubleshoots, and ensures repair of public safety and other mission-critical systems that host vital applications.

Administration Support Unit

Provides general administrative support to the Policy Group and EOC.

Maintains and manages the EOC check-in/check-out roster and distributes necessary access cards.

Facilities Unit

Identifies and assigns maintenance, sanitation, lighting, and other support functions at ancillary facilities.

Coordinates, analyzes, and makes recommendations for selection and utilization of incident support facilities based on requirements from ESFs.

Supplies Unit

Acquires, allocates, and ensures distribution of incident support supplies and resources.

Coordinates, opens, and staffs commodity distribution facility. Ensures supply chain consistency to distribute commodities to the public.

Coordinates with Resource Unit to ensure the status of all incident support and resources is documented.

Coordinates with the Procurement Unit to ensure all incident support supply and resource purchase information is properly documented and maintains compliance with all applicable procurement laws, regulations, and policies.

Transportation Unit

Coordinates, analyzes, and makes recommendations for selection and utilization of transportation resources based on requirements from ESFs.

Supports fueling, maintenance, and repair of transportation resources.

Coordinates with Resource Unit to ensure the status of all transportation resources is documented.

Coordinates the receipt, prioritization, assignment and final disposition of transport missions for patients who require life sustaining medical treatments and medical personnel who perform life sustaining treatments during a significant event.

Coordinates transportation for essential County personnel to an assigned County worksite.

Resources Unit (Planning Section)

Establishes and maintains a system to track status of all EOC managed resources and coordinates with Logistics to ensure resource requirements are fulfilled.

Procurement Unit (Finance/Administration Unit)

Monitors and documents information regarding incident support supply and resource purchases.

Ensures all purchases are compliant with applicable procurement laws, regulations, and policies.

Fire/Rescue/EMS

Assists in staffing the Transportation Unit with personnel familiar with operating vehicles in dangerous conditions, prioritizing critical medical and non-medical transportation missions, and operating in a dynamic and fluid environment.

Columbus County Transportation

Provides staffing for the Transportation Unit with personnel familiar with transportation resources and support processes.

Columbus County Parks & Recreation

Serves as the agency with primary responsibility for supporting logistical operations by setting up the Point of Distribution (POD) sites, and Central Receiving and Distribution Point (CRDP) and manning the sites with appropriate personnel and equipment.

Finance Department

Develops and maintains policies and procedures that allow for procurement of resources and logistical support during a significant event.

Columbus County Sheriff's Office (CCSO)

Assists in staffing the Transportation Unit with personnel familiar with operating vehicles in dangerous conditions, prioritizing critical medical and non-medical transportation missions, and operating in a dynamic and fluid environment.

MISSIONS AND ASSIGNMENTS

Mission 1: Monitors and reports resource status.

Assignment 1-1: Monitors, maintains, and updates information related to logistics management and resource support status.

Assignment 1-2: Considers future (in the subsequent 12-to-24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Acquires, allocates, and distributes supplies.

- and
- Assignment 2-1: Coordinates acquisitions, allocation, receipt distribution, storage of resources.
 - Assignment 2-2: Coordinates with the Resource Unit and Procurement Unit to ensure that all resources and purchases are accurately tracked.
- Mission 3:** Coordinates the resources necessary to provide commodities during a significant event.
- Assignment 3-1: Identifies, prioritizes, procures, and allocates available commodities (i.e., water, tarps).
 - Assignment 3-2: Considers future (in the subsequent 12-to-24-hour period) resource requirements and conveys to EOC leadership.
- Mission 4:** Opens and staff physically accessible commodity distribution facilities/sites during significant event.
- Assignment 4-1: Assesses the need for commodity distribution facilities/sites and coordinates appropriate activation.
 - Assignment 4-2: Manages, maintains, and operate the commodity distribution facilities.
 - Assignment 4-3: Provides timely updates to the EOC regarding the status of commodity distribution facility/site.
- Mission 5:** Distributes emergency relief items.
- Assignment 5-1: Coordinates the distribution of essential resources to those impacted by a significant event.
- Mission 6:** Assesses facility requirements.
- Assignment 6-1: Identifies suitable incident support facilities based on recommendations from ESFs.
 - Assignment 6-2: Identifies and assigns maintenance, sanitation, lighting, and other support functions at ancillary facilities.

Mission 7: Manages resource transportation requirements.

Assignment 7-1: Identifies suitable transportation resources based on requirements from ESFs.

Assignment 7-2: Manages and coordinates all transportation support services including fueling, maintenance, and repair.

Assignment 7-3: Coordinates with the Resource Unit to ensure that all resources are accurately tracked.

Mission 8: Maintains the physical operation of the EOC.

Assignment 8-1: Performs maintenance, sanitation, lighting, and other support functions in the EOC.

Assignment 8-2: Completes external tasks in direct support of the EOC operation.

Assignment 8-3: Schedules delivery of meals and coordinates with the EOC staff to ensure compliance with all safe food handling requirements.

Mission 9: Operates voice and data communication systems within the EOC.

Assignment 9-1: Ensures personnel is assigned to answer the primary EOC telephone number and routes calls to appropriate ESFs.

Assignment 9-2: Operates and maintains all critical EOC communications systems including 800 MHz radios.

Mission 10: Monitors and repairs critical network and applications systems.

Assignment 10-1: Monitors, maintains, troubleshoots, and ensures repair of essential County and public network components necessary for the delivery of information through internet and intranet connections, email, and other critical services.

- Assignment 10-2: Monitors, maintains, troubleshoots, and ensures repair of public safety and other mission-critical systems that host vital applications.
- Assignment 10-3: Repairs or replaces EOC technology equipment.
- Assignment 10-4: Provides software and administrative support for critical EOC applications including WebEOC and CodeRed.

Mission 11: Provide human resources to perform administrative tasks.

- Assignment 11-1: Provides general administrative support to the Management and Control Group.
- Assignment 11-2: Maintains and manages the EOC check-in/check-out roster and distributes necessary access cards.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Respond to the EOC upon request.	
Maintain a message/event log for the EOC location.	
Identify and notify supporting agencies that may be needed. Take steps to assure that support agencies are on standby and ready to respond.	
Designate which support agencies will provide specific goods and services.	
Issue advisory to all support agencies to track personnel and equipment expenses in the event a Presidential Declaration is received and expenses are reimbursed.	
Determine what resources need to be procured under emergency purchase orders. Maintain a log of those purchases.	
Locate and secure warehouse space for unloading bulk supplies.	
Coordinate the need to establish staging areas with transportation function.	
RESPONSE GUIDELINES	
Continue to review the accuracy of the County Resource Guide. (Under development)	
Coordinate activities with Federal and/or State teams that may be dispatched to the disaster area.	
Respond to resource requests from other EOC functions and agencies.	

Maintain records of all properties loaned, quantities, contact point, and return location.	
Coordinate emergency purchases between vendors and commercial sources.	
Work with ESF-5 to coordinate activities with Federal/State officials to procure resources that are not available within the County.	
Track daily costs and develop expense reports.	
Advise the EOC of State/Federal resources needed at least 12 hours prior to the County's need.	
RECOVERY GUIDELINES	
Continue to respond to requests for supplies and services.	
Replenish supplies expended, where necessary.	
Ensure the return of supplies borrowed.	
Assist in identifying secondary sites that might be utilized for receiving and disbursement of donated goods.	
Participate in the review of operations during County-led critique. Develop plan of action to improve response during future events.	

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PUBLIC HEALTH
AND
MEDICAL

ESF Coordinator:

Health Director

Primary Agency:

Columbus County Health Department

Section:

Operations

Support Agencies:

Columbus Regional Health Center

Trillium Health Resources

NC Department of Health and Human Services

Office of the Chief Medical Examiner

Columbus County Public Information Officer

Branch:

Human Services

Group:

Health and Medical

INTRODUCTION

Purpose

Emergency Support Function (ESF)-8 Public Health and Medical provides guidance and direction to designated agencies responsible for public health.

Scope

ESF-8 Public Health and Medical coordinates the resources necessary to provide public health and wellness during a significant event. Activities within the scope of ESF-8 functions include: coordinates fatality management; coordinates and manages special medical needs sheltering; coordinates infectious disease outbreak response; provides counseling and mental health services; manages hospital surge; and monitors critical health care facilities.

For the purpose of this document, a critical health care facility includes but is not limited to: hospital, nursing home, dialysis center, assisted living center, and group home.

Situation

- Columbus County has one major medical care facility; Columbus Regional Healthcare System
- This facility operates emergency departments and offer specialized services in addition to nursing care.
- Residents requiring care in the hospital setting are normally referred to these facilities. Other specialized care is available from regional medical facilities in Wilmington, Greenville, Raleigh, Durham and Chapel Hill.
- The EMS/Rescue services operating in the county is performed by a combination of non-profit Fire Departments, Rescue Squads, and EMS agencies. Some are all volunteer, some paid however the majority are combination departments.
- New Hanover Regional Medical Center in Wilmington or Cape Fear Valley Medical Center in Fayetteville are the two closest designated Level II Trauma Centers.
- Vidant Health, Eastern North Healthcare in Greenville is the closest designated Level 1 Trauma Center.
- The County and/or State Medical Examiner is responsible for the disposition of the deceased.

- The Medically Fragile Individual Registry is maintained by Columbus County Emergency Services. This list would be available to response personnel through the EOC in the event of an emergency.
- A listing of licensed long term care facilities is maintained by the Emergency Services Division.
- Mass casualty events could occur at various locations within the county, including but not limited to the following:
 - Major highways
 - Chemical Manufacturing Plants
 - School or Religious Campus & Facilities
 - Festivals, parades, concerts, and retail centers
- Columbus County has a Mass Casualty Plan for response to events. A copy of this document is on file in the EOC.
- During hurricane conditions, operations of EMS and rescue may be suspended or curtailed to protect the responders from high winds and flying debris. A
- According to the Inclement Weather, EMS no longer crosses bridge spans once sustained wind speeds reach greater than 35 mph and operations are suspended at sustained winds of 50 mph.
- The County PIOs will serve as the official spokesperson for mass casualty events.
- Disaster events involving EMS and mass care will be coordinated from the EOC, unless an on-scene command post is established.

ESF Planning Assumptions

Individuals may experience stress or other mental health crisis as a result of the significant event.

Fatality management for naturally occurring events are the responsibility of the locality.

Efforts will take into consideration Columbus County's special needs and hard to reach populations.

CONCEPT OF OPERATIONS

The Health Department will implement effective environmental health, nursing, and health education practices to minimize the incidence of disease and illness.

The Health Department will coordinate health care in Columbus County shelters and mass care facilities, if established. Services will be rendered in accordance with the Health Department protocols.

Inspections of damaged areas and shelters will be carried out in order to monitor food preparation, restroom facilities, pest control, sanitation, immunizations, and water purification needs.

The Health Department, in cooperation with State and private labs, will oversee testing of water supplies, if needed.

Homebound patients, normally cared for by home health care services and those special needs populations in licensed long term care facilities, are the responsibility of the agency/facility rendering services to them at the time of the disaster.

The Health Department will coordinate with the County PIO concerning the distribution of information relating to disaster related health procedures and advisories.

Trillium will assist the Health Director with coordinating with Integrated Family Services for Critical Incident Stress Management (CISM) training.

Patient triage, holding, treatment and transportation areas will be established by the EMS Authority Having Jurisdiction, when needed.

When necessary, an EMS officer will be located at the EOC or command post to coordinate the incoming rescue/EMS units and establish communication links with hospitals and the County 911 Center.

The Incident Commander or his designee (LZ Command) will coordinate air ambulance operations as needed.

Additional rescue/EMS resources may be secured through the Eastern Branch Office, NC Division of Emergency Management, or the State EOC in Raleigh, through the County Emergency Management Department.

Operations for mass casualty events will be coordinated by the Director of Emergency Services in conjunction with the Emergency Management Director.

Temporary morgue(s) will be organized and administered by the County Medical Examiner and supported by funeral home staff available in the county. Functions carried out in each morgue

will be dictated by the circumstances and supported by Columbus County Emergency Services by providing resources needed.

State Medical Assistance Teams (SMAT) and State Mortuary Operations Response Teams (SMORT) are available from the State Office of Emergency Medical Services via North Carolina Emergency Management.

Regional Mutual Aid

Novant Health New Hanover Regional EMS operates SMAT Type III Team capable of mass decontamination operations for 150 patients per hour for two hours without resupply.

Novant Health New Hanover Regional Medical Center operates SMAT Type II Team which is also capable of mass decontamination operations for 150 patients per hour for two hours without resupply.

The SMAT II Team is capable of establishing a 50-bed mobile field hospital that can be increased to a 90-bed hospital with additional local assets. They can create multiple forward deployed medical stations throughout the community, as needed, and establish an 80-bed Special Needs Shelter.

The Strategic National Stockpile (SNS) is available from the Centers for Disease Control (CDC) via NC Emergency Management.

The Columbus County Health Department contracts with “On Target Preparedness” for disaster planning, training, and response services.

Specific (Public Health)

- Public health services in Columbus County are directed, operated and coordinated by the Director of the Columbus County Health Department. The County Health Director will coordinate the following:
- Coordinate healthcare operations in emergency shelters with DSS, ARC, Salvation Army, etc.
- Provide health inspections, emergency immunizations and control communicable diseases.
- Provide inspections of mass care facilities, when requested.
- Assist in establishing temporary morgue, when situation dictates.
- Ensure crisis counselors are available to provide services to the public and responders.
- Assist ARC with disaster welfare inquiries.
- Ensure that care facilities have plans in place to care for their populations.

- Inspect food and water supplies, sanitation, and mass feeding locations in the County and shelters.
- Provide a representative to the EOC when required.

Specific (Medical Services)

Medical services in Columbus County are managed by multiple Fire/Rescue/EMS agencies throughout the County and coordinated by Columbus County Director of Emergency Services.

Specific (Columbus Regional Medical Center)

Operates multiple inpatient and outpatient services within the community and emergency operations of each are coordinated through the Hospital Command Center.

The Hospital Command Center or Emergency Manager is the primary point of contact for medical resources during an emergency outside of normal operations.

Local transport resources are not available to manage the movement of all non-ambulatory persons within the community. Statewide mutual aid will be required during large scale events such as community wide evacuation.

Licensed Medical Care facilities are routinely informed that they will be required to manage movement of their patients.

Coordinate patient care through existing resources and disaster medical aid stations, alternate care facilities, or mobile field hospitals.

Coordinate fatality management in cooperation with Health Director, County Medical Examiner, and local/state/federal law enforcement.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Human Services Branch Director.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve mass care issues during the significant event.
- Documents information and actions related to mass care, emergency assistance, housing, and human services missions and assignments.

- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Columbus County Health Department (CCHD)

The agency recognized with ESF coordination. The Health Department is responsible for overall ESF leadership and coordination associated with public health and wellness during a significant event. Emergency operational policies and procedures developed by the Health Department provide the framework for carrying out these activities.

Trillium Health Resources

Serves as the agency with primary responsibility for coordinating mental health services for members. Provides personnel and resources necessary to support those members impacted by a significant event.

Columbus Regional Health Center

Serves as primary liaison for the Columbus Regional Health System. Proves an ongoing assessment of staff, facilities, and resources and reports operational readiness.

Public Information Officer (PIO)

Serves as the agency with primary responsibility to develop and disseminate messages regarding Public Health and Medical Services.

MISSIONS AND ASSIGNMENTS

Mission 1: Coordinates the resources necessary to provide public health and wellness during a significant event.

Assignment 1-1: Identifies, prioritizes, procures, and allocates available resources.

Assignment 1-2: Forecasts future (in the subsequent 12–24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Manages mass fatality incidents and coordinates with partner agencies.

Assignment 2-1: Manages response to mass fatality events whether naturally occurring (Health Department) or a death that falls under the Medical Examiner’s jurisdiction.

Assignment 2-2: Coordinates with the logistics section to identify, assess, acquire, and maintain the facilities, supplies, and other resources necessary to manage a mass fatality event.

Assignment 2-3: Identifies and assesses the need for regional, state, or federal resources and coordinates with the Resource Unit and Management and Control Group to initiate requests.

Mission 3: Coordinates the operation of Special Medical Needs shelters for those impacted by a significant event.

Assignment 3-1: Assesses the medical and mental health needs of individuals to determine if the level of care exceeds the capability of the general population shelter.

Assignment 3-2: Establishes, operates, and maintains Special Medical Needs shelters and/or identifies existing acute care facilities that can accommodate impacted individuals with special medical needs.

Assignment 3-3: Provides untimely updates to the EOC regarding the status and current capacity of Special Medical Needs shelters.

Mission 4: Manages the response to the potential or actual infectious disease outbreak that constitutes a public health emergency and other events that may require emergency medical countermeasures.

Assignment 4-1: Conducts surveillance to monitor the status and progress of infectious disease outbreaks and other public health threats.

- Assignment 4-2: Establishes Points of Distribution (PODS) to ensure delivery and distribution of medicines and/or vaccines.
- Assignment 4-3: Collaborates with ESF-15 External Affairs to develop factual, timely, and consistent message delivery.
- Assignment 4-4: Coordinates with responsible agencies and healthcare providers to effect quarantine and isolation measures.
- Assignment 4-5: Collaborates with responsible agencies and healthcare providers to identify, establish, and maintain alternate care facilities.

Mission 5: Provides counseling and mental health services.

- Assignment 5-1: Assesses and provides crisis counseling and emergency mental health services during a significant event.

Mission 6: Coordinates efforts to manage hospital and other acute care surge during a significant event.

- Assignment 6-1: Provides timely updates to the EOC regarding the status and current capacity of hospitals and other acute care facilities.
- Assignment 6-2: Coordinates and communicates with the Regional Healthcare Coordination Center (RHCC) to identify and assess facility resources.

Mission 7: Monitors and reports status of critical health care facilities during a significant event.

- Assignment 7-1: Provides regular and frequent updates to the EOC regarding the status and current capacity of critical health care facilities.
- Assignment 7-2: Develops alternative strategies necessary to deliver programmatic services when critical health care facilities are overwhelmed, damaged, or are otherwise in diminished capacity.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Review, revise and update memorandums of understanding, mutual aid agreements, checklists and standard operating guidelines.	
Respond to the EOC to coordinate Public Health Services, when requested.	
Maintain message/event log in the EOC.	
Notify supporting agencies of potential need for personnel and equipment resources.	
Develop call back lists to include phone, pager, fax, mobile phone and alternate phone numbers. Compile list of personnel available with same information.	
Notify PIO that the function is staffed in the EOC.	
Beginning planning to meet health and medical needs of potential shelters.	
Coordinate activities with the Red Cross, Salvation Army and Mental Health.	
Assess the needs of special care groups in cooperation with the home healthcare agencies, long term care facilities, and other groups providing care to special needs individuals.	
Respond to requests for information on public health concerns.	
Prepare to release public health advisories in conjunction with the County PIO.	
Ensure that a staffing plan for the EOC function is in place for 24-hour coverage, if required.	
Provide census of area hospitals to EOC personnel, if requested.	
Determine if any healthcare facilities will have to be evacuated and the destination.	
Review, revise, update memorandum of understanding, mutual aid agreements and checklists annually.	
Respond to the EOC and assume control of EMS/mass casualty resources.	
Ensure that Command Post has been established, when appropriate, and that a communications link is operational.	
Maintain an event/message log for the EOC position.	
Identify and notify supporting agencies to include telephone, pager, cellular, fax numbers, and radio call signs.	
Respond to requests for rescue/mass casualty assistance.	
Begin to assess situation and develop report to be delivered at the EOC briefing outlining operational status.	
Develop action plan to overcome EMS/mass casualty resource shortfalls.	
Ensure the County and hospital PIOs are briefed on a regular basis as to the status of the EMS/mass casualty operational readiness.	
Plan for alternate means of communication with field units if primary means of communications are disrupted.	
Establish communications link with Incident Command post, when established.	
If needed, determine the status of private resources available to support EMS/mass casualty response	
Identify secondary hazards that may threaten responders and plan to overcome these hazards.	

Ensure that all available local resources have been utilized prior to asking for State assistance.	
Coordinate with the other EOC functions for restrictions on search/disaster areas, transportation needs, resource needs, etc.	
Determine the need for specialized equipment/resources and request suppliers of this equipment.	
RESPONSE GUIDELINES	
Maintain responsibility for the coordination of services, equipment and personnel to meet the health and medical needs of the disaster victims. See DMAT or DMORT under National Response Framework.	
Coordinate requests to the State for additional health/medical personnel, equipment and supplies.	
Monitor food/drug safety, radiological hazards, chemical hazards, potables of water, wastewater disposal, solid waste disposal and vector control items.	
Coordinate victim identification/mortuary services with Medical Examiner and local law enforcement. See Mass Casualty Plan.	
Coordinate release of health advisories with the County PIO.	
Monitor requirements of the special need's population in cooperation with the EOC.	
Continue to respond to emergency medical calls as conditions permit.	
Decide at what condition no EMS calls will be undertaken and advise supporting agencies of this condition.	
Determine any need for additional health and medical resources.	
Coordinate and direct the activation and deployment of voluntary resources of health, medical, personnel, supplies, and equipment.	
Coordinate the response to requests for assistance to mental health victims.	
Warn the public of contaminated water supplies and methods to purify water via PIO.	
Provide coordination of medical equipment, supplies, nurses, pharmacy services, environmental health departments, staff, nutritional services, mental health workers, crisis mental health workers in shelters, volunteer health workers, dental services, emergency immunizations and public information releases (in cooperation with the County PIO).	
Track daily costs and develop expense reports.	
Establish response criteria when major hazards pose threat to responders.	
Determine locations for new EMS/Mass Casualty operational locations, if bases are damaged or inaccessible.	
Conduct mass casualty operations in accordance with mass casualty standard operating guidelines for EMS.	
Coordinate activities with other EOC functions to obtain support for operations.	
When required, identify patient triage, holding, treatment and transportation area.	
Establish Incident Command Post, if required. Establish communications link with the Command Post and field forces.	
Asses the need for requesting additional rescue resources from the state.	
Identify locations for temporary morgues, if required.	
Coordinate activities with Medical Examiner, when required.	

Instruct all responders to track their personnel and equipment expenses in the event of a Presidential Disaster Declaration.	
Request air evacuation of severely injured victims, when required.	
Coordinate activities with medical facilities. Provide notification of mass casualty event, and the number of victims.	
Assist with notification of next-of-kin, if requested, for mass casualty events.	
Access the National Pharmaceutical Stockpile (NPS) Push Packages, as necessary.	
Continue to update the County PIO on the status of EMS operations. Continue to provide briefings to the EOC staff.	
If mass casualty/EMS events occur on waterways, coordinate activities with the appropriate agencies.	
Request divers when needed for body recovery if safe diving conditions exist.	
Account for all responders to mass casualty/EMS events.	
Track daily costs and develop expense report.	
Advise the EOC of any State/Federal resources needed at least 12 hours in advance.	
RECOVERY GUIDELINES	
Monitor conditions for health and medical concerns.	
Resume response to requests for EMS and rescue, as appropriate.	
Coordinate emergency immunizations, if required.	
Release advisories on water, wastewater, etc.	
Ensure the safety and health of public health responders.	
Assess the need for emergency mosquito spraying with state agencies.	
Establish mental health counseling teams, if necessary.	
Provide CISM Teams, if needed.	
Assist in identifying locations and obtaining potable water and portable toilets.	
Coordinate the victim identification and mortuary services. Notify next-of-kin, when requested.	
Identify locations for temporary morgues, if required.	
Request additional public health personnel, equipment and supplies.	
Continue to coordinate the release of mass casualty/EMS events and status with the County PIO.	
Continue to coordinate activities with private relief agencies. Provide assistance when resources will allow.	
Ensure that deaths are investigated and scenes secure. Cooperate with other EOC functions to ensure security and transportation needs are met.	
Continue to ensure security for mass casualty sites.	
Coordinate activities with State/Federal assessment teams that may arrive in the County.	
Coordinate activities with other functions to ensure continuity of operations.	
Account for all personnel assigned to EMS/mass casualty operations.	
Compile reports of damage to facilities, equipment, injuries to responders, etc.	
Begin process to ensure re-supply to expended supplies consumed during responses.	
Plan for orderly shut-down of emergency operations and return to normal operations. Release responders to return to their home base.	

Continue restrictions on search/mass casualty areas, if required.	
Assess the need for CISM Team for Search and Rescue and EMS personnel.	
Ensure that a summary of operations is filed with the County Emergency Management Department, Division of Emergency Services.	
If emergency purchase of critical items is required, work with EOC to ensure timely completion.	
Participate in the review of operations during county led critique. Develop plan of action to improve response during future events.	

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SEARCH AND RESCUE

ESF Coordinator:

Emergency Services

Primary Agency:

Columbus County Emergency Services

Section:

Operations

Support Agencies:

Columbus County E911 Communications
Columbus County Emergency Management
Columbus County Fire/Rescue/EMS
Columbus County Fire Marshal
Municipal Law Enforcement
Columbus County Sheriff's Office
American Red Cross
NC Wildlife Resources
NC State Parks

Branch:

Emergency Management

Group:

EMS/Rescue Group

INTRODUCTION

Purpose:

Emergency Support Function (ESF)-9 Search and Rescue provides procedures and direction regarding the location, rescuing, and/or recovering lost, missing, or trapped persons.

Scope:

ESF-9 Search and Rescue (SAR) coordinates and manages the resources necessary to locate, rescue, and/or recover lost, missing, stranded, or trapped person. Activities within the scope of ESF-9 functions include: monitors and reports condition and coordinates, and establishes priorities regarding the response to a search and rescue incident.

For the purpose of this document, search and rescue includes, but is not limited to: structural collapse, waterborne, and inland wilderness search and rescue.

ESF Planning Assumptions

Search and rescue missions with an investigative and/or criminal component will be coordinated by the appropriate law enforcement agency.

Search and rescue missions involving urban search and rescue or technical rescue beyond local capabilities will be coordinated by the EOC in direct communications with the Eastern Branch of NCEM.

A number of mutual aid agreements exist and are available to assist in search and rescue missions.

Emergency calls for service and routine resource requests are managed by Columbus County Emergency Communications Center (911). Unique or unusual resource requests may be routed to the EOC.

CONCEPT OF OPERATIONS

General

- The Unified Command System will be utilized to coordinate activities of all responding agencies involved in a search and rescue operation.

- Once notification of an emergency involving searches, including: structural collapse, missing persons, trapped person involving boats, vehicles, or planes, is received within the county, the pre-designated individuals trained in directing and coordinating SAR operations will ensure effective use of local resources.
- Resources needed from outside of the county will be identified by Columbus County Emergency Services.
- The PIO may release information about the search and handle inquiries from media representatives on a timely basis after coordination with Emergency Services and law enforcement.
- Family members will be kept apprised of the progress of the search.
- The Cape Fear Chapter of American Red Cross and/or the Salvation Army may provide support for SAR activities as available.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Emergency Services Branch Director.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve search and rescue issues during the significant event.
- Documents information and actions related to search and rescue missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Columbus County Emergency Services

Serves as the agency recognized with ESF coordination and primary responsibility for incident management. Columbus County Emergency Services is responsible for the overall ESF operations, leadership, and coordination associated with non-law enforcement related search and rescue activities during a significant event.

Columbus County Sheriff's Office (CCSO)

Serves as the department with primary responsibility for law enforcement related search and rescue missions. CCSO is responsible for the overall ESF leadership and coordination associated with law enforcement related search and rescue responses during a significant event.

MISSIONS AND ASSIGNMENTS

Mission 1: Manages the resources necessary to locate, rescue, and/or recover lost, missing, stranded, or trapped persons.

Assignment 1-1: Maintains and updates information related to staffing or search and rescue response resources.

Assignment 1-2: Identifies, prioritizes, procures, and allocates available resources to maintain adequate search and rescue operations.

Assignment 1-3: Considers future (in the subsequent 12-to-24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Provides situational updates regarding search and rescue response.

Assignment 2-1: Reports any damage to search and rescue equipment and any injuries sustained by staff.

Mission 3: Coordinates and establishes priorities regarding search and rescue missions.

Assignment 3-1: Assesses search and rescue activities and identifies prioritized staffing scenarios and unmet resource requirements.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Review and update plans, standard operating procedures, checklists and any memorandums of understanding quarterly or as necessary.	
Respond to the EOC upon request to coordinate search resources.	
Maintain message/event log in the EOC or on-scene.	
Notify supporting agencies of any need for their personnel and equipment.	
Obtain telephone, pager, back-up phone, cellular and fax numbers, radio frequencies, call signs and any other contact numbers necessary to reach supporting agencies and personnel.	
Plan for a response to search requests.	
Determine the status and needs of the specific incident.	
Commit and deploy local resources as available.	
Coordinate with agencies outside of the disaster area to ensure their resources are available and will be committed.	
Arrange for transportation of SAR teams and/or coordinate requests for transportation with the EOC transportation function member (ESF-1)	
Determine the status of available resources.	
Advise the County PIO when the search function is staffed on a 24-hour basis in the EOC.	
RESPONSE GUIDELINES	
Designate command posts and/or staging areas, if needed. Ensure that operations are conducted in alliance with SAR Teams.	
Provide information to the County PIO for release to media representatives.	
Track daily costs and develop expense reports.	
Advise the EOC of any State or Federal resources needed at least 12 hours in advance.	
RECOVERY GUIDELINES	
Upon request, supply the appropriate SAR resources.	
Ensure that responding agencies have maintained personnel and equipment expenditure logs.	
Request transportation and/or replenishment of supplies, etc..	
Provide for orderly shutdown of staging areas, if opened.	
Ensure that loaned equipment to SAR Teams is returned to proper sources.	
Provide information to the County PIO for release to media representatives.	
Participate in the review of operations during county-led critique. Develop plan of action to improve response during future events.	

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OIL AND HAZARDOUS MATERIALS RESPONSE

ESF Coordinator:

County Emergency Services

Primary Agency:

Columbus County Emergency Services

Section:

Operations

Branch:

Emergency Services

Group:

HazMat Group

Supporting Agencies:

Columbus County E911 Communications
Columbus County Fire Marshal
Columbus County Fire/Rescue/EMS
Columbus County Sheriff's Office
Municipal Law Enforcement
NC Department of Public Safety
Division of Emergency Management
Regional HazMat Response Team
NC State Highway Patrol
NC Department of Environmental Health
US Environmental Protection (EPA)
CHEMTREC

INTRODUCTION

Purpose

Emergency Support Function (ESF)-10 Hazardous Materials response provides guidance and direction regarding detection, stabilization, and mitigation of hazardous materials incident.

Scope

ESF-10 Hazardous Materials response coordinates the resources necessary to detect, stabilize and mitigate a hazardous materials incident. Activities within the scope of ESF-10 functions include: coordinates and establishes priorities regarding the response to and recovery from a hazardous materials incident.

Situation

Oil and hazardous materials emergencies could occur from any one of several sources including the transportation, storage, or manufacturing of such materials. An oil and/or hazardous materials incident could result in the discharge and/or release of contaminants in varying degree throughout the county or in the destruction of dwellings and property.

Firefighters are usually the first responders to incidents involving hazardous materials and are limited in their response capabilities to conduct offensive measures. Victims of hazardous materials accidents may require unique or special medical care not typically available in the county or surrounding area. Hazardous materials emergencies may occur without warning requiring immediate response actions and may result in short/long term health, environmental and economic effect.

Columbus County mandates the display of NHPA placards for the identification of hazardous substances within a facility. The Local Emergency Planning Committee (LEPC) has been established in the county by the State Emergency Response Commission to assist in identifying the magnitude of the chemical hazard present in the community, assess the vulnerability of the community to the hazard, and provide planning guidance for emergency response to hazardous materials events.

The LEPC receives the N.C. Community Right-to-Know Tier II reports by E-Plan submission. Facility emergency response plans submitted to the LEPC are filed in the Emergency Management Office and with local fire departments by the reporting organization. Tier II reports submitted to E-Plan by the facilities that report to the LEPC are maintained in the E-Plan database and can be accessible by submitting a request to Columbus County Emergency Services.

The City of Wilmington Fire Department operates a Regional Response Team (RRT-2) for responding to hazardous material events. The NC Division of Emergency Management provides sponsorship of the team. While the Wilmington RRT-2 is primary, Fayetteville RRT-3 is secondary should the primary team be unavailable.

Assistance from the NC Regional Response Teams (NCRRT) can be secured from the State EOC, 24 hours/day. Assistance may be in the form of advice or technical guidance and an initial response involving two or three hazmat team personnel. Larger incidents can include a full team response from the RRT.

Cleanup of an oil and/or hazardous materials spill is the duty of the responsible party. The responsible party is required to notify the National Response Center (1-800-424-8802) of the event.

An oil and/or hazardous materials incident will be invoice to the responsible party. If no responsible party can be identified, then the expense of cleanup is borne by federal, state or county government.

ESF Planning Assumptions

A number of mutual aid and automatic aid agreements exist and are available to assist in the delivery of hazardous materials response.

Emergency calls for service and routine resource requests are managed by the Columbus County Emergency Communications Center (911). Unique or unusual resource requests may be routed to the EOC.

Facilities will file their written notification(s) in compliance with SARA III regulations.

CONCEPT OF OPERATIONS

There are several types of incidents involving response to oil or hazardous materials that responders could be faced with in the county. Hazardous materials incidents may involve:

- Fixed Facilities and Pipelines
- Highway, Waterways and Rail Accidents

The level of response will be determined by:

- The amount and toxicity of the material involved in the accident or the release.
- The population, property or environment threatened, and the level of protective equipment required for the involved substances.
- The type and availability of protective equipment required for the release material.

- The probable consequences if no immediate actions are to be taken.

Incident Command System (ICS) will be implemented on an appropriate scale at the scene of every hazardous material event in the county.

County and municipal responders recognize the role and authority of the U.S. Coast Guard and the Environmental Protection Agency (EPA) in oil and/or hazardous materials response.

Warning and notifications to the public, including warning and notification to special populations such as the disabled, will be accomplished in accordance with the External Affairs section of this plan.

The Columbus County Emergency Operations Plan will be coordinated with surrounding jurisdictions regarding any incident that poses potential problems for a multi-jurisdictional response.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Emergency Services Branch Director.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve search and rescue issues during the significant event.
- Documents information and actions related to firefighting missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Columbus County Emergency Services

The agency recognized with ESF coordination and primary responsibility. Emergency Services is responsible for the overall ESF leadership and coordination associated with hazardous materials response during a significant event.

MISSIONS AND ASSIGNMENTS

- Mission 1:** Manages the resources necessary to detect, stabilize, and mitigate a hazardous materials incident.
- Assignment 1-1: Maintains and updates information related to staffing of hazardous materials response equipment.
- Assignment 1-2: Identifies, prioritizes, procures, and allocates available resources to maintain adequate hazardous materials operation.
- Assignment 1-3: Considers future (in the subsequent 12-to-24-hour period) resource requirements and conveys to EOC leadership.
- Mission 2:** Coordinates and establishes priorities regarding delivery of hazardous materials response.
- Assignment 2-1: Assess hazardous materials activities and identifies prioritized staffing scenarios and unmet resource requirements.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Review, update mutual aid agreements, memorandums of understanding, checklists and standard operating guidelines annually.	
Staff the Hazardous Materials Function (ESF-10) in the EOC, when requested. Provide for 24-hour coverage of position.	
Maintain a message/event log in the EOC.	
Assist the County PIO in developing advisories and media releases concerning hazards associated with potential spill/accident locations.	
Notify supporting agencies of any potential need for personnel and equipment resources. Compile list of available personnel/equipment by unit.	
Develop a contact list for support units including phone, cellular, pager, and fax numbers, etc.	
Identify locations in the County that could pose "hazardous materials" problems under specific conditions and report to the EOC representatives.	
Assume lead role for response to hazardous materials event (fixed, roadways, pipeline, and waterway).	

Determine status of local clean up contractors. If not available, determine where the nearest units are located and estimated time to arrive in the County.	
Respond to requests of hazardous materials spills. Assess the situation and report to the EOC representatives.	
Advise agencies to keep track of the personnel and equipment expenses.	
Ensure the availability of medical monitoring for hazmat teams, if required.	
RESPONSE GUIDELINES	
Coordinate the response units and actions through on-scene units.	
Advise the County PIO of the situation and need for media response and protective action recommendations.	
Determine what outside resources will be required to assist County units. Request assistance from the State through the County Emergency Management.	
Notify local clean-up contractors or state air monitoring teams to be on standby, if applicable.	
Coordinate response actions with the other functions as necessary (fire/rescue, transportation, shelter/mass care, etc.).	
Ensure that response units are tracking their personnel and equipment expenses.	
Contact appropriate company officials to determine the extent of danger of hazardous materials.	
When appropriate, ensure that CHEMTREC has been notified of the event.	
When appropriate, ensure that US Coast Guard has been notified of the event.	
Coordinate actions with other State agencies. Ensure that the State EOC has notified those agencies that have jurisdiction (Wildlife, Water Quality, Environmental Management, Solid and Hazardous Waste, etc.).	
Determine the type of sheltering actions to be taken and coordinate with the American Red Cross.	
Establish Command Post and ICS.	
Notify medical care facilities of the type of hazardous materials if injuries are involved.	
Ensure that medical monitoring of hazardous material responders is provided on-scene, and that follow-up evaluations take place.	
RECOVERY GUIDELINES	
Continue to assess the environmental impact in coordination with other agencies.	
Designate staging areas for clean-up contractors and equipment, if needed.	
Coordinate with law enforcement to keep area closed.	
Coordinate with the County PIO to provide updates to media representatives.	
Request the replacement of expended supplies and/or damaged equipment.	
Ensure that the costs of the response have been tabulated for billing of the responsible party.	
If hazardous materials affect any waterways, coordinate with the US Coast Guard.	
Develop an after-action report on the incident for EOC personnel.	
Return units to base when no longer required.	

Participate in the review of operations during county-led critique. Develop plan of action to improve response during future events.	
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AGRICULTURE
AND
NATURAL RESOURCES

ESF Coordinator:

Extension Director

Section:

Operations

Branch:

Infrastructure

Group:

Agriculture & Natural Resources

Primary Agency:

Columbus County Cooperative Extension

Supporting Agencies:

- Columbus County Emergency Management
- Columbus County Sheriff's Office
- Columbus County Health Department
- Columbus County Engineering
- Columbus County Soil and Water
- NC Department of Agriculture

INTRODUCTION

Purpose

Emergency Support Function (ESF)-11 Agriculture and Natural Resources provides guidance and direction to designated agencies responsible for assessing and protecting the viability of the commercial food supply, agriculture, and natural resources.

Scope

ESF-11 Agriculture and Natural Resources necessary to assess and protect the viability of the commercial food supply, agriculture, and natural resources during a significant event. Activities within the scope of ESF-11 functions include: assesses damage to agricultural resources; ensures safety and security of the food supply; responds to animal and plant disease outbreaks; and coordinates protective actions associated with natural, cultural, and historic resources.

For the purpose of this document, bulk food or commodity distribution is coordinated through ESF-7 Logistics Management and Resource Support.

Situation

- The Health Department dietitians and nutritionists will assist citizens with diet consultation and food preparation methods if needed before and after an emergency/disaster occurs.
- Animal operations is under the direction of the Sheriff's Office and is relied upon to handle stray, unwanted, sick, and injured pets within Columbus County.
- The animal shelter is limited in its ability to house cats and dogs. No large animals can be cared for at this facility. This facility is not hardened against high hurricane force winds, but it does have a back-up power supply.
- If Columbus County opens emergency shelters, provisions have been made for evacuees to be sheltered in the same facility as their companion animals. There will be a Pet Co-location Shelter at Edgewood Elementary School. Columbus County Sheriff's Office Animal Operations staff provides core management staff for the pet side of the Co-location Shelter and works in cooperation with Emergency Management on planning and logistics for the Pet Co-Location Shelter.

ESF Planning Assumptions

There is no direct tie between traditional damage assessment and agricultural damage assessment. Timelines, forms, and reporting requirements will be different.

Coordination with many non-traditional regional, state, and federal agencies may become necessary for certain natural, cultural, or historic resources.

CONCEPT OF OPERATIONS

Columbus County Agriculture and Natural Resources would likely sustain significant damage during a major disaster occurrence. The County is a large producer of field crops, livestock, and forest timber.

Large farms will likely have the resources to prepare, respond, and recover from a disaster.

Smaller, potentially family-owned agriculture producers, will need help and direction during the process.

The County will require assistance from State and Federal partners in order to sustain its Agriculture and Natural Resources following a disaster.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Infrastructure Branch Director.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve agriculture and natural resources issues during the significant event.
- Documents information and actions related to agriculture and natural resources' missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance and Administration Section.

Agency Roles and Responsibilities

Columbus County Cooperative Extension

The agency recognized with ESF coordination. Columbus County Cooperative Extension is responsible for overall ESF leadership and coordination associated with agriculture and natural

resources during a significant event. Emergency operational policies and procedures developed by County Cooperative Extension provide the framework for carrying out these activities.

Columbus County Sheriff's Office – Animal Services Division

Provides personnel, equipment, and resources to assist with animal disease outbreaks.

Columbus County Soil and Water Conservation

Serves as the agency with primary responsibility for protecting, managing, and monitoring natural, environmental, and cultural resources.

Columbus County Health Department

Environmental Health Services

Serves as the agency with primary responsibility for conducting food safety inspections in establishments impacted by the significant event.

MISSION AND ASSIGNMENTS

Mission 1: Coordinates the resources necessary to assess and protect the viability of the commercial food supply, agriculture, and natural resources during a significant event.

Assignment 1-1: Identifies, prioritizes, procures, and allocates available resources to protect the commercial food supply, cultural, and natural resources.

Assignment 1-2: Considers future (in the subsequent 12 to 24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Assess damage to agricultural resources assessments and documents, analyzes, and reports results.

Assignment 2-1: Conducts assessments on all damaged crops and agricultural facilities.

Mission 3: Ensures safety and security of the food supply.

Assignment 3-1: Coordinates with ESF-13 Law Enforcement to ensure adequate security of the commercial food supply.

Assignment 3-2: Conducts food safety inspections in establishments impacted by a significant event.

Mission 4: Responds to animal and plant disease outbreaks.

Assignment 4-1: Inspects, verifies, and reports the presence of animal or plant disease outbreak with significant economic ramifications.

Mission 5: Coordinates protective actions associated with natural, cultural, and historic resources.

Assignment 5-1: Manages and protects natural and cultural resources impacted by a significant event.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Review, revise and update mutual aid agreements, memorandums of understanding, and standard operating guidelines annually.	
Identify and notify supporting agencies that their personnel, equipment, and facility resources may be required. Develop updated contact lists with phone numbers (home, cell, pager, and fax) staff rosters, alternate contacts and phone numbers, etc.	
Prepare and release advisories regarding Agriculture and Natural Resources through the County PIO.	
Assist citizens with education and awareness regarding Agriculture before, during and after a disaster situation. Educate citizens on the need to develop plans.	
Conduct review of equipment and inventory as needed.	
Operate within the EOC when a State of Emergency is declared by the EOC.	
Establish communication links between agriculture supporting agencies.	
Request State or Federal assistance through the County EOC, if required.	
RECOVERY GUIDELINES	
Continue to provide support to farms and agriculture agencies after the disaster conditions have subsided.	
Plan for re-unification actions following disaster. Coordinate request for animal re-unification with citizens.	
Continue to educate the public on animal protection issues through the County PIO.	
Report any damages to crops and/or animal facilities to the EOC.	
Coordinate volunteer efforts for agriculture recovery actions.	
Develop an after-action report on Agriculture and Natural Resources matters, as required.	
Request emergency repairs to the Cooperative Extension facility, if damaged.	
Participate in the review of operations during County-led critique. Develop plan of action to improve response during future events.	

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ENERGY

ESF Coordinator:

County Emergency Management
Coordinator

Section:

Operations

Branch:

Infrastructure

Group:

Energy Group

Primary Agency:

Columbus County Emergency Services

Supporting Agencies:

- Columbus County Public Utilities
- Duke Energy
- Brunswick Electric
- Piedmont Natural Gas
- Local Propane Companies
- Local Petroleum Companies

Purpose

Emergency Support Function (ESF)-12 Energy provides guidance and direction to designated agencies responsible for managing, assessing, and restoring energy systems during a significant event.

Scope

ESF-12 Energy coordinates the resources necessary to manage, assess, and restore energy systems during a significant event. Activities within the scope of ESF-12 functions include: monitors and reports conditions; conducts damage assessments of energy systems and infrastructure; coordinates debris removal activities; and coordinates and establishes priorities regarding restoration activities.

Situation

- Information from the United States Department of Energy shows the following events to be the most common energy emergencies.
 - Power Disruption: weather or natural events including hurricanes, tropical storms, tornadoes and earthquakes.
 - Petroleum Disruption: equipment failure including, compressor outages, pump failures, equipment leads, boiler system failures and other mechanical failures. Following equipment failures, power failures was the next largest cause of disruptions, thus further illustrating the interdependency between petroleum and electricity.
 - Natural gas asset disruptions were also mainly caused by equipment failure, power failure or were weather related.
- Some additional events that may cause energy disruptions include:
 - Electricity: capacity reduction that usually occur during extremely hot or cold weather when demand is high.

- Natural Gas: reduction or interruption of natural gas supplies from the pipelines in quantities that would prevent the provision of service to all customers, the peak day supply of natural gas proves to be insufficient; or the distribution company experiences as system failure.
 - Petroleum: Current events in the Middle East increase the likelihood of a petroleum product shortage. Hurricane Katrina exemplified the effect that a catastrophic weather event can have on petroleum product supplies throughout the United States, even if North Carolina is not directly impacted.
- In North Carolina, the Office of the Governor has the authority to declare a state of emergency.
 - While the State of North Carolina sustains a vigorous emergency management function, local authorities are typically the original entities to be alerted of and respond to any emergency. This includes an energy emergency.
 - The degree of the energy emergency dictates the response level, however at a minimum; the Emergency Support Function 12 (ESF-12) designees will be called upon to assist in response efforts. This assistance may simply be monitoring the event and providing feedback to appropriate County staff.
 - Columbus County Emergency Shelters are not equipped with permanent standby generators.
 - The County EOC has an emergency telephone number to reach Energy providers in the event of a widespread power outage. This number is different from the public number published to residential customers; however, services will be restored in a predetermined manner. The first focus for Energy providers is the generation source (power plant) and transmission lines. The focus is then on substations (where voltage is lowered), distribution feeders, power poles, fuses, tap lines, transformers and then service lines to individual homes.
 - The County has little control over the order in which electrical services are restored; thus, illustrating the need for self-sufficiency for a period of time.
 - The County has little control over its fuel supplies, as no vehicle fuel tanks are owned by the County.
 - Information sharing and coordination between Utility Partners and Columbus County is essential.
 - Long term power outages or fuel supply shortages may require the opening of emergency shelters.
 - In major events, state and federal resources may be available however the County should ensure its critical operations can continue for 48-72 hours without such help, in the event of the inability of agencies to respond immediately.

ESF Assumptions

The local energy infrastructure will likely sustain damage. The damage, depending upon the integrity of the energy network, will determine the effectiveness and efficiency of response and recovery.

Increased usage combined with damage may result in diminished service.

An extended power outage may result in communications being inaccessible for prolonged periods of time.

The ability to restore energy systems at county and public facilities is contingent upon the availability of commercial repair technicians.

Operators of critical infrastructure facilities are responsible for establishing and maintaining alternative energy sources.

CONCEPT OF OPERATIONS

General

The Disruption Tracking process entails the daily, weekly, and monthly energy monitoring activities of the County and indicates how those activities vary with the increased severity of energy shortages.

The Four Levels of Disruption Tracking are:

- Level 1 Normal – No disruption
- Level 2 Mild – An event with the potential to cause a disruption
- Level 3 Intermediate or Moderate – An event that will likely lead to an imminent supply disruption or a supply constraint that could last several weeks
- Level 4 Severe – An event that has occurred that has caused a supply disruption that may last more than a week

Specific

As indicated in the Emergency Operations Plan, overall direction and control of County emergency activities is vested with the County Emergency Services (ES) Director. The ES Director or designee (ESF-12 Coordinator) will perform the role of EOC Director during a supply disruption, although involvement is event dependent. For example, if an event affects a regional area, it is likely that the State Emergency Management Office/Energy Office will also be activated.

General Tracking Process through all Disruption Levels

The following is a step-by-step description of the activities that would occur as a disruption event progressed from Level 1 to Level 4. Of course, not all supply disruptions would lead to a Level 4 situation. It is important to note that the County will turn to the State Energy Office for updates on their assessment and classification of an energy disruption once they have disrupted, or have the potential to disrupt the normal operations of state. However, more localized events will be monitored at the county level.

Level 1: Monitoring local, regional, national, and international events that may affect the county's energy supply (fuel and electricity).

- Monitoring county fuel and electricity consumption regularly to have a current understanding of minimum operating requirements and costs.
- Updating the emergency energy plan regularly to reflect changes in organization and emergency response strategies.
- Training and exercising personnel to prepare them to implement the ESF-12 and hosting energy emergency training exercises or requesting that the utilities host such an exercise.
- Maintaining and updating contact list of public and private sector contacts.

Level 2: Next is an early warning phase in which additional monitoring occurs and formal communications begin with other agencies in an attempt to verify the suspected occurrence of an event. Any number of events could trigger this phase, and the duration of this phase will depend on the nature of the potential energy emergency. This verification process would determine the nature, extent, and duration of an anticipated energy emergency. The energy emergency may be a potential shortage of electricity, natural gas, or petroleum.

ESF-12 in coordination with the ES Director, assesses the impact of the potential emergency on supply and prices, and prepares for continuous supply and demand monitoring. Data is collected about existing supplies within the County and neighboring communities and historic and recent supply and demand is assessed in coordination with the State Energy Office. Based on the data collected, the ES Director may make appropriate recommendations to the County Leadership. Designated County staff will communicate and coordinate with local utilities and energy suppliers. The County will in turn coordinate with the State, as needed. At this level the County will also begin to disseminate public information, as deemed appropriate. Primary gasoline providers may also be contacted to gain a picture of distribution shifts, prices and supply.

Level 3: If the disruption worsens, supply shortages may occur, but essential services are not yet affected. ESF-12 staff will continue to monitor and analyze supply and demand and other data analysis. The data collected during this phase may be presented to the County Leadership with a recommendation that voluntary conservation measures be implemented. If necessary, the Chairman of the Board of Commissioners or his/her designee will appeal to the public and to private industry to implement a variety of voluntary measures. County staff will monitor usage to assess if the voluntary measures are effective, then no additional action is required unless the state or federal government mandates such action. If the measures do not appear to be sufficient to address the disruption, and mandatory measures may be required, a state of emergency may be declared.

The ESF-12 will define in writing the source and details of the outage or incident and include information on the specific utility involved, area(s) impacted, cause (if known) and expected duration. This information will be disseminated by the Public Affairs Office and/or Joint Information Center. ESF-12 will establish a regular call schedule with affected utility to gain updates. ESF-12 will evaluate geographical areas affected and if necessary, ESF-6 Mass Care, Emergency Assistance, Housing and Human Services may be activated. ESF-12 will work with the Columbus County Finance Office to implement emergency fuel supply agreements (maintained by Emergency Management).

Level 4: In an actual energy emergency all activities performed during the previous phases will continue. Upon receiving recommendations from ESF-12, the Chairman of the Board or his/her designee will ask the public to implement additional voluntary conservative measures. This information will be disseminated by the Public Affairs Office and/or the Joint Information Center. The ES Director also may suggest to the Board of County Commissioners that a State of Emergency proclamation is necessary due to an energy emergency in order to require private enterprise and the public to practice mandatory conservation measures. If a State of Emergency is declared, ESF-12 will monitor, through the State Energy Office, and analyze the effects of the voluntary and mandatory curtailment measures to assess their impacts on demand compared to the available supply. If the utilities are planning to take additional measures, the ESF-12 and/or ES Director will coordinate with the County's Public Information Office and/or Joint Information Center to get this information out to the public. When the ES Director determines the emergency is over based on recommendations from ESF-12 and the State Energy Office, the emergency declaration will be rescinded and all voluntary and mandatory conservation measures will be terminated. The ES Director and ESF-12 will work with the utilities, and other affected agencies to conduct a post-emergency evaluation of the emergency actions that were implemented. An evaluation report that summarizes the actions that were taken and their effects will be developed. Based on the results of the evaluation, the County may revise portions of ESF-12.

ORGANIZATION

ESF Responsibilities

Reports to and takes direction from the Infrastructure Branch Director.

Provides informational updates to the Planning Section.

Develops plans, policies, and procedures necessary to resolve agriculture and natural resources issues during the significant event.

Document information and actions related to agriculture and natural resources' missions and assignments.

Utilizes current methods and procedures to process requests for assistance.

Submits a detailed record of costs and expenditures to the Finance/Admin Section.

Agency Roles and Responsibilities

Columbus County Emergency Services

The agency recognized with ESF coordination. Columbus County Emergency Services is responsible for overall ESF leadership and coordination associated with energy during a significant event. Emergency operational policies and procedures developed by County Emergency Services provide framework for carrying out the coordinated activities involved in an energy emergency.

Columbus County Public Utilities

ESF-12 Energy supports coordination of resources necessary to manage, maintain, and restore public facilities and infrastructure during an energy emergency. Activities within the scope of ESF-12 functions include: monitors and reports conditions; identifies alternative facility and infrastructure solution; and coordinates and establishes priorities regarding restoration and recovery activities.

Area Utilities (Duke Energy, Brunswick Electric, Piedmont Natural Gas and other local petroleum and propane companies)

The agencies that will assess affected areas to determine operational priorities and emergency repair procedures with utility field personnel and report back to the Infrastructure Branch in the EOC, if activated.

MISSIONS AND ASSIGNMENTS

Mission 1: Gather information. Verify and organize the information.

Assignment 1-1: Secure point of contact at each utility or infrastructure agency for situational updates.

Assignment 1-2: Confirm affected areas through reports from dispatched emergency units and utility company command centers and the EOC, if activated.

Assignment 1-3: Obtain preliminary infrastructure damage assessments.

Assignment 1-4: Create an outage/damage footprint on maps or computer software based on assessments.

Mission 2: Coordination and Analyze Information

Assignment 2-1: Conduct assessment of the situation based on current information.

Assignment 2-2: Determine the impact of the event to Columbus County, NC.

Assignment 2-3: Identify critical water systems, gas and power supply needs in the affected communities.

Assignment 2-4: Identifying and recommending government actions necessary to assist water system and utility providers in restoring damaged systems and preventing disruptions in service.

Assignment 2-5: Receiving and responding to information requests from municipal and non-municipal water system and utility providers.

Mission 3: Obtain Resources and release of public information.

- Assignment 3-1: Requests resources from the EOC, other ESF-12 supporting agencies/departments, to deploy to the field during an event.
- Assignment 3-2: Disseminate emergency information and guidance to the public, private, and government organizations. All media releases are to be coordinated through the Columbus County PIO. If proprietary information received from affected public or privately owned facilities, legal counsel should be consulted prior to disseminating a press release.
- Assignment 3-3: Initial public information should include, but not limited to the following: Damage assessment and estimated/anticipated duration; Actions the water system and utility providers are taking; Actions businesses, industries, and residents should take; A summary of the event; Overall steps to be taken by the government and citizens to return to normal operation after the event.

Mission 4: Continue to monitor, track and inform situational awareness of the event.

- Assignment 4-1: Serve as the point of contact for post-event damage reports to supply, distribution and collections systems.
- Assignment 4-2: Participate in Planning Section meetings and provide situation updates, as necessary.
- Assignment 4-3: Notify and consult with subject matter experts from Federal, State, Regional, and Local authorities on priorities for water system and utility restoration processes, assistance, and supply.
- Assignment 4-4: Secure resources (e.g., fuel for transportation, natural gas services, generators, technical support, potable water, and communications) for requested emergency operations.
- Assignment 4-5: Recommend actions to jurisdictions regarding conservation of water, utility, electricity, and natural gas resources.

Assignment 4-6: Coordinate the collection and reporting of water and utility information to the public through Columbus County PIO and/or Joint Information Center (JIC).

Mission 6: Resources and assets (External)

Assignment 5-1: Coordinates the deployment of resources as necessary to support emergency water system and utility restoration operations.

CHECKLIST OF ACTIONS

PREPAREDNESS	COMMENTS/NOTES
Review, revise and update minimum fuel requirements information.	
Ensure generator contracts are in place and that installed generators are operational and have adequate fuel.	
Review, revise and update generator list (both portable and permanent).	
Update emergency fuel contract (recommend more than one source of emergency generator and vehicle fuel).	
Level One:	<i>Normal-no disruptions</i>
Monitor local, regional, national and international events that may affect the County's energy supply (fuel & electricity).	
Monitor County fuel and electricity consumption to have an up-to-date understanding of minimum operating requirements and costs.	
Update ESF-12 to reflect changes in organizational structure or response strategies.	
Train personnel and equip them to respond to energy emergencies; host energy emergency exercise.	
Maintain and update contact list of public and private sector contacts.	
RESPONSE	
Level Two:	<i>Mild- an event with the potential to cause disruptions.</i>
Begin formal communications with the State Energy Office to verify the suspected occurrence of an event.	

Determine the nature, extent and expected duration of the event.	
ESF-12, in coordination with the ES Director, will assess the impact of the potential disruption on supply and prices and prepare for continuous monitoring.	
Collect data of existing supply within the County and neighboring communities and begin collecting data of minimum operating requirements.	
Public Information Office may begin to disseminate information if deemed necessary by ES Director, County PIO and County Leadership.	
Primary gasoline providers may be contacted to gather information on supply, prices, and event dependent.	
Level Three: Activate ESF-12 Desk in the EOC	<i>Intermediate or Moderate – An event that will likely lead to an imminent supply disruption or a supply constraint.</i>
ESF-12 staff will continue to monitor and analyze supply and demand of affected commodity. Data collected during this analysis may be presented to County Leadership with a recommendation that voluntary conservation measures be implemented	
If such measures are recommended either within the County Offices, or countywide, the Public Information Office, will disseminate such information as deemed necessary.	
County staff will monitor the effects of such conservation measures to determine if they are effective in alleviating the shortage. If so, no additional action is required unless mandated by the State or Federal Government. If the voluntary measures are not sufficient, ESF-12, in coordination with the ES Director, will recommend to County Leadership that mandatory measures be taken. A state of emergency may be declared.	
ESF-12 will define in writing, the source and details of the event or incident and include information on the specific utility involved, area(s) impacted, cause (if known) and expected duration. This information will be disseminated by the Public Information Office and/or the Joint Information Center.	
If necessary, activate ESF-6 Mass Care, Emergency Assistance, Housing and Human Services.	
Implement emergency fuel supply and generator contracts, event dependent.	
Level Four:	<i>Severe-An event that has occurred that has caused a supply disruption that may last more than a week.</i>
All activities listed in previous levels will continue.	

<p>Upon receiving recommendations from ESF-12, the Chairman of the Board or his/her designee will as the public to implement additional voluntary conservation measures. This will be communicated by the Public Information Office and/or the Joint Information Center.</p>	
<p>The ES Director may also recommend to the Board of County Commissioners that a State of Emergency Proclamation is necessary due to an energy emergency in order to require private enterprise and the public to practice mandatory conservation measures.</p>	
<p>If a State of Emergency is declared, ESF-12 will monitor, through the State Energy Office and/or the NC ESF-12 desk, the effects of voluntary and mandatory curtailment measures.</p>	
<p>Contact will be made with the effected utility and if they are planning to take additional measures, ESF-12 will coordinate with the Public Information Office and/or the Joint Information Center to release information.</p>	
<p>When the ES Director determines the emergency is over based on recommendations from ESF-12 or the State Energy Office, the emergency declaration will be rescinded and all voluntary and mandatory conservation measures will be determined.</p>	
<p>The ES Director and ESF-12 will work with the affected utility and appropriate county and state staff to conduct a post-emergency evaluation of the emergency actions taken.</p>	
<p>An evaluation report that summarizes the actions were taken and their effects will be developed by ESF-12. Based on the results of this report, the County will revise portions of the ESF-12 as deemed necessary.</p>	

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PUBLIC SAFETY
AND
SECURITY

ESF Coordinator:

Columbus County Sheriff's Office

Primary Agency:

Columbus County Sheriff's Office

Section:

Operations

Support Agencies:

- Columbus County E911 Communications
- Columbus County Emergency Management
- Columbus County Fire/Rescue/EMS
- Municipal Law Enforcement Agencies
- Southeastern Community College
- Campus Police
- Prison Emergency Response Team (PERT)
- North Carolina State Highway Patrol (NCSHP)
- North Carolina Department of Adult Correction

Branch:

Emergency Services

INTRODUCTION

Purpose

Emergency Support Function (ESF)-13 Law Enforcement provides the guidance and direction regarding law enforcement activities to provide protection of life and property within Columbus County during a significant event.

Scope

ESF-13 Law Enforcement coordinates resources necessary to deliver law enforcement services during a significant event. Activities within the scope of ESF-13 functions include: assesses law enforcement needs and provides requisite personnel and equipment for all incidents and facilities; directs traffic management activities; and coordinates authorized evacuations.

Situation

This section provides for facility and resource security; security planning and technical resource assistance; coordination of law enforcement activities; and traffic control and security of vital facilities during emergency disaster situations. This section also includes policies and procedures to be used by county government agencies to disseminate warnings and to support response efforts following an actual or potential disaster occurrence.

Coordination activities may include:

- Implementation of County law enforcement mutual aid plans.
- Integration of State law enforcement and NC National Guard resources with local law enforcement resources.
- Establishment of a system to collect and disseminate information, data and directives pertaining to activities among law enforcement agencies.
- Collection and dissemination of information and intelligence related to the disaster and potential problem areas in the County.
- Receive public inquiries and disseminate to county forces.

ESF Planning Assumptions

The Sheriff's Office is the primary law enforcement agency in Columbus County. Local jurisdictions have the primary responsibility for law enforcement within their boundaries. The

towns of Whiteville, Tabor City, Chadbourn, Lake Waccamaw, and Fair Bluff maintain police departments.

The North Carolina State Highway Patrol or other law enforcement agencies, within Columbus County, may have primary responsibility based on nature of the significant event.

Operations may require traffic controls to divert traffic around damaged, impacted, and evacuated areas.

CONCEPT OF OPERATIONS

General

Law enforcement operations, during times of emergencies and disasters, will be an expansion of normal functions and responsibilities. These responsibilities will include maintenance of law and order, traffic control, crowd control, security of vital facility and shelter locations, warning of isolated populations and enforcement of Emergency Proclamation issued by the County Board of Commissioners.

The Columbus County 911 Center is operational 24 hours per day and can initiate notification and warning of appropriate personnel by telephone, radio, or pager, as required using established notification procedures.

All law enforcement operations will remain under the jurisdiction of the senior law enforcement officer of the jurisdiction in which the emergency operations are taking place. The Columbus County Sheriff will be the overall coordinating law enforcement officer for all law enforcement operations in the County during large-scale emergency and disaster events.

Local government can utilize all communication means possible to disseminate warnings to the public in a timely manner. These means include one or more of the following systems:

- NOAA Weather Radio
- Sirens, Horns, and Mobile Public Address Systems
- Telephones (Land and Mobile)
- Print and News Media
- TV and Radio Broadcast
- Emergency Alert System (EAS) and Cable Audio Interrupt
- County Notifications System (CodeRed)

The 800 MHZ radio network will be primary means by which the EOC will communicate with the field forces in the County.

Notification of governmental officials and/or emergency personnel by 911 Center personnel will follow their established policies and procedures.

When any outside law enforcement agency is requested to provide support to the Columbus County Sheriff's Office, a ranking officer from that organization will be present in the County EOC to coordinate operations of their personnel.

Traffic control will be a joint effort of all law enforcement agencies operating in the County when required.

Relocation of prisoners from the Columbus County Detention Facility, if required, is the responsibility of the Columbus County Sheriff's Office.

The Sheriff's Office has standard operating procedures in place to utilize during emergencies.

Municipal law enforcement agencies will work in coordination with the Sheriff's Office and provide support, as personnel and equipment limits allow.

Law enforcement agencies will provide security in mass shelter locations.

Requests submitted to the EOC for law enforcement or security forces will be coordinated through ESF-13.

Shifts for law enforcement units may be coordinated through ESF-13.

Curfews will be enforced within the disaster area by all law enforcement units.

Mass arrests and field bookings may be authorized by the Sheriff's Office.

Access, ingress and egress into the disaster area will be tightly controlled.

CCSO has multiple specialty services and equipment such as Tactical Man Tracking, Dive Team, Swiftwater Rescue Team, K9, etc.

Multiple Task Force exist and operate within the County to include ICE, ALE, ATF, SBI, Federal Marshals, FBI, Secret Service, etc.

Specific

Security for the EOC, staging areas, shelters, vital facilities and essential equipment locations will be provided by the Sheriff's Office.

The Sheriff's Office will request additional law enforcement personnel through the County EOC.

Two-Way Radio Systems:

- The County's communications system is designated as the principal system to be used for direction and control activities.
- Principle users of this system include Law Enforcement, Emergency Medical Services, Fire/Rescue and Emergency Management.
- Other two-way communications systems which may be used to communicate with the State reoccurring emergencies include:
 - Division of Criminal Information (DCI)
 - State Emergency Management Radio (VIPER)
 - Commercial Telephone
 - Satellite Phone

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Emergency Services Branch Director.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve search and rescue issues during the significant event.
- Documents information and actions related to firefighting missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Columbus County Sheriff's Office (CCSO)

Serves as the department with ESF coordination and primary responsibility. CCSO is responsible for the overall ESF leadership and coordination associated with law enforcement during a significant event, including incident related scene and facility security traffic management, and evacuations.

Columbus County Fire/Rescue

Provides personnel and equipment to assist with delivery of Law Enforcement services.

Town Police Departments

Serves as the primary law enforcement agency within corporate limits.

NC State Highway Patrol (NCSHP)

Provides personnel and equipment to assist with delivery of law enforcement services.

Prison Emergency Response Team (PERT)

Serves as the primary responding agency responding within the prison.

MISSIONS AND ASSIGNMENTS

Mission 1: Coordinates the resources necessary to provide law enforcement activities during a significant event.

Assignment 1-1: Identifies, prioritizes, procures, and allocates available resources for law enforcement activities.

Assignment 1-2: Ensures coordination among law enforcement providers and with other support agencies.

Assignment 1-3: Considers future (in the subsequent 12 to 24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Assesses law enforcement needs and provides requisite personnel and equipment for all incidents and facilities.

Assignment 2-1: Deploys adequate personnel and equipment needed to maintain a safe and secure incident scene and manages controlled access and re-entry.

- Assignment 2-2: Deploys adequate personnel and equipment needed to maintain safe and secure incident-related facilities.
- Assignment 2-3: Provides personnel necessary to perform incident-related investigations.
- Assignment 2-4: Provides personnel and equipment necessary to preserve peace and control during civil unrest.

Mission 3: Directs traffic management activities.

- Assignment 3-1: Prioritizes critical transportation routes and deploys appropriate resources to ensure safe and effective traffic flow during a significant incident.

Mission 4: Coordinates authorized evacuations.

- Assignment 4-1: Directs the evacuation of Columbus County residents, or any portion thereof, as a result of a significant incident as authorized or endorsed by County Leadership.
- Assignment 4-2: Coordinates evacuation support activities within Columbus County when another jurisdiction's plan directs their citizens to use routes, shelters, or staging points within Columbus County.

Mission 5: Provides aid to crime victims and witnesses.

- Assignment 5-1: Provides emotional support, practical aid, and advocacy to crime victims and witnesses following a criminal event.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Note
Review, update and revise mutual aid agreements, memorandums of understanding, standard operating guides, etc. annually.	
When requested, respond to the EOC and provide for 24-hour staffing of the EOC position when opened.	
Maintain a list of municipal officials and key State agencies' contact phone numbers, unlisted numbers, page numbers, cell/fax, etc.	
Identify and notify the supporting agencies that their resources and personnel may be required to respond. Develop and update contact lists with phone numbers (home, cell, fax, etc.) pagers, radio call signs, 800 MHZ radios, etc.	
Plan for alternate means of communications, if primary system is damaged.	
Notify the County PIO that the law enforcement function is staffed in the EOC.	
Develop situation reports to provide status of law enforcement operations at EOC briefings.	
Develop action plan to overcome law enforcement shortfalls.	
Plan for alternate means of communicating with field units if normal communications channels are disrupted.	
Identify secondary hazards that may affect responders.	
Develop a plan with circumstances under which law enforcement units will not respond in particular situation. Notify the County PIO of this plan.	
Determine what specialized equipment will be required to support coordinated law enforcement operations.	
Disseminate information, data and directives among law enforcement operational units.	
Review and update law enforcement operational personnel.	
Assign law enforcement units on a shift basis.	
Determine what assistance the impacted municipalities will require, best routes in and out of the disaster area and staging areas for potential law enforcement support personnel arriving from out of the County.	
Provide security for EOC and shelters.	
RESPONSE GUIDELINES	
Ensure that positions in the EOC are staffed on a 24-hour basis. Post a shift schedule for this position and advise the EOC staff leader of actions	
Instruct supporting agencies and field to report their status, area situation, personnel needs, equipment needs, activation of mutual aid agreements, location of field command posts, etc.	
Ensure communications have been established with field units, command posts, etc.	

Refer questions concerning the disaster or emergency situation to the Joint Information Center (JIC) for handling.	
Identify location for incoming support, if necessary.	
Determine when conditions are unsafe for law enforcement units to respond. Advise units to seek safe shelter and remain inside.	
Advise the County PIO when law enforcement units will not respond due to weather.	
Assist with dissemination of evacuation notice.	
Respond to requests for evacuation assistance from citizens as long as it does not pose a hazard to responders.	
When conditions allow the resumption of safe patrols, deploy law enforcement units on a priority basis to secure damage buildings, deter looting, direct and control traffic movements, enforce curfews, enforce no liquor sales, maintain general order, respond to calls for assistance, etc.	
Advise the PIO and EOC of rumors being called into the 911 Center.	
Coordinate actions with other EOC representatives to ensure adequate supplies for food, fuel, medical support, etc.	
Ensure that all supporting agencies have maintained accurate logs of personnel and equipment resources utilized for response.	
Continue to work with the County PIO to issue advisories as to curfews, areas closed to spectators, re-entry times, etc.	
Provide security in shelters, reception areas, disaster recovery centers, disaster application centers, etc., as requested.	
Enforce security in disaster area. Limit exit and re-entry into disaster areas.	
Advise incoming law enforcement units of the need to be self-sufficient.	
Respond to requests for search assistance for missing persons. Clear all air operations with the EOC Director.	
Track daily costs and develop expense reports.	
Advise the EOC of State or Federal resources at least 12 hours prior to their need.	
RECOVERY GUIDELINES	
Work with county and municipal agencies to support requests for law enforcement services. Coordinate activities with state agencies, as necessary.	
Request State law enforcement agencies to support the County and municipality operations.	
Control re-entry into impacted areas.	
Continue to respond to normal law enforcement requests.	
Enforce curfews and restrictions on sale of goods.	
Continue to operate county jail and provide security of prisoners.	
Respond to calls regarding crimes committed in area.	
Account for all law enforcement resources utilized in the disaster areas.	
Compile reports of damages to facilities, equipment, injuries, etc.	
Instruct agencies to track their expenses in the event of a Presidential Declaration.	
Plan for the coordinated use of law enforcement resources.	
Integrate state and federal law enforcement resources into county forces.	

Advise the County PIO on the status of law enforcement operations.	
Develop plan for orderly demobilization of EOC position.	
Develop an after-action report for presentation to the EOC staff.	
Participate in the review of operations during county-led critique. Develop plan of action to improve response during future events.	

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LONG TERM
COMMUNITY
RECOVERY

ESF Coordinator:

Emergency Management Coordinator

Primary Agency:

Columbus County Emergency Services

Section:

Planning

Support Agencies:

Columbus County Finance Department

Columbus County Policy Group

NC Department of Public Safety-Division of
Emergency Management

Group:

Community Recovery

INTRODUCTION

Purpose

Emergency Support Function (ESF)-14 Community Recovery provides guidance and direction to designated agencies responsible for initiating community recovery activities following a significant event.

Scope

ESF-14 Community Recovery coordinates the resources necessary to initiate community recovery activities following a significant event. Activities within the scope of ESF-14 functions include: initiates and coordinates the County's recovery efforts in collaboration with local, state, and federal partners; identifies and develops transition strategies for prolonged unmet needs; and initiates processes that foster strategic discussions regarding community resilience.

For the purpose of this document:

Recovery refers to the preliminary actions during an Emergency Operations Center (EOC) activation necessary to initiate subsequent comprehensive strategies.

Any agency may be called upon to participate as part of ESF-14 Community Recovery.

Members of the Columbus County Policy Group during an EOC activation play an important role in determining when to transition from Response to Recovery efforts.

ESF Assumptions

Reports to and takes direction from the Planning Section Chief.

Provides informational updates to the Planning Section.

Identifies plans, policies, and procedures necessary to resolve initial community recovery issues during the significant event.

Documents information and actions related to community recovery missions and assignments

Utilizes current methods and procedures to process requests for assistance.

Submits a detailed record of costs and expenditures to the Finance/Administration Section.

CONCEPT OF OPERATIONS

General

Responsibility for preliminary and detailed damage assessment lies with County and municipal governments, and other non-profit entities (if their facilities are affected).

County government is responsible for the coordination and support of recovery operations within the unincorporated areas.

Damage assessment and recovery operations will be coordinated from the County EOC, unless otherwise directed.

Accurate emergency logs and expenditure records will be kept from the onset of the disaster by each local government agency for possible reimbursement.

GIS maps will be developed to help illustrate areas of greatest damage.

Specific

The Damage Assessment/Recovery Officer from the County Planning and Inspections Department will coordinate the compilation of damage assessment information, the plotting of damage areas on local maps and the preparation of damage assessment reports for the EOC.

Damage assessment reports will include, but are not limited to, information on persons affected, victim mass care, infrastructure survival, damage to vital facilities and economic impact.

Damage assessment reports will be forwarded to the Eastern Branch Office, NC Division of Emergency Management.

Damage assessment reports will be reviewed to determine if any outside assistance will be necessary to recovery from the event.

The Governor may request a Presidential Declaration of a “major disaster, major emergency, or specific Federal Agency Disaster Declaration (SBA, Department of Agriculture, US Army Corps of Engineers) to augment state, local, and private relief efforts.

When the President issues a “Major Disaster Declaration,” two basic types of disaster relief assistance reauthorized.

- i. Individual Assistance (IA) includes:
 - 1. Temporary housing (100% Federal Dollars)
 - 2. Individual/family grants (IFG) 25% state and 75% federal dollars
 - 3. Disaster unemployment assistance
 - 4. Disaster loans
 - 5. Legal services to low-income families
 - 6. Consumer counseling & assistance in obtaining insurance benefits
 - 7. Social Security benefits assistance
 - 8. Veteran's assistance
 - 9. Casualty loss tax assistance

- ii. Public Assistance (PA) includes:
 - 1. 75% federal and 25% state funds
 - 2. Debris removal
 - 3. Emergency protective measures
 - 4. Funds to permanently repair/replace road systems, water control/disposal/treatment facilities, public buildings, public equipment, public recreational facilities, etc.

When a major Federal Declaration is received, the President appoints a Federal Coordinating Officer (FCO) and the Governor appoints a Governor's Authorized Representative (GAR) to coordinate relief efforts and delivery of disaster assistance.

A Disaster Field Officer (DFO) will be established near the disaster areas. If the disaster affects a large region, a satellite DFO may be opened to handle disaster claims.

Disaster Recovery Centers (DRCs) will be established in the disaster area for individuals to make application for assistance.

FEMA may establish a toll free 800 number for disaster victims to call. After their call, damage inspectors are dispatched to verify losses, based on FEMA guidance, if needed.

If the declaration includes Public Assistance, an applicant's briefing will be conducted for those officials in county, state, local and private non-profit entities wishing to apply for reimbursement of disaster related expenses. During this briefing, each eligible entity will submit a Notice of Interest (NOI) and appoint an Applicant's Agent to coordinate the submission of disaster documentation to the DFO.

Following a major disaster event, an agency critique will be held to evaluate the jurisdiction response to the event. This critique will include topics related to the recovery effort, such as:

- Mitigation of potential problems through the use of the Hazard Mitigation Grant Program.
- Plan, ESF and checklist revisions based on lessons learned.
- Status of unmet needs in the County.
- Interagency cooperation.
- Training needs of departments.
- Response problems.
- Citizens' concerns.
- Management of donated goods, if necessary.
- Necessary resources to improve response to future disasters.
- Shelter concerns, if appropriate.
- Emergency back-up power requirements.

The Columbus County Tax Administrator will be responsible for the following:

- Assist damage assessment teams (county and municipal) with GIS and tax appraisal information.
- Provide for the protection of county tax records.
- Revise property tax records to reflect damages caused by disaster as directed by the County Commissioners.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the Logistics Section.
- Provides informational updates to the Planning Section.
- Develops plans, policies, and procedures necessary to resolve logistics and resource management issues during the significant event.
- Documents information and actions related to logistics management and resource support missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.

- Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Emergency Management, Division of Columbus County Emergency Services

The agency recognized with ESF coordination. EM is responsible for overall leadership and coordination associated with initiating community recovery efforts. Emergency operational policies and procedures developed by EM provide the framework for carrying out these activities.

Serve as the primary agency responsible for coordinating with local, state, federal, and non-governmental partners regarding recovery efforts.

Chairperson of the County Commissioners

The Chairperson is the final authority during all significant events. As such, the Chairperson declares local emergencies, authorizes emergency protective actions, manages and controls certain commodities and services, requests resources from other localities, authorizes the use of County facilities for alternative functions, and amends or suspends certain human resources policies.

Determines the need to convene the Policy Group and other agencies, departments, organizations essential to the recovery process.

In collaboration with the Policy Group, if convened, develops and communicates strategic goals relevant to the initiation of community recovery.

Policy Group

Provides discipline-specific subject matter expertise to assist the Director of Emergency Services during the strategic goal development process.

Formulates policy guidance and recommendations for the Director regarding community recovery.

MISSIONS AND ASSIGNMENTS

- Mission 1:** Coordinates the resources necessary to provide community recovery needs following a significant event.
- Assignment 1-1: Identifies, prioritizes, procures, and allocates available resources to initiate community recovery efforts.
- Assignment 1-2: Considers long-term resource requirements.
- Assignment 1-3: Considers future (in the subsequent 12 to 24-hour period) resources requirements and conveys to EOC leadership.
- Mission 2:** Initiates and coordinates the County’s recovery efforts in collaboration with local, state, and federal partners.
- Assignment 2-1: Develops recovery priorities and provides ongoing communication to partners.
- Assignment 2-2: Coordinates with state and federal agencies regarding recovery programs.
- Mission 3:** Identifies and develops transition strategies for prolonged unmet needs.
- Assignment 3-1: Collaborates with ESF-6 Mass Care, Emergency Assistance, Housing, and Human Services to identify resource requirements that will facilitate demobilization of general population and pet shelters and other human and animal service facilities.
- Assignment 3-2: Acquires identified resources and develops initial plans to address prolonged unmet needs.
- Mission 4:** Establishes and initiates processes that foster realistic, strategic discussions and decisions regarding community resilience and improvement.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	Comments/Notes
Staff the damage assessment/recovery position in the EOC, upon request.	
Maintain a message/event log during the time the EOC is open.	
Notify supporting agencies of personnel and equipment resources needed.	
Compile lists of resources (personnel and equipment) that can be used to support damage assessment activities.	
Advise the County PIO that the damage assessment/recovery position is staffed on a 24-hour basis.	
Prepare preliminary damage assessment reports for distribution to other EOC agencies.	
When sufficient preliminary data has been gathered, compile it into a report for transmittal to the State EOC.	
Notify tax office of potential need for tax maps and other GIS information.	
Coordinate damage assessment activities with municipality teams and compile their data into the County report.	
Begin initial planning to identify potential recovery sites.	
Coordinate transportation and equipment needs with appropriate agencies, when necessary.	
REPONSE GUIDELINES	
When appropriate, provide damage assessment teams with expedient training in completion of the forms.	
Confirm that resources are available to support damage assessment activities.	
Advise the County PIO of damage assessment activities and initial findings.	
Assign damage assessment teams to specific areas of the County.	
Advise EOC agencies of any hazards observed by damage assessment teams.	
Assist municipalities with damage assessment forms and process, if necessary.	
Review the list of County vital facilities to determine damage, if any.	
Track damage assessment teams (personnel and equipment) for possible reimbursement.	
Obtain information and reports from utility representatives regarding any system damage and expected repair time.	
Include any damage to utility systems in the reports sent to the State.	
Verify locations for Disaster Recovery Centers (if opened) and coordinate with the County PIO to advise victims of locations.	
Work with the County PIO to prepare advisories regarding the heaviest damage areas and to avoid traveling into these parts of the County. Include roadways, bridges damaged, etc.	
Track daily costs and develop expense reports.	

Advise the EOC at least 12 hours in advance of State and Federal resource needs.	
RECOVERY GUIDELINES	
Coordinate information with utility representatives on severely damaged areas, if requested.	
Continue to compile damage assessment reports from teams.	
Provide expedient training of damage assessment teams, if needed.	
Determine if contract personnel for damage assessment tabulation will be required.	
In cooperation with the County PIO, educate the public on the damage assessment and recovery process.	
Continue to assist municipal damage assessment teams. Compile their data into the County report.	
Document areas of greatest destruction by using camera, video, etc.	
Assist County Administration with request for disaster declaration, if appropriate.	
Coordinate with USDA for total of agriculture losses.	
Provide estimate of the number of housing units damaged or destroyed and businesses damaged or destroyed.	
Coordinate activities with the State Strike Team personnel dispatched to the County to do initial assessment of infrastructure.	
Provide copies of damage assessment reports to the State Strike Team personnel.	
Provide assessment of disaster area to disaster outreach teams.	
Identify areas of the County totally isolated by disaster.	
Notify potential applicants of Public Assistance Briefing location, date, and time.	
Assist in identification of areas in the County for temporary housing sites, mobile home sites, feeding areas, service centers, etc.	
Coordinate information with adjusters from private insurance firms coming to the disaster area, if appropriate.	
Work with the County PIO to publicize the disaster recovery process.	
Review the list of County vital facilities to determine damage, if any.	
Participate in the review of operations during county-led critique. Develop plan of action to improve response during future events.	

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**EXTERNAL
AFFAIRS**

ESF Coordinator:

County Public Information Officer

Primary Agency:

Columbus County Public Information Officer

Section:

Command Staff

Support Agencies:

- Columbus County Policy Group
- Columbus County Emergency Services
- Municipal/Healthcare Center PIOs
- Columbus County IT
- Columbus County Sheriff's Office
- NC Department of Public Safety-Division of Emergency Management

INTRODUCTION

Purpose

Emergency Support Function (ESF)-15 External Affairs provides guidance and direction to designated agencies responsible for providing incident-specific public information during a significant event.

Scope

ESF-15 External Affairs coordinates the resources necessary to provide incident-specific public information during a significant event. Activities within the scope of ESF-15 functions include: monitors, crafts, and disseminates public messaging; delivers accessible, verified, updated, and authorized information to the public; coordinates all official briefings and news conferences; and establishes and maintains a Joint Information Center (JIC).

For the purpose of this document:

Traditional media is defined as but is not limited to: news releases, website updates, news conferences, current voice and text alerting systems, and the Integrated Public Alert and Warning System (IPAWS). Social media is defined as but is not limited to: Facebook, Twitter, and YouTube.

ESF Planning Assumptions

The External Affairs maintains an active list of trained County personnel to assist with public information and hotline activities during a significant event.

CONCEPT OF OPERATIONS

General

Emergency public information activities are coordinated through the framework for organizing, integrating, and coordinating the delivery of public information, also known as a Joint Information System (JIS).

The Public Information Officer will maintain a list of PIOs to support the County in an emergency or disaster.

PIOs should establish and maintain a solid working relationship with the media. Additionally, the media should be involved with public information planning, training, and exercises when appropriate. PIOs will maintain a current media directory with points of contact and programing information for radio, television, newspaper, and other media outlets.

Radio, television, print and online media, NOAA All-hazard radios, emergency notification systems (phone, text, email, TTY/TTD, etc.) fliers, posters, brochures, information kiosks, social media, and the Columbus County website are all established methods for providing information to the public. Use of a particular medium(s) will be situational dependent, based upon the urgency of the information and the intended audience.

Public communication methods may require “special” support for some population segments such as:

- Economically disadvantaged
- Limited language deficiency
- People with disabilities-physical, mental, cognitive or sensory
- Age vulnerable (under 5 or over 65)
- Culturally/geographically isolated

When disasters impact power capabilities other means of communication may be required to provide public information to the community. Some of these may include public address systems and door-to-door sweeps from law enforcement or other volunteer organizations, neighborhood watch groups, libraries and central public areas, etc.

Organizations responsible for providing emergency notifications/public information are responsible for maintaining the capability to do so. Specific planning efforts may include developing and maintaining the plans, procedures, checklists, contact lists, and other materials needed to implement the public information function.

Emergency response organizations, municipalities, and Columbus County Government will coordinate and share the responsibility for notifying and informing the public regarding emergencies and disasters. Each organization will notify and provide the information to the public (before, during, and after disasters) according to their plans and procedures.

In smaller, more routine emergencies, notification and public information activities can usually be handled by an Incident Commander (IC) and/or a single organization’s PIO.

In larger or more unique disasters, organizations involved in the response will coordinate their notification and/or public information efforts.

In situations when the EOC is activated, the Joint Information System Team will automatically be activated.

The PIO will be responsible for overall coordination of public information activities for Columbus County. The PIO will lead the Joint information System Team in the JIC and support the EOC Director.

The mission of the Joint Information System Team is to ensure the provision and coordination of accurate, consistent, and timely information to meet the needs generated by disasters affecting Columbus County. Through a coordinated effort, the following information will be disseminated to the public:

- The risk of hazards and appropriate preparedness actions
- Emergency status information
- Lifesaving or health preservation instructions
- Disaster assistance and recovery information
- Information in response to public or media inquiry
- Information to resolve any conflicting information or to dispel rumors
- Donations management assistance from external groups

When deemed appropriate, the PIO will establish a Joint Information Center (JIC). The JIC provides an expanded capability with liaisons to work closely with public information representatives of various departments, agencies, non-governmental organizations, organizational districts, government officials from local jurisdictions, and state and federal governments.

All individuals/organizations involved in disaster response should collect and record information on the utilization of labor, materials, equipment, and disaster related costs.

Specific – Joint information Center (JIC)

The purpose of a JIC is to:

- Gather and coordinate information and serve as the “hub” for the release of timely, accurate, consistent and useful disaster related information.
- Allow all involved organizations to speak from “one sheet of paper” providing consistent messages to the public.
- Enable the Emergency Support Function (ESF) representatives to concentrate on emergency decision making and refer all media and public inquires to the JIC.
- Ensure the ability exists to answer direct inquiries from the news media via the JIC.
- Monitor media coverage to verify accuracy of information being disseminated.
- Be proactive in responding to the disaster related information needs of all audiences.
- Develop and implement a comprehensive public information strategy to gain and maintain public trust and confidence.

The JIC will, in most cases, be located in close proximity to the EOC. However, it may be located anywhere to support emergency information activities. It is imperative that the JIC be located in a location suitable to maintain contact with decision makers and/or the EOC via telephone, radio, the internet, fax and/or face to face communications.

The JIC is designed to be flexible to accommodate the unique requirements of any emergency or disaster situation and its structure and staffing will be customized for each response.

While the number of departments and agencies involved and the quantity of information to be disseminated will vary greatly, the function of the JIC remains essentially the same. At a minimum, the following functions should be performed regardless of these variables:

- Develop a capability to rapidly release accurate emergency instructions and information to the public.
- Coordinate periodic media briefings throughout an emergency or disaster as appropriate. A media briefing center may be established as determined by the incident. These locations must be available on short notice and be logistically suitable for conducting media briefings.
- Receive inquiries from the media and the public concerning an emergency situation and respond with official information or relay inquiries to the appropriate function.
- Obtain reports or situation summaries from ESF representatives of all response organization elements to maintain situational awareness.
- Prepare news releases, key messages, and talking points.
- Develop and maintain an emergency online presence for the County to provide emergency information to the media and public.
- Deploy information officers into the field as appropriate.
- Conduct situation briefings for visitors, media, other government agencies, representatives, or other affected parties.
- Conduct tours for VIPs and elected officials, as appropriate.
- Arrange interviews with key personnel, when requested by the media or the PIO.

Some information may be defined as “Specialized Information Protocols” which may require a different level of approval and dissemination processes. Some examples of these are:

- Information on restricted areas, as well as the process for re-entry into an area after it has been declared safe, will be obtained from the appropriate agency, coordinated with the EOC Director’s staff and disseminated immediately to the media and the public.
- Information on any federal, state, or local disaster assistance that might be available will be obtained from the agency offering the assistance.
- In some cases, this information may be given directly to the media and public. In other cases, a telephone number will be provided for obtaining additional information.

- Information on the number of fatalities, injured and missing will be obtained from the appropriate agency, coordinated with the EOC Director's staff and disseminated to the media and the public as appropriate. The identify of victims will be released only after confirmation of proper next of kin notification.

PIOs working in the JIC retain the autonomy to represent the public information needs of their respective agencies, while working closely with their Emergency Support Function (ESF) representatives and JIC partners to ensure consistent information is being disseminated in a timely manner by all agencies.

Designated departmental PIOs may be asked to staff various JIC functions regardless of the level of involvement of their respective departments. This will ensure an adequate number of PIOs are available to support emergency information activities.

ORGANIZATION

ESF Responsibilities

- Reports to and takes direction from the EOC Manager.
- Provides informational updates to the Planning Section.
- Identifies plans, policies, and procedures necessary to resolve public information issues during the significant event.
- Documents information and actions related to external affairs missions and assignments.
- Utilizes current methods and procedures to process requests for assistance.
- Submits a detailed record of costs and expenditures to the Finance/Administration Section.

Agency Roles and Responsibilities

Columbus County Public Information Officer

The position recognized with ESF coordination and primary responsibility. The Public Information Officer is responsible for the overall ESF leadership and coordination associated with the release of incident-specific public information during a significant event.

Department of Emergency Services

Serves as the department with primary responsibility for creating public information related to fire, rescue, or EMS services to include search and rescue and hazardous materials.

Management Information Systems (MIS)

Serve as the department with primary responsibility for providing personnel, equipment, and facilities necessary for the establishment of the Joint Information System and/or Joint Information Center.

Columbus County Sheriff's Office

Serves as the agency with primary responsibility for creating public information related to law enforcement services.

MISSIONS AND ASSIGNMENTS

- Mission 1:** Manages resources necessary to monitor, craft, and disseminate public messaging during a significant event.
- Assignment 1-1: Identifies, prioritizes, procures, and allocates available resources and systems to deliver consistent and ongoing public information.
 - Assignment 1-2: Establishes and operates the major event hotline to respond to public inquiries.
 - Assignment 1-3: Considers future (in the subsequent 12 to 24-hour period) resource requirements and conveys to EOC leadership.
- Mission 2:** Delivers accessible, verified, updated, and authorized information to the public by utilizing traditional and social media mechanisms.
- Assignment 2-1: Creates messages to inform or instruct the public regarding appropriate measures related to the significant event.
 - Assignment 2-2: Coordinates, validates, and reviews all information from the incident scene or the EOC prior to public release.

- Assignment 2-3: Obtains approval from the EOC Manager for all information prior to public release.
- Assignment 2-4: Responds to inquiries from the public through an activated major event hotline or official social media platforms.

Mission 3: Coordinates all official briefings and press conferences.

- Assignment 3-1: Creates talking points for elected officials and County leadership.
- Assignment 3-2: Identifies, secures, and publicizes key information regarding briefings or press conferences.
- Assignment 3-3: Develops and publishes a media-briefing schedule, to include location, format, preparation, and distribution of handout materials.
- Assignment 3-4: Coordinates with on-scene public information officers to ensure consistent message delivery.

Mission 4: Establishes, maintains, and operates a JIC.

- Assignment 4-1: Operates a local JIC utilizing personnel and resources necessary to deliver accessible, verified, updated, and unauthorized messages.
- Assignment 4-2: Provides representation for any regional, state, or federal JIC.

CHECKLIST OF ACTIONS

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Continually evaluate the capabilities required to accomplish the ESF-15 mission, identify any gaps, and leverage resources to address them.	
Manage the resolution of ESF-15 after-action issues.	
Develop and/or participate in relevant ESF related planning, training, and exercise activities at the local, regional, state, and/or federal level.	
Ensure necessary supplements to the ESF annex are developed and maintained (including emergency contacts lists, resource lists, departmental/functional plans, procedures, protocols, and EOC job aids.	
Ensure representatives from the Coordinating Agency and Support Agencies are fully trained and prepared to respond to the EOC/JIC as JIS Team Members.	
Initiate the JIS with supporting and partnering agencies to discuss strategy, availability, and preparedness informational material.	
Document JIS activities in WebEOC.	
Review contact lists of department heads, PIOs, media organizations, and governmental officials.	
Assess the need for opening and staffing the JIC and the Emergency Public Information Center (EPIC).	
Initiate the activation of the JIC by initiating emergency staffing plans, notification to municipal officials and their JIC liaisons.	
Notify the EOC Director of the estimated activation time for the JIC.	
Prepare staffing plan for JIC functions to adequately support EOC operations.	
Ensure that an adequate supply of written and graphic disaster preparedness materials, brochures and publications are readily available for distribution to the public and media. Notify the public and media of the activation of the JIC.	
Encourage preparedness activities by citizens and visitors to minimize the loss of life and property during a disaster. This includes pet arrangements.	
Coordinate joint media briefings, news releases, and situational reports.	
Develop approval process for information being released.	
Develop strategy to limit access to public officials directly involved on response efforts.	
Develop strategy to limit media access to the EOC.	
RESPONSE GUIDELINES	
Establish and maintain operational awareness of public information through direct communication links with operational units (jurisdictional/organizational PIOs and/or liaisons, County EOC ESF teams, County EOC Director, County Manager's Office, Board of County Commissioners, state and federal level PIOs, the public, media, etc.) in the field and/or their appropriate coordinating entities.	

Conduct public information disaster impact and needs assessments, prioritize ESF-15 operational objectives in alignment with the EOC Action Plans (EAP) and Situational Reports.	
Collect and analyze information relevant to ESF-15 and report to WebEOC and EOC documents including EOC Action Plans (EAP/IAP), and coordinate JIC activities.	
Receive, manage, and track resource requests for the JIC.	
Ensure full coordination of activities with other groups within the EOC to assist in the development and maintenance of a common operating picture.	
Receive situational reports from the ESF functions in the EOC on a regular basis.	
Monitor and update WebEOC.	
Coordinate media access to the EOC on a limited and controlled basis.	
Disseminate information concerning the threat, secondary threats, protective measures, recommendations, County directives, and encourage the public to be self-sufficient for a period of three days.	
Advise media representatives of the activities of the response organizations.	
Maintain coordination activities with County and municipal officials.	
Ensure media briefings occur at a regularly scheduled time.	
Provide updated situation reports to persons in shelters.	
Ensure essential JIC functions are staffed and operational. JIC functions include: Information Gathering, Information Products, Media Relations, Community Relations, Governmental Affairs, etc.	
RECOVERY GUIDELINES	
Ensure ESF-15 Team Members and/or their agencies provide appropriate records of costs incurred.	
Coordinate with staff at Disaster Field Office, if established.	
Continue to brief media representatives on recovery actions.	
Continue to coordinate all distributed information through established JIC procedures.	
Determine appropriate deactivation of the JIC.	
Release recovery information for all ESF functions.	
Continue coordination of information, guidance and direction regarding areas that are impassable or uninhabitable.	
Ensure persons in shelters continue to receive updates on the status of the disaster and recovery efforts.	
Coordinate disaster welfare inquiries with the American Red Cross.	
Assist with releasing disaster recovery procedures, telephone numbers, contact numbers, location of application centers, etc.	
Release information on re-entry procedures.	
Coordinate a PIO/JIC after action review.	
Participate in the review of operations during county-led critique. Develop plan of action to improve response during future events.	

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SUPPORT APPENDICES

Section

4

APPENDIX A - Columbus County Emergency Management Ordinance

APPENDIX B - State of Emergency/Termination – Sample Resolution

APPENDIX C - Mutual Aid Agreements

APPENDIX D - List of supporting Plans

APPENDIX E – EOC Organizational Chart

APPENDIX A

Columbus County Emergency Management Ordinance – Copy located in Emergency Services Office.

APPENDIX B

State of Emergency Resolution – on file in Emergency Services

Termination of Disaster – on file in Emergency Services

APPENDIX C

Mutual Aid Agreements – Agreements are located in Emergency Services Office.

APPENDIX D

List of Supporting Plans:

Columbus County Emergency Management Ordinances

Columbus County Hazardous Materials Ordinance Chapter 11

Mutual-Aid Agreements/Memorandums of Understandings

Agreements with American Red Cross

LEPC Bylaws

Columbus County Public Information Plan

Columbus County Health Department Emergency Response Plan

Columbus County Mass Feeding Plan

Columbus County Recovery Plan – in draft

Columbus County Mass Casualty Plan – in draft

Ingestion Pathway Zone (IPZ) – in draft

APPENDIX E

EOC Organization Chart on file in Emergency Services Office and PowerDMS.

GLOSSARY

ALL HAZARDS INCIDENT MANAGEMENT TEAM – see Incident Management Team

AREA EMERGENCY MANAGEMENT COORDINATOR - The Area Coordinator serves as liaison between state and local governments and procures and coordinates necessary state resources.

CFR - Code of Federal Regulations: "49 CFR" refers to Title 49, the primary volume regarding HAZMAT transportation regulations.

CHEMTREC - Chemical Transportation Emergency Center operated by the Chemical Manufacturers Association to provide information and/or assistance to emergency responders.

COMMAND POST - A centralized base of operations established near the site of a hazardous materials incident.

COMMUNITY EMERGENCY MANAGER - A person appointed for the local emergency planning committee (pursuant to SARA), who makes determinations necessary to implement plans, and who receives official emergency notification of releases.

COMPREHENSIVE EMERGENCY MANAGEMENT (CEM) - An integrated approach to the management of emergency programs and activities for all four phases (mitigation, preparedness, response, and recovery), for all types of emergencies and disasters (natural, manmade, and attack), and for all levels of government (local, state, and federal) and the private sector.

COMPREHENSIVE ENVIRONMENTAL RESPONSE, COMPENSATION, AND LIABILITY ACT OF 1980 - Legislation (PL 96-510) covering hazardous substance releases into the environment and the cleanup of inactive hazardous waste disposal sites. CERCLA established the "Superfund" to provide resources for these clean-ups. Amended and extended by SARA. (See CERCLA)

CONTINUITY OF GOVERNMENT (COG) - Plans and procedures for ensuring the survival and operational capabilities of governmental processes and lines of succession. This includes the protection and maintenance of agency and departmental vital records.

CPG 1-5, Objectives for Local Emergency Management - prepared by FEMA. Describes and explains functional objectives that represent a comprehensive and integrated emergency management program.

CPG 1-8, Guide for Development of State and Local Emergency Operations Plans - prepared by FEMA (see EOP).

CPG 1-8a, Guide for the Review of State and Local Emergency Operations Plans - prepared by FEMA. Provides FEMA staff with a standard instrument for assessing EOPs that are developed to satisfy the eligibility requirement to receive Emergency Management Assistance (EMA) funding. Also called the “crosswalk” checklist. Utilized in development of NRT-1a.

DAMAGE ASSESSMENT/ESTIMATION - The conduct of on the scene surveys following any disaster to determine the amount of loss or damage caused by the incident. Extent of damage is assessed in all types of disasters such as flash flood, tornado, winter storm, hurricane, nuclear power incident and chemical explosion.

DEPARTMENT OF PUBLIC SAFETY (NCDPS) - The North Carolina department responsible for state crime control and disaster preparation and response.

DISASTER - An occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural or man-made accidental, military or paramilitary cause.

DIVISION OF EMERGENCY MANAGEMENT (NCEM) - The North Carolina state agency tasked with protecting the general public from the effects of natural or man-made disasters.

EMERGENCY ALERT SYSTEM (EAS) - A voluntary network of broadcast stations and interconnecting facilities, which have been authorized by the Federal Communications Commission to disseminate information during an emergency, as provided by the Emergency Alert System Plan. EAS is made up of AM, FM, and TV Broadcast Stations and non-governmental electronic communications operating in a voluntary organized manner during natural/man-made emergencies or disasters at national, state, or local levels. This system keeps the public informed.

EMERGENCY MANAGEMENT - Organized analysis, planning, decision-making, assignment, and coordination of available resources to the mitigation of, preparedness for, response to, or recovery from major community-wide emergencies. Refer to local and state emergency legislation.

EMERGENCY MANAGER (EM) - The Emergency Response person responsible for providing the Direction and Control Group in coordinating the response activities of the combined government, industry, and public forces at work in the disaster.

EMERGENCY MEDICAL SERVICES (EMS) - Local medical response teams, usually rescue squads or local ambulance services which provide medical services during a disaster.

EMERGENCY OPERATIONS CENTER (EOC) - The protected site from which civil government officials (municipal, county, state, and federal) exercise centralized direction and control in an emergency. Operating for an EOC is a basic emergency management concept. The person in charge of the disaster directs the response from this location, and all community officials assigned primary emergency response tasks coordinate their actions from this center. The EOC

also serves as a Resource Center and coordination point for additional field assistance. The EOC may be partially activated with periodic key staff meetings periodically, or it may be fully activated, thus operating on a continuous 24-hour basis, depending on the situation.

EMERGENCY OPERATION PLAN (EOP) - An all-hazards document, which briefly, clearly, and concisely specifies actions to be taken or instructions to be given in the event of natural disasters, technological accidents or nuclear attack. The plan identifies authorities, relationships, and the coordinated actions to be taken based on predetermined assumptions, objectives, and existing capabilities.

EMERGENCY PUBLIC INFORMATION - Information disseminated primarily in anticipation of an emergency, or at the actual time of an emergency; in addition to providing information as such, frequently directs actions, instructs and transmits direct orders.

EVACUATION - A population protection strategy involving orderly movement of people away from an actual or potential hazard.

EXERCISE - Maneuver or simulated emergency condition involving planning, preparation and execution for the identification of areas of strength and weakness for improvement of emergency plan (EOP).

EXTREMELY HAZARDOUS SUBSTANCE - EPA list of 300-plus substances named in SARA section 302(a)(2). Section 302, 303, and 304 of CERCLA apply to these substances. Length of list may be altered by EPA review process.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA) - A federal agency tasked with national emergency preparedness and disaster response. Responsibilities include assistance in all aspects of community planning, preparedness and response to the full range of likely disasters and emergencies, including recommendation for a Presidentially-declared disaster area and administration of disaster funds. Provides a range of expertise and administrative skills in community preparedness planning via state emergency offices. It also deals in flood insurance, temporary emergency housing, training of state and local emergency response personnel and funding of preparedness projects and functions. <http://www.fema.gov/>

GENERAL STATUTE (G.S.) - The specific form of state law, codified and recorded for reference.

HAZARD VULNERABILITY ANALYSIS/ASSESSMENT - A process used by emergency managers to identify and analyze crisis potential and consequences.

HAZARD IDENTIFICATION - Hazard Identification provides a structured approach for identifying those hazards judged by local officials to pose a significant threat to their jurisdiction.

HAZARDOUS MATERIALS (HAZMAT) - any substance or material in a particular form or quantity which the Secretary of Transportation finds may pose an unreasonable risk to health, safety, and property.

HURRICANE - Pronounced rotary circulation, constant wind speed of 74 miles per hour (64 knots) or more.

INCIDENT COMMAND SYSTEM (ICS) - combination of facilities, equipment, personnel, procedures, and communication operating within a common organizational structure with responsibility for management of assigned resources to effectively direct and control the response to an incident. Intended to expand as situation requires larger resource, without requiring new, reorganized command structure.

INCIDENT MANAGEMENT TEAM – a specially trained and credentialed (Type 3) group of responders capable of establishing a format ICS structure and managing an incident for a prolonged period of time.

IN-PLACE SHELTERING - Directing of personnel to remain in a building or seek shelter in a building or structure, in lieu of evacuation, for protection from a life safety threat.

INTEGRATED EMERGENCY MANAGEMENT SYSTEM (IEMS) - A system which allows improved capability by all levels of government to mitigate, prepare for, respond to, and recover from all disasters or emergencies.

JOINT INFORMATION CENTER (JIC) / JOINT INFORMATION SYSTEM (JIS) - The JIC is a central location to facilitate operation of the JIS during and after an incident. The JIC enhances information coordination, reduces misinformation, and maximizes resources by co-locating Public Information Officers (PIOs) as much as possible. The JIC isn't the same as the JIS and doesn't replace the JIS. The JIS is a way of operating; the JIC is one location where the operation takes place.

LOCAL EMERGENCY PLANNING COMMITTEE (LEPC) - Local Community group involved with public safety planning. Started in 1987.

MATERIAL SAFETY DATA SHEET (MSDS) - Compilation of the health, flammability and reactivity hazards of a chemical. It is a legal document, required by the OSHA and SARA to be submitted to LEPC, SERC and local fire department by chemical manufacturer or importer.

MITIGATION - An activity that actually eliminates or reduces the probability of a disaster occurrence, or reduces the effects of a disaster. Mitigation includes such actions as zoning and land use management, safety and building codes, flood proofing of buildings and public education.

MUTUAL AID AGREEMENTS/UNDERSTANDINGS (MOA/MOU) - Formal or informal understanding between jurisdictions that pledge exchange of emergency or disaster assistance.

NATIONAL CONTINGENCY PLAN (NCP) - Term referring to the National Oil and Hazardous Substance Pollution Contingency Plan. Regulations prepared by the Environmental Protection Agency implement the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and the response system of the Clean Water Act (sec. 311); refer to 40 CFR Part 300. It establishes three organizational levels: The National Response Team (NRT), Regional Response Teams (RRTs), and On-Scene Directors (OSCs), and can be implemented using two sources of federal response funding. One fund enables the OSC to conduct oil spill activities, the other is used for chemical releases.

NATIONAL RESPONSE CENTER (NRC) - Established under the Clean Water Act and CERCLA, and operated by the U.S. Coast Guard. The NRC receives and relays notices of discharges or releases, disseminates reports when appropriate and provides facilities for use in coordinating a national response action when required. For release reporting, call 24-hours a day (800) 424-8802; in Washington, D.C. call (202) 426-2675.

NATIONAL RESPONSE TEAM (NRT) - Organization of representatives from 14 federal agencies with responsibility for national planning and coordination (interagency and inter-jurisdictional) of CERCLA objectives.

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION (NOAA) - federal agency task with weather observations and reporting. (See National Weather Service)

NATIONAL WARNING SYSTEM (NAWAS) - The Federal Warning System, used to disseminate warnings of imminent natural disaster or enemy attack into a Regional Warning System which passes it to the State Warning Points for action.

NATIONAL WEATHER SERVICE (NWS) - A federal Agency tasked with forecasting weather and providing appropriate warning of imminent natural disaster such as hurricane, tornadoes, tropical storm, etc.

NRT-1 - Emergency Planning Guide issued by NRT, dated March 1987; fulfills Congressional requirement for unified federal guidance document for HazMat emergency planning. Product of numerous inputs from state and local government, industry, emergency planners, environmental groups and the public. Known to some as the "orange book," and is a key, central document for LEPC/SERC guidance.

NRT-1A - "Criteria for Review of Hazardous Materials Emergency Plans," issued by NRT in May 1988, to assist communities in assessing the effectiveness of their plans. Derived in part from FEMA documents such as CPG 1-8, 1-8a, and NRT-1.

NSF - The Coast Guard's National Strike Force (NSF), composed of two strategically located strike teams which are extensively trained and equipped to assist OSCs in responding to major oil spills and chemical releases. Their capabilities are especially suited to incidents in a marine environment but also include site-assessment, safety, action plan development and documentation for both inland and coastal zone incidents.

ON-SCENE COMMANDER - Official who directly commands and allocates local resources and supervises all local operations at the scene.

PUBLIC INFORMATION OFFICER (PIO) - On-scene official responsible for preparing and coordinating the dissemination of public information in cooperation with other responding Federal, State, and local government agencies. Also called Public Affairs Officer (PAO).

RECOVERY - Activity involves assistance to return the community to normal or near-normal conditions. Short-term recovery returns vital life-support systems to minimum operating standards. Long-term recovery may continue for a number of years after a disaster and seeks to return life to normal or improved levels. Recovery activities include; temporary housing, loans or grants, disaster unemployment insurance, reconstruction, and counseling programs.

REGIONAL RESPONSE TEAM (RRT) - One of seven state funded regional Hazardous Materials teams strategically located across the state.

Response - Activities occur immediately before, during, and directly after an emergency or disaster. They invoke lifesaving actions such as the activation of warning systems, manning the EOCs, implementation of shelter or evacuation plans, and search and rescue.

RISK ANALYSIS - Assesses probability of damage or injury due to probable hazards, in light of the hazard analysis and vulnerability analysis. (See Hazard Vulnerability Analysis/Assessment)

SARA - SUPERFUND AMENDMENTS AND REAUTHORIZATION ACT OF 1986 (PL99-49-9). Extends and revises Superfund authority (in Title I & II). Title III of SARA includes detailed provisions for community planning and Right-To-Know systems.

SEARCH AND RESCUE – the act of locating a victim and removing them from peril.

STATE EMERGENCY RESPONSE COMMISSION (SERC) - designated by the Governor, responsible for establishing HAZMAT planning districts and appointing/overseeing Local Emergency Planning Committees.

SHELTER - A facility to house, feed, and care for persons evacuated from a risk area for periods of one or more days. For the risk areas the primary shelter and the reception center are usually located in the same facility.

STAGING AREA - A pre-selected location having large parking areas such as a major shopping area, schools, etc. The area is a base for the assembly of and management of responding resources.

STANDARD OPERATING PROCEDURES (SOPS) - Set of instructions having the force of a directive, covering features of operations which lend themselves to a definite or standardized procedure

without loss of effectiveness, and implemented without a specific direct order from higher authority.

STATE EMERGENCY RESPONSE PLAN - Plan designated specifically for State-level response to emergencies or major disasters; which sets forth actions to be taken by the State and local governments, including those for implementing Federal disaster assistance.

STATE EMERGENCY RESPONSE TEAM (SERT) - A team of emergency response personnel from the Department of Crime Control and Public Safety who are dispatched to the scene of a disaster in order to evaluate conditions, offer advice and coordinate all recovery activities.

STATE WARNING POINT (SWP) - The State facility (State Highway Patrol Communications Center) that receives warnings and other emergency information over NAWAS and relays this information in accordance with current directives.

SUPERFUND AMENDMENTS AND REAUTHORIZATION ACT OF 1986 (SARA) - Act

(PL99-499) reauthorizing the Comprehensive Environmental Response, Compensation, and Liability Act for another 5 years. Under Title III of SARA, new authorities are established for chemical emergency planning and preparedness, community right-to-know reporting, and toxic chemical release reporting.

THRESHOLD PLANNING QUANTITY (TPQ) - The amount of an Extremely Hazardous Substance present in a facility at any one time which, when exceeded, subjects the facility to Emergency Planning Notification (sec.302).

THRESHOLD REPORT QUANTITY (TRQ) - The amount of Hazardous Chemical present in a facility at any one time which, when exceeded, subjects the facility to the Hazardous Chemical Reporting requirements of 40 CFR 370. The threshold reduces over several years to a base value that will be the reporting level thereafter.

TIER I OR TIER II - Inventory form for reporting Hazardous Chemicals (Sec. 312) and Extremely Hazardous Substances (Sec. 302). Tier II describes more detailed chemical quantity and location(s) within the facility.

TIER III (OF SARA) - The "Emergency Planning and Community Right-to-Know Act of 1986". Specifies requirements for organizing the planning process at the State and local levels for specified extremely hazardous substances, minimum plan content, requirements for fixed facility owners and operators to inform officials about extremely hazardous substances present at the facilities and mechanisms for making information about extremely hazardous substances available to citizens. (42 USC annot., sec.1101, et. seq.-1986)

TRAFFIC CONTROL POINTS - Places along evacuation routes that are manned to direct and control movement to and from the area being evacuated.

TROPICAL DEPRESSION - Rotary circulation at surface, highest constant wind 38 miles per hour (33 knots).

TROPICAL DISTURBANCE - A moving area of thunderstorms in the Tropics that maintains its identity for 24-hours or more. A common phenomenon in the tropics.

TROPICAL STORM - Distinct rotary circulation, constant wind speed ranges 39-73 miles per hour (34-63 knots).

TORNADOES - Spawned by hurricanes sometimes produce severe damage and casualties. If a tornado is reported in your area, a warning will be issued.

URBAN SEARCH AND RESCUE (USAR) - One of nine state funded regional teams strategically located across the state that specialize in heavy, technical, structural collapse incidents.

VULNERABILITY - The susceptibility to life, property and the environment to damage as a hazard manifests its potential.

VULNERABILITY ANALYSIS - Identifies what is susceptible to damage. Should provide information on: extent of the vulnerable zone; population, in terms of size and types that could be expected to be within the vulnerable zone; private and public property that may be damaged, including essential support systems and transportation corridors; and environment that may be affected, and impact on sensitive natural areas and endangered species.

WARNING POINT - A facility that receives warning and other information and disseminates or relays this information in accordance with a prearranged plan.

ACRONYMS/ABBREVIATIONS

ARC - American Red Cross

ARES - Amateur Radio Emergency Service

CFR - Code of Federal Regulations

CPCS - Common Program Control Station

CPG - Civil Preparedness Guide

DCI - Division of Criminal Information

EAS - Emergency Alert System

EHS - Extremely Hazardous Substance EM - Emergency Management

EMD - Emergency Medical Dispatch EMS - Emergency Medical Services EMT - Emergency

Medical Technician EOC - Emergency Operations Center EOP - Emergency Operations Plan

FCC - Federal Communications Commission

FEMA - Federal Emergency Management Agency

GS - General Statute

HAZMAT - Hazardous Materials

IC - Incident Commander

ICS - Incident Command System

IDLH - Immediately Dangerous to Life and Health IEMS - Integrated Emergency Management System

JIC- Joint Information Center

JIS - Joint Information System

LEPC - Local Emergency Planning Committee

MSDS - Material Safety Data Sheet

NAWAS - National Warning System

NCEM - North Carolina Division of Emergency Management

NCERC - North Carolina Emergency Response Commission

NCGS - North Carolina General Statues

NCP - National Contingency Plan

NFPA - National Fire Protection Association

NOAA - National Oceanic and Atmospheric Administration

NRC - Nuclear Regulatory Commission

NRT - National Response Team

NWS - National Weather Service

OSHA - Occupational Safety and Health Act PIO - Public Information Officer

RRT - Regional Response Team

SARA - Superfund Amendments and Reauthorization Act

SERC - State Emergency Response Commission

SERT - State Emergency Response Team SOP - Standard Operating Procedure SWP- State

Warning Point

TLV - Threshold Limit Value

TPQ - Threshold Planning Quantity

TRQ - Threshold Reporting Quantity

USCG - United States Coast Guard

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